



January 12, 2021

Dear Pleasanton Paratransit Service Customer,

Exciting new changes are coming to Pleasanton Paratransit Services (PPS) in 2021.

At their December 1, 2020 meeting, the City Council unanimously awarded a multi-year operator agreement to Pleasanton-based Black Tie Transportation for the management and day-to-day operations of PPS.

Black Tie Transportation is poised to provide operations and a seamless transition on Monday February 1, 2021. Service during the COVID-19 restrictions will continue Mondays, Wednesdays, and Fridays from 8:00 a.m. to 5:00 p.m. Application information and current processes will be transferred to and administered by Black Tie Transportation. Fees will remain the same.

A representative from Black Tie Transportation will be reaching out later this month to talk with you in more detail about what to expect and answer any questions you may have.

If you have additional questions following your call with the Black Tie Transportation representative, or questions specific to your unique ridership needs, please contact Jay Ingram, Recreation Manager at 925-931-5346 or jingram@cityofpleasantonca.gov.

Sincerely,

City of Pleasanton and Black Tie Transportation

400 Old Bernal Avenue, Pleasanton, CA 94566-7020

Library and Recreation
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www.pleasantonlibraryandrecreation.org