



Paratransit Program Plan Review Subcommittee (PPR) Meeting Agenda Monday, April 27, 2026, 1:00 PM

The Commission and its Standing Committees will meet in the Mary V. King Conference Room at Alameda CTC's offices at 1111 Broadway, Suite 800, Oakland, CA 94607. The live stream of each Alameda CTC Commission and Standing Committee meeting is available for public viewing at www.alamedactc.org/all-meetings by clicking on **View Event** next to the meeting in the list of Upcoming Events.

Members of the public may submit public comments that are addressed to the Commission or Committee members on topics germane to the jurisdiction of the Alameda CTC in person by attending the meeting in Alameda CTC's offices. Alameda CTC conducts orderly meetings to fulfill its mandate. Discriminatory statements or conduct that would potentially violate the federal Civil Rights Act of 1964 and/or the California Fair Employment and Housing Act, California Penal Code sections 403 or 415 is per se disruptive to a meeting and will not be tolerated. Please see [Alameda CTC's Meeting Code of Conduct](#) for more information.

Additionally, comments may be submitted by email sent to the Clerk of the Commission at clerk@alamedactc.org, including the words "Public Comment" and the meeting to which it pertains in the email's subject line. Public comments received by 5:00 p.m. the day before the scheduled meeting will be distributed to Commissioners or Committee members before the meeting and posted on the Alameda CTC website; comments submitted after that time will be distributed to Commissioners or Committee members and posted as soon as possible.

As a convenience, members of the public may also make comments remotely during the meeting by accessing the Zoom link listed below, using the "Raise Hand" feature on their phone, tablet or other device during the relevant agenda item, and waiting to be recognized by the Chair. If calling into the meeting from a telephone, you can press the star key (*) and then the number 9 (*9) to raise/lower your hand. Comments made in person or via Zoom will generally be limited to three minutes in length, or as specified by the Chair. Alameda CTC cannot guarantee that the public's access to Zoom via phone or other device will be uninterrupted, and technical difficulties may occur from time to time. Unless

required by the Brown Act, the meeting will continue despite technical difficulties for participants using the Zoom option.

Chair:	Sandra Johnson	Staff Liaison:	Krystle Pasco
Vice Chair:	John Suter	Clerk:	Angie Ayers

Location Information:

Alameda County Transportation Commission
1111 Broadway, Suite 800
Oakland, CA 94607

Zoom Link:

[https://us06web.zoom.us/j/81806852431?
pwd=pYagZ9Tivj6cZbAwGxx3LvtnsMOEtA.NJzb1zUXNnA9wEID](https://us06web.zoom.us/j/81806852431?pwd=pYagZ9Tivj6cZbAwGxx3LvtnsMOEtA.NJzb1zUXNnA9wEID)

Dial-in Information: 1 (669) 900 6833

Webinar ID: 818 0685 2431

Passcode: 931197

Meeting Agenda

1. Call to Order

2. Introduction / Roll Call

3. Public Comment

4. Central County Subcommittee

4.1 Program Plan Review Overview

Information

[4.1_PAPCO_PPR_FY26-27_Instructions_References_20260427.pdf](#)

4.2 Public Comment

Information

4.3 City of Hayward Staff Summary and Presentation

Information

[4.3_PAPCO_PPR_FY26-27_Central_Hayward_Packet_20260427.pdf](#)

[4.3_PPR_Central_Hayward_FY26-27_Presentation_20260427.pdf](#)

4.4 City of San Leandro Staff Summary and Presentation

Information

[4.4_PAPCO_PPR_FY26-](#)

[27_Central_San_Leandro_Packet_20260427.pdf.pdf](#)

[4.4_PPR_Central_San_Leandro_FY26-27_Presentation_20260427.pdf](#)

4.5 Central County Q&A

Information

4.6 Approve the Central County Program Plans

Action

5. Transition

6. North County Subcommittee

6.1 Program Plan Review Overview

Information

[6.1_PAPCO_PPR_FY26-27_Instructions_References_20260427.pdf](#)

6.2 Public Comment

Information

6.3 City of Alameda Staff Summary and Presentation

Information

[6.3_PAPCO_PPR_FY26-27_North_Alameda_Packet_20260427.pdf](#)

[6.3_PPR_North_Alameda_FY26-27_Presentation_20260427.pdf](#)

6.4 City of Albany Staff Summary and Presentation

Information

[6.4_PAPCO_PPR_FY26-27_North_Albany_Packet_20260427.pdf](#)

[6.4_PPR_North_Albany_FY26-27_Presentation_20260427.pdf](#)

6.5 City of Berkeley Staff Summary and Presentation

Information

[6.5_PAPCO_PPR_FY26-27_North_Berkeley_Packet_20260427.pdf](#)

[6.5_PPR_North_Berkeley_FY26-27_Presentation_20260427.pdf](#)

6.6 City of Emeryville Staff Summary and Presentation

Information

[6.6_PAPCO_PPR_FY26-27_North_Emeryville_Packet_20260427.pdf](#)

[6.6_PPR_North_Emeryville_FY26-27_Presentation_20260427.pdf](#)

6.7 City of Oakland Staff Summary and Presentation

Information

[6.7_PAPCO_PPR_FY26-27_North_Oakland_Packet_20260427.pdf](#)

[6.7_PPR_North_Oakland_FY26-27_Presentation_20260427.pdf](#)

6.8 North County Q&A

Information

6.9 Approve the North County Program Plans

Action

7. Wrap Up

8. Adjournment

Notes:

- All items on the agenda are subject to action and/or change by the Commission/Committee.
- To comment on an item not on the agenda, submit a speaker card to the Clerk or follow remote instructions listed in the agenda preamble.
- Meeting agendas and staff reports are available on the [website calendar](#).
- Alameda CTC is located near 12th St. Oakland City Center BART station and AC Transit bus lines. [Directions and parking information](#) are available online.
- For language assistance, please call (510) 208-7475. We request at least five working days' notice to accommodate your request.

- Para obtener asistencia de idioma, comuníquese al (510) 208-7475. Para hacer lugar a su pedido, solicitamos que nos avise con una anticipación mínima de cinco días hábiles.
 - 如需语言协助，请致电 (510) 208-7475. 请至少提前五个工作日通知，以便满足您的要求。
 - Para sa tulong sa wika, tumawag sa (510) 208-7475. Mag-abiso nang limang araw na may pasok o mas maaga para mapagbigyan ang inyong kahilingan.
 - Để được hỗ trợ ngôn ngữ, vui lòng gọi (510) 208-7475. Chúng tôi yêu cầu quý vị thông báo ít nhất năm ngày làm việc để có thể đáp ứng được yêu cầu của quý vị.
- Call (510) 208-7450 (Voice) or 1(800) 855-7100 (TTY) five days in advance of the meeting to request a sign-language interpreter.
 - Call (510) 208-7400 48 hours in advance to request other accommodations or assistance at this meeting.



Memorandum

4.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: April 20, 2026

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Senior Program Analyst

SUBJECT: Instructions and Recommendation for
FY 2026-27 Direct Local Distribution Paratransit
Program Plan Review

Recommendation

PAPCO is asked to make recommendations for all program plans.

Summary

In April 2026, PAPCO members were appointed to participate in various subcommittees as part of the annual Paratransit Program Plan Review. PAPCO's review process is carried out through five subcommittees: East Bay Paratransit, North County, Central County, South County, and East County. During Program Plan Review, PAPCO is responsible for reviewing the Measure BB Direct Local Distribution (DLD) funded paratransit program plans for FY 2026-27. The subcommittee meetings will be held in-person at the Alameda CTC office and are scheduled to take place on Monday and Tuesday, April 27th and April 28th, 2026.

Paratransit Advisory and Planning Committee (PAPCO) members will receive the Paratransit Program Plan Review packet and are asked to review it prior to the subcommittee meeting(s).

Background

Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws describe PAPCO's program plan

responsibilities as the following: *“Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County.”*

PAPCO will be responsible for reviewing Measure BB DLD-funded paratransit programs.

FY 2022-23 was the first year with only Measure BB DLD funding. Since a number of programs are still drawing down Measure B reserves, the packet materials will include that information.

Process

PAPCO members will receive the program plan packets either through email or mail. Members will be able to review the packet and note comments or questions.

The package contains the following materials:

- PAPCO Agenda
- PAPCO Instruction Memo
- General References and Background Information

The following materials are included for each planning area/program:

- Staff Summary
- Program Plan Application

PAPCO members are requested to review these documents carefully. As always, members have the opportunity to make comments and suggest ideas to the program managers regarding their programs. This process encourages the development of quality, cost effective and efficient services by suggesting coordination, mobility management activities, and consumer involvement as well as offering consumer experiences to respond to consumer needs. However, it is important to note that most jurisdictions have their own local advisory committee that they work with to develop their program.

PAPCO members will meet in full committee on June 22, 2026 to finalize a recommendation.

Alameda CTC is looking forward to PAPCO's participation in the annual Paratransit Program Plan Review process. If you have any questions, please don't hesitate to email or call Krystle Pasco at kpasco@alamedactc.org or (510) 208-7467.

Fiscal Impact: There is no fiscal impact associated with the requested action.

Attachments

A. Program Plan Review Materials

Background

Transportation Expenditure Plans

- 2000 Measure B:
 - 20-year period, 2002 – 2022¹
 - 1/2 cent sales tax
- 2014 Measure BB:
 - 30-year period, 2015 – 2045
 - 1/2 cent, 2015 – 2022
 - 1 full cent, 2022 – 2045

Excerpts from PAPCO Bylaws

Article 2: Purpose and Responsibilities

- **2.1 Committee Purpose.** The Committee purpose is to fulfill the functions mandated for the Committee in the 2000 and 2014 Expenditure Plan and to advise the Alameda CTC on all special transportation.
- **2.2 Committee Roles and Responsibilities from 2000 and 2014 Transportation Expenditure Plans.** As defined by the 2000 and 2014 Transportation Expenditure Plans, the roles and responsibilities of the Committee are to:
 - **2.2.1** Develop the formula use to distribute Measure B and Measure BB programmatic funds to the cities in Alameda County and the County of Alameda for mandated and non-mandated special transportation services, subject to approval by the Commission.
 - **2.2.2** Recommend allocation of funds identified for coordination/gaps in service in Tier 1 of the 2000 Transportation Expenditure Plan, subject to approval by the Commission.
 - **2.2.3** Recommend allocation of funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the 2000 Transportation Expenditure Plan, assuming funds are available for allocation, subject to approval by the Commission.
- **2.3 Additional Responsibilities.** Additional PAPCO member responsibilities are to:
 - **2.3.1** Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels,

¹ Although Measure B stopped accruing in 2022, programs may still use reserves.

with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County.

- **2.3.2** Report annually on the status of special transportation services, including service availability, quality, and improvements made as compared to the previous year.
- **2.3.3** Provide a forum for consumers to discuss common interests and goals affecting all special transportation services funded in whole or in part by Measure B and Measure BB funds in Alameda County.
- **2.3.4** Encourage coordination of special transportation and public transit services as they relate to seniors and individuals with disabilities in Alameda County.

FY 2026-27 PAPCO Review Activities

Due Date	Report/Event	Applicable Period
July 31, 2025	CIP Progress Reports	Second half of prior fiscal year (Jan-Jun 2025)
December 31, 2025	Annual Audit and Compliance Report	Prior fiscal year (FY 2024-25)
January 31, 2026	CIP Progress Reports	First half of current fiscal year (Jul-Dec 2025)
February 28, 2026	Paratransit Program Plan Application	Upcoming fiscal year (FY 2026-27) and some prior and current year data
April 2026	PAPCO Program Plan Review Subcommittee	Prior fiscal year (FY 2024-25) and upcoming fiscal year (FY 2025-26)

Paratransit Program Plan Review Process

PAPCO members will receive the packet in April via email or mail. Members are asked to review the packets before the meeting.

The packet contains the following materials:

- PAPCO Agenda
- PAPCO Instruction Memo
- General References and Background Information

The following materials are included for each planning area/program:

- Staff Summary
- Program Plan Application

PAPCO members will meet in person as a subcommittee on April 27th to 28th, 2026 to provide a recommendation. The full committee will meet on June 22, 2026 to finalize the recommendation.

Program Review Process

- Introductions
- Staff Summaries
- Panel Presentations by Program Managers
- Q&A
- Motion

Program Manager's Presentation

- Expand on Staff Summary
 - Describe changes from last year's program
- Highlights of outreach and community engagement
- Future challenges or issues that the Subcommittee should be aware of

Options for Motions

1. Recommend approval of all components of the program plan
2. Recommend conditional approval with recommended actions (e.g., work with staff to correct plan or budget, require regular reports to PAPCO, etc.).
3. Do not recommend approval of some components of the program plan.

Overview of Paratransit Programs in Alameda County

There are 13 different paratransit programs in Alameda County. Broadly speaking, these programs can be categorized into “ADA-mandated” programs and “City” programs.

ADA-mandated programs exist due to the 1990 federal Americans with Disabilities Act (ADA), which mandates that all public transit systems make their services fully accessible to all people, including those who, due to disability, cannot ride regular buses and trains. In Alameda County, there are three mandated programs. AC Transit and BART have partnered to form the East Bay Paratransit Consortium (EBP) which provides ADA-mandated service in these agencies’ service areas. Livermore Amador Valley Transit Authority (LAVTA) in the Tri-Valley and Union City Transit in the City of Union City also provide ADA-mandated services. However, LAVTA and Union City do not receive funding under the “ADA-mandated paratransit” portion of Measure BB. They receive funding through the cities they serve and offer both ADA-mandated service and exceed the ADA-mandate geographically. Only AC Transit and BART receive funding from the “ADA-mandated services” portion of Measure BB.

ADA-mandated services are required by federal law to provide service comparable to regular bus and transit services. Paratransit services must be provided to individuals who travel within a 3/4-mile radius of a regular bus or rail route during the days and hours that those regular services are offered. Other requirements of ADA-mandated services are that they provide next day service; charge fares no more than twice the adult fixed route fare; accept requests for all types of trips without prioritization; operate during the same hours as regular transit services; and allow no pattern or practice of denials. Individuals who wish to use ADA-mandated paratransit in their area are required to complete an application, and sometimes an interview, to determine their eligibility.

City programs, on the other hand, have much more flexibility in how they design their programs. Eleven cities in the County have designed a paratransit program to meet the needs of consumers in their local jurisdiction. The major difference between the ADA-mandated and City programs, aside from the absence of federal regulations, are that they focus more on providing paratransit services for older adults rather than exclusively those with disabilities, and that they offer a range of different types of services including taxi, TNC (Lyft/Uber), shuttles and group trips.

City programs receive Measure BB funding through the “non-mandated program” stream of sales tax funding. Many cities rely on Measure BB funding for the

majority of their paratransit program funding, although some do contribute some city general funds and/or in-kind support for administration and staffing.

In Spring 2022, Measure B sunset. FY 2022-23 was the first year with only Measure BB DLD funding. A number of programs are still drawing down Measure B reserves, however, in accordance with the timely use of funds policy.

Summary of FY 2026-27 Alameda CTC Funded Paratransit Programs by City/Area*

City	Planning Area	ADA-Mandated Paratransit	Same-Day Transportation	Specialized Accessible Van	Accessible Shuttle	Group Trips	Door-through-Door/Volunteer Driver	Mobility Mgmt/Travel Training	Means-Based Fare	Meal Delivery	Capital Expenditures	Customer Service and Outreach	Management / Overhead
Alameda	North												
Albany	North												
Berkeley	North												
Dublin	East												
Emeryville	North												
Fremont	South												
Hayward (Castro Valley and San Lorenzo)	Central												
Livermore	East												
Newark	South												
Oakland (+Piedmont)	North												
Pleasanton	East												
San Leandro	Central												
Union City	South												

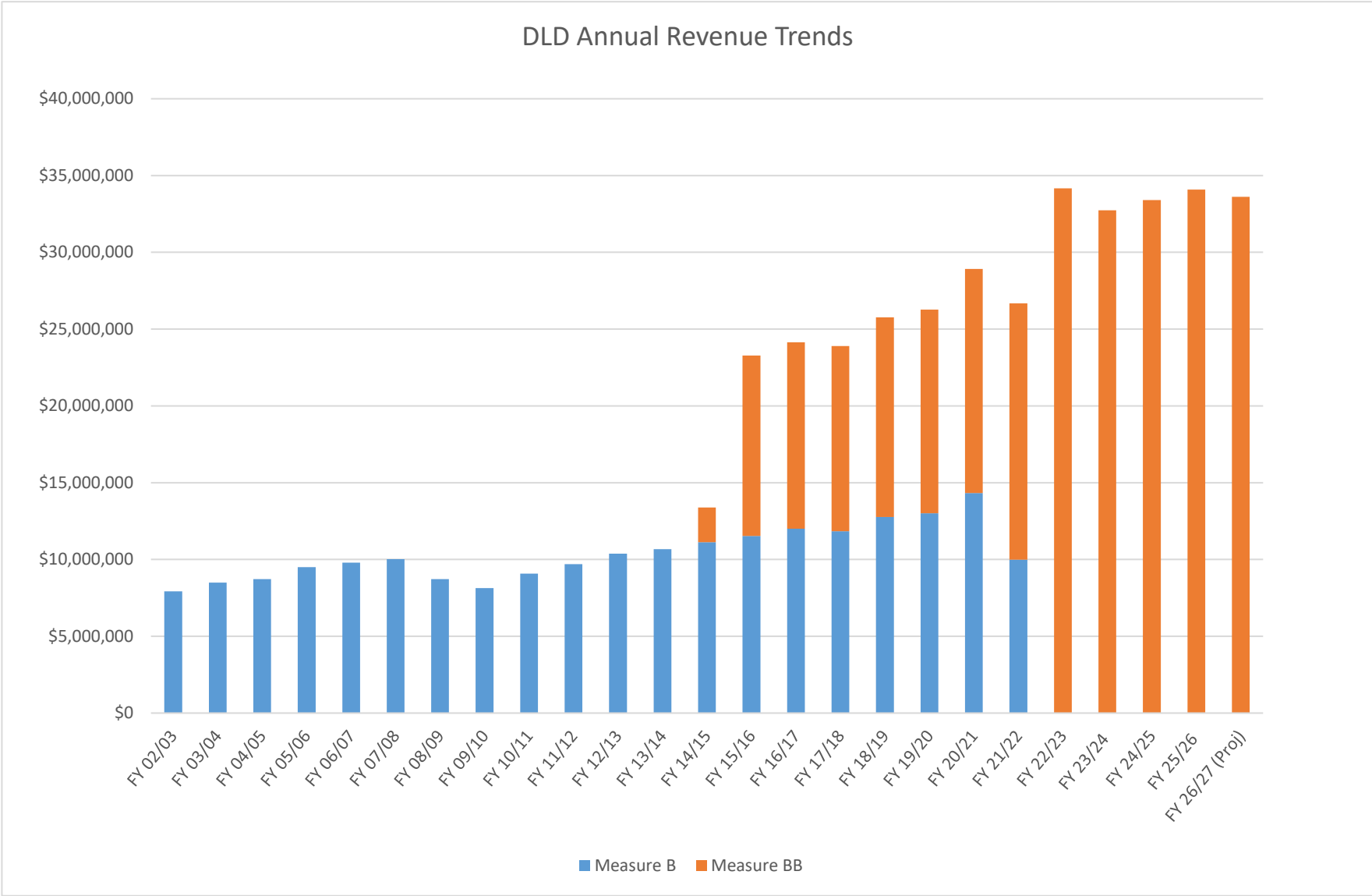
*Primary funding source based on program plan, 2024 PDGP Funding, 5310, and AFA (some programs have mixed funding sources, the box reflects majority):

Direct Local Distribution Funded

Discretionary Grant Funded

Other Funding

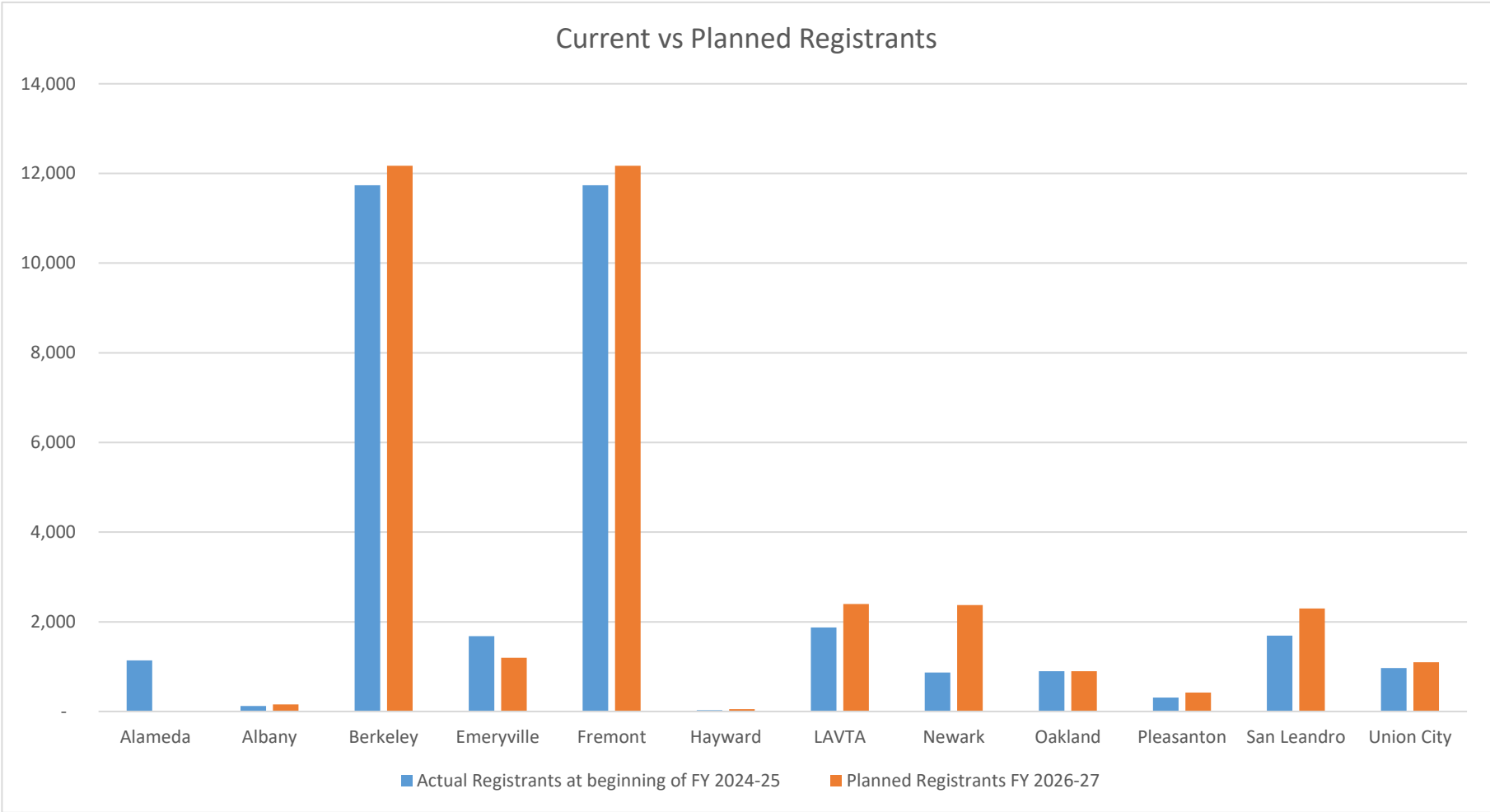
Annual Measure B and BB Paratransit DLD Revenue Trends²



² Measure B (0.5% transportation sales tax) sunset in March FY 2021-22. Measure BB increased from 0.5% to 1% transportation sales tax.

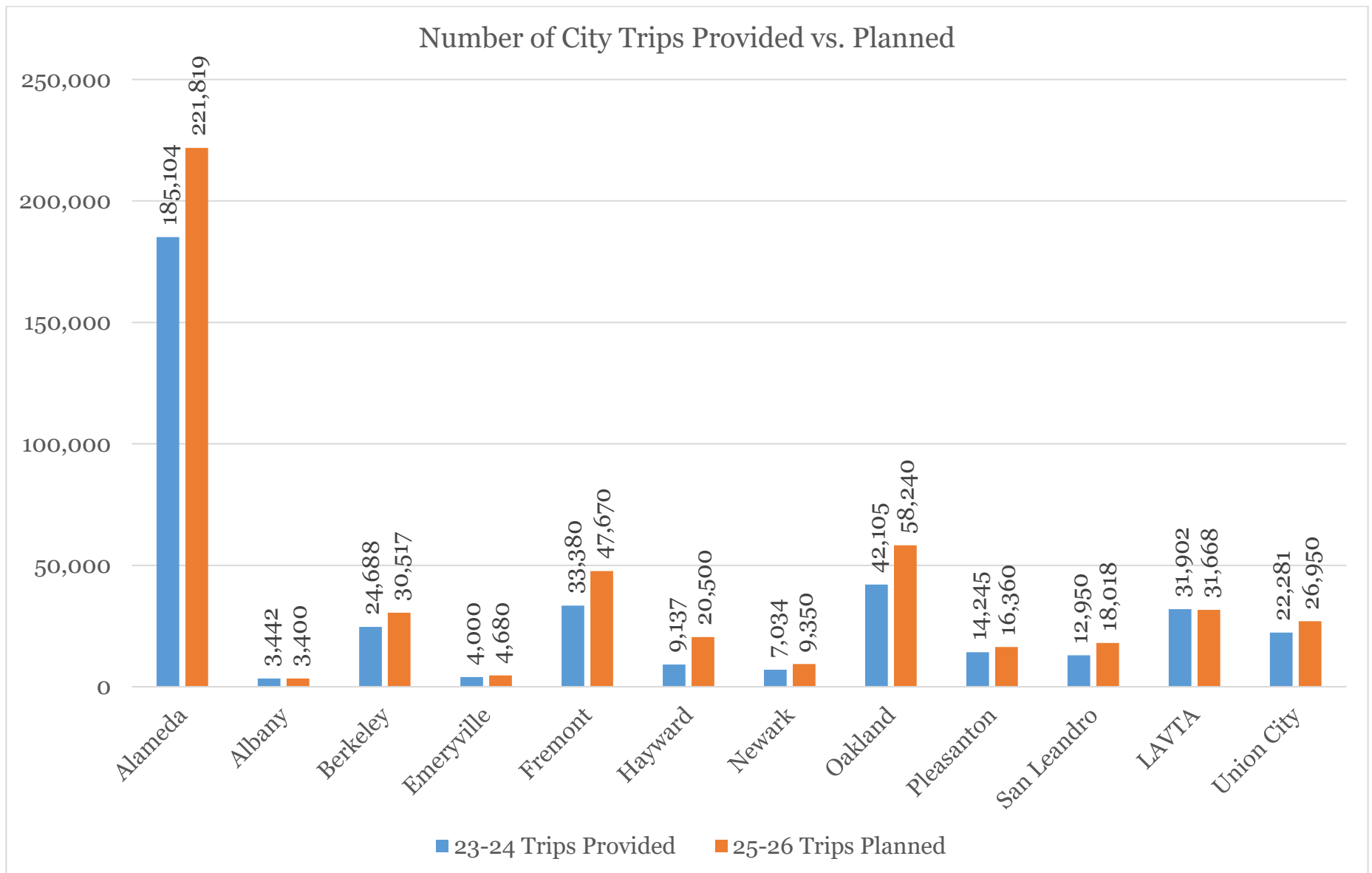
Total Number of Registrants

Program	Registrants at end of FY 2024-25	FY 2026-27 Planned Registrants
East Bay Paratransit	12,140	12,173



Total Number of Trips Planned

Jurisdiction	FY 2024-25 Trips Provided	FY 2026-27 Trips Planned
Alameda	2,016	233,500
Albany	3,351	3,400
Berkeley	31,127	31,560
Emeryville	1,998	2,380
Fremont	39,946	48,352
Hayward	19,063	67,630
Newark	7,261	1,000
Oakland	33,819	56,385
Pleasanton	16,407	7,522
San Leandro	13,893	15,532
LAVTA	31,358	31,668
Union City	14,788	Missing
East Bay Paratransit	480,098	560,326
<i>AC Transit</i>	<i>358,526</i>	<i>386,625</i>
<i>BART</i>	<i>161,077</i>	<i>173,701</i>
Grand Total	734,630	1,059,255



Cost Per Trip

ADA-Mandated Paratransit

Program	FY 2024-25	FY 2026-27
LAVTA	\$69.00	\$83.47
Union City	\$160.12	Missing
East Bay Paratransit	\$121.01	\$130.92

City Programs

FY 2024-25 (Actual) and FY 2026-27 (Planned)

Program	Group Trips		Accessible Fixed-Route Shuttle		Door-through-Door/Volunteer Driver		Same-Day Transportation		Specialized Accessible Van	
	24-25	26-27	24-25	26-27	24-25	26-27	24-25	26-27	24-25	26-27
Alameda	\$2.14	\$2.14	\$111.34	\$71.62			\$29.76	\$42.86		
Albany	\$24.17	\$24.00					\$17.00	\$20.00		
Berkeley							\$28.40	\$16.20	\$33.90	\$27.00
Emeryville	\$1.96	\$27.78					\$18.67	\$17.50	\$64.92	\$68.88
Fremont							\$17.57	\$15.00	\$129.39	\$170.03
Hayward					\$45.82	\$31.66	\$28.21	\$14.83	\$92.93	\$96.39
Newark							\$21.00	\$12.52	\$110.85	\$24.00
Oakland	\$26.07	\$22.06			\$48.22	\$66.67	\$24.31	\$30.86	\$45.77	\$56.63
Pleasanton	\$27.04	\$32.68					\$47.84			\$50.65
San Leandro		\$531.87		\$84.23		\$173.61	\$15.51	\$16.10		
Union City							Missing	Missing		

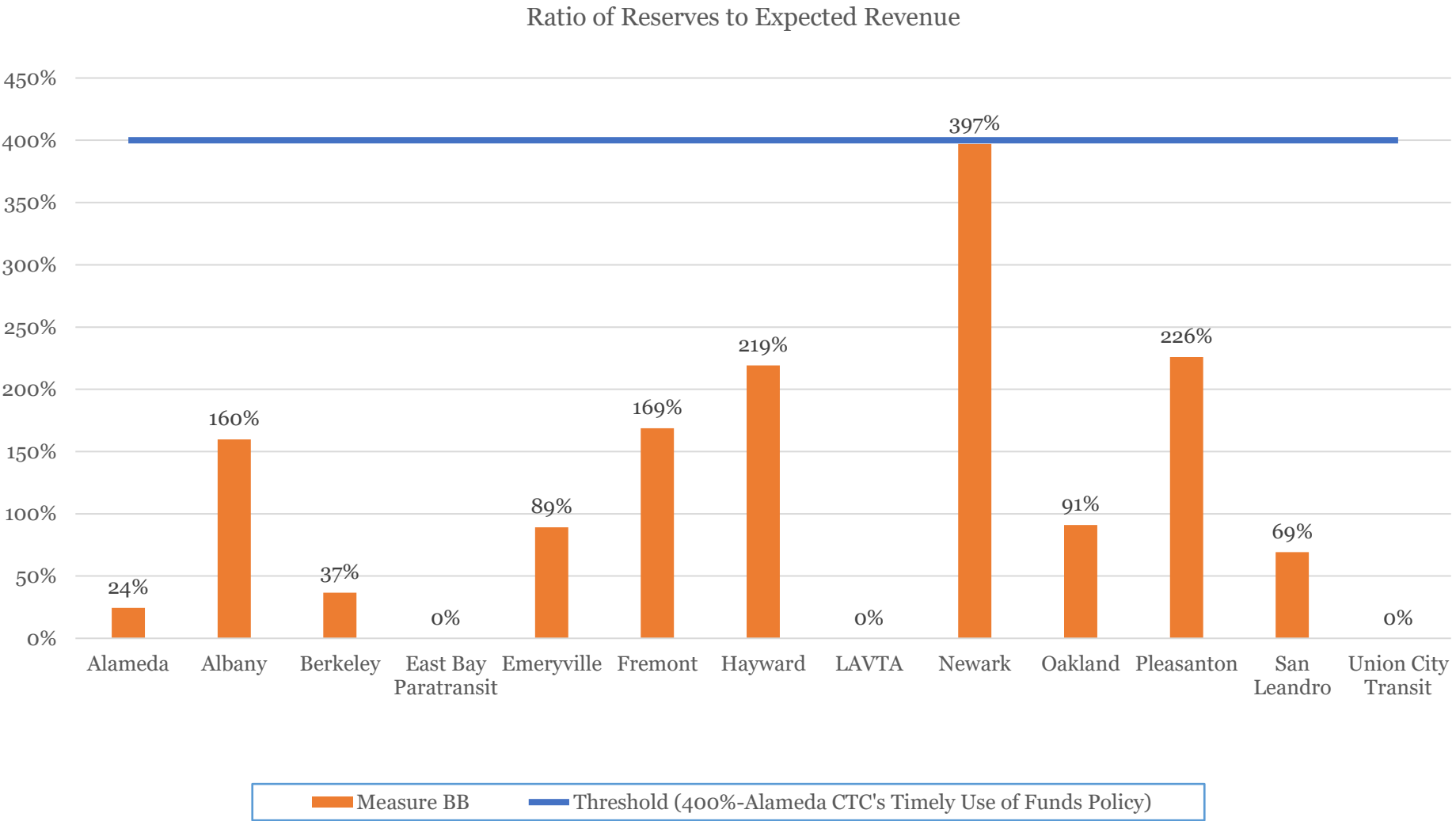
Percent Measure B/BB Funding

Program	FY 2024-25 (Actual)	FY 2026-27 (Planned)
Alameda	100%	100%
Albany	100%	100%
Berkeley	100%	100%
Emeryville	99%	99%
Fremont	100%	81%
Hayward	100%	100%
Newark	100%	100%
Oakland	100%	97%
Pleasanton	100%	100%
San Leandro	100%	100%
LAVTA	86%	39%
East Bay Paratransit	35%	29%
<i>AC Transit</i>	38%	32%
<i>BART</i>	28%	23%
Union City	23%	32%

Percent Customer Service and Outreach (City Programs)

Program	FY 2024-25 (Actual)	FY 2026-27 (Planned)
Alameda	4.0%	0.9%
Albany	22.1%	21.6%
Berkeley	5.7%	5.0%
Emeryville	0.0%	0.0%
Fremont	28.9%	5.4%
Hayward	0.0%	5.9%
Newark	0.0%	12.7%
Oakland	0.0%	21.1%
Pleasanton	0.0%	0.0%
San Leandro	0.0%	0.8%

FY 2026-27 Planned Reserves



Demographic Reporting

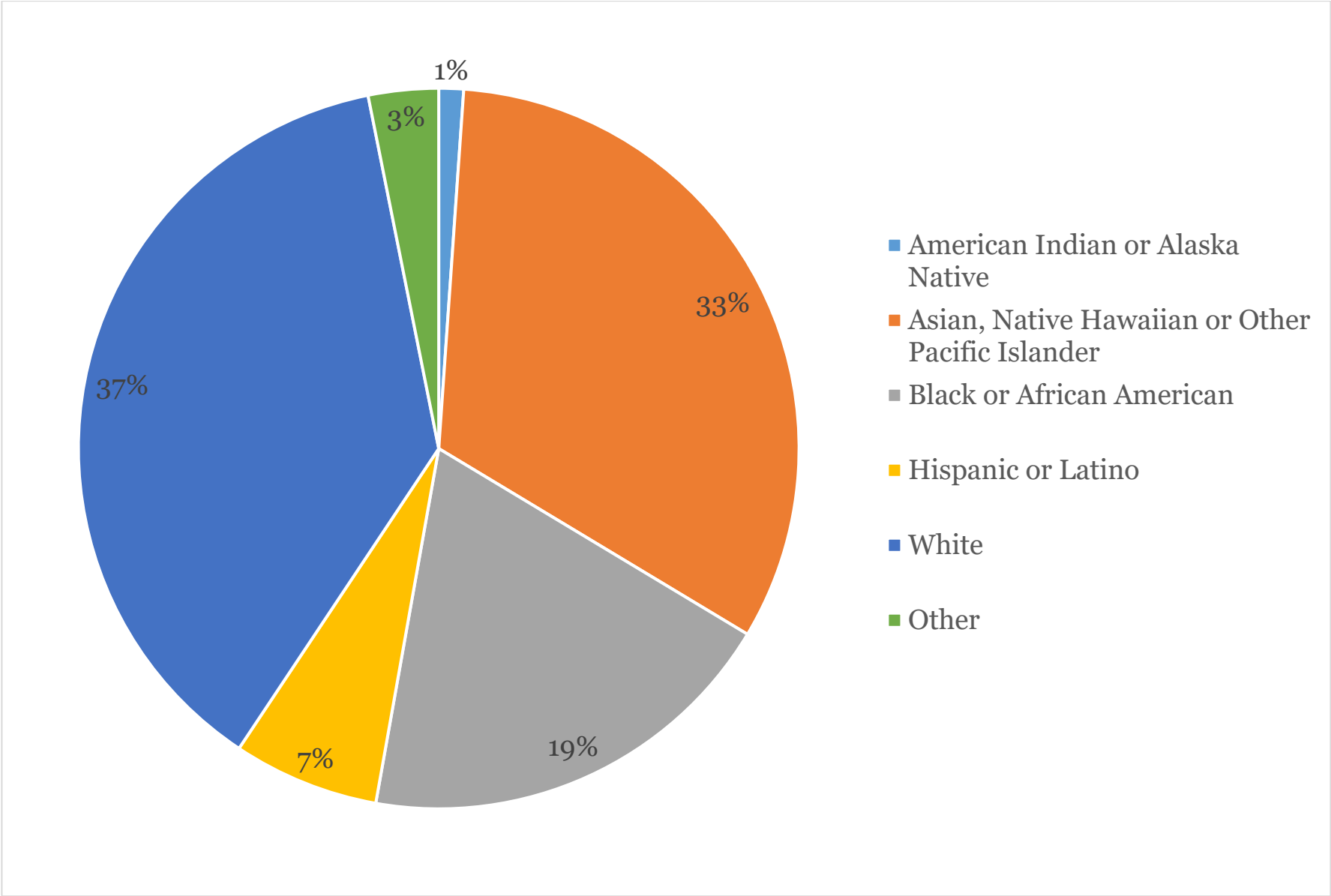
Programs were requested to share the demographic profile of their registrants in their program plans. All programs, with the exception of Union City, partially or fully reported. The following charts reflect a weighted percentage based on planned registrants for the year.

Programs don't collect all categories, or in the same format as the program plans. Also, most demographic questions are voluntary for registrants. Due to the limitations of reported data, consider this a preliminary estimate of demographics related to paratransit programs within Alameda County.

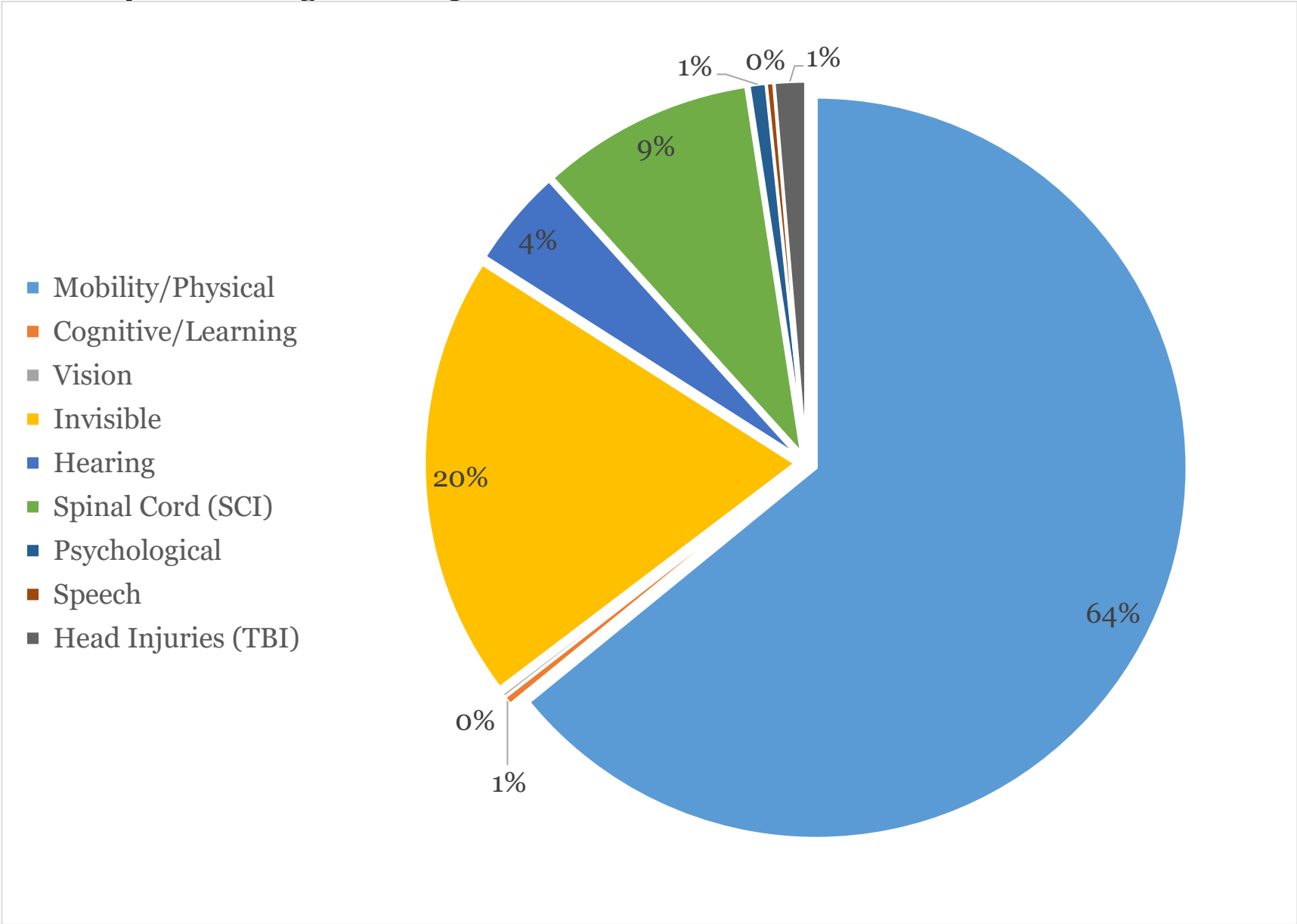
Data Reported by Program

Jurisdiction	Race/Ethnicity	Disability	Household Income
Alameda			
Albany			
Berkeley			
East Bay Paratransit			
Emeryville			
Fremont			
Hayward			
LAVTA			
Newark			
Oakland			
Pleasanton			
San Leandro			
Union City			

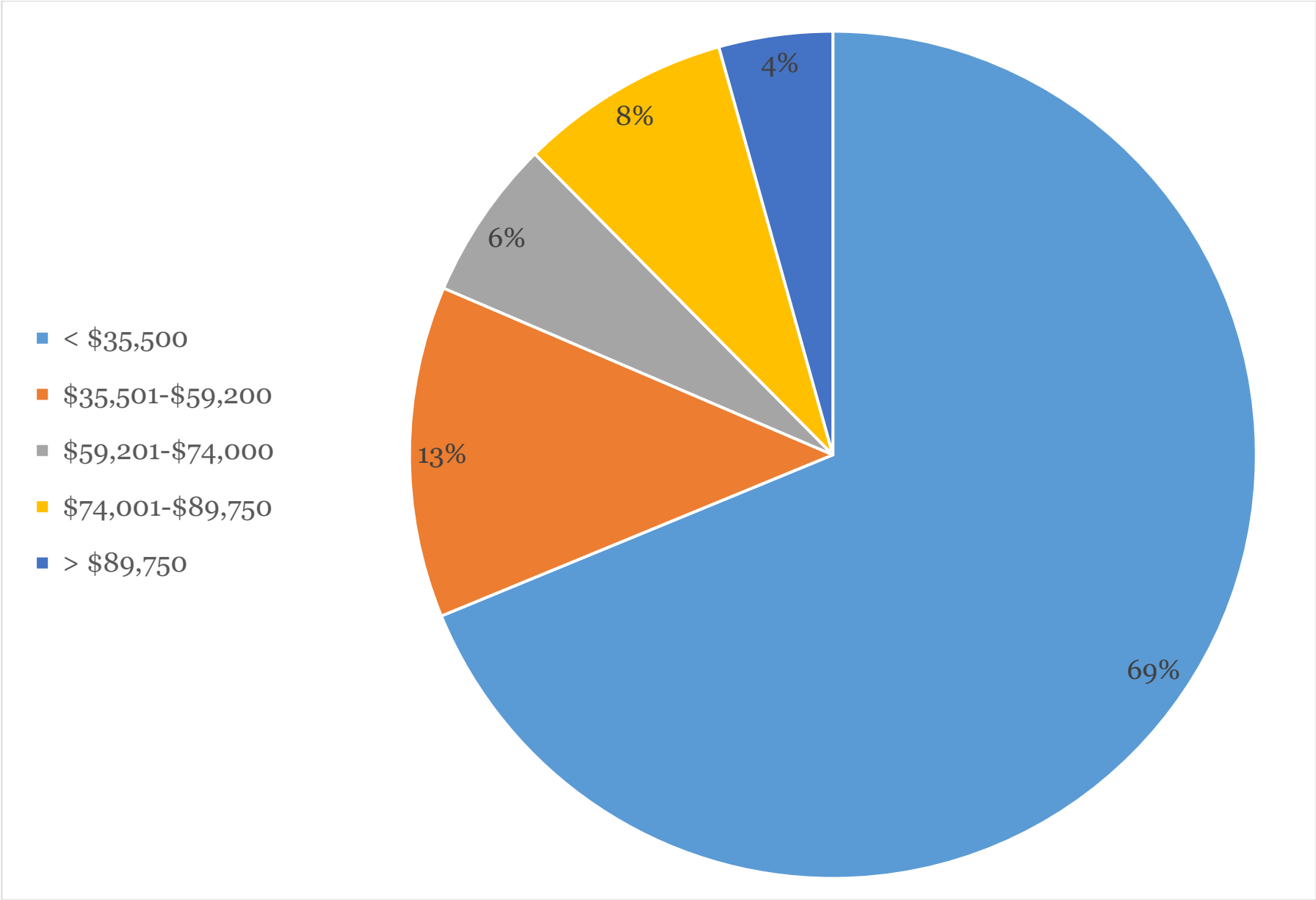
Race/Ethnicity for All Programs (Reported)



Disability for All Programs (Reported)



Income for All Programs (Reported)



PAPCO Appointments and Vacancies

Appointer	Member
Alameda County Board of Supervisors, District 1	Herb Hastings
Alameda County Board of Supervisors, District 2	Helen Van Slyke
Alameda County Board of Supervisors, District 3	Sylvia Stadmire
Alameda County Board of Supervisors, District 4	Sandra Johnson
Alameda County Board of Supervisors, District 5	<i>Vacant</i>
City of Alameda	Tony Lewis
City of Albany	Jeanne (Dede) Pansino
City of Berkeley	<i>Vacant</i>
City of Dublin	Shawn Costello
City of Emeryville	John Suter
City of Fremont	<i>Vacant</i>
City of Hayward	<i>Vacant</i>
City of Livermore	<i>Vacant</i>
City of Newark	<i>Vacant</i>
City of Oakland	<i>Vacant</i>
City of Piedmont	<i>Vacant</i>
City of Pleasanton	Carmen Rivera-Hendrickson
City of San Leandro	<i>Vacant</i>
City of Union City	<i>Vacant</i>
AC Transit	Arun Mital
BART	Michelle Rousey
LAVTA	Esther Waltz
Union City Transit	<i>Vacant</i>

Summary of Paratransit Discretionary Grant Program (2024-2029)

Sponsor	Project/Program Name	Total Funding Recommended (FY24-25 thru FY28-29)
Alzheimers Services of the East Bay (ASEB)	ASEB Revitalization of Transportation Program after Pandemic	\$541,865 Program Sunset
Bay Area Outreach & Recreation Program (BORP)	Accessible Group Trip Transportation for Youth & Adults with Disabilities	\$1,180,000
The Center for Independent Living	Mobility Management & NEMT	\$1,250,000
CityServe of the Tri-Valley	Ride Care	\$1,000,000
Community Resources for Independent Living	Door Through Door and Travel Training	\$1,067,400
AC Transit and BART	The East Bay Paratransit Travel Training Program	\$731,545
Easy Does It Emergency Services	FASTER	\$1,211,898
Eden I & R, Inc.	Mobility Management Through 211 Alameda County	\$955,937
City of Emeryville	Micro Transit Expanded Transportation Program	\$145,728 Declined partial award
City of Fremont	Ride-On Tri-City! Mobility Management and Travel Training Program	\$875,000
City of Fremont	Ride-On Tri-City! On-Demand WAV Pilot Project	\$525,000
Livermore Amador Valley Transit Authority (LAVTA)	Wheels Access – Expanding Mobility Options in the Tri-Valley	\$598,565

Sponsor	Project/Program Name	Total Funding Recommended (FY24-25 thru FY28-29)
City of Pleasanton	Pleasanton Rides Additional Driver and Electric Transit Vehicle	\$158,400
Service Opportunity for Seniors	SOS Meals on Wheels	\$471,273
United Seniors of Oakland and Alameda County (USOAC)	USOAC Travel Training Program (USOACTTP)	\$755,295
Total		\$11,467,906

Summary of FTA Section 5310 Funding 2023

Sponsor	Project	Funding
Center for Elders' Independence	Replacement vehicles	\$280,000
The Center for Independent Living	Operating, Mobility Management	\$346,697
Family Bridges, Inc.	Replacement vehicles	\$369,000
Friends of Children with Special Needs	Operating, Replacement vehicle, Service Expansion Vehicle	\$1,221,603
On Lok Senior Health Services	Operating	\$200,000
SAHA	Operating, Replacement vehicles	\$402,347

Summary of Access for All (AFA) Funding (2026 is Statewide Program)

Awardee	Funding
City of Fremont	\$1,080,000
Onward Health, Inc.	\$521,298
The Center for Independent Living	\$799,930

Alameda CTC Timely Use of Funds Policy Update

The purpose of the Direct Local Distribution (DLD) Timely Use of Funds Policy is to ensure program accountability and expeditious use of DLD funds. Alameda CTC staff recommended an updated Timely Use of Funds Policy in March 2022.

The new 2022 policy states:

“The recipient shall expend DLD funds expeditiously pursuant to the following requirements;

RECIPIENT may not hold an end of fiscal year fund balance of greater than four times their annual DLD revenue received for that same fiscal year, by respective Measure B, Measure BB, and VRF Program. A RECIPIENT found to be non-compliant with this requirement through the Annual Program Compliance reporting process must return the equal amount of DLD funds that exceeds the maximum allowable end of fiscal year fund balance to Alameda CTC, as approved by the Commission. The Cities of Albany, Emeryville, and Piedmont are excluded from this requirement.

Measure B RECIPIENT must expend all Measure B DLD funds and all interest earned thereon by June 30, 2027.

RECIPIENT must document the use of end of year program fund balances towards eligible transportation improvements as part of the Annual Program Compliance Process.”

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

Implementation Guidelines

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000) reserves and Measure BB (2014) revenues under the Special Transportation for Seniors and People with Disabilities (Paratransit) Program. All programs funded partially or in their entirety through these sources, including American with Disabilities Act (ADA)- mandated paratransit services, city programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. While the collection of Measure B has sunset, remaining funds continue to be utilized.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of older adults and people with disabilities. Overall, all programs should be designed to enhance quality of life for older adults and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Although some programs may need to prioritize based on trip purpose due to capacity constraints, ideally, the importance of a trip should be determined by the consumer.

Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000) reserves and Measure BB (2014) revenues. All programs funded partially or in their entirety through these sources must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city paratransit programs and discretionary grant funded projects, are identified below.

Performance data required for Compliance Reports are marked with a ❖. Additional performance-related data is listed and may be required through:

- Separate discretionary grant guidelines
- Report to the Alameda CTC's Commission
- Report to one of its community advisory committees.

Additional performance measures include but are not limited to those below marked with a regular bullet.

ADA Paratransit Guidelines	
Service Description	Origin-to-destination trips for people with disabilities unable to ride fixed route transit. Trips are pre-scheduled and accessible.
Eligible Population	Due to a disability or health-related condition, the individual must be unable to use fixed route transit.
Time & Days of Service	Varies by area. Available when and where fixed route transit operates.
Fare (Cost to Customer)	Varies by area.
Other	Programs mandated by the Americans with Disabilities Act are implemented and administered according to federal guidelines that supersede these guidelines; however, all ADA-mandated programs funded through Measures B and BB are subject to the terms of the Master Programs Funding Agreement. Historically, at the request of a health care provider or ADA provider, city programs would provide interim service through their programs to consumers awaiting ADA certification. Currently, the ADA programs meet these needs directly.
Performance Measures (❖ Performance data required for)	❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

ADA Paratransit Guidelines	
Compliance Reports)	• Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period). • Non-Measure B/BB revenues and costs • Number of applicants and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on “high need” trips • Quantitative and qualitative information on ridership satisfaction

Same-Day Transportation Service Guidelines	
Service Description	Same-day transportation services provide on-demand same-day services utilizing taxis, Transportation Network Companies a.k.a. TNCs (e.g. Lyft, Uber) that use ride-hailing mobile apps, or other new transportation options. Services may be subsidized in different ways including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc. Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps and web-based platforms provide curb-to-curb service that can be scheduled on a same-day basis. TNCs charge riders on a distance/time basis depending on calculations determined by the app. Subsidy programs allow eligible consumers to use TNCs at a reduced fare by reimbursing consumers a percentage of the fare, providing a coupon code, or by providing some initial fare payment, which can be used to cover a portion of the fare. These programs are intended for situations

Same-Day Transportation Service Guidelines	
	when consumers cannot make their trip on a pre-scheduled basis. TNC trip services can incorporate a concierge service. Taxis also provide curb-to-curb service that can be scheduled on a same-day basis. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs offer a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. The availability of accessible vehicles varies by geographical area and provider, but programs should expand availability of accessible vehicles where possible in order to fulfill requests for same-day accessible trips. Programs may incorporate a parallel Specialized Accessible Van Service to meet the need for accessible trips.
Eligible Population	Eligible Populations include: 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Older adults 70 years or older without proof of a disability. <i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary or interim eligibility due to disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.</i>
Time & Days of Service	Service times should be consistent with transportation provider availability to public consumers.
Fare (Cost to Customer)	Programs must subsidize at least 50% of the fare within an established reasonable service area (at a minimum the sponsoring city). Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the

Same-Day Transportation Service Guidelines	
	number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per month/quarter/year.
Other	New same-day transportation programs that utilize TNCs are subject to review by Alameda CTC staff prior to implementation. Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation. Generally, same-day transportation options have been inconsistent in their ability to offer WAV (Wheelchair Accessible Vehicle) service. These include taxis and programs offered via privately-owned vehicles (e.g. TNCs and volunteer driver programs). Programs should strive to provide an equitable suite of programs, balancing offering accessible alternatives (e.g. using an agency van to supplement a TNC program), searching for and developing new wheelchair accessible options, and meeting the needs of their community. New and/or separate WAV services should be included under Specialized Accessible Van Service.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way trips provided on taxis ❖ Number of one-way trips provided on Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>) • Total program cost per one-way trip, including extra concierge costs if applicable (total program cost during period divided by the number of one-way trips provided during period) • Non-Measure B/BB revenues and costs • Number of applicants (including number of those on the waitlist) and registrants (report quantities for taxis and/or Transportation Network Companies separately) • Demographic data on age, disability, ethnicity/race, and income

Same-Day Transportation Service Guidelines	
	• Information in aggregate on origin and destination for same day trips by category (i.e. medical appointments, grocery store, senior center, etc.; report quantities for taxis and/or Transportation Network Companies separately) • Quantitative and qualitative information on complaints (report quantities for taxis and/or Transportation Network Companies separately) • Quantitative and qualitative information on safety incidents (report quantities for taxis and/or Transportation Network Companies separately) • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Specialized Accessible Van Service Guidelines	
Service Description	Specialized accessible van service provides accessible, origin-to-destination trips on a pre-scheduled or same-day basis. This service category should complement core services in communities where critical needs for accessible or other specialized trips are not being adequately met by the existing primary services. Examples of unmet needs are a taxi or TNC program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for WAV (Wheelchair Accessible Vehicle) trips as defined under the CPUC TNC Access for All (AFA)¹ Program Funding. Services may be subsidized in different ways as agreed upon by the program sponsor and transportation provider, including vouchers, scrip,

¹ TNC Access for All Program <https://www.cpuc.ca.gov/tncaccess/>

Specialized Accessible Van Service Guidelines	
	reimbursement, a discount code on an app, call center or website payment, etc.
Eligible Population	People 18 and above who are unable to use fixed route, ADA-mandated or same-day transportation services due to disability. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. <i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary or interim eligibility due to disability.</i> <i>ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.</i>
Time & Days of Service	At discretion of program sponsor with local consumer input. When possible, service should be available Monday – Friday between the hours of 8 a.m. and 5 p.m. (excluding holidays) and accept reservations between the hours of 9 a.m. and 5 p.m. Monday – Friday (excluding holidays).
Fare (Cost to Customer)	Fares for pre-scheduled service should not exceed comparable same-day transportation services fares.
Other	For pre-scheduled service (not same-day) Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis. This does not apply if providing same-day WAV service. Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during the period.
Performance Measures (❖ Performance data required for	❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

Specialized Accessible Van Service Guidelines	
Compliance Reports)	• Total program cost per one-way trip, including extra costs for specialized service if applicable (total program cost during period divided by the number of one-way trips provided during period). • Non-Measure B/BB revenues and costs • Number of applicants (including number of those on the waitlist) and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Data required for CPUC TNC Access for All (AFA) Program funding² • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Accessible Shuttle Service Guidelines	
Service Description	Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit centers, community centers, commercial districts, and post offices. Shuttles should be designed to supplement rather than duplicate existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of

² Access Provider Information <https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/transportation-network-companies/tnc-access-for-all-program/tnc---access-for-all-program-access-provider>

Accessible Shuttle Service Guidelines	
	a senior living facility. Shuttles are often designed to serve active older adults who do not drive but are not ADA paratransit registrants.
Eligible Population	Shuttles should be designed to appeal to older adults but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way trip per person should not exceed \$50, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	Shuttle sponsors are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the older adult and disabled communities to ensure effective design. For new shuttle services, to ensure effective program design, a well-defined plan must be submitted to Alameda CTC staff for review prior to implementation. Deviations and flag stops are permitted at discretion of program sponsor.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Total ridership (<i>One-way passenger boardings</i>) ❖ Total Measure B/BB cost per one-way passenger trip (<i>Total Measure B/BB program cost during period divided by the total ridership during period.</i>) • Total program cost per one-way passenger trip (total program cost during period divided by the total ridership during period). • Non-Measure B/BB revenues and costs

Accessible Shuttle Service Guidelines	
	• Number of applicants (including number of those on the waitlist) and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Group Trips Service Guidelines	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, recreational events, and community activities. These trips are specifically designed to serve the needs of older adults and people with disabilities and typically originate from a senior center or housing facility, and are generally provided in accessible buses or vans.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage or quantity of trips limitations to individuals or organizations to control program costs.

Group Trips Service Guidelines	
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way passenger trips provided ❖ Total Measure B/BB cost per passenger trip (<i>Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.</i>) • Total program cost per passenger trip (total program cost during period divided by the number of passenger trips provided during period). • Non-Measure B/BB revenues and costs • Number of requests (including any unfulfilled requests) • Demographic data on age, disability, ethnicity/race, and income • Number of trips provided to consumers who require a wheelchair accessible trip • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Door-through-Door/Volunteer Driver Service Guidelines	
Service Description	Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps in service provision. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, Specialized Accessible Van, or Same-Day). Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for Alameda CTC funding, when they are unable to travel in a private vehicle.

Door-through-Door/Volunteer Driver Service Guidelines	
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>) • Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period). • Non-Measure B/BB revenues and costs • Number of applicants (including number of those on the waitlist) and registrants • Demographic data on age, disability, ethnicity/race, and income • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Number of active volunteer drivers • Number of one-way trips provided by staff • Percentage of service requests unfulfilled when requested within specified time • Quantitative and qualitative information on ridership satisfaction

Door-through-Door/Volunteer Driver Service Guidelines	
	Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Mobility Management and/or Travel Training Program Guidelines	
Service Description	Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach to individuals and organizations. Individual trip planning can play an important role in ensuring that people use the “best” service for them for each trip, e.g. using East Bay Paratransit from Fremont to Berkeley for an event, using a TNC (e.g. Lyft, Uber) or taxi voucher for a same-day urgent doctor visit, and scheduling with a group trip service to go grocery shopping. Service types can include information and referral, service linkage, service coordination, or advocacy. Travel training is short-term, one-on-one or group-based intensive instruction designed to teach people with disabilities and older adults to travel safely and independently on fixed-route public transportation in their community.³ Travel orientation, also known as transit orientation, is less formal and involved than traditional travel training and explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, new mobility services, and benefits and services. It may be conducted in a group or one-on-one.⁴ This service description should not be considered all-inclusive. Programs are welcome to contact Alameda CTC staff to discuss other mobility management activities if they need guidance.
Eligible Population	At discretion of program sponsor.

³ Easter Seals Project ACTION <http://www.projectaction.com/glossary-of-disability-and-transit-terms/>

⁴ Easter Seals Project ACTION <https://www.nadtc.org/wp-content/uploads/Module-4-NADTC-link-version.pdf>

Mobility Management and/or Travel Training Program Guidelines	
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	Mobility Management Program ❖ Number of individuals provided with mobility management support <i>(Note: an individual may have multiple contacts)</i> ❖ Number of contacts providing mobility management support ❖ Total Measure B/BB cost per individual provided with mobility management support <i>(Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.)</i> • Total cost per individual provided with mobility management support <i>(total program cost during period divided by the number of individuals provided with support during period).</i> • Demographic data on age, disability, ethnicity/race, and income of individuals • Non-Measure B/BB revenues and costs • Quantitative and qualitative information on outreach • Quantitative and qualitative information on program satisfaction Travel Training Program ❖ Number of individuals trained and/or received travel orientation <i>(divided by those in individual training and those participating in group trainings)</i> ❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings <i>(Total Measure B/BB program cost during period divided by the number of individuals trained during period)</i>

Mobility Management and/or Travel Training Program Guidelines	
	• Total program cost per individual trained in individual trainings and in group trainings (total program cost during period divided by the number individuals trained during period) • Number of requests for training unfulfilled • Demographic data on age, disability, ethnicity/race, and income of individuals • Non-Measure B/BB revenues and costs • Number of individuals trained (divided by those receiving travel orientation, mobility device training, older adults, adults with disabilities, youth with disabilities, and/or people with visual impairments) • Quantitative and qualitative information on outreach • Percentage/number of people surveyed who used transit post workshop • Quantitative and qualitative information on program satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Means-Based Fare Program Guidelines	
Service Description	Means-Based Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for paratransit customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city paratransit program. Low income requirements are at discretion of program sponsors, but the requirement for household income should not be below the HUD Very Low-Income threshold for Alameda County.⁵

⁵ Alameda County Housing and Community Development Department https://www.acgov.org/cda/hcd/hud-income-rent_limits.htm

Means-Based Fare Program Guidelines	
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually. Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation. If program sponsors include subsidized ADA-mandated paratransit tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy. Other services or purposes proposed for means-based fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of unduplicated individuals who received scholarship/subsidized fares ❖ Number of one-way fares/tickets subsidized ❖ Total Measure B/BB cost per subsidy (<i>Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period</i>) • Total program cost per subsidy (total program cost during period divided by the number of subsidized fares/tickets during period) • Demographic data on age, disability, ethnicity/race, and income of individuals • Non-Measure B/BB revenues and costs • Quantitative and qualitative information on complaints • Quantitative and qualitative information on outreach • Quantitative and qualitative information on program satisfaction

Meal Delivery Program Guidelines	
Service Description	Meal Delivery programs traditionally support delivery of meals to the homes of individuals who have difficulty traveling to congregate meal sites and/or have difficulty shopping for food or preparing meals for themselves. Meal delivery program eligibility under Measures B and BB is limited to transportation-related meal delivery program costs for traditional meal delivery services provided by a local community-based organization. Allowable expenses also include direct mileage reimbursement for volunteer drivers providing meal delivery.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs. Additionally, Meal Delivery Programs (including Capital Expenditures) may not account for more than 5% of the total funding made available for a Paratransit Discretionary Grant Program Call. Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered. If programs are directly reimbursing volunteer drivers for meal delivery services, DLD program funds used for mileage reimbursement must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

Meal Delivery Program Guidelines	
	For new meal delivery programs, to ensure effective program design, a well-defined plan must be submitted to Alameda CTC staff for review prior to implementation.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of meal delivery trips ❖ Total Measure B/BB cost per meal delivery trip <i>(Total Measure B/BB program cost during period divided by the number of meal delivery trips during period)</i> • Total number of individuals served • Total cost per meal delivery trip (total program cost during period divided by the number of meal delivery trips during period) • Non-Measure B/BB revenues and costs • Demographic data on age, disability, ethnicity/race, and income in aggregate • Quantitative and qualitative information on transportation program satisfaction

Capital Expenditures Guidelines	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment, and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must be consistent with objectives of

Capital Expenditures Guidelines	
	the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. Meal Delivery Programs may not account for more than 5% of the total funding made available for a Paratransit Discretionary Grant Program Call for vehicles. If programs are purchasing passenger vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.
Performance Measures (❖ Performance data required for Compliance Reports)	❖ Total Measure B/BB cost • Non-Measure B/BB revenues and costs • Photograph of new vehicle (where applicable)

Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: Central County

Paratransit Program: City of Hayward

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - Same-Day Transportation (TNC)
 - Specialized Accessible Van Service
 - Door-Through-Door Service (Companion Rides)
 - Mobility Management
 - Means-Based Fare Program
 - Meal Delivery
 - Customer Service & Outreach
- 100% Measure BB
- 219% Reserves
- Cost per trip –
 - Same-Day Transportation (TNC): \$14.83
 - Specialized Accessible Van Service: \$96.39
 - Door-Through-Door: \$31.66
 - Means-Based Fare Program: \$1,375.29
 - Meals Delivery: \$1.25

- Trends in registration – registration is projected to increase
- Trends in trip provision – trips are projected to increase
- Demographics reporting – all categories were reported
- Elements requiring approval:
 - N/A
- Additional staff notes
 - Offers a companion rides service to provide additional support to riders who need assistance beyond standard curb-to-curb service
 - The City will continue its suspension of monthly ride limits in FY26-27
 - The City decided to defer launching a group trip service to focus on migrating the HOP customer database and developing an automated telephone customer service system in partnership with Onward Health



FY 2026-27 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to older adults and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2026-27 Program Plan Excel workbook contains a tab to report on FY 2024-25 performance and budget (Attachment Table A). The FY 2024-25 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2024-25 compliance report.*
3. References:
 - a. FY 2026-27 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 13, 2026)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised December 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at paratransit@alamedactc.org.

Be sure to include your agency name and FY 26-27 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY26-27_Paratransit_Program_Application.doc).

If you have questions, please contact the Paratransit Program Team at paratransit@alamedactc.org.

FY 2026-27 Annual Paratransit Program Plan Application Due by February 27, 2026

CONTACT INFORMATION	
Agency:	City of Hayward
Contact Name:	Kim Coulthurst
Title:	Program Specialist
Phone Number:	510-583-4248
E-mail Address:	kim.coulthurst@hayward-ca.gov

Date Submitted: _____

TYPES OF SERVICES PROVIDED

- What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measure BB reserves, and/or paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2025 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.
Programs must subsidize at least 50% of the fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing on-demand WAV.

- **Accessible Shuttle Service:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$50, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers

to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.

- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Provide a short narrative description of your agency's FY 2026-27 program.

TNC Curb-to-Curb Service:

The HOP program will continue to provide subsidized curb-to-curb rides using a Transportation Network Company (TNC) model for eligible seniors and adults with disabilities. Trips are available 24/7 and may be taken to destinations within up to 30 miles for any purpose, with limited trips up to 49 miles for specific purposes such as airport access, medical appointments, and exceptional life events.

Wheelchair Accessible Vehicle Service:

HOP will continue to provide wheelchair accessible vehicle (WAV) service for riders who use a wheelchair, scooter, or other mobility device requiring an accessible vehicle. Due to the operating model for higher-touch services, WAV trips are provided during telephone concierge operating hours and must be booked 24 hours in advance.

Companion Rides:

HOP will continue to provide companion (assisted) rides for riders who need light assistance to complete a trip safely. Companion rides are designed for riders who require support beyond standard curb-to-curb service (for example, assistance entering or exiting a vehicle), while remaining distinct from higher-acuity medical transportation. Companion trips are provided during telephone concierge operating hours and must be booked 24 hours in advance.

Telephone Concierge Service:

HOP will continue to provide telephone-based trip request support for riders who prefer or require phone access. Concierge hours are Monday through Thursday 6:00 a.m. to 8:00 p.m., Friday 6:00 a.m. to 6:00 p.m., and weekends 8:00 a.m. to 6:00 p.m. The concierge service employs a blended approach in which an AI agent supports most routine requests and questions, with live agents available to assist when riders need troubleshooting or when requests cannot be resolved through automated tools.

Self-Service Scheduling (Text2Book):

HOP will continue to provide self-service trip booking through **Text2Book**, the program's text-to-book feature. Riders text the word "book" to a dedicated phone number and receive a link to a webform to request a trip. The Text2Book page also provides an AI-enabled text chat that supports trip status updates and responses to common program questions. Text2Book is available for all ride types

Outreach, Communication, and Rider Assistance:

The City will continue outreach and communication activities to support program awareness and successful use of services. Activities include printed program instructions and service descriptions, updated applications and rider materials, a regular enrollment and assistance clinic at the library, and a quarterly rider newsletter with a focus on reinforcing program policies and communicating service updates.

Mobility Management Services:

HOP will continue mobility management services through formal partnerships with community-based organizations that function as an extension of the City's outreach and customer service capacity.

Community Resources for Independent Living (CRIL) and Glad Tidings Community Development Corporation deploy trained staff and community health workers to familiarize eligible residents with the program, assist with application completion and submission, and support medical certification and income verification for individuals who face barriers accessing providers or documentation. This approach reduces administrative barriers and expands access for underserved populations.

CRIL also provides travel training services to disabled riders, including education on use of HOP and East Bay Paratransit services and travel booking on behalf of riders.

Meals on Wheels:

The City will continue to support Meals on Wheels services for eligible older adults. The program is delivered in partnership with Service Opportunities for Seniors (SOS), which provides meal delivery and related supportive services that help seniors maintain independence.

Means-Based Fare program:

HOP will continue to offer a means-based fare option for income-qualified riders using HUD income definitions as the benchmark. Trip fares are fully subsidized for means-based fare participants, and riders are responsible only for late cancellation and no-show fees.

B. Explain how the suite of services offered is targeted towards the older adults and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

HOP's FY 2026–27 service plan is targeted to older adults and people with disabilities who face barriers to using conventional transportation, including distance from fixed routes, disability-related limitations, and difficulty using regional ADA paratransit for routine trips. The program is designed to support access to daily activities of life—such as medical care, groceries and errands, work or school, and social participation—by offering multiple service types that match differing levels of rider need.

The City operates a tiered service model so riders can use the least intensive option that meets their needs. TNC curb-to-curb service provides broad coverage and responsiveness for most trips, while wheelchair accessible vehicle (WAV) service and companion rides ensure access for riders who require accessible vehicles and/or light assistance. This combination addresses needs that cannot be met reliably through fixed-route subsidies or a rideshare-only model.

The program's trip geography is structured around access to essential services. HOP supports trips up to 30 miles for any trip purpose, and trips up to 49 miles for limited purposes including airport access, medical appointments, and exceptional life events (such as weddings, graduations, and funerals). This approach reflects that Hayward does not contain all needed services—particularly specialized medical care—and avoids barriers that can result from limiting trips to city or county borders.

These services were selected over other eligible service types based on effectiveness and feasibility. Fixed-route subsidies (such as bus passes) do not address the mobility barriers experienced by many HOP riders. Taxi scrip is increasingly difficult to administer given limited taxi availability and the manual nature of voucher reconciliation, and it limits the City's ability to monitor performance using consistent trip data. Volunteer driver programs have also become less feasible due to reduced volunteer capacity, particularly following the pandemic. The City will continue to evaluate future service options, including group trips and grocery delivery, as potential strategies to expand choices and manage costs; however, the FY 2026–27 plan focuses on sustaining core trip services and maintaining stable operations.

Finally, the plan includes targeted supports to reduce non-financial barriers and improve access. Multiple trip-request methods (telephone concierge and self-service options) improve usability for riders with different technology access and comfort levels. The means-based fare program uses HUD income definitions as the benchmark and fully subsidizes trip fares for income-qualified riders, with riders responsible only for late cancellation and no-show fees. Together, these elements support independence, reduce isolation, and help participants meet basic life needs.

C. List the most common trip destinations for older adults and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

The most common trip destinations served by HOP are summarized below using FY 2025–26 year-to-date data through December 31. This period is used for two reasons. First, comparable destination-level detail is not consistently available from the prior service model and historical vendor reporting in a way that supports the same level of analysis. Second, HOP's service model and trip-request methods changed substantially with the current vendor and expanded services; as a result, current-year year-to-date patterns provide the most reliable picture of how the program is being used by participants.

To better understand trip purpose, riders' home addresses were removed from the destination dataset prior to analysis. After filtering out home destinations, the number of one-way trips included in this analysis decreased from 25,878 to 19,154. As a result, residential destinations shown below reflect trips to private residences other than the rider's own home, which may represent visits to family

members, caregivers, friends, and senior housing communities.

Because trip records include standardized addresses rather than place names, trip purposes are assumed to be based on the primary, publicly stated purpose of the destination address. For reporting clarity, grocery stores, pharmacies, and retail locations are grouped into a single *Shopping (grocery, pharmacy, and retail)* category, and government and nonprofit service locations are grouped into *Government/Social Services*.

Workplace/Industrial destinations represent employment-related locations, including manufacturing, logistics, and other commercial facilities that are not generally open to the public. *Errands/Professional Services* includes routine service-related trips (such as banking or vehicle services) and trips to commercial office buildings where the specific office or tenant is unknown and therefore categorized as professional services.

Summary of trip destinations by purpose (after removal of home addresses)

Based on FY 2025–26 year-to-date data through December 31, the most common trip destination purposes were:

- Residential: 33.3%
- Shopping (grocery, pharmacy, and retail): 28.0%
- Medical: 11.6%
- Errands/Professional Services: 6.2%
- Government/Social Services: 5.9%
- Education: 4.6%
- Recreation/Travel: 4.3%
- Workplace/industrial locations: 3.0%
- Church/faith-based destinations: 2.5%
- Other: 0.6%

These results indicate that HOP trips support a wide range of essential daily activities, with social connection—such as visits to family and friends or trips in which riders pick up other participants to travel together for outings or shared errands—accounting for a substantial share of trips. Trips also support access to healthcare, food and household needs, social services, education, employment-related destinations, and community participation. Compared to prior years, when trip purposes were more narrowly focused or commonly recorded as medical, current data reflect a broader range of everyday needs supported by the program.

While this section summarizes destinations by purpose in the aggregate, destination patterns also vary by service type. Wheelchair accessible vehicle trips are more heavily concentrated on medical and education-related destinations, reflecting the needs of riders requiring accessible vehicles. Companion rides show a higher share of trips to government and social service locations, as well as residential destinations associated with caregiving and support networks. Same-day transportation trips are more broadly distributed across shopping, errands, medical, and residential destinations, reflecting their role as the primary option

for routine daily travel.

Other and low-frequency destinations

A small number of destinations are grouped into an “Other” category. These represent low-frequency destinations that do not fall cleanly into the primary purpose categories. These destinations were typically only visited very few times across all riders. Grouping these low-frequency destinations allows the Plan to focus on the most common and policy-relevant trip purposes.

Together, these destination patterns demonstrate that HOP trips support both essential needs—such as healthcare, food access, and government services—and quality-of-life activities, including social connection, caregiving, education, and community participation.

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

Average trip lengths under the current HOP service model are modest across all service types. Using FY 2025–26 year-to-date data through December 31, the overall average one-way trip length across all modes is approximately 8.7 miles. Average trip lengths by service type during this period are:

- Rideshare (TNC): approximately 8.4 miles
- Wheelchair Accessible Vehicle (WAV): approximately 8.8 miles
- Companion rides: approximately 10.5 miles

While average trip lengths are similar across modes, trip distance varies by destination type and service model in ways that reflect differing rider needs.

Rideshare trips tend to be shorter and closer to the average distance, particularly for shopping, education, and government or social service destinations, which tend to be within a short distance of riders' home addresses.

Companion rides show greater variation in trip distance compared to other service types, with longer average distances associated with errands and professional services, recreation and travel-related destinations, workplace or employment-related locations, and residential visits. This pattern reflects the role of companion service in enabling trips that may be difficult to complete without light physical or navigational assistance. For many participants, companion rides support activities that extend beyond strictly time-sensitive or medical needs and allow greater participation in social, community, and independent living activities that may otherwise be deferred or forgone.

Wheelchair Accessible Vehicle (WAV) trips are more tightly concentrated around core access needs, particularly medical care, shopping, education, and residential destinations. While average trip lengths for WAV service are similar to rideshare, destination patterns reflect a higher degree of specialization and constraint in available accessible locations. Notably, a portion of longer-distance WAV trips is associated with access to places of worship and residential destinations, including visits to family members, caregivers, or senior housing communities. These patterns suggest that WAV service supports access to essential services as well as to faith-based and family connections that may be difficult or impractical to reach without accessible transportation.

Across all service types, most trips remain local. Approximately 72 percent of trips are under 10 miles, and nearly 90 percent are under 20 miles. Trips exceeding 30 miles represent a small share of overall activity across all modes. When longer-distance trips occur, they are generally associated with essential or purpose-driven destinations, such as medical care, caregiving or residential visits, professional services, employment-related locations, or faith-based and community activities.

Overall, trip distance patterns indicate that HOP primarily supports local travel within riders' immediate community while providing flexibility to meet access needs that cannot always be addressed within a limited geographic area. The data suggest that longer trips are infrequent and purpose-driven, and that the program's service design enables access to needed services without substantially increasing overall trip volume.

E. If you implemented a waitlist in FY 2025-26, please provide a narrative description and plans for FY 2026-27.

HOP did not implement a waitlist in FY 2025-26 and has no plans to implement waitlists in future years.

2. Will your agency's program for FY 2026-27 conform to the Paratransit Program Implementation Guidelines, as required?

☒ Yes

☐ No

A. If “No”, explain below and contact Alameda CTC staff to discuss. (prior to February 20, 2026)

3. If proposing any service or program changes in FY 2026-27 from the current year, FY 2025-26, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

HOP does not propose significant changes to the core suite of services in FY 2026–27. The primary focus for the coming year is to stabilize and refine the expanded services launched in FY 2025–26, complete key implementation work with the service provider, and collect more robust data on actual rider demand and use. This approach is intended to ensure reliable service delivery while supporting more data-driven program decisions in future years. Proposed programmatic changes are limited in scope and intended to refine existing services.

The primary change from the FY 2025-26 Paratransit Program Plan is the deferral of the development and launch of a group trip service. While group trips remain a potential future strategy for improving cost efficiency and supporting shared travel to common destinations, implementation would require additional technology development to coordinate multiple vehicles, manage shared itineraries, and assign a single fare across participating riders. Given current staffing and technology capacity, HOP is prioritizing system stabilization and core service reliability before introducing this added complexity.

This decision reflects the need to prioritize Onward's technology development resources toward migrating the HOP customer database to Onward Health, Inc. As part of this effort, Onward will assume responsibility for database access and hosting and redesign the system to fully integrate with its operational platforms. This migration is intended to (1) enable full system integration with Onward's dispatch, billing, and reporting tools; (2) reduce the risk of data corruption or mismatches associated with transmitting data between separate systems; (3) transition away from a legacy vendor that the City is also discontinuing for grants management functions; and (4) leverage Onward's data analysis and dashboard capabilities, including more robust demographic and performance reporting required by ACTC.

The City and Onward will also continue development of an automated telephone customer service system. This system is intended to handle most routine ride requests and service inquiries in multiple languages, with live agents available for complex or escalated calls. Development and testing are ongoing, with the goal of having the automated system fully implemented and refined by late FY 2025–26 or early FY 2026–27. This development is intended to expand language access and support long-term cost management.

The FY 2026-27 Paratransit Program Plan will also formalize the temporary suspension of monthly ride limits. As services were rolled out, staff observed that riders could not be adequately served under previously proposed monthly ride caps due to recurring travel needs including healthcare, education, and employment. Ride caps were lifted to ensure continued access to essential services. For FY 2026–27, HOP proposes to formally continue this approach, with no fixed monthly ride cap, while monitoring use and demand patterns.

Continued suspension of ride limits in FY 2026–27 will also support improved data collection on actual rider behavior and needs. Historically, fare structures and ride limits have often been set using generalized assumptions and intended as cost and demand controls. Allowing trips as needed during the program's implementation period will enable the City to analyze real-world demand and develop more data-informed fare and ride-limit policies. HOP anticipates evaluating potential adjustments beginning in FY 2027–28.

4. Looking ahead, beyond FY 2026-27, do you anticipate major service changes?

Please briefly describe. Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Beyond FY 2026–27, HOP may consider program adjustments based on observed demand, program performance, and available funding. Any future changes would be evaluated following full program implementation and analysis of data collected during FY 2025–26 and FY 2026–27.

The City anticipates resuming the development of a group trip service in subsequent years. Group trips are periodically requested by participants, particularly for recreational and community activities. Currently, the City is considering moving away from a traditional City-subsidized shuttle rental model, which would involve a significant per-trip expense and reduce the overall availability of group trips as a result. Instead, the City would explore a technology-enabled approach to coordinating multiple vehicles—potentially including a mix of rideshare and wheelchair accessible vehicles—to support shared trips. Implementation would require additional system development and would be evaluated after completion of core database migration and technology integration work.

In addition, the City is considering implementation of a grocery delivery program, based on models piloted in other jurisdictions. A grocery delivery program could reduce the need for individual shopping trips and allow participants to prioritize other essential travel needs. Any such program would be evaluated for cost effectiveness, administrative feasibility, and equity impacts prior to implementation.

Finally, following review of FY 2025–26 and FY 2026–27 operating data, the City anticipates evaluating potential program design adjustments, which may include changes to fare levels, ride limits, or other program parameters. Any future adjustments would be intended to support long-term program sustainability while continuing to meet essential access needs.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2026-27 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2025-26 Plan and are unchanged.**

Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. **Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
- G. **Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

The FY 2026–27 Paratransit Program Plan does not propose new or modified program elements requiring Alameda CTC staff review under the October 2023 Paratransit Program Implementation Guidelines. All applicable program elements listed in items 5A–5G were previously reviewed and approved as part of prior Paratransit Program Plans and remain unchanged for FY 2026–27.

DEVELOPMENT OF PROGRAM PLAN

6. **How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible, provide dates for these activities. Note below if this plan was reviewed by a local advisory committee, including the name of the committee, and the date of the meeting.

Consumer input informing the services offered in the FY 2026–27 Paratransit Program Plan was primarily gathered in prior years and informed the program redesign implemented in FY 2025–26. As the FY 2026–27 plan largely reflects full implementation of services already launched, no new consumer surveys or formal outreach activities were conducted specifically for FY 2026–27 program design. However, program design and improvements continue to be informed by ongoing feedback received from riders and community partners. Staff routinely monitor rider communications, complaints, and service inquiries, and review feedback trends during regular internal staff meetings and monthly coordination meetings with the City's service provider. These reviews support identification of recurring issues, troubleshooting needs, and opportunities for process or program improvements.

While no public meetings were conducted specifically for the FY 2026–27 plan, the City has focused on improving program information distribution and outreach to ensure participants are aware of available services and how to use them. These efforts include updated program materials, enhancements to the HOP website, in-person enrollment and assistance clinics, and ongoing communication with riders regarding service changes and features. In addition, HOP distributes a quarterly newsletter to enrolled riders, providing program updates and service information in an accessible format.

The FY 2026–27 Paratransit Program Plan is not anticipated to be presented to the Hayward City Council prior to adoption, consistent with the City's typical practice of incorporating the Plan into the annual budget review process in the Spring.

7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.

No new outreach activities or surveys were conducted specifically to develop the FY 2026–27 Paratransit Program Plan. The services offered under this Plan reflect the program redesign implemented in FY 2025–26, which was informed by earlier outreach, surveys, and analysis.

Program design is based primarily on the comprehensive evaluation completed during FY 2022–23 and FY 2023–24, as well as input received through in-person engagement, surveys, and ongoing interaction with riders and applicants during that period. In addition, staff continue to monitor program performance and rider needs through routine program administration. This includes ongoing review of ridership data, service utilization trends, and customer feedback received through enrollment activities, customer service contacts, and coordination with the City's service provider and community-based partners. These efforts support continuous evaluation of program effectiveness and identification of operational or program improvement opportunities.

As the FY 2026–27 plan focuses on full implementation and refinement of existing services rather than introducing new service types, no additional outreach or survey efforts were carried out specifically for this plan period.

A. Describe how the outreach addressed equity and inclusion. (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

Outreach efforts informing the current HOP service model were designed to engage a broad and diverse segment of the eligible population. In-person engagement locations were selected throughout HOP's service area to ensure access across different communities and neighborhoods. Written surveys were distributed through multiple channels, including the Hayward Public Library, flyers, and mailers. Program outreach is also strongly supported by HOP's community partners, CRIL and Glad Tidings, which include an outreach and program education function as part of their mobility management role.

To address language access and inclusion, survey materials were provided in both paper and online formats and translated into English, Spanish, and Chinese (Traditional), accommodating individuals with limited English proficiency. The findings from these outreach efforts informed service design decisions that continue to guide the program in FY 2026–27.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

Results from prior community outreach, surveys, and program evaluation were used to guide the service redesign implemented in FY 2025–26 and continue to inform program operations under the FY 2026–27 Plan. Outreach and evaluation findings identified the need for clearer program information, expanded service availability, improved accessibility, and increased engagement with communities that had historically been underrepresented in HOP enrollment.

In response, the City implemented several program and operational changes beginning in FY 2025–26. These included expanded service hours and destinations, the introduction of additional service types, and the establishment of regular in-person enrollment and assistance hours at the Hayward Public Library to improve accessibility and enrollment support. The City also strengthened partnerships with community-based organizations, including the Center for Independent Living Resources (CRIL) and Glad Tidings Community Development Corporation, which assist eligible residents with program awareness, application completion, and enrollment support.

In addition to the initial redesign, the City continues to use program data and ongoing feedback to monitor program performance and inform operational adjustments. Staff regularly review ridership trends, enrollment activity, and customer feedback, and discuss service performance and customer satisfaction metrics with the City's contracted service provider during routine coordination and contract oversight meetings. These ongoing evaluation activities support continuous monitoring of program effectiveness and help identify opportunities for service refinement and improved rider experience.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

Under the current service model, transportation services are delivered through a single vendor using an integrated software platform that coordinates rideshare (TNC), wheelchair accessible vehicle (WAV), and companion services. This platform allows riders to request different service types through a single phone number or digital interface and provides the City with consolidated, real-time data on program use across all services.

In addition to technology-enabled service elements implemented in FY 2025–26, HOP has expanded the use of rider-facing technology tools. These include Text2Book, an SMS-based ride reservation option that links riders to a web form without requiring installation of a mobile application. Text2Book has been widely adopted by participants, reflecting its ease of use and accessibility for riders with varying levels of comfort with technology.

HOP has also implemented automated customer service features as part of its telephone and web-based systems. These tools function similarly to advanced interactive voice response (IVR) and chat systems and are designed to handle routine ride requests, reservation inquiries, and real-time trip status updates in multiple languages. Live customer service agents remain available for complex requests or troubleshooting. This blended approach allows the program to expand access, improve response times for routine inquiries, and focus staff resources on higher-touch rider needs.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☒ Yes

☐ No

A. If “Yes”, provide the name of the governing body and planned or actual approval date.

The FY 2026–27 Paratransit Program Plan is scheduled for consideration by the Hayward City Council as part of the City's annual citywide budget and appropriations review and authorization process. Council consideration is anticipated during the May 2026 public hearings authorizing the FY 2026-27 budget and appropriations.

INFORMATION

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment Table B.

Community members and potential users learn about Alameda CTC-funded paratransit services primarily through the City of Hayward and its Community Services Division. Core program information is available through the City's website and through direct contact with program staff or mobility management partners.

In FY 2026–27, outreach and information distribution continue through a combination of City-led communication and community-based partnerships. The City maintains partnerships with Community Resources for Independent Living (CRIL) and Glad Tidings, which assist with program awareness, application support, and referrals, particularly within the disability community and South Hayward neighborhoods. These organizations frequently serve as initial points of contact for potential riders and their families.

The City has also established regular in-person enrollment and assistance hours at the Hayward Public Library. These in-service sessions provide opportunities for community members to ask questions, receive assistance with applications, and learn about available services in a familiar and accessible setting.

In addition, the HOP program distributes a quarterly newsletter to enrolled riders. While the newsletter is distributed only to current participants, it has proven effective in re-engaging riders who have not used the service recently and is frequently shared with friends and family, contributing to word-of-mouth awareness.

As a result of these efforts, staff receive inquiries not only from older adults and people with disabilities, but also from case workers, healthcare providers, and other service professionals seeking information on behalf of their clients. While eligibility remains limited to Hayward and surrounding unincorporated areas, these inquiries show widespread awareness of the program and its services.

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

HOP serves eligible older adults and people with disabilities residing in the City of Hayward and surrounding unincorporated Mid-County/Eden Area communities, including Ashland, Castro Valley, Cherryland, Fairview, Hayward Acres, and San Lorenzo. Eligible participants include residents age 70 and older, and residents age 18 and older with a disability who are unable to use fixed-route public transportation due to infirmity or disability, or for whom East Bay Paratransit (EBP) is not a viable option.

Enrollment in HOP requires submission and approval of an application. Applicants under age 70 must provide verification of disability through a completed medical certification form signed by a physician or licensed social worker. As an alternative, applicants may provide proof of enrollment in EBP. All applicants are also encouraged to enroll in EBP, however EBP enrollment is not required.

HOP offers a means-based fare program for riders with very low incomes. To qualify, applicants must meet income eligibility criteria consistent with HUD definitions and provide supporting documentation. Accepted documentation includes proof of enrollment or award letters for means-tested programs such as Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Medi-Cal, CalFresh, Women, Infants, and Children (WIC), CalWORKs, General Assistance, or the Cash Assistance Program for Immigrants (CAPI). The program also accepts recent pay stubs or other income documentation, as applicable.

The City seeks to minimize administrative barriers to enrollment while maintaining appropriate eligibility verification, in order to ensure access for older adults and people with disabilities who rely on paratransit services to meet their basic transportation needs.

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

Eligible residents may enroll in HOP year-round by submitting a completed application online or by mail, email, fax, or in person. Applicants may complete the application independently or receive assistance from HOP's community partners, CRIL and Glad Tidings, which provide support with applications, documentation, and disability certification.

Eligibility verification requirements vary by applicant type. Applicants whose eligibility is based on disability must provide verification through a medical certification form completed by an authorized professional, proof of enrollment in East Bay Paratransit, or other accepted documentation. Proof of age is not required for senior applicants.

Applications and application materials are typically mailed or provided within one business day of an inquiry. Once a completed application and required documentation are received, applicants are asked to allow up to ten (10) business days for review and processing. Processing time may vary depending on application volume and City business closures.

Upon approval, a welcome letter and enrollment materials are generally mailed and emailed (if email address is provided) within 48 hours of enrollment completion. Newly enrolled riders may begin using HOP services once enrollment is finalized, and enrollment may be expedited in cases of urgent transportation need.

CUSTOMER SATISFACTION

14. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing

program suggestions, complaints or commendations, your documentation procedures, and your follow up.

The HOP program maintains a formal process for receiving, documenting, investigating, and responding to complaints, commendations, and program suggestions. Information on how to provide feedback is included in the HOP Rider's Guide and is communicated to riders at enrollment.

Enrolled riders, caregivers, attendants, and community members may submit compliments, complaints, or suggestions at any time by phone, email, mail, fax, or in person. Riders may contact either City of Hayward HOP staff or the Onward Concierge team based on the nature of the issue. Program design questions, policy inquiries, and general feedback are directed to HOP staff, while service-related concerns such as missed trips, driver conduct, in-progress ride issues, safety concerns, or billing questions may be escalated directly to Onward.

Service-related complaints involving Onward or partner transportation providers are shared with Onward management for investigation and resolution. If an issue cannot be resolved through Onward's escalation process, riders may file a formal complaint with the City of Hayward. Formal complaints may be submitted by phone, email, mail, fax, or by using the Complaint and Feedback Form included in the Rider's Guide.

Formal complaints are reviewed by the Paratransit Program Manager and/or Community Services Manager. When appropriate, City staff coordinate directly with Onward to review trip records, driver reports, and other relevant documentation. Rider feedback is treated as confidential and is used both to resolve individual concerns and to identify recurring service issues or trends.

In addition to complaint resolution, HOP uses rider commendations, feedback, and documented service issues as part of its ongoing service monitoring and continuous improvement efforts. Program updates, reminders, and service information are also communicated to riders through the program's quarterly newsletter.

A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the

paratransit projects and programs listed in Attachment Table B.

(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

During the initial rollout of expanded HOP services in FY 2025–26, the City received a high number of service-related complaints, primarily regarding issues associated with new service implementation and systems. The most common complaints received by City staff and the service provider during this period related to telephone hold times, difficulty reaching a live agent, and confusion navigating the automated phone system. These issues were most common during the summer and early fall of 2025, when call volumes were highest and system issues were being addressed.

Additional complaints included occasional missed trips or trips recorded as rider no-shows, particularly for Transportation Network Company (TNC) rides. While

these issues continue to occur, no-shows represent approximately 2.5 percent of total recorded trips. These challenges are consistent with known operational issues across the TNC industry, including driver-initiated trip cancellations or incorrect no-show reporting. The City and its service provider continue to monitor these occurrences and are pursuing technical and operational improvements, including expansion of multi-provider integration to provide greater redundancy and improve trip reliability.

Since late fall 2025, the volume of complaints has declined substantially. Implementation of an AI-supported telephone concierge system has significantly reduced wait times for callers and improved access for routine trip requests and service inquiries. Currently, calls received by HOP staff are primarily enrollment inquiries rather than service complaints.

Formal commendations are received less frequently than complaints; however, when provided, rider feedback is generally positive and reflects strong satisfaction with service availability and reliability. In addition to direct feedback received by staff, post-trip surveys administered by Onward indicate high levels of rider satisfaction with driver performance and on-time arrivals.

B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

Customer feedback during FY 2025–26 informed several targeted operational and communication improvements. Early in the program rollout, riders frequently reported difficulty navigating the telephone system and uncertainty about how to reach the appropriate staff or service option. In response, the City and service provider made multiple refinements to phone menu options and recorded messages to improve clarity while keeping prompts concise.

High call volume and staffing constraints also contributed to extended hold times. To address this, the program implemented an AI-supported telephone agent to handle routine ride requests and basic inquiries, allowing live agents to focus on complex issues and escalations.

In response to recurring questions and complaints about program rules and booking processes, the City refreshed the HOP website and significantly expanded its FAQs. The program also launched a quarterly rider newsletter and automated text messages to provide proactive education and clarification, with topics selected based on observed complaint trends from the prior quarter.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2024-25	869
Registrants at end of FY 2024-25	1,385
Current Registrants for FY 2025-26	1,813

Current number of applicants on a waitlist for FY 2025-26	0
Projected Registrants for FY 2026-27	2,375

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

HOP enrollment has increased rapidly during FY 2025–26 following the expansion and relaunch of services. As of December 31, 2025, the program has approximately 1,813 enrolled riders, representing month-over-month growth averaging approximately 7 percent, though enrollment figures vary significantly from month to month. Based on this trend, staff project approximately 2,375 enrolled riders by the end of FY 2025–26.

For FY 2026–27, HOP anticipates continued, although slower, enrollment growth as the program begins to approach a more stable level of participation. According to the prior program evaluation conducted by Nelson/Nygaard in FY 2023-24, regional peer paratransit programs report enrollment levels of approximately 3 percent of their eligible senior and disabled population. The evaluation found HOP's enrollment in FY 2021–22 represented less than 1 percent of the eligible population and recommended increasing enrollment to approximately 2,000 riders to align with regional norms.

HOP expects to exceed that benchmark by Q3 of FY 2025-26. Given the program's broader service offerings, extended service area, and comparatively affordable fare structure, staff expect HOP's long-term enrollment rate to exceed regional averages. However, staff also anticipate that growth will begin to level off as we approach fully meeting demand. Based on current trends and expected stabilization, HOP projects approximately 2,800 enrolled riders during FY 2026–27, or about 18% over our projected FY 2025-26 enrollment total.

16. What are the current program registrant demographics for FY 2025-26, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	6
Asian	450
Black or African American	260
Hispanic or Latino	298
Native Hawaiian or Other Pacific Islander	10
White	571
Other	491
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	422
Spinal Cord (SCI)	N/A
Head Injuries (TBI)	N/A
Vision	57
Hearing	1
Cognitive/Learning	20
Psychological	22
Invisible	329
Household Income	
< \$35,500	627
\$35,501-\$59,200	194
\$59,201-\$74,000	32
\$74,001-\$89,750	75
> \$89,750	40

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2026-27.

Based on current-year enrollment data, HOP anticipates continued diversification of its enrolled population in FY 2025–26, particularly among people of color, individuals with disabilities, and lower-income households. While year-over-year comparisons are affected by historical inconsistencies in data collection and the voluntary nature of demographic reporting, the overall trend reflects broader participation from populations that were previously underrepresented in the program.

Enrollment growth has been notable among Asian, Black or African American, and Hispanic or Latino participants, as well as individuals selecting “Other” for race. The increase in the “Other” category likely reflects a combination of multiracial identities and applicants who do not identify with the race categories provided, including some Hispanic or Latino participants. Because race and ethnicity are reported together in ACTC’s framework and individuals may select multiple categories, this data should be thought of as indicating overall trends rather than providing precise demographics.

Disability reporting shows growth across multiple categories, particularly in mobility/physical and invisible disabilities. This aligns with expanded outreach and enrollment assistance efforts targeting adults with disabilities, as well as improvements in program accessibility and service offerings. Individuals may be represented in more than one disability category, reflecting the prevalence of multiple or overlapping conditions among HOP participants.

Household income data indicate continued concentration among very low-income households, with most respondents reporting incomes below \$35,500. However, the program has seen increased participation from households in the \$35,501–\$59,200 range, which remains very low income by Bay Area standards. This suggests that HOP services are reaching a broader segment of income-eligible residents who may not have been connected to transportation or social service programs.

Not all applicants provide complete demographic information, and staff expect that demographic data will continue to be more useful for seeing trends than reporting exact counts. The planned migration of the customer database is expected to improve data consistency and, over time, allow for more precise data collection. Overall, current enrollment patterns support the City’s intention that HOP serve a diverse, predominantly low-income population with a wide range of disabilities.

- 17. Do you expect the total number of one-way trips provided by your program in FY 2026-27 to increase, decrease or stay the same compared to the current year, FY 2025-26? Why?**

HOP expects the total number of one-way trips provided in FY 2026–27 to increase compared to FY 2025–26. Trip activity has grown steadily throughout FY 2025–26 as enrollment expanded and participants became more familiar with the program's services, booking options, and eligibility. This pattern suggests that demand continues to mature rather than having reached saturation.

While the rate of growth observed during the initial service expansion in FY 2025–26 is not expected to continue at the same pace, staff anticipate continued increases in trip volume as existing riders use the program more regularly and new enrollees begin accessing services. Month-over-month data for both enrollment and ridership remain upward-trending, indicating that unmet demand persists.

HOP is operating in a substantially different service environment than in prior years, and FY 2025–26 and FY 2026–27 represent the program's first opportunity to observe sustained use under the expanded service model. The City's approach during this period is to meet observed demand and collect sufficient data to support more reliable forecasting and policy decisions in future years.

18. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

☐ Yes
☒ No

A. If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2024-25	61 WAV Rides 62 Door-to-Door Rides
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	1,428 WAV Rides 3,733 Door-to-Door Rides
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	4,300 WAV Rides 10,000 Door-to-Door Rides

VEHICLE FLEET

20. Provide details regarding your vehicle fleet. To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

SAFETY AND PREPAREDNESS

- 21. Describe any safety incidents recorded by your program in FY 2024-25, or to date in FY 2025-26.** Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

- 22. If possible, describe your city's or your program's emergency preparedness plan.** Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City of Hayward's Comprehensive Emergency Management Plan (CEMP) is an internal document that addresses the City of Hayward's responsibilities in emergencies associated with natural disaster, human-caused emergencies, and technological incidents. It provides a framework for coordination of response and recovery efforts within the City in coordination and with local, State, and Federal agencies. The CEMP establishes an emergency organization to direct and control operations during a period of emergency by assigning responsibilities to specific personnel.

While the CEMP does not directly include the HOP program, it does encompass provisions that account for the transportation of individuals with disabilities and individuals who require alternative modes of transportation. Furthermore, the CEMP comprises resources in the event of an emergency for seniors, including but not limited to meals, home care, and transportation. An update to the CEMP was adopted in December of 2025.

FINANCES: PROGRAM REVENUE AND COST

- 23. Detail your FY 2026-27 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure BB discretionary grant, segregate the grant funding by entering it in the "Other Measure BB" column.
- 24. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1.) *The amount spent on Customer Service/Outreach and Management/Overhead is to be*

included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.

A. Management/Overhead Costs

For FY 2026–27, HOP consolidates City-administered operational costs under the Management/Overhead category to reflect the current structure of the program and the City's role in overall administration.

Management/Overhead costs include City staff time associated with program oversight, policy development, eligibility and enrollment administration, contract management, fiscal monitoring, reporting, and coordination with Alameda CTC. These costs also include internal service charges, liability insurance, office supplies and equipment, and other general administrative expenses that support the operation of the program. For FY 2026–27, these costs are budgeted as a single program management line item to provide a clear and consistent representation of City administrative support.

B. Customer Service and Outreach Costs

Direct customer service and trip fulfillment functions—including ride reservations, dispatch, live agent support, automated phone assistance, and rider communications related to trip scheduling—are provided by Onward Health, Inc. These functions are embedded within the unit costs for the various ride types and services (TNC, WAV, Companion, and self-service bookings) and are therefore reflected in those service categories rather than reported as separate City customer service expenditures.

Outreach, enrollment assistance, and rider support activities performed by City staff and partner organizations are treated as part of overall program administration and mobility assistance services, rather than as a standalone City customer service category. This approach reflects the current division of responsibilities between the City and the service provider, avoids double-counting of vendor-provided customer service costs, and ensures that all City-administered expenses are fully captured within total program costs, regardless of funding source. This classification change reflects reporting structure only and does not represent a reduction in customer service capacity.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2026-27, as shown in Attachment

Table C, please explain in detail how you plan to expend these funds and when?

As shown in Attachment Table C, HOP anticipates carrying a Measure BB Paratransit DLD fund balance into FY 2026–27 and potentially retaining a portion of that balance at the end of the fiscal year. Beginning with the FY 2026–27 Paratransit Program Plan, the City has returned to reporting fund balance figures based on the City's financial system (ERP) rather than audit-in-progress estimates. This change corrects a reporting discrepancy in the prior year plan and provides a more consistent and conservative basis for projecting available resources. All fund balance amounts reflect recorded expenditures, encumbrances, and existing liabilities as of the reporting date.

As of December 31, 2025, the Measure BB Paratransit fund balance, inclusive of existing liabilities, totaled approximately \$5.05 million. During FY 2025–26, the City anticipates appropriating approximately \$1.09 million from fund balance to support expanded program operations. The City also expects to receive approximately \$2.09 million in Measure BB Paratransit DLD revenue during FY 2025–26, of which approximately \$665,110 had been received as of December 31, 2025, along with interest earnings. Based on conservative assumptions, interest income for FY 2025–26 is estimated at approximately \$80,000.

Based on these factors, the estimated Measure BB Paratransit DLD ending balance at June 30, 2026 is approximately \$5.15 million. For FY 2026–27, the City projects receiving an additional \$1.99 million in Measure BB Paratransit DLD revenue, for total Measure BB resources of approximately \$6.99 million available to support the FY 2026–27 program. Differences between mid-year fund balance figures and year-end projections reflect existing encumbrances and accrued liabilities recorded in the City's financial system.

Any Measure BB DLD balance remaining at the end of FY 2026–27 is expected to be expended in subsequent years to support ongoing paratransit service delivery, program stabilization, and potential program refinements informed by observed demand and cost data. Use of reserves during this period is intentional and will be evaluated annually to ensure consistency with Alameda CTC's Timely Use of Funds Policy. The City will continue to monitor expenditures, revenues, and fund balance levels in coordination with the Finance Department to ensure compliance with Alameda CTC requirements and long-term program sustainability.

MISCELLANEOUS

26. Use this space to provide any additional notes or clarifications about your program plan.

No additional notes or clarifications at this time.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2024-25)

Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2024-25	\$1,416
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$4,063,781
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$1,867,751
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$5,932,948
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	\$ 317,183
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$6,250,131

Service/Program Type and Name		Performance FY 2024-25		Total FY 2024-25 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2024-25)									Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	Quantity Provided FY 2024-25 Provide total number of one-way trips or units	On-Time Performance FY 2024-25 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2024-25 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Program Management		Non-applicable	\$ 88,648	\$ -	\$ 306,999	\$ -		\$ -	\$ -		\$ 395,647	Measure B funds are charges for cost allocation - working with Finance to backfill balance and resolve.
Same-Day Transportation	TNC On-Demand Rides	18,863	Unavailable	\$ -	\$ -	\$ 532,038	\$ -		\$ -	\$ -		\$ 532,038	
Specialized Accessible Van	HOP WAV Rides	133	0%	\$ -	\$ -	\$ 12,360	\$ -		\$ -	\$ -		\$ 12,360	
Door-through-Door/Volunteer Driver	HOP Companion Rides	67	0%	\$ -	\$ -	\$ 3,070	\$ -		\$ -	\$ -		\$ 3,070	
Mobility Mgmt/Travel Training	HOP Mobility Assistance (Disability Focus)	10	Non-applicable	\$ -	\$ -	\$ 25,086	\$ -		\$ -	\$ -		\$ 25,086	
Mobility Mgmt/Travel Training	HOP Mobility Assistance (South Hayward Focus)	51	Non-applicable	\$ -	\$ -	\$ 29,675	\$ -		\$ -	\$ -		\$ 29,675	
Meal Delivery	Service Opportunities for Seniors (SoS) Meals on Wheels	81,639	Non-applicable	\$ -	\$ -	\$ 100,000	\$ -		\$ -	\$ -		\$ 100,000	
Management/Overhead	Program/New Vendor Implementation		Non-applicable	\$ -	\$ -	\$ 158,438	\$ -		\$ -	\$ -		\$ 158,438	Costs associated with implementation of new software and processes with Onward Health, Inc. for FY2025-26 launch.
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
				\$ 88,648	\$ -	\$ 1,167,666	\$ -		\$ -	\$ -		\$ 1,256,314	

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name (Should also note Type in some way)	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. online, cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility (wheelchair or mobility devices that require a lift/ramp) Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this service fixed route, origin-to-destination service (e.g. door-to-door), or door-through-door? Drop-down Menu	Service Area
Management/Overhead	Program Management and Outreach	City of Hayward	Program administration, including enrollment and eligibility processing, rider services and support, and ongoing vendor oversight and invoicing, along with project and policy development, and related research and data collection.	N/A	N/A				
Customer Service and Outreach	HOP Text2Book/Self Service Scheduling	Onward Health, Inc.	Self-service scheduling of TNC rides via text message with AI-enabled chat support	N/A	N/A				Eligibility: Hayward & Unincorporated Mid-County; Over Age 70 or Over 18 with Disability Trip Distance: 0-30 miles regular use; 31-49 miles with pre-authorization
Same-Day Transportation	HOP TNC Rides with Concierge	Onward Health, Inc.	On-demand transportation to meet Activities of Daily Living (ADLs) needs with telephone customer service support.	\$4 / \$6 / \$8 flat fees based on trip distance tier.	Credit Card	Not Accessible	Same Day	Curb-to-Curb	Eligibility: Hayward & Unincorporated Mid-County; Over Age 70 or Over 18 with Disability Trip Distance: 0-30 miles regular use; 31-49 miles with pre-authorization
Specialized Accessible Van	HOP WAV Rides	Onward Health, Inc.	Transportation for individuals utilizing heavy/powerd mobility devices.	\$4 / \$6 / \$8 flat fees based on trip distance tier.	Credit Card	Accessible	Pre-scheduled	Curb-to-Curb	Eligibility: Hayward & Unincorporated Mid-County; Over Age 70 or Over 18 with Disability Trip Distance: 0-30 miles regular use; 31-49 miles with pre-authorization
Door-through-Door/Volunteer Driver	HOP Companion Rides	Onward Health, Inc.	Transportation for individuals requiring light physical assistance.	\$4 / \$6 / \$8 flat fees based on trip distance tier.	Credit Card	Accessible	Pre-scheduled	Door-through-Door	Eligibility: Hayward & Unincorporated Mid-County; Over Age 70 or Over 18 with Disability Trip Distance: 0-30 miles regular use; 31-49 miles with pre-authorization
Means-Based Fare Program	HOP Means-Based Fare	City of Hayward	Fare subsidy for eligible riders meeting HUD Extremely Low Income definition; applies to HOP ride services. Income verification required.	\$0. Riders will be charged no-show or late cancelation fee of \$5.50.	Credit Card				Eligibility: Hayward & Unincorporated Mid-County; Over Age 70 or Over 18 with Disability Trip Distance: 0-30 miles regular use; 31-49 miles with pre-authorization
Mobility Mgmt/Travel Training	HOP Mobility Assistance (Disability Focus)	Community Resources for Independent Living (CRIL)	Assistance with referral, eligibility, completion, and submission of HOP and EBP applications for disabled individuals requiring assistance.						Eligibility: Hayward & Unincorporated Mid-County; Over Age 70 or Over 18 with Disability
Mobility Mgmt/Travel Training	HOP Mobility Assistance (South Hayward Focus)	Glad Tidings Community Development Corporation	Assistance with referral, eligibility, completion, and submission of HOP and EBP applications for low-income, limited resource individuals in South Hayward requiring assistance.						Eligibility: Hayward & Unincorporated Mid-County; Over Age 70 or Over 18 with Disability

Meal Delivery	Meals on Wheels	Service Opportunities for Seniors	Delivery of nutritional support to homebound individuals (hot meals Mon-Fri, bag/reheatable meals for Sat/Sun).	Voluntary Donation	Online				Eligibility: Hayward & Unincorporated Mid-County; Homebound Over 70

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type	Service/Program/Project Name	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status	Quantity Planned	Miscellaneous Notes
Will automatically populate from rows above	Will automatically populate from rows above						Drop-down Menu	Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	(If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Program Management and Outreach						Continuing/Ongoing		
Customer Service and Outreach	HOP Text2Book/Self Service Scheduling						Continuing/Ongoing		
Same-Day Transportation	HOP TNC Rides with Concierge	No fixed monthly cap. Trips are available as needed; frequent recurring trips (work/school/ongoing medical) are accommodated. Limits may be evaluated after demand is established.			Rides may be taken 24/7 Booking available 24/7 through Text2Book; Concierge operators available for booking: M-Th: 6am-8pm F: 6am-6pm Sat/Sun: 8am-6pm	Resident of Hayward, Castro Valley, San Lorenzo, Ashland, Cherryland, unincorporated San Leandro. Over 70 with application Over 18 with medical certification for disability	Continuing/Ongoing	53,000	Quantity reflects one-way trips. Rider fares are collected by the service provider and applied as an offset to vendor reimbursement requests; program costs shown reflect the net subsidy paid by the City after fares.
Specialized Accessible Van	HOP WAV Rides	No fixed monthly cap. Trips are available as needed; frequent recurring trips (work/school/ongoing medical) are accommodated. Limits may be evaluated after demand is established.	24/7 through Text2Book; M-Th: 6am-8pm F: 6am-6pm Sat/Sun: 8am-6pm	24 Hours; may be available same day in limited circumstances	24/7 through Text2Book; M-Th: 6am-8pm F: 6am-6pm Sat/Sun: 8am-6pm	Resident of Hayward, Castro Valley, San Lorenzo, Ashland, Cherryland, unincorporated San Leandro. Over 70 with application Over 18 with medical certification for disability	Continuing/Ongoing	4,300	Quantity reflects one-way trips. Rider fares are collected by the service provider and applied as an offset to vendor reimbursement requests; program costs shown reflect the net subsidy paid by the City after fares.
Door-through-Door/Volunteer Driver	HOP Companion Rides	No fixed monthly cap. Trips are available as needed; frequent recurring trips (work/school/ongoing medical) are accommodated. Limits may be evaluated after demand is established.	24/7 through Text2Book; M-Th: 6am-8pm F: 6am-6pm Sat/Sun: 8am-6pm	24 Hours; may be available same day in limited circumstances	24/7 through Text2Book; M-Th: 6am-8pm F: 6am-6pm Sat/Sun: 8am-6pm	Resident of Hayward, Castro Valley, San Lorenzo, Ashland, Cherryland, unincorporated San Leandro. Over 70 with application Over 18 with medical certification for disability	Continuing/Ongoing	10,000	Quantity reflects one-way trips. Rider fares are collected by the service provider and applied as an offset to vendor reimbursement requests; program costs shown reflect the net subsidy paid by the City after fares.
Means-Based Fare Program	HOP Means-Based Fare	No fixed monthly cap. Trips are available as needed; frequent recurring trips (work/school/ongoing medical) are accommodated. Limits may be evaluated after demand is established.				In addition to general program eligibility, meets FY26-27 HUD definition of Extremely Low Income (approximately 30% or less of Area Median Income [AMI]).	Continuing/Ongoing	330	New individuals enrolled in HOP Means Based Fare program.
Mobility Mgmt/Travel Training	HOP Mobility Assistance (Disability Focus)					Resident of Hayward, Castro Valley, San Lorenzo, Ashland, Cherryland, unincorporated San Leandro. Over 70 with application Over 18 with medical certification for disability	Continuing/Ongoing	150	Unique individuals enrolled in HOP
Mobility Mgmt/Travel Training	HOP Mobility Assistance (South Hayward Focus)					Resident of Hayward, Castro Valley, San Lorenzo, Ashland, Cherryland, unincorporated San Leandro. Over 70 with application Over 18 with medical certification for disability	Continuing/Ongoing	150	Unique individuals enrolled in HOP
Meal Delivery	Meals on Wheels					Homebound seniors otherwise meeting age and residency eligibility for other programs.	Continuing/Ongoing	80,000	Meals Delivered

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2026-27 Program Revenue (Measure BB and all other funds available for FY 2026-27)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2025-26 (June 30, 2026)	\$5,153,271
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,989,695
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$7,142,966
Total FY 2026-27 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas BB) (should equal Columns E, G, and H)	\$ 80,000
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$7,222,966

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost	Cost per Trip	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2026-27 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2026-27 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure BB funds to be EXPENDED	What is the source of these OTHER Measure BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>	Cost per Trip or other unit of service (e.g. per training, meal, etc.) <i>Will automatically calculate</i>	Net Cost per Trip or other unit of service (net of fare revenue) <i>Will automatically calculate</i>
Program Management and Outreach	0	\$ 172,534	\$ 395,650	\$ -					\$ 568,184	#DIV/0!	#DIV/0!
HOP Text2Book/Self Service Scheduling	0	\$ -	\$ 168,297	\$ -					\$ 168,297	#DIV/0!	#DIV/0!
HOP TNC Rides with Concierge	53,000	\$ 247,344	\$ 506,708	\$ 31,906	Interest Income				\$ 785,958	14.83	14.83
HOP WAV Rides	4,300	\$ 130,454	\$ 267,209	\$ 16,826	Interest Income				\$ 414,489	96.39	96.39
HOP Companion Rides	10,000	\$ 99,597	\$ 204,170	\$ 12,859	Interest Income				\$ 316,626	31.66	31.66
HOP Means-Based Fare	330	\$ 142,775	\$ 292,662	\$ 18,409	Interest Income				\$ 453,846	1375.29	1375.29
HOP Mobility Assistance (Disability Focus)	150	\$ -	\$ 25,000	\$ -					\$ 25,000	166.6666667	166.67
HOP Mobility Assistance (South Hayward Focus)	150	\$ -	\$ 30,000	\$ -					\$ 30,000	200.00	200.00
Meals on Wheels	80,000	\$ -	\$ 100,000	\$ -					\$ 100,000	1.25	1.25
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
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0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
Totals	147,930	\$ 792,704	\$ 1,989,696	\$ 80,000		\$ -	\$ -		\$ 2,862,400		

Budget check (total revenue less total cost): \$4,360,566

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$4,360,566
Reserve balance as percent of FY 2026-27 Revenue*	219%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.



FY 2026-27

Annual

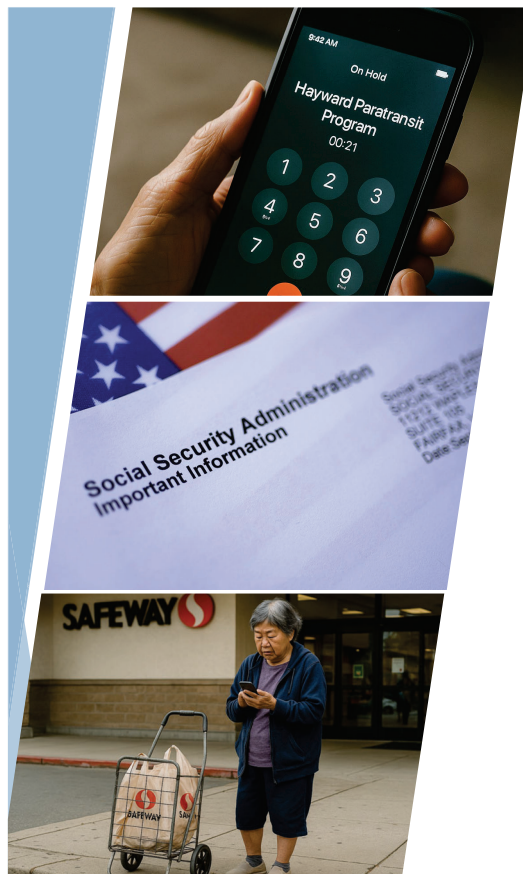
Paratransit

Program Plan

THE HAYWARD OPERATED
PARATRANSIT PROGRAM

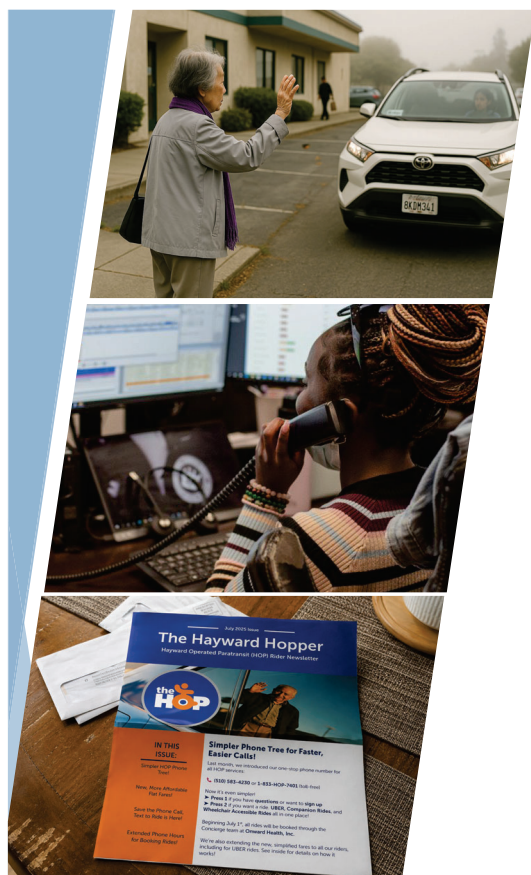
HOP ELIGIBILITY

- ▶ Residents of Hayward and the unincorporated Eden Area / Mid-County
- ▶ Adults Age 70+
- ▶ Adults Age 18+ with a disability
- ▶ Means-based fare option for income-qualified riders



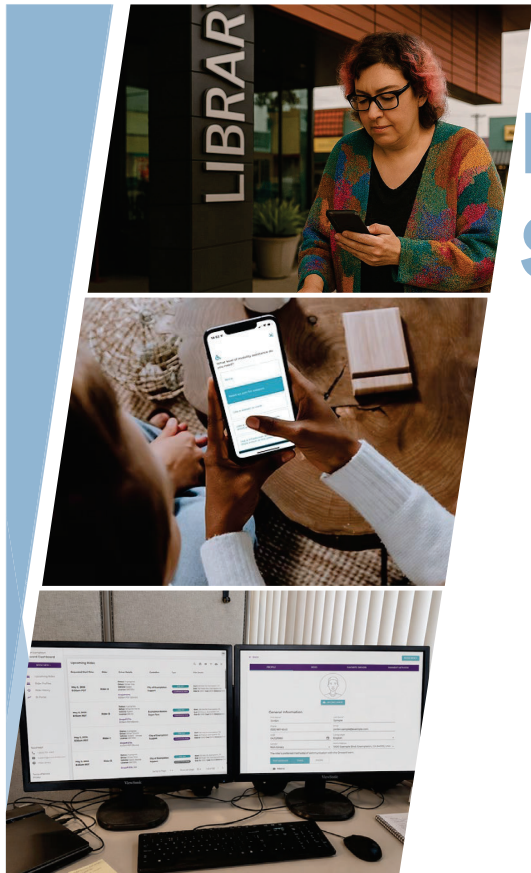
FY 2026-2027 SERVICE MODEL

- ▶ TNC curb-to-curb rides
- ▶ Wheelchair-accessible vehicle (WAV) rides
- ▶ Companion rides
- ▶ Telephone concierge
- ▶ AI-supported telephone booking system
- ▶ Self-service Text2Book
- ▶ Means-based fare program
- ▶ Meals on Wheels support
- ▶ Mobility management / travel training



HOW RIDERS ACCESS AND USE HOP

- ▶ Phone and self-service booking options
- ▶ Live agent support for complex requests
- ▶ Enrollment assistance at the library
- ▶ Mobility management partners help with applications and documentation
- ▶ Quarterly rider newsletter and updated rider materials



FY 2026–27 FOCUS: STABILIZE AND REFINE

- ▶ No major change to core services
- ▶ Group trips deferred for now
- ▶ Continued database migration and system integration
- ▶ Continued refinement of automated phone support
- ▶ Development of cost controls

HOP Supports Everyday Life, Not Just Medical Trips

Most common destination purposes

- ▶ Residential — 33.3%
- ▶ Shopping — 28.0%
- ▶ Medical — 11.6%
- ▶ Errands / Professional Services — 6.2%
- ▶ Government / Social Services — 5.9%



HOP Has Moved from Expansion to Stabilization

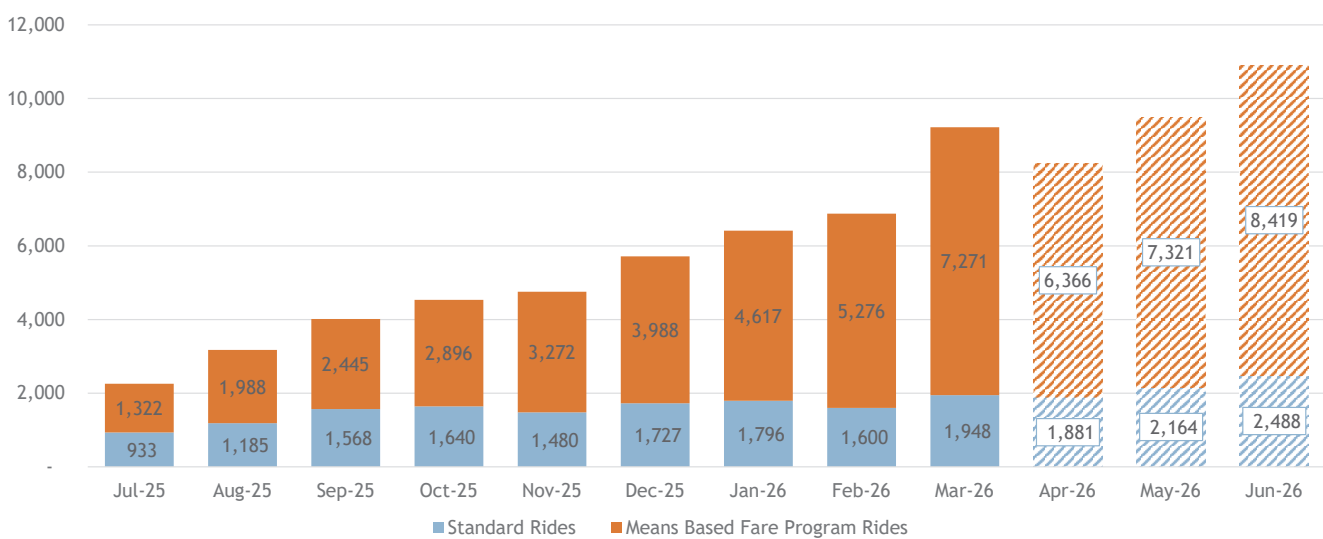
Early FY 2025-26 challenges included:

- ▶ Long telephone hold times
- ▶ Difficulty reaching a live agent
- ▶ Confusing phone navigation
- ▶ Some missed trips / no-show disputes

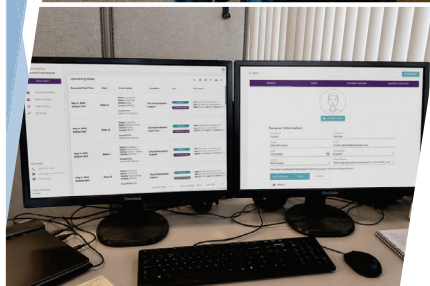
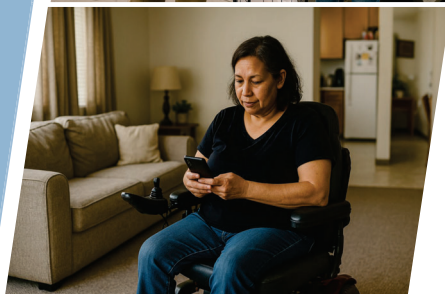
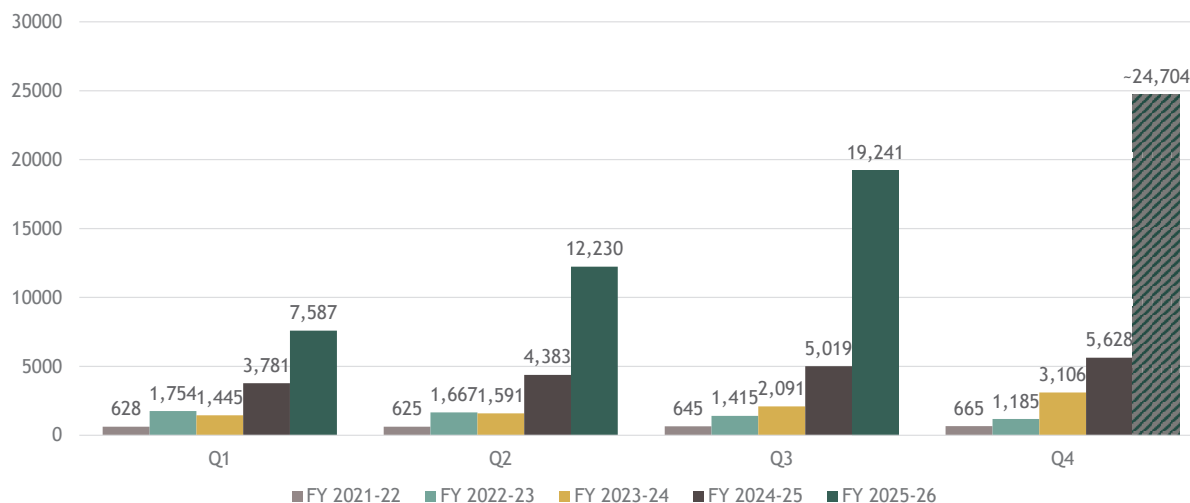
In response, HOP and Onward:

- ▶ Refined phone menus and recorded messages
- ▶ Added AI-supported routine call handling
- ▶ Expanded website FAQs and rider communications
- ▶ Launched a quarterly rider newsletter

RIDERSHIP IN FY 2025-2026



TOTAL TNC RIDERSHIP COMPARISON

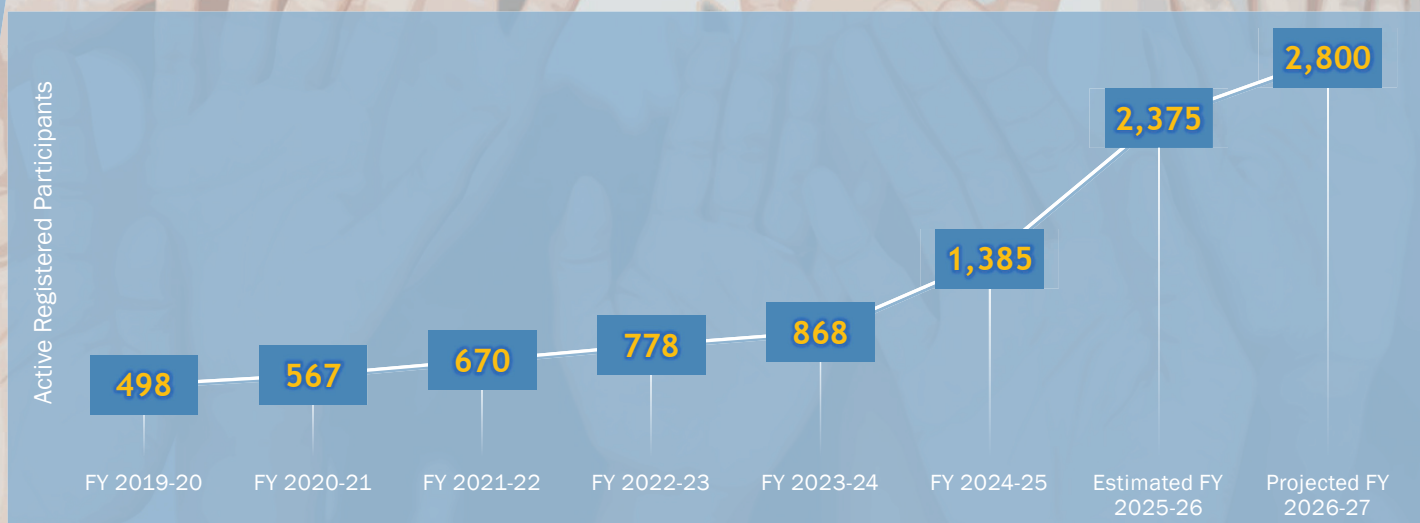


DEMAND FOR HIGHER-TOUCH SERVICE HAS EXPANDED RAPIDLY

Accessible / higher-touch trips

- ▶ FY 2024-25
 - WAV: 61
 - Door-to-door: 62
- ▶ FY 2025-26 YTD (through Dec. 31)
 - WAV: 1,428
 - Door-to-door: 3,733
- ▶ FY 2026-27 projected
 - WAV: 4,300
 - Door-to-door: 10,000

REGISTERED PARTICIPANTS OVER TIME



MOST HOP TRIPS REMAIN LOCAL

- ▶ Average one-way trip: **8.7 miles**
- ▶ TNC average: **8.4 miles**
- ▶ WAV average: **8.8 miles**
- ▶ Companion average: **10.5 miles**
- ▶ **72%** of trips are under 10 miles
- ▶ Nearly **90%** of trips are under 20 miles

HOP Is Now Using Reserves Intentionally

- ▶ Prior challenge: underuse / underperformance
- ▶ Current challenge: high demand and reserve use
- ▶ FY 2025–26 Measure BB fund balance (12/31/25): ~\$5.05 million
- ▶ FY 2025–26 DLD revenue: ~\$2.09 million
- ▶ FY 2026–27 projected DLD revenue: ~\$1.99 million
- ▶ Reserve use is intentional during stabilization period



NEXT STEPS

- ▶ Continue to adapt the current service model
- ▶ Continue tracking demand, costs, and rider behavior
- ▶ Refine phone and data systems
- ▶ Use FY 2025–26 and FY 2026–27 data to inform future ride limits and fare policy
- ▶ Revisit group trips and other program additions later

Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: Central County

Paratransit Program: City of San Leandro

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - Same-Day Transportation Services (FLEX RIDES On Demand)
 - Accessible Shuttle Service (FLEX RIDES Fixed-Route)
 - Group Trips
 - Door-through-Door/Volunteer Driver Program
 - Meal Delivery
 - Customer Service/Outreach
 - Management/Overhead
- 100% Measure BB
- 69% Reserves
- Cost per trip –
 - Same-Day Transportation: \$16.10
 - Accessible Shuttle: \$84.23
 - Group Trips: \$531.87
 - Volunteer Driver: \$173.61

- Meal Delivery: \$91.76
- Trends in registration – registration is expected to increase
- Trends in trip provision – trip provision is expected to increase slightly
- Demographics reporting – all categories were reported
 - Currently partnering with cultural organizations in the Latino and African American communities and expect increased enrollment
- Elements requiring approval:
 - N/A
- Additional staff notes
 - Offers an emergency evacuation program to assist older adults and people with disabilities during emergencies when the City activates a support shelter



FY 2026-27 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to older adults and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2026-27 Program Plan Excel workbook contains a tab to report on FY 2024-25 performance and budget (Attachment Table A). The FY 2024-25 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2024-25 compliance report.*
3. References:
 - a. FY 2026-27 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 13, 2026)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised December 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at paratransit@alamedactc.org.

Be sure to include your agency name and FY 26-27 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY26-27_Paratransit_Program_Application.doc).

If you have questions, please contact the Paratransit Program Team at paratransit@alamedactc.org.

FY 2026-27 Annual Paratransit Program Plan Application Due by February 27, 2026

CONTACT INFORMATION	
Agency:	City of San Leandro
Contact Name:	Liliana Gray
Title:	Human Services Department
Phone Number:	510-577-6079
E-mail Address:	Lgray@sanleandro.org

Date Submitted: _____

TYPES OF SERVICES PROVIDED

- What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measure BB reserves, and/or paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2025 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the Americans with Disabilities Act (ADA).
- **Same-Day Transportation Service:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility. Programs must subsidize at least 50% of the fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing on-demand WAV.

- **Accessible Shuttle Service:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$50, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision"). If your

program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.

- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Provide a short narrative description of your agency's FY 2026-27 program.

Accessible Shuttle Service: FLEX RIDES Fixed-Route Shuttle Service

The City of San Leandro will maintain its paratransit services for older adults and adults with disabilities. This includes the FLEX RIDES Fixed-Route Shuttle Service, providing unlimited free rides to enrolled members within the city of San Leandro. Service hours are 8:30am-5:30pm Monday, Tuesday, and Thursday, except during city-observed holidays. Vehicles are equipped with lifts for riders with wheelchairs or other mobility aids. This service is provided in partnership with MV Transportation. FY 2026-2027 includes plans focused on strengthening service reliability and consistency to continue increasing utilization and program quality.

Same-Day Transportation Services: FLEX RIDES On Demand

FLEX RIDES On Demand provides a personalized concierge transportation service to enrolled members. Through the GoGo Technologies GoGo Grandparent service, members can book one-way Uber rides within a specified service area at a subsidized rate using a designated telephone number. In addition to booking assistance from live operators, rides are also monitored from start to finish as an added safety feature. Rides can be booked same-day or days in advance and are available 24 hours a day, 7 days a week, 365 days a year. Rides outside of the service area for medical appointments must be requested and approved in advance.

Door-through-Door/Volunteer Driver Program: RideCare

Pre-scheduled, door-through-door services with trained volunteers driving eligible program participants ages 60+ for critical trip needs, such as medical trips, and will include an escort component. The program is provided in collaboration with the RideCare Program of CityServe of the Tri-Valley.

Group Trips Program: Senior Day Trips

Older adults 50+ participate in day trips to local parks, museums, outdoor areas, shows, and community events.

Meal Delivery: Grocery bags are delivered at no-cost to participants ages 50+ with self-reported health conditions or mobility limitations twice per month. Bags delivered include groceries such as food items and fresh produce, as well as hygiene products and pet food if needed by recipients. The program is provided in partnership with the Vietnamese American Community Center of the East Bay [VACCCEB].

Senior Emergency Evacuation Program: Seniors and people with disabilities receive evacuation support during an emergency when the City of San Leandro activates a support shelter/center.

Customer Service/Outreach: City Staff provide monthly information presentations open to the public and drop-in assistance sessions for current participants to increase awareness and maximize utilization of available services. Outreach efforts also include presentations at senior housing centers and collaborative meetings, as well as numerous tabling activities during resource fairs, farmer's markets, and various community events.

Management/Overhead: Programs are overseen directly by the Human Services Program Coordinator and Human Services Program Assistant. The Program Coordinator and Program Assistant coordinate daily operations, provide customer service, conduct outreach efforts, prepare and administer budget, participate in regional meetings, and overall planning. Additionally, other City staff support the service coordination, day-to-day operations, and general consumer education to ensure an effective and efficient operation.

B. Explain how the suite of services offered is targeted towards the older adults and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

The suite of services targets older adults and people with disabilities in San Leandro. Eligibility for most of these services requires San Leandro residency and various age eligibility requirements specific to each program. For the FLEX RIDES program, adults with disabilities who are at least 18 years old with proof of East Bay Paratransit certification are eligible. All services incorporate components aiming to serve adults with disabilities, especially for those with mobility limitations.

These services were selected to aid in addressing the need of older adults and adults with disabilities to have free to low-cost transportation options. FLEX RIDES Shuttles are wheelchair accessible vehicles, allowing for adults with wheelchairs and other mobility aids to have a free transportation option for medical appointments, basic shopping needs, connecting to public transit, and accessing community resources within the city. The no-cost and subsidized rates included in the FLEX RIDES program services and the free grocery delivery program provide financial relief for those who are unable to work or are retired with a limited fixed income.

These services were selected over other service types based on input from key stakeholders (e.g., program users, social service providers, transportation program providers, City of San Leandro Senior Commission, staff) and previous

assessments included in the Age-Friendly Action Plan and FLEX RIDES Shuttle Assessment to meet the current and future needs of the growing older adult population in San Leandro. Curb-to-curb rides, door-through-door service, assistance with travel, and vehicles designed for mobility aids increase safety and comfort, reducing stress and lowering the risk of injury compared to driving or navigating standard transit alone. The services offered also encourage greater independence and autonomy to run errands, attend appointments, and participate in activities without depending heavily on family or friends. That sense of control over their schedule supports the dignity and self-confidence of older adults. Beyond meeting basic necessities, services such as FLEX RIDES and Senior Day Trips support connection and social engagement. When older adults can get to community centers, classes, or social gatherings, they are more likely to stay socially engaged, which is closely linked to better physical, mental, and emotional health. Taken together, these services do more than move people from place to place—they support health, independence, social connection, and overall well-being.

C. List the most common trip destinations for older adults and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:

The most common trip destinations for San Leandro FLEX RIDES Shuttle riders are listed below:

Medical Facilities and Appointments

- Kaiser Permanente Medical Center
- San Leandro Hospital
- San Leandro Medical Arts Building

Major Shopping Complexes

- Greenhouse Shopping Center (Safeway)
- Bayfair Shopping Center (Target)
- San Leandro's Downtown Plaza (Safeway, CVS, US Post Office)
- Walmart
- Lucky
- Windsor Square (Foodnet Market)
- Marina Faire

Senior Housing Facilities

- Eden Lodge
- Fargo Senior Center Apartments
- Broadmoor Plaza
- Mission Bay Mobile Home Park

Community Resources

- San Leandro Senior Community Center
- San Leandro Main Library

Transportation

- San Leandro and Bayfair BART Stations

Same Day Transportation Program - FLEX RIDES On Demand:

The data received from the GoGo Technologies dashboard does not provide the specific location name, only addresses. Recurring addresses reveal common trip destinations include medical offices, hospitals, shopping centers, personal care locations, and the homes of family and friends.

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

Accessible Fixed Route FLEX RIDES Shuttle:

Average trip length is presently projected to take approximately 60 minutes for each completed bidirectional loop for all four routes. Riders have the option to take the shuttle that is driving in the opposite direction to reduce return trip times.

Same Day Transportation Program - FLEX RIDES On Demand:

Based on the data provided by GoGo Technologies, the average trip length is 5 miles with an average duration of 13 minutes. Rides provided beyond the service area were to medical facilities such as Stanford Medical Center in Palo Alto and UCSF Cancer Center San Mateo.

E. If you implemented a waitlist in FY 2025-26, please provide a narrative description and plans for FY 2026-27.

Due to the popularity of the Senior Day Trips program, a waitlist protocol has been implemented for each scheduled activity. Once registration capacity is reached for any given group trip, those interested are placed on the waitlist and are contacted on a first-come, first-serve basis should a space become available. When the next trip is scheduled, waitlisted individuals are then given the first right of refusal.

2. Will your agency's program for FY 2026-27 conform to the Paratransit Program Implementation Guidelines, as required?

[X] Yes

[] No

A. If "No", explain below and contact Alameda CTC staff to discuss. (prior to February 20, 2026)

3. **If proposing any service or program changes in FY 2026-27 from the current year, FY 2025-26, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

None at this time.

4. **Looking ahead, beyond FY 2026-27, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Recommendations resulting from the FLEX RIDES Shuttle Assessment conducted in Fall 2025 will be incorporated into the development of a 5-year strategic plan. Restructuring the accessible fixed route service days, times, and routes; expanding WAV availability; and modifying enrollment requirements for adults with disabilities are examples of changes being taken into consideration. Any future services changes will continue to be informed by ongoing key stakeholder input, commitment to high-quality and results-oriented services, Age-Friendly Action Plan priorities, and service-related data.

Other potential long-term changes currently in discussion are focused on addressing the need for added WAV availability for pre-scheduled rides. Updating the shuttles currently in use will also be a prioritized need as the vehicles age in the coming years.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2026-27 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2025-26 Plan and are unchanged.**

Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)

- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
- G. Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

None at this time.

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible, provide dates for these activities. Note below if this plan was reviewed by a local advisory committee, including the name of the committee, and the date of the meeting.

The following general consumer outreach activities were conducted to inform the development of this program plan:

- 1) Findings from the Age-friendly Assessment and Action Plan. The community-participatory process included focus groups, surveys, and interviews with key stakeholders (e.g., City of San Leandro Mayor and City Council, former and current City of San Leandro and Alameda County leadership and staff members, local CBO administrators, and residents).
- 2) Presentations to the local services clubs:
 - a. Kiwanis Club (February 10, 2026)
 - b. San Leandro Chamber of Commerce Leadership Development Program. (January 16, 2026)
- 3) Relevant discussions with the San Leandro Senior Commission during monthly standing meetings.
- 4) Presentations to the following City Commissions:
 - a. [Human Services Commission](#) (July 23, 2025)
 - b. [Recreation and Parks Commission](#) (November 5, 2025)
 - c. [Senior Commission](#) (January 15, 2026; February 19, 2026)
 - d. [Bicycle and Pedestrian Advisory Commission](#) (April 29, 2025)

7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.

- 1) FLEX RIDES Shuttle Assessment methods included a document and data review, focus groups, transit partner interviews, rider survey, and field observations (October 2025-January 2026). These activities gathered program design input from current, former, and potential riders, caregivers, regional paratransit providers, and staff at local residential housing facilities.
- 2) Completion of the UC Berkeley SafeTREC and Cal Walks Community Pedestrian and Bicycle Safety Program [CBSP] which included local pedestrian/bicyclist safety data analysis, walking and safety assessments, and community action planning sessions.
- 3) Transportation providers.
- 4) Planning and coordination meetings with the City of San Leandro Public Works Department Engineering Division.
- 5) Meetings with other public transportation entities (e.g., Links Shuttle, AC Transit).

- 6) Meetings with community members and leaders (e.g., Resilience Hubs).
- 7) Meetings with local community-based organizations (e.g., CRIL, VACCEB).
- 8) Community tabling events (e.g., VACCEB Health Fairs, San Leandro Improvement Association events, Resource Fairs, Farmer's Markets).

A. Describe how the outreach addressed equity and inclusion. (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

Printed FLEX RIDES promotional materials are available in English, Spanish, and Chinese. Language interpretation during informational sessions is provided upon request and based on interpreter availability.

Surveys included with the recent assessment were available in multiple languages, with options to complete digitally via Google Forms or printed forms available at multiple sites including the senior center, main library, and senior housing facilities. Focus groups were also done at multiple sites such as the San Leandro Senior Community Center, Fargo Senior Housing, and the Community Resources for Independent Living [CRIL] office with language interpretation available upon request. Selected participants had the option to participate via phone, video call, or in-person to better accommodate any mobility needs.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

Findings from community outreach, surveys, and key stakeholder interviews informed the development of targeted programs designed to address the specific needs of older adults and individuals with disabilities in San Leandro. The programs address critical priorities that continue to be identified by residents and community partners through these engagement efforts. Food and housing security, health and wellness, transportation, social connection, and personal protection continue to be critical priorities with a projected increase in need.

The FLEX Shuttle Assessment results confirm the need for low-cost transportation and assisted travel for older adults. Assessment recommendations have informed the program plan priorities of ensuring that service information is more accessible and easier to understand, revamping basic shuttle stop amenities, and continuing to expand outreach efforts in order to increase awareness and utilization.

By aligning program goals with community-identified priorities, the City ensures that resources are directed toward meaningful, impactful solutions that enhance the quality of life for residents.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

N/A

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☐ Yes

☒ No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

INFORMATION

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment Table B.

Community members and potential users learn about the Alameda CTC funded services offered by San Leandro via the following sources:

- City of San Leandro Human Services Department website, which has recently been upgraded to a more user-friendly platform and offers multilingual translation options.
- Local Newspaper – San Leandro Times.
- Mailed/Online Monthly Services Calendar.
- Bimonthly email newsletters via Klaviyo platform.
- In-person outreach at local senior living facilities, parks, community centers, and popular points of interest.
- Signage on FLEX RIDES Shuttles and at FLEX RIDES Shuttle stops in English, Simplified Chinese, and Spanish.
- FLEX RIDES Shuttle fliers, applications, and routes/map (always available at the San Leandro Senior Community Center and Marina Community Center; regularly distributed to City Libraries, City Hall, and other locations). These materials are also electronically distributed to disabled/senior living facilities, social workers, medical facilities, and faith-based communities on a periodic basis in English, Simplified Chinese, and Spanish.
- Virtual or in-person one-on-one FLEX RIDES orientations and/or refresher appointments.
- Human Services Department social media outlets (Facebook)

- Seasonal Recreation & Parks Department Activity Guides
- Annual Cherry Festival event and participation in parade
- Annual Senior Resource Fair
- Annual In-House Expo
- Local Farmer's Markets
- Local Health Fairs
- Local Social and Cultural Community Events

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

All programs, with the exception of Senior Day Trips, require residency within incorporated San Leandro city limits.

FLEX RIDES Shuttle- Accessible Fixed Route Shuttle: Eligibility requirement is 50+ years old, or disabled adults 18-69 years old that are East Bay Paratransit certified.

FLEX RIDES On Demand – Same Day Transportation: Eligibility requirement is 70+ years old, or disabled adults 18-69 years old that are East Bay Paratransit certified.

RideCare - Door-through-Door/Volunteer Driver Program: Eligibility requirement is 60+ years old, ambulatory with self-reported mobility limitations. Low-income participants are prioritized.

Group Trips Program - Senior Day Trips: Eligibility requirement is 50+ years old.

Meal Delivery – Grocery Delivery: Eligibility requirement is 50+ years old with self-reported mobility limitations.

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

All programs, with the exception of Senior Day Trips, require formal registration which involves completion of intake or enrollment forms, valid ID, and proof of residency. Senior Day Trip participants need only complete an activity registration form and pay a subsidized activity fee.

Enrollment can be done in-person or online. The average processing time is 5-10 business days. FLEX RIDES services are available to participants same day upon completion of enrollment. Other services are dependent on pre-scheduled availability.

CUSTOMER SATISFACTION

14. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing

program suggestions, complaints or commendations, your documentation procedures, and your follow up.

Human Services Department Senior Services staff handle complaints on an individual basis, with responses within 24 hours or on the next business day. Participants typically make complaints by calling the San Leandro Senior Community Center or by directly contacting the assigned program assistant via phone, email, or in-person during office hours.

The Human Services Program Assistant maintains an up-to-date complaint log regarding FLEX RIDES services. Staff obtain complete incident information from the riders directly and contact the service provider immediately if deemed appropriate. The City's contracts with the transportation providers require complaint investigations to begin within one weekday of receipt with a final resolution reported to the City within 7 days of the initial complaint. City staff communicate relevant follow-up information to the rider as needed. If requested, complaints will remain anonymous.

Staff also meet with the service providers as needed, but at a minimum, on a bi-monthly basis to discuss the program and any service-related issues.

Staff receive recommendations/commendations in the same manner and share with contracted service providers.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

FLEX RIDES Shuttle - Accessible Fixed Route Shuttle: Common complaints regarding the shuttle service involve unmarked stops and delays. Riders often commend the helpful and kind service provided by the regular shuttle drivers.

FLEX RIDES On Demand - Same Day Transportation: Riders have occasionally inquired about longer call time waiting periods and driver cancellations. Overall, regular users have expressed appreciation for the subsidized rate and convenience of the service.

Unincorporated residents, especially those who live just outside of the incorporated San Leandro city limits, are often disappointed or frustrated about not being able to meet the FLEX RIDES Program residency eligibility requirement.

RideCare - Door-through-Door/Volunteer Driver Program: Participants have expressed some concern regarding the requirement of booking rides at least 2-weeks in advance.

Group Trips Program - Senior Day Trips: The return of the Senior Day Trips has been received with much excitement and enthusiasm. Survey results show high satisfaction with the activities, transportation, and overall experience. Participants have expressed that the program makes popular destinations accessible to those who normally wouldn't have the transportation and/or financial resources. There is a high demand for more frequent trips and to increase the number of participants per trip.

Meal Delivery - Grocery Delivery: Grocery recipients expressed satisfaction with the freshness of the produce and the general variety of food.

B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

Improved communication protocols have been established between City and transportation provider staff to ensure prompt appropriate response. Partner meetings with the shuttle transportation provider managers have increased from bimonthly to biweekly to resolve service-related issues in a timely manner and to establish a consistent workflow in addressing continued improvements.

In addition to the City staff provided assistance, riders are being encouraged to contact transportation providers directly with questions and feedback. The Program Assistant has created new member education materials with additional transportation provider customer service phone numbers.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2024-25	667
Registrants at end of FY 2024-25	703
Current Registrants for FY 2025-26	813
Current number of applicants on a waitlist for FY 2025-26	6
Projected Registrants for FY 2026-27	890

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

We anticipate an increase in registration as a result of the coming changes and improvements informed by the recent assessment. Word-of-mouth and positive feedback, especially regarding more recently implemented programs, will also contribute to an increase in the number of registrants. Having a fully staffed and onboarded team of Program Assistants dedicated to Senior Services results in the increased capacity for program implementation, enhanced outreach efforts, serving more eligible residents, and overall program growth.

16. What are the current program registrant demographics for FY 2025-26, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	6
Asian	444
Black or African American	74
Hispanic or Latino	60
Native Hawaiian or Other Pacific Islander	8
White	187
Other	11
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	211
Spinal Cord (SCI)	27
Head Injuries (TBI)	6

Vision	104
Hearing	110
Cognitive/Learning	21
Psychological	11
Invisible	
Household Income	
< \$35,500	406
\$35,501-\$59,200	99
\$59,201-\$74,000	28
\$74,001-\$89,750	22
> \$89,750	36

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2026-27.

Based on current trends along with the continuation of newly implemented programs (e.g., RideCare, Grocery Delivery, Senior Day Trips), we anticipate an increase in serving those with mobility limitations.

Continuing partnerships with culturally relevant organizations and outreach efforts during city-sponsored cultural celebrations will continue to increase the membership and utilization of services by Latino and African American participants.

17. Do you expect the total number of one-way trips provided by your program in FY 2026-27 to increase, decrease or stay the same compared to the current year, FY 2025-26? Why?

We anticipate an estimated increase of 5% in the total number of one-way trips provided in FY 2026-27. This expected growth is due to an increase in the types of services provided and our continuing efforts to expand outreach with more staff capacity. These efforts will help connect more eligible residents to the service, improving access to transportation for older adults and individuals with disabilities.

18. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

☐ Yes
☒ No

A. If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2024-25	254
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2025	74
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	155

VEHICLE FLEET

20. Provide details regarding your vehicle fleet. To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

SAFETY AND PREPAREDNESS

21. Describe any safety incidents recorded by your program in FY 2024-25, or to date in FY 2025-26. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

On August 11, 2025, there was an accident involving one of our fixed-route shuttles and another vehicle. There was property damage equal to or exceeding \$7,500. There were no injuries.

22. If possible, describe your city's or your program's emergency preparedness plan. Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City of San Leandro's Local Hazard Mitigation Plan was adopted in 2017 and continues to be a resource to support emergency preparedness efforts. The emergency preparedness plan is available online. Please click on the link below to review in depth. The City of San Leandro is in the process of updating the current plan with an estimated approval from FEMA and CalOES by August 2026. <https://www.sanleandro.org/DocumentCenter/View/6112/San-Leandro-Local-Hazard-Mitigation-Plan-PDF?bidId=>

In addition, the City provides extensive public education in emergency preparedness through a variety of means, including classes, community events and the San Leandro Community Emergency Response Training (CERT) program that trains individuals and groups on how to make their homes, businesses, and neighborhoods more resilient as well as how to respond in a disaster. Activities to specifically engage older adults include workshops and tabling events facilitated by the City Emergency Preparedness Specialist and "Coffee with the Cops" with the San Leandro Police Department.

Furthermore, the City has deployed additional staff in emergency preparedness and is currently in the process of conducting a detailed review of existing plans and upgrading policies, procedures, and providing additional training to staff preparatory for the launch of the City of San Leandro Emergency Operations Center (EOC) Handbook designed to provide specific guidance and recommendations on the structure and operations of the City's EOC. The Handbook is designed to:

- Provide EOC activation and operational context to supplement the City's Emergency Operations Plan (EOP).
- Provide general response action items for EOC positions.
- Enable City staff to smoothly transition to Disaster Service Worker (DSW) positions within the City's EOC.

The EOC Handbook is subject to change and is not intended to replace departmental manuals, guides, policies, or procedures but to provide recommendations for staff working within the framework of the City's EOC. The EOC Handbook was presented to the City Council in March 2025.

In addition to the above, City staff reviewed MV Transportation's existing Emergency Plan and Standard Operating Procedures as part of our program monitoring efforts. MV incorporates changes based on this feedback and updates documents.

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2026-27 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure BB discretionary grant, segregate the grant funding by entering it in the "Other Measure BB" column.

24. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1.) *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

The Management/Overhead costs were determined from a need identified to sustain the delivery of high-quality services, while building capacity to meet other current and future needs. Collectively, the team below will enhance day-to-day operation needs, ensure adequate and timely customer service, increase administrative accuracy and efficiency, increase outreach activity, and conduct appropriate trainings and planning needed to incorporate changes associated with new or modified services.

- 100% Program Assistant
- 20% of Program Coordinator compensation
- Program Design Consultant

B. Customer Service and Outreach Costs

The outreach and marketing budget for FY 2026-2027 continues to provide for significant expenditures for culturally relevant marketing and outreach. This need was identified as a priority in the Age-Friendly Action Plan and continues to be a priority recommendation resulting from the FLEX RIDES Shuttle Assessment. Expenditures will include, but not be limited to, translation and oral interpretation, culturally relevant traditional media outreach, bilingual pay for project bilingual staff, mass and social media marketing, automated messaging services, incentives, and electronic surveys. This year's budget will also support additional general outreach efforts to increase awareness and utilization of relatively new services.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2026-27, as shown in Attachment

Table C, please explain in detail how you plan to expend these funds and when?

As shared in the response to question #4 of this application, there is a need to increase capacity with WAV access to meet the growing need of people with disabilities. In addition, some shuttles used for fixed-route services, senior day trips, and senior emergency evacuation services will need replacement.

The vehicles will become increasingly unreliable due to age and high mileage. There may be more frequent breakdowns, higher maintenance costs, and reduced efficiency, all of which may impact operations. Replacing these older vehicles will help ensure safety, reliability, and cost-effectiveness moving forward.

Remaining balance of Measure BB DLD funding at the end of FY 2026-2027 will be used to meet these needs, starting in Fiscal year 2027-2028.

MISCELLANEOUS

26. Use this space to provide any additional notes or clarifications about your program plan.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2024-25)

Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2024-25	\$0
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$1,798,074
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$738,734
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$2,536,808
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	\$ -
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$2,536,808

Service/Program Type and Name		Performance FY 2024-25		Total FY 2024-25 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2024-25)									Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	Quantity Provided FY 2024-25 Provide total number of one-way trips or units	On-Time Performance FY 2024-25 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2024-25 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Program Staffing		NA	\$ -	\$ 101,859	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 101,859	NA
Customer Service and Outreach	Culturally competent marketing/promotion and communications; Supplies	12	NA	\$ -	\$ 4,845	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 4,845	NA
	Same-Day Transportation	TNC FLEX RIDES On Demand	5,990	\$ -	\$ 92,875	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 92,875	NA
Accessible Shuttle	FLEX RIDES Fixed-Route Shuttle	7,903		\$ -	\$ 607,674	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 607,674	NA
Capital Expenditure	Stop Amenities		NA	\$ -	\$ -	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ -	NA
Mobility Mgmt/Travel Training	Travel Training	13	NA	\$ -	\$ 149	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 149	NA
Management/Overhead	Consultancy Services		NA	\$ -	\$ -	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ -	NA
												\$ -	
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												\$ -	
												\$ -	
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				\$ -	\$ 807,402	\$ -	\$ -		\$ -	\$ -		\$ 807,402	

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name (Should also note Type in some way)	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. online, cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility (wheelchair or mobility devices that require a lift/ramp) Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this service fixed route, origin-to-destination service (e.g. door-to-door), or door-through-door? Drop-down Menu	Service Area
Accessible Shuttle	FLEX RIDES (Fixed-Route)	MV Transportation	Free shuttle rides for basic life trips - medical, shopping, and recreation.	NA	NA	Accessible	Same Day	Fixed Route	San Leandro
Same-Day Transportation	FLEX RIDES On Demand	GoGo Technologies	Subsidized curb-to-curb services for basic life trips - medical, shopping, and recreation.	Subsidized fare. Rider pays first \$4 per one-way trip. Subsidized program pays up to \$16 per one-way trip. If total cost of one-way trip exceeds \$20, rider will pay excess amount in addition to initial \$4.	Credit Card/Debit Card	Accessible	On Demand	Curb-to-Curb	Alameda, Ashland, Berkeley, Castro Valley, Cherryland, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Pleasanton, San Leandro, San Lorenzo, San Ramon, Union City
Customer Service and Outreach	Program Supplies and Marketing	NA	Providing equitable program access to multilingual customers, increasing awareness and providing customer service in customers' primary language through printed and digital materials, monthly information and assistance sessions, and various community tabling events.	NA	NA				
Management/Overhead	Personnel	NA	Program coordination and oversight	NA	NA				
Accessible Shuttle	FLEX RIDES Emergency Evacuation	MV Transportation	Medical/Emergency	NA	NA	Accessible	Same Day	Door-to-Door	San Leandro
Group Trips	San Leandro Day Trips Shuttle Service	MV Transportation	Recreation	Susidized activity fee of \$10-\$15 depending on destination	Cash/Credit/Online	Accessible	Pre-scheduled	Curb-to-Curb	Bay Area
Door-through-Door/Volunteer Driver	RideCare Program - Volunteers assisting seniors	CityServe of the Tri-Valley	Medical appt. transportation and support services	NA	NA	Not Accessible	Pre-scheduled	Door-through-Door	San Leandro, Ashland, Castro Valley, Cherryland, Fairview, Hayward Acres, San Lorenzo, Hayward, Alameda, Oakland, Berkeley, Union City, Fremont, Newark, Dublin, and Pleasanton.
Meal Delivery	Senior Grocery Delivery Program	VACCEB	Equitable food and other basic needs access for seniors and persons with disabilities	NA	NA	Not Accessible	Pre-scheduled	Door-to-Door	San Leandro
Capital Expenditure	Updates to stop amenities	NA	Enhancing transportation safety, accessibility, and equity for seniors and persons with disabilities	NA	NA				San Leandro
Management/Overhead	Professional services for Program Design	TBD	Program design and evaluation	NA	NA				

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)

Accessible Shuttle	FLEX RIDES (Fixed-Route)	Unlimited	NA	NA	Monday, Tuesday and Thursday from 8:30am-5:30pm	Residents of the City of San Leandro age 50+ or adults 18-49 with East Bay Paratransit Certification	Continuing/Ongoing	8,525	
Same-Day Transportation	FLEX RIDES On Demand	24 one-way trips/month per qualified member. This limit may be increased based on City's review of rider's documented need for medical trips.	Reservations accepted 24 hours a day, 365 days a year.	NA	Available 24 hours/day, 7 days/week	Residents of the City of San Leandro age 70+ or adults 18-69 with East Bay Paratransit Certification	Continuing/Ongoing	6,431	
Customer Service and Outreach	Program Supplies and Marketing	NA	NA	NA	Monday-Friday, 8:30am-5:00pm except observed holidays	NA	Continuing/Ongoing	20	Providing equitable program access to multilingual customers, increasing awareness and providing customer service in customers' primary language; includes interpretation services and increased number of outreach events.
Management/Overhead	Personnel	NA	NA	NA	Monday-Friday, 8:30am-5:00pm except observed holidays	NA	Continuing/Ongoing		
Accessible Shuttle	FLEX RIDES Emergency Evacuation	NA	NA	NA	To be deployed when the City of San Leandro activates a support shelter/center	Seniors and people with disabilities living in the City of San Leandro	Continuing/Ongoing		
Group Trips	San Leandro Day Trips Shuttle Service	1 trip per month	In person or via phone Mon-Fri 8:30am-5:30pm, online registration available 24 hours a day.	Approximately 1 month in advance	Non-FLEX Shuttle days: Wednesdays or Fridays between the hours of 8:30am-5:00pm	Senior age 50+	Continuing/Ongoing	30	
Door-through-Door/Volunteer Driver	RideCare Program - Volunteers assisting seniors	5 round trips per week	Monday-Friday 8:00am-4:00pm except observed holidays	1-2 weeks	Monday-Friday 8:00am-4:00pm except observed holidays	Residents of the City of San Leandro age 50+	Continuing/Ongoing	576	
Meal Delivery	Senior Grocery Delivery Program	2 per month	Bi-monthly	2 weeks	Deliveries will occur on the 1st and 3rd Wednesdays of the month between the hours of 9am-4pm	Residents of the City of San Leandro age 50+ that are homebound due to mobility limitations	Continuing/Ongoing	480	
Capital Expenditure	Updates to stop amenities	NA	NA	NA	NA	NA	Continuing/Ongoing		
Management/Overhead	Professional services for Program Design	NA	NA	NA	NA	NA	Continuing/Ongoing		
0	0								
0	0								
0	0								
0	0								

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2026-27 Program Revenue (Measure BB and all other funds available for FY 2026-27)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2025-26 (June 30, 2026)	\$1,076,526
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$749,935
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$1,826,461
Total FY 2026-27 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas BB) (should equal Columns E, G, and H)	
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$1,826,461

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost	Cost per Trip	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2026-27 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2026-27 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure BB funds to be EXPENDED	What is the source of these OTHER Measure BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>	Cost per Trip or other unit of service (e.g. per training, meal, etc.) <i>Will automatically calculate</i>	Net Cost per Trip or other unit of service (net of fare revenue) <i>Will automatically calculate</i>
FLEX RIDES (Fixed-Route)	8,525	\$ 718,040	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 718,040	84.22756598	84.23
FLEX RIDES On Demand	6,431	\$ 103,561	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 103,561	16.10	16.10
Program Supplies and Marketing	20	\$ 10,000	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 10,000	500.00	500.00
Personnel	0	\$ 239,803				\$ -			\$ 239,803	#DIV/0!	#DIV/0!
FLEX RIDES Emergency Evacuation	0	\$ 15,840	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 15,840	#DIV/0!	#DIV/0!
San Leandro Day Trips Shuttle Service	30	\$ 15,956	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 15,956	531.87	531.87
RideCare Program - Volunteers assisting seniors	576	\$ 100,000	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 100,000	173.61111111	173.61
Senior Grocery Delivery Program	480	\$ 44,043	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 44,043	91.76	91.76
Updates to stop amenities	0	\$ 50,000	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 50,000	#DIV/0!	#DIV/0!
Professional services for Program Design	0	\$ 10,000	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 10,000	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
Totals	16,062	\$ 1,307,243	\$ -	\$ -		\$ -	\$ -		\$ 1,307,243		

Budget check (total revenue less total cost): \$519,218

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$519,218
<i>Reserve balance as percent of FY 2026-27 Revenue*</i>	<i>69%</i>

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

[illegible]



ALAMEDA CTC Paratransit Program

Plan Review FY 2026-2027
April 27, 2026

Liliana Gray
Human Services Program Coordinator



Presentation Outline

1. Program Overview and Updates
2. Outreach and Community Engagement
3. Challenges and Solutions



Program Overview

Age-Friendly San Leandro

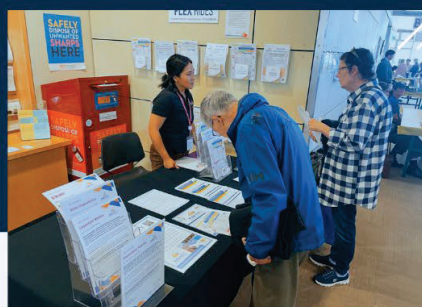
A City-led coalition dedicated to implementing solutions that create a more livable and accessible San Leandro for all older adults.

A vision of a welcoming and safe San Leandro that centers equity in provision of basic human needs, including transportation.



Age-Friendly Initiative Priority Projects that support paratransit efforts include:

1. **Contract with CityServe to provide RideCare, a volunteer driver program in San Leandro.**
2. **Engage MV Transportation, LINKS, ALTRANS, AC Transit, Uber, Lyft and other transportation operators/providers to explore contract for emergency evacuation services.**
3. **Provide monthly day trips for adults aged 50+ to local sites.**
4. **Convene local food and meals providers to develop a local food network model, actionable demand data, and potentially pursue joint funding.**
5. **Complete Community Pedestrian and Bicycle Safety Training [CPBST] Program.**
6. **Coordinate biannual walking assessments of fixed-route bus stops.**
7. **Schedule presentation from the City Transportation & Engineering Division to the Senior Commission.**
8. **Implement an Uber subsidy program to provide low-cost, door-to-door transportation for older adults and people with disabilities**
9. **Participate in Alameda County Access and Functional Needs Committee**
10. **Schedule and coordinate biannual walking audits of fixed-route bus stops**
11. **Conduct semiannual walking audits in high-traffic pedestrian areas**
12. **Support the Public Works Dept to complete update of City ADA Transition Plan**
13. **Pursue complete streets funding opportunities in collaboration with the City Transportation & Engineering Division**



FLEX RIDES Program Eligibility

FLEX Shuttle:

- San Leandro Resident
- 50+ or 18 years old plus East Bay Paratransit Certified

FLEX RIDES On-Demand:

- Enrolled in FLEX Program
- 70+ or 18 years old plus East Bay Paratransit Certified

Program Overview: Current Services

FLEX RIDES Shuttle Service

- Four fixed route shuttles (WAV) that make bi-directional hourly loops around San Leandro
- Unlimited free rides
- Mondays, Tuesdays and Thursdays 8:30 am - 5:30 pm

FLEX RIDES On Demand

- Personalized dispatch of Uber rides making it a fast and convenient travel option
- **Subsidized On Demand service**
 - Cost is \$4/ride. FLEX covers remaining ride costs up to a maximum of \$20
- **Service Hours** 24 hours a day, 7 days a week, 365 days a year
- **Service Area**
 - Alameda, Ashland, Castro Valley, Cherryland, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Pleasanton, San Leandro, San Lorenzo, San Ramon, Union City
- **Out-of-area medical appointments**



Program Overview: Current Services



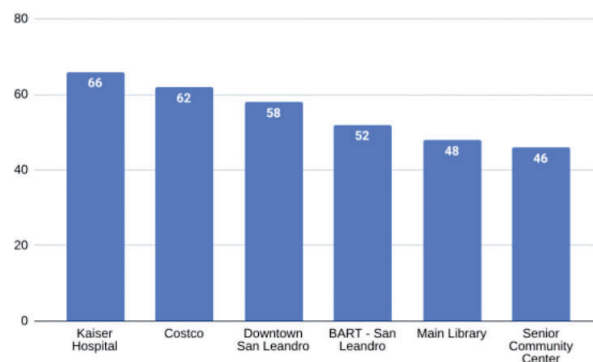
FLEX RIDES Membership*

- 811 total registered
 - 98.6% are 50+ years old
- 632 have access to FLEX RIDES On Demand
 - Over 5000 completed rides
 - Duration
 - Average 4.9 miles, 13 minutes
 - Cost
 - Average customer cost \$5.50
 - Average partner cost \$13.33

*Data from 7/1/2025 to 3/15/2026

FLEX RIDES Shuttle

Top 6 Most Popular Destinations



Free/low-cost transportation options support access to medical/health care, food/groceries, community resources, and other public transit.

"FLEX RIDES has helped me get out of the house, make new friends, and even reconnect with my sister. Knowing that I have safe, free and affordable transportation helps me take charge of my health and my own schedule." -Maria, FLEX RIDES Member, 73 years old.



Program Overview: Current Services

Senior Day Trips

Day trips to outdoor activities, local sites, and community events for adults ages 50+.

Grocery Delivery

Adults 50+ years old with self-reported mobility limitations have grocery bags delivered to their door twice a month. Provided in partnership with Vietnamese American Community Center of the East Bay [VACCEB].

RideCare

Door-through-door transportation services for adults 60+ to health-related services and other basic needs. Provided in partnership with CityServe of the TriValley.

Senior Emergency Evacuation

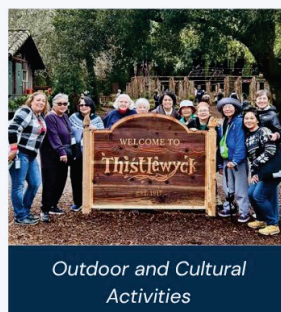
Emergency evacuation support for seniors and people with disabilities to activated support shelters/centers.



Safety and Emergency Preparedness



Access to Food and Basic Needs



Outdoor and Cultural Activities



Social Connection and Engagement



"I like that it is safe door-through-door service and it eases the dependence on family members." -Shirley, RideCare participant





Challenge

- High demand for services
- Consistent operations
- Updating shuttle schedule and stop amenities
- Addressing need for WAV availability
- Refining data collection tools and procedures

Solutions

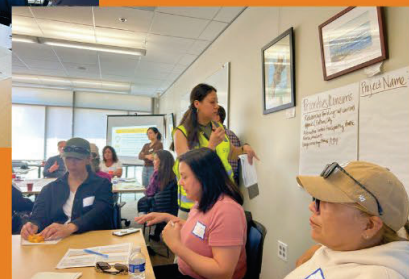
- Enhance protocols and procedures
- Bi-weekly and quarterly meetings with transportation providers

Next Steps

- Continue implementation of Age-Friendly Plan priority projects that support paratransit efforts
- Implement feasible recommendations from FLEX RIDES assessment and Community Pedestrian and Bicycle Safety Training [CPBST] Program report
- Ongoing input from current and potential riders
- Development and implementation of 5-year strategic plan
- Coordination with transportation provider leadership
- Future transportation contracts in alignment with strategic plan



Challenges and Solutions



FEEDBACK & QUESTIONS



THANK YOU

Liliana Gray
Human Services Program Coordinator
LGray@sanleandro.org
510.577.6079

Valerie Nicolás
Human Services Program Assistant
VNicolas@sanleandro.org
510.577.7985





Memorandum

6.1

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

DATE: April 20, 2026

TO: Paratransit Advisory and Planning Committee

FROM: Krystle Pasco, Senior Program Analyst

SUBJECT: Instructions and Recommendation for
FY 2026-27 Direct Local Distribution Paratransit
Program Plan Review

Recommendation

PAPCO is asked to make recommendations for all program plans.

Summary

In April 2026, PAPCO members were appointed to participate in various subcommittees as part of the annual Paratransit Program Plan Review. PAPCO's review process is carried out through five subcommittees: East Bay Paratransit, North County, Central County, South County, and East County. During Program Plan Review, PAPCO is responsible for reviewing the Measure BB Direct Local Distribution (DLD) funded paratransit program plans for FY 2026-27. The subcommittee meetings will be held in-person at the Alameda CTC office and are scheduled to take place on Monday and Tuesday, April 27th and April 28th, 2026.

Paratransit Advisory and Planning Committee (PAPCO) members will receive the Paratransit Program Plan Review packet and are asked to review it prior to the subcommittee meeting(s).

Background

Program Plan Review is a primary PAPCO responsibility that is assigned by the Commission. Article 2.3.1 of the Bylaws describe PAPCO's program plan

responsibilities as the following: *“Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels, with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County.”*

PAPCO will be responsible for reviewing Measure BB DLD-funded paratransit programs.

FY 2022-23 was the first year with only Measure BB DLD funding. Since a number of programs are still drawing down Measure B reserves, the packet materials will include that information.

Process

PAPCO members will receive the program plan packets either through email or mail. Members will be able to review the packet and note comments or questions.

The package contains the following materials:

- PAPCO Agenda
- PAPCO Instruction Memo
- General References and Background Information

The following materials are included for each planning area/program:

- Staff Summary
- Program Plan Application

PAPCO members are requested to review these documents carefully. As always, members have the opportunity to make comments and suggest ideas to the program managers regarding their programs. This process encourages the development of quality, cost effective and efficient services by suggesting coordination, mobility management activities, and consumer involvement as well as offering consumer experiences to respond to consumer needs. However, it is important to note that most jurisdictions have their own local advisory committee that they work with to develop their program.

PAPCO members will meet in full committee on June 22, 2026 to finalize a recommendation.

Alameda CTC is looking forward to PAPCO's participation in the annual Paratransit Program Plan Review process. If you have any questions, please don't hesitate to email or call Krystle Pasco at kpasco@alamedactc.org or (510) 208-7467.

Fiscal Impact: There is no fiscal impact associated with the requested action.

Attachments

A. Program Plan Review Materials

Background

Transportation Expenditure Plans

- 2000 Measure B:
 - 20-year period, 2002 – 2022¹
 - 1/2 cent sales tax
- 2014 Measure BB:
 - 30-year period, 2015 – 2045
 - 1/2 cent, 2015 – 2022
 - 1 full cent, 2022 – 2045

Excerpts from PAPCO Bylaws

Article 2: Purpose and Responsibilities

- **2.1 Committee Purpose.** The Committee purpose is to fulfill the functions mandated for the Committee in the 2000 and 2014 Expenditure Plan and to advise the Alameda CTC on all special transportation.
- **2.2 Committee Roles and Responsibilities from 2000 and 2014 Transportation Expenditure Plans.** As defined by the 2000 and 2014 Transportation Expenditure Plans, the roles and responsibilities of the Committee are to:
 - **2.2.1** Develop the formula use to distribute Measure B and Measure BB programmatic funds to the cities in Alameda County and the County of Alameda for mandated and non-mandated special transportation services, subject to approval by the Commission.
 - **2.2.2** Recommend allocation of funds identified for coordination/gaps in service in Tier 1 of the 2000 Transportation Expenditure Plan, subject to approval by the Commission.
 - **2.2.3** Recommend allocation of funds identified for capital expenditures for coordination/gaps in service in Tier 2 of the 2000 Transportation Expenditure Plan, assuming funds are available for allocation, subject to approval by the Commission.
- **2.3 Additional Responsibilities.** Additional PAPCO member responsibilities are to:
 - **2.3.1** Review performance data of mandated and non-mandated services, including cost-effectiveness and adequacy of service levels,

¹ Although Measure B stopped accruing in 2022, programs may still use reserves.

with the objective of creating a more cost-efficient, productive and effective service network through better communication and collaboration of service providers. In this capacity, the Committee may identify and recommend to the Alameda CTC alternative approaches that will improve special transportation service in Alameda County.

- **2.3.2** Report annually on the status of special transportation services, including service availability, quality, and improvements made as compared to the previous year.
- **2.3.3** Provide a forum for consumers to discuss common interests and goals affecting all special transportation services funded in whole or in part by Measure B and Measure BB funds in Alameda County.
- **2.3.4** Encourage coordination of special transportation and public transit services as they relate to seniors and individuals with disabilities in Alameda County.

FY 2026-27 PAPCO Review Activities

Due Date	Report/Event	Applicable Period
July 31, 2025	CIP Progress Reports	Second half of prior fiscal year (Jan-Jun 2025)
December 31, 2025	Annual Audit and Compliance Report	Prior fiscal year (FY 2024-25)
January 31, 2026	CIP Progress Reports	First half of current fiscal year (Jul-Dec 2025)
February 28, 2026	Paratransit Program Plan Application	Upcoming fiscal year (FY 2026-27) and some prior and current year data
April 2026	PAPCO Program Plan Review Subcommittee	Prior fiscal year (FY 2024-25) and upcoming fiscal year (FY 2025-26)

Paratransit Program Plan Review Process

PAPCO members will receive the packet in April via email or mail. Members are asked to review the packets before the meeting.

The packet contains the following materials:

- PAPCO Agenda
- PAPCO Instruction Memo
- General References and Background Information

The following materials are included for each planning area/program:

- Staff Summary
- Program Plan Application

PAPCO members will meet in person as a subcommittee on April 27th to 28th, 2026 to provide a recommendation. The full committee will meet on June 22, 2026 to finalize the recommendation.

Program Review Process

- Introductions
- Staff Summaries
- Panel Presentations by Program Managers
- Q&A
- Motion

Program Manager's Presentation

- Expand on Staff Summary
 - Describe changes from last year's program
- Highlights of outreach and community engagement
- Future challenges or issues that the Subcommittee should be aware of

Options for Motions

1. Recommend approval of all components of the program plan
2. Recommend conditional approval with recommended actions (e.g., work with staff to correct plan or budget, require regular reports to PAPCO, etc.).
3. Do not recommend approval of some components of the program plan.

Overview of Paratransit Programs in Alameda County

There are 13 different paratransit programs in Alameda County. Broadly speaking, these programs can be categorized into “ADA-mandated” programs and “City” programs.

ADA-mandated programs exist due to the 1990 federal Americans with Disabilities Act (ADA), which mandates that all public transit systems make their services fully accessible to all people, including those who, due to disability, cannot ride regular buses and trains. In Alameda County, there are three mandated programs. AC Transit and BART have partnered to form the East Bay Paratransit Consortium (EBP) which provides ADA-mandated service in these agencies’ service areas. Livermore Amador Valley Transit Authority (LAVTA) in the Tri-Valley and Union City Transit in the City of Union City also provide ADA-mandated services. However, LAVTA and Union City do not receive funding under the “ADA-mandated paratransit” portion of Measure BB. They receive funding through the cities they serve and offer both ADA-mandated service and exceed the ADA-mandate geographically. Only AC Transit and BART receive funding from the “ADA-mandated services” portion of Measure BB.

ADA-mandated services are required by federal law to provide service comparable to regular bus and transit services. Paratransit services must be provided to individuals who travel within a 3/4-mile radius of a regular bus or rail route during the days and hours that those regular services are offered. Other requirements of ADA-mandated services are that they provide next day service; charge fares no more than twice the adult fixed route fare; accept requests for all types of trips without prioritization; operate during the same hours as regular transit services; and allow no pattern or practice of denials. Individuals who wish to use ADA-mandated paratransit in their area are required to complete an application, and sometimes an interview, to determine their eligibility.

City programs, on the other hand, have much more flexibility in how they design their programs. Eleven cities in the County have designed a paratransit program to meet the needs of consumers in their local jurisdiction. The major difference between the ADA-mandated and City programs, aside from the absence of federal regulations, are that they focus more on providing paratransit services for older adults rather than exclusively those with disabilities, and that they offer a range of different types of services including taxi, TNC (Lyft/Uber), shuttles and group trips.

City programs receive Measure BB funding through the “non-mandated program” stream of sales tax funding. Many cities rely on Measure BB funding for the

majority of their paratransit program funding, although some do contribute some city general funds and/or in-kind support for administration and staffing.

In Spring 2022, Measure B sunset. FY 2022-23 was the first year with only Measure BB DLD funding. A number of programs are still drawing down Measure B reserves, however, in accordance with the timely use of funds policy.

Summary of FY 2026-27 Alameda CTC Funded Paratransit Programs by City/Area*

City	Planning Area	ADA-Mandated Paratransit	Same-Day Transportation	Specialized Accessible Van	Accessible Shuttle	Group Trips	Door-through-Door/Volunteer Driver	Mobility Mgmt/Travel Training	Means-Based Fare	Meal Delivery	Capital Expenditures	Customer Service and Outreach	Management / Overhead
Alameda	North												
Albany	North												
Berkeley	North												
Dublin	East												
Emeryville	North												
Fremont	South												
Hayward (Castro Valley and San Lorenzo)	Central												
Livermore	East												
Newark	South												
Oakland (+Piedmont)	North												
Pleasanton	East												
San Leandro	Central												
Union City	South												

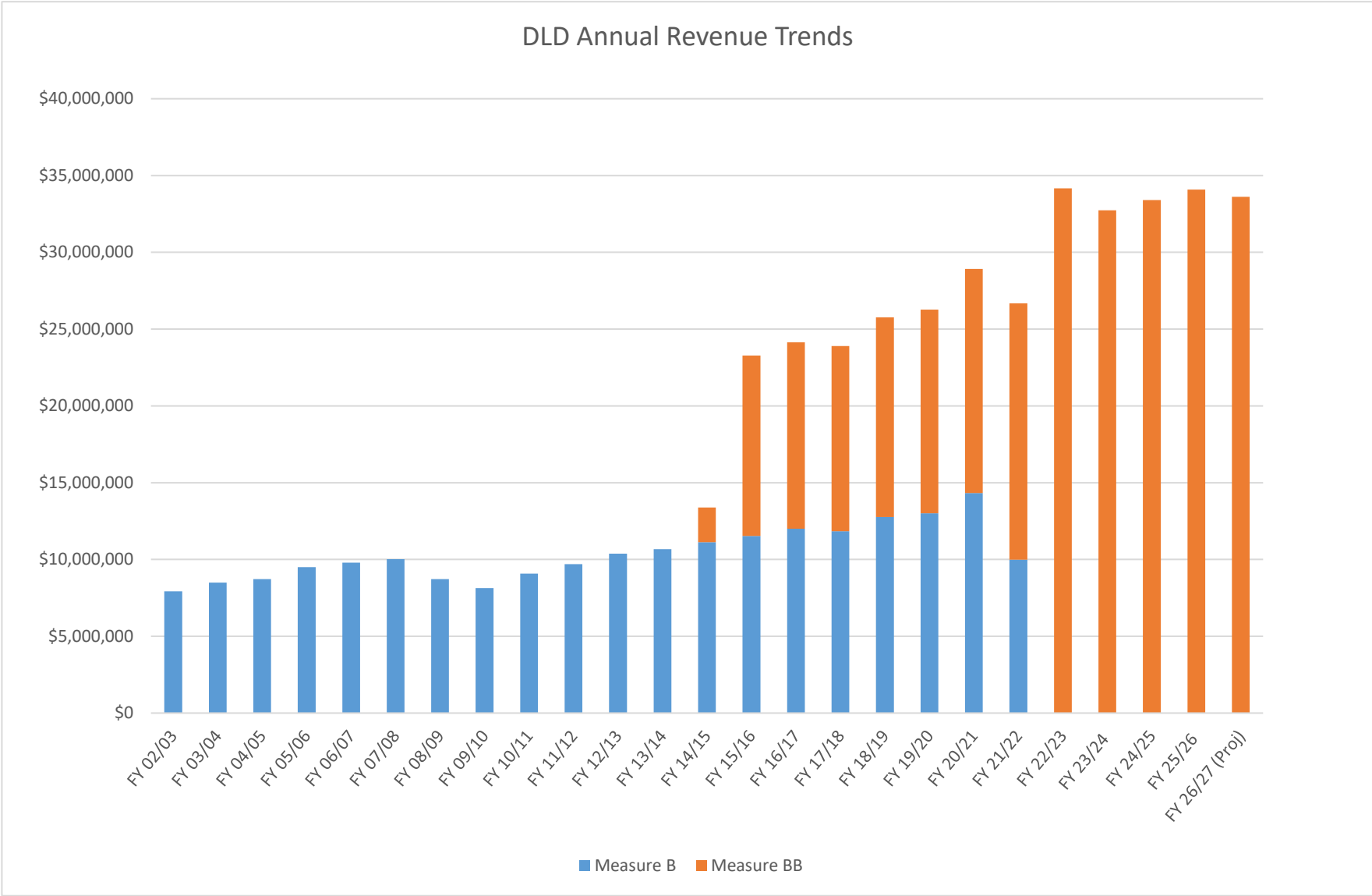
*Primary funding source based on program plan, 2024 PDGP Funding, 5310, and AFA (some programs have mixed funding sources, the box reflects majority):

Direct Local Distribution Funded

Discretionary Grant Funded

Other Funding

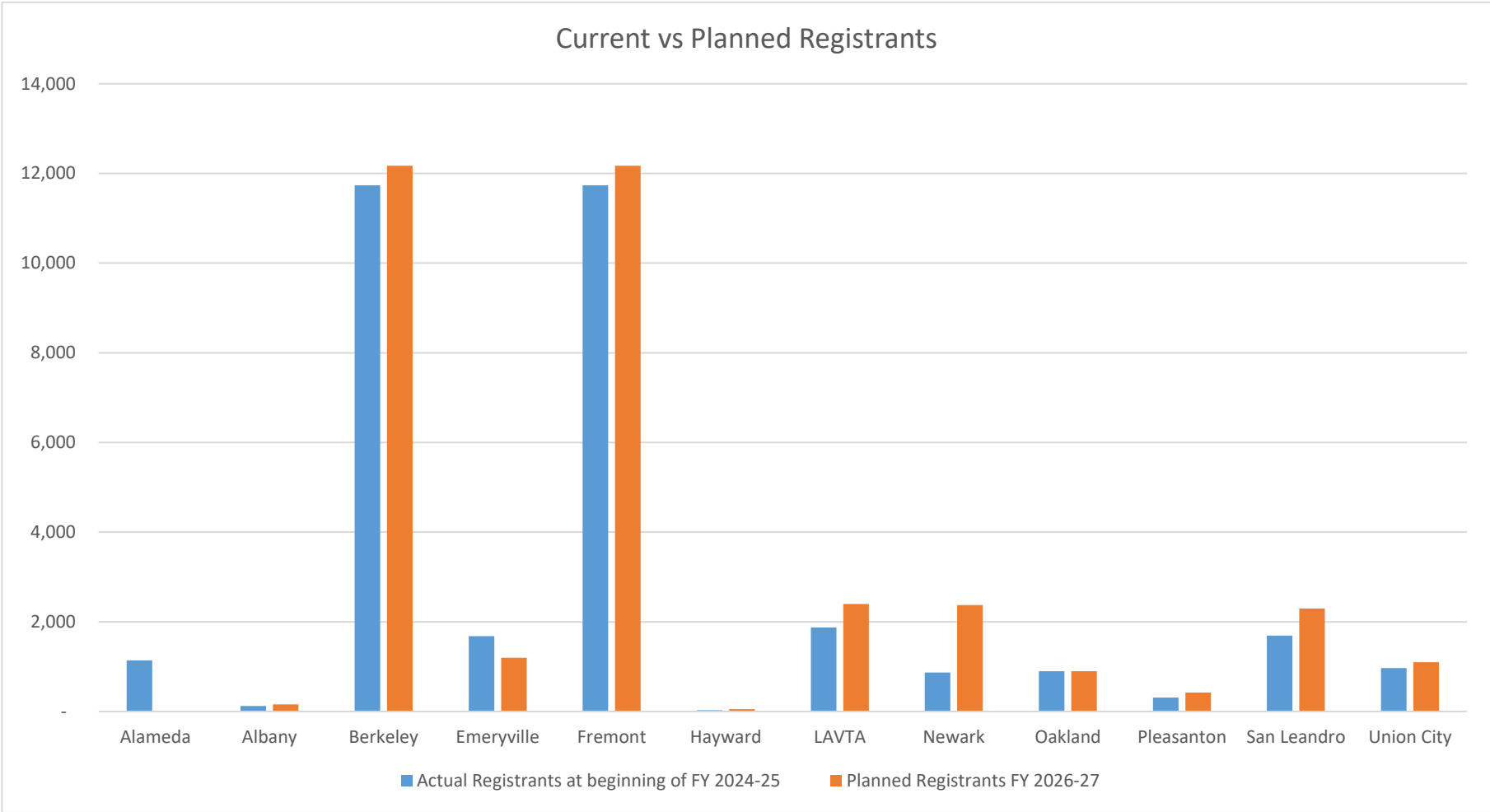
Annual Measure B and BB Paratransit DLD Revenue Trends²



² Measure B (0.5% transportation sales tax) sunset in March FY 2021-22. Measure BB increased from 0.5% to 1% transportation sales tax.

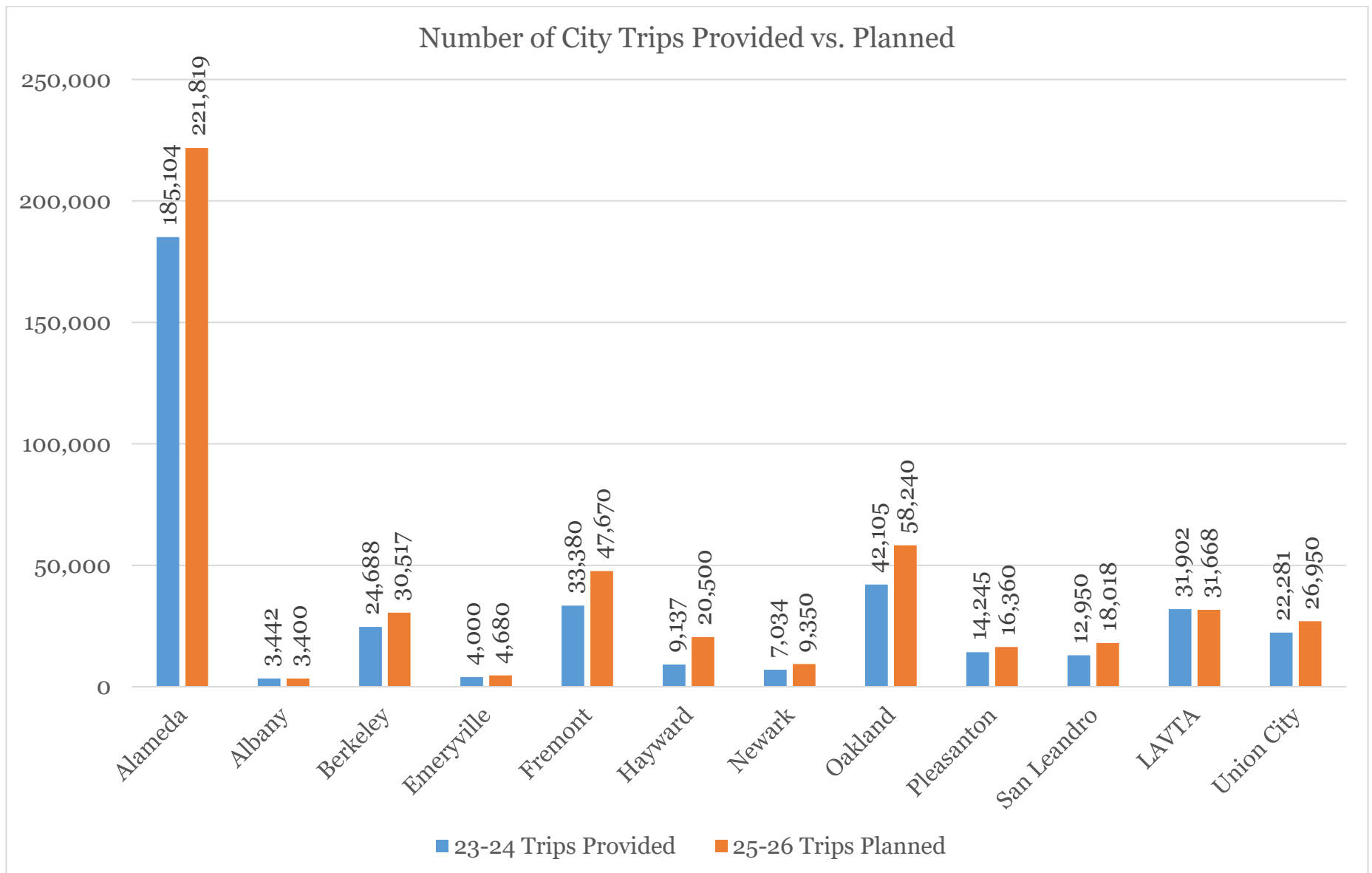
Total Number of Registrants

Program	Registrants at end of FY 2024-25	FY 2026-27 Planned Registrants
East Bay Paratransit	12,140	12,173



Total Number of Trips Planned

Jurisdiction	FY 2024-25 Trips Provided	FY 2026-27 Trips Planned
Alameda	2,016	233,500
Albany	3,351	3,400
Berkeley	31,127	31,560
Emeryville	1,998	2,380
Fremont	39,946	48,352
Hayward	19,063	67,630
Newark	7,261	1,000
Oakland	33,819	56,385
Pleasanton	16,407	7,522
San Leandro	13,893	15,532
LAVTA	31,358	31,668
Union City	14,788	Missing
East Bay Paratransit	480,098	560,326
<i>AC Transit</i>	<i>358,526</i>	<i>386,625</i>
<i>BART</i>	<i>161,077</i>	<i>173,701</i>
Grand Total	734,630	1,059,255



Cost Per Trip

ADA-Mandated Paratransit

Program	FY 2024-25	FY 2026-27
LAVTA	\$69.00	\$83.47
Union City	\$160.12	Missing
East Bay Paratransit	\$121.01	\$130.92

City Programs

FY 2024-25 (Actual) and FY 2026-27 (Planned)

Program	Group Trips		Accessible Fixed-Route Shuttle		Door-through-Door/Volunteer Driver		Same-Day Transportation		Specialized Accessible Van	
	24-25	26-27	24-25	26-27	24-25	26-27	24-25	26-27	24-25	26-27
Alameda	\$2.14	\$2.14	\$111.34	\$71.62			\$29.76	\$42.86		
Albany	\$24.17	\$24.00					\$17.00	\$20.00		
Berkeley							\$28.40	\$16.20	\$33.90	\$27.00
Emeryville	\$1.96	\$27.78					\$18.67	\$17.50	\$64.92	\$68.88
Fremont							\$17.57	\$15.00	\$129.39	\$170.03
Hayward					\$45.82	\$31.66	\$28.21	\$14.83	\$92.93	\$96.39
Newark							\$21.00	\$12.52	\$110.85	\$24.00
Oakland	\$26.07	\$22.06			\$48.22	\$66.67	\$24.31	\$30.86	\$45.77	\$56.63
Pleasanton	\$27.04	\$32.68					\$47.84			\$50.65
San Leandro		\$531.87		\$84.23		\$173.61	\$15.51	\$16.10		
Union City							Missing	Missing		

Percent Measure B/BB Funding

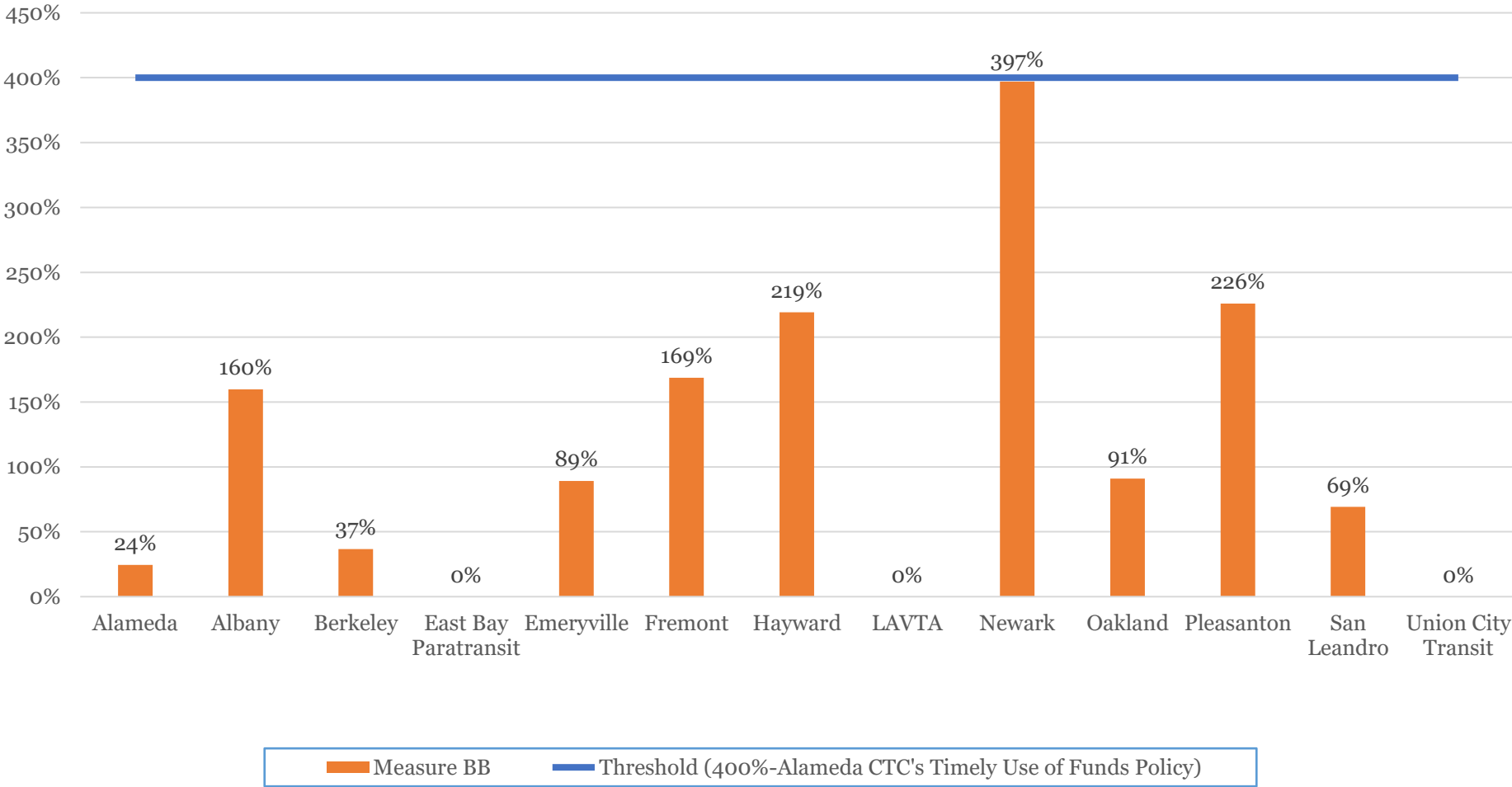
Program	FY 2024-25 (Actual)	FY 2026-27 (Planned)
Alameda	100%	100%
Albany	100%	100%
Berkeley	100%	100%
Emeryville	99%	99%
Fremont	100%	81%
Hayward	100%	100%
Newark	100%	100%
Oakland	100%	97%
Pleasanton	100%	100%
San Leandro	100%	100%
LAVTA	86%	39%
East Bay Paratransit	35%	29%
<i>AC Transit</i>	38%	32%
<i>BART</i>	28%	23%
Union City	23%	32%

Percent Customer Service and Outreach (City Programs)

Program	FY 2024-25 (Actual)	FY 2026-27 (Planned)
Alameda	4.0%	0.9%
Albany	22.1%	21.6%
Berkeley	5.7%	5.0%
Emeryville	0.0%	0.0%
Fremont	28.9%	5.4%
Hayward	0.0%	5.9%
Newark	0.0%	12.7%
Oakland	0.0%	21.1%
Pleasanton	0.0%	0.0%
San Leandro	0.0%	0.8%

FY 2026-27 Planned Reserves

Ratio of Reserves to Expected Revenue



Demographic Reporting

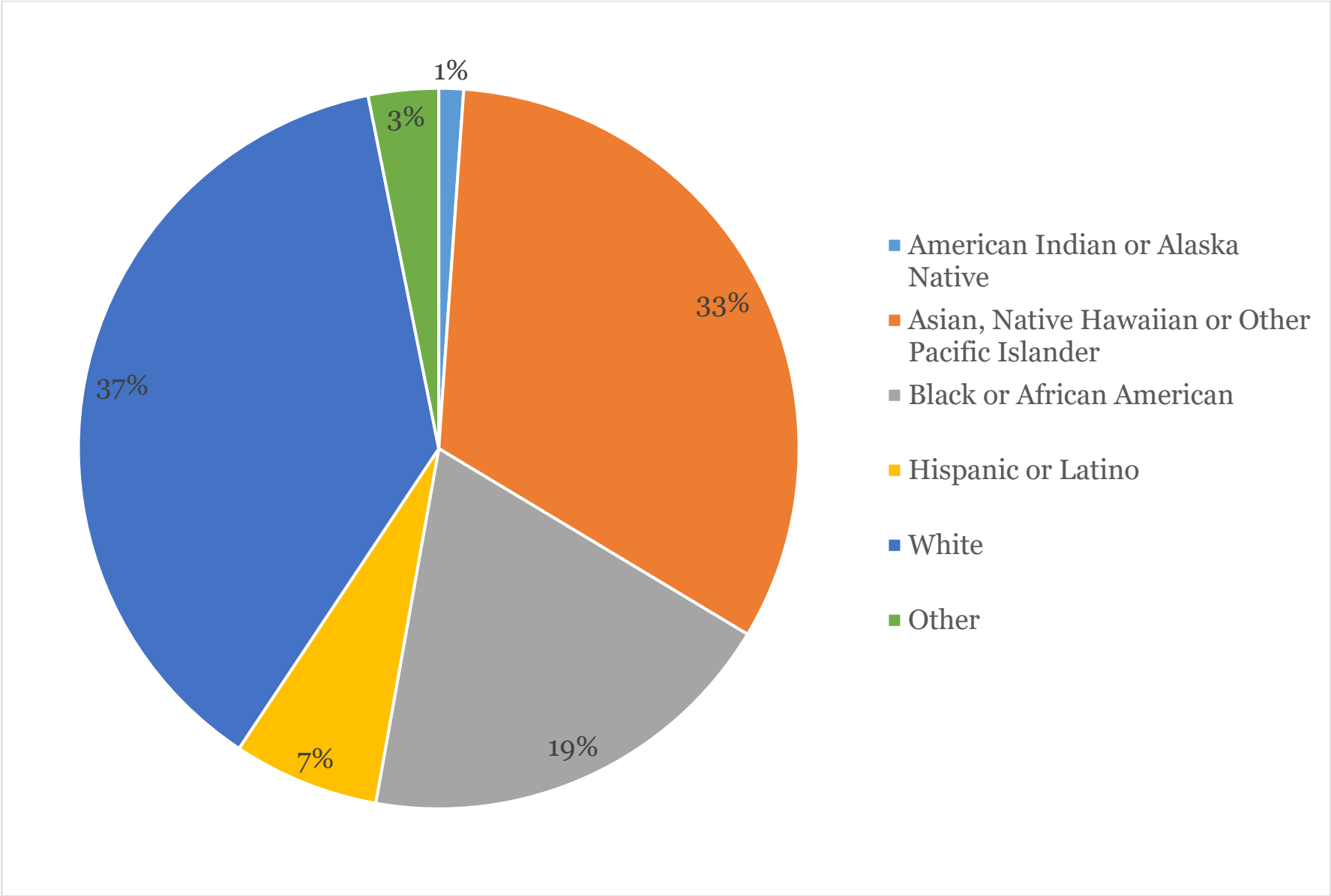
Programs were requested to share the demographic profile of their registrants in their program plans. All programs, with the exception of Union City, partially or fully reported. The following charts reflect a weighted percentage based on planned registrants for the year.

Programs don't collect all categories, or in the same format as the program plans. Also, most demographic questions are voluntary for registrants. Due to the limitations of reported data, consider this a preliminary estimate of demographics related to paratransit programs within Alameda County.

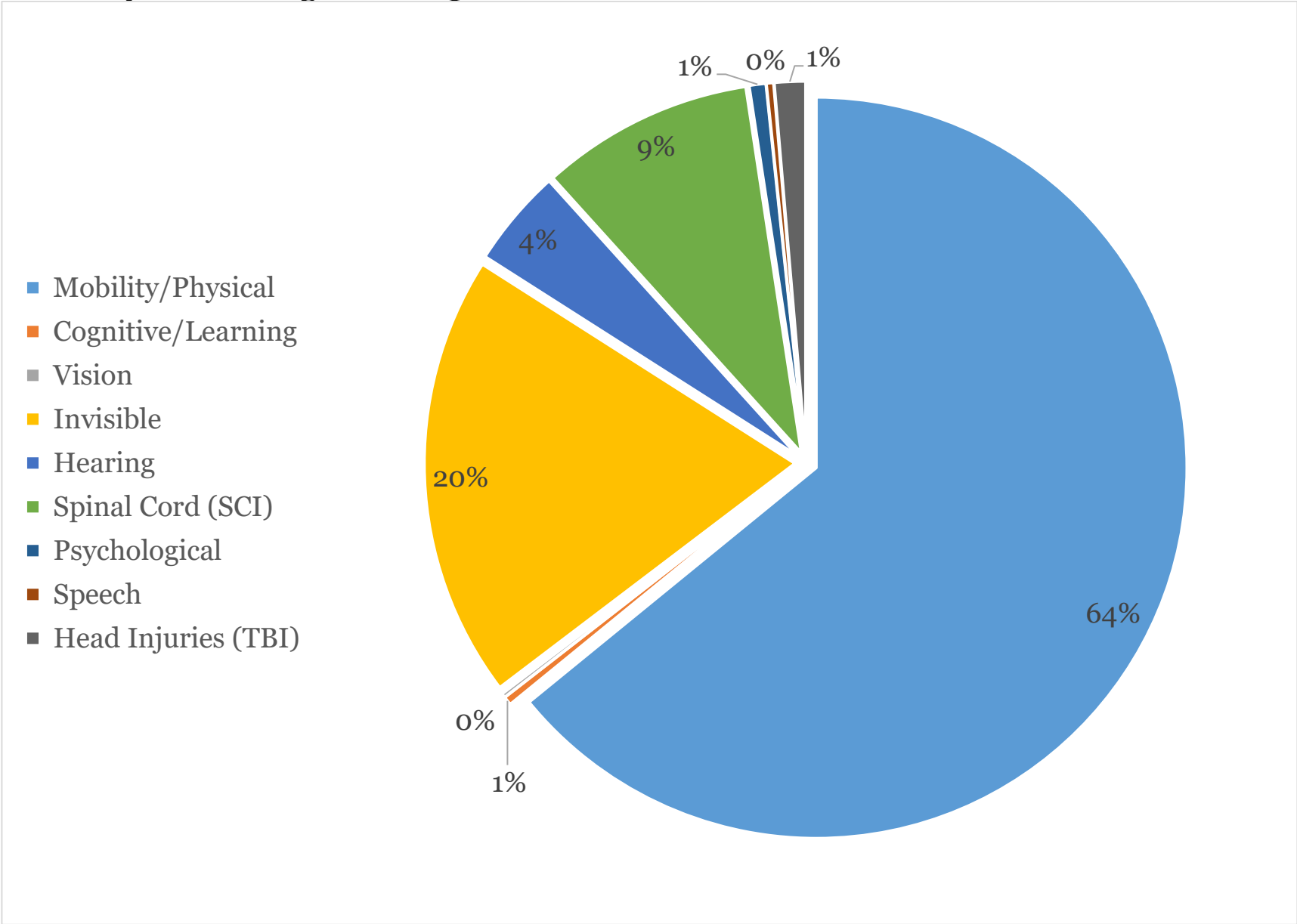
Data Reported by Program

Jurisdiction	Race/Ethnicity	Disability	Household Income
Alameda			
Albany			
Berkeley			
East Bay Paratransit			
Emeryville			
Fremont			
Hayward			
LAVTA			
Newark			
Oakland			
Pleasanton			
San Leandro			
Union City			

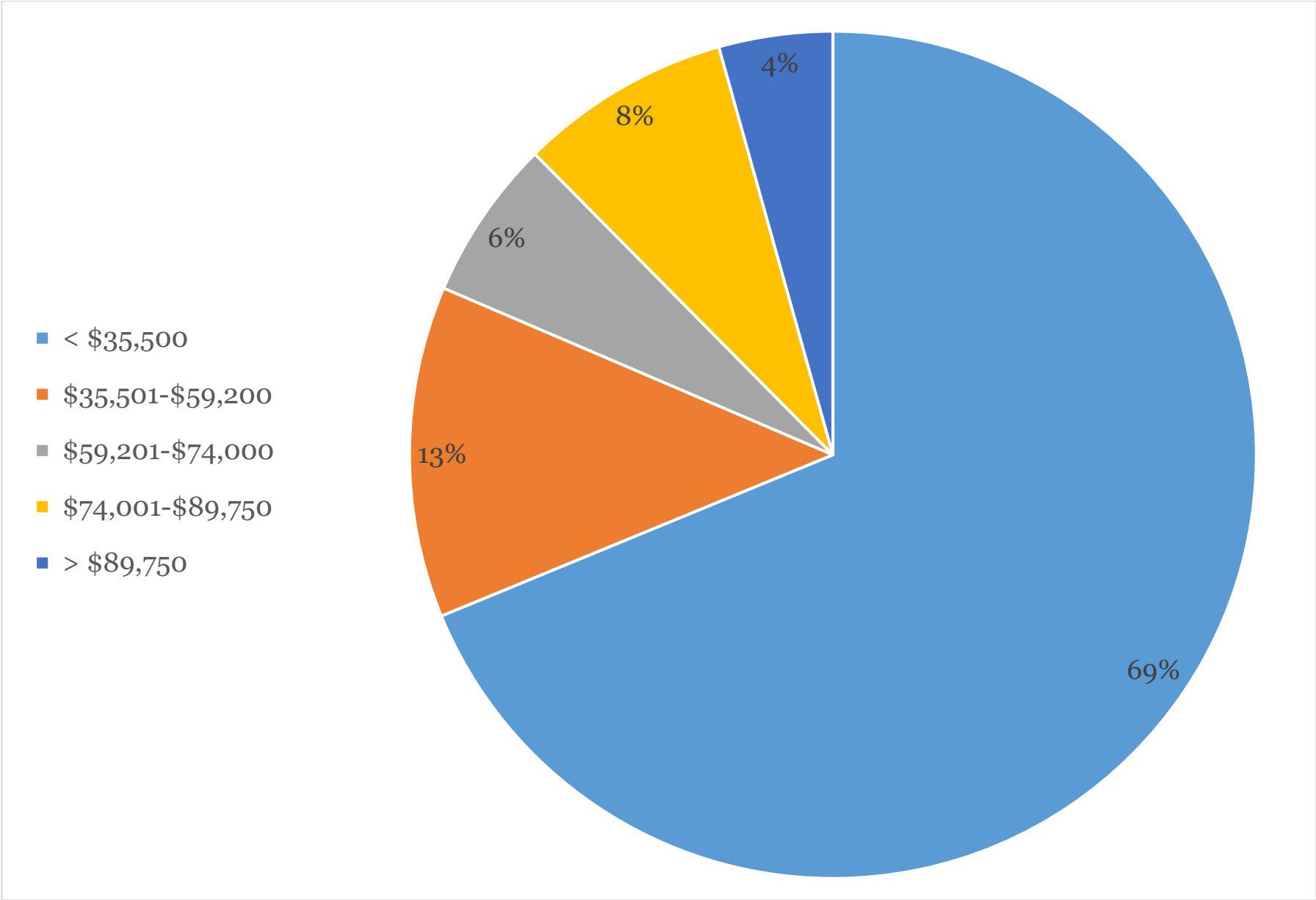
Race/Ethnicity for All Programs (Reported)



Disability for All Programs (Reported)



Income for All Programs (Reported)



PAPCO Appointments and Vacancies

Appointer	Member
Alameda County Board of Supervisors, District 1	Herb Hastings
Alameda County Board of Supervisors, District 2	Helen Van Slyke
Alameda County Board of Supervisors, District 3	Sylvia Stadmire
Alameda County Board of Supervisors, District 4	Sandra Johnson
Alameda County Board of Supervisors, District 5	<i>Vacant</i>
City of Alameda	Tony Lewis
City of Albany	Jeanne (Dede) Pansino
City of Berkeley	<i>Vacant</i>
City of Dublin	Shawn Costello
City of Emeryville	John Suter
City of Fremont	<i>Vacant</i>
City of Hayward	<i>Vacant</i>
City of Livermore	<i>Vacant</i>
City of Newark	<i>Vacant</i>
City of Oakland	<i>Vacant</i>
City of Piedmont	<i>Vacant</i>
City of Pleasanton	Carmen Rivera-Hendrickson
City of San Leandro	<i>Vacant</i>
City of Union City	<i>Vacant</i>
AC Transit	Arun Mital
BART	Michelle Rousey
LAVTA	Esther Waltz
Union City Transit	<i>Vacant</i>

Summary of Paratransit Discretionary Grant Program (2024-2029)

Sponsor	Project/Program Name	Total Funding Recommended (FY24-25 thru FY28-29)
Alzheimers Services of the East Bay (ASEB)	ASEB Revitalization of Transportation Program after Pandemic	\$541,865 Program Sunset
Bay Area Outreach & Recreation Program (BORP)	Accessible Group Trip Transportation for Youth & Adults with Disabilities	\$1,180,000
The Center for Independent Living	Mobility Management & NEMT	\$1,250,000
CityServe of the Tri-Valley	Ride Care	\$1,000,000
Community Resources for Independent Living	Door Through Door and Travel Training	\$1,067,400
AC Transit and BART	The East Bay Paratransit Travel Training Program	\$731,545
Easy Does It Emergency Services	FASTER	\$1,211,898
Eden I & R, Inc.	Mobility Management Through 211 Alameda County	\$955,937
City of Emeryville	Micro Transit Expanded Transportation Program	\$145,728 Declined partial award
City of Fremont	Ride-On Tri-City! Mobility Management and Travel Training Program	\$875,000
City of Fremont	Ride-On Tri-City! On-Demand WAV Pilot Project	\$525,000
Livermore Amador Valley Transit Authority (LAVTA)	Wheels Access – Expanding Mobility Options in the Tri-Valley	\$598,565

Sponsor	Project/Program Name	Total Funding Recommended (FY24-25 thru FY28-29)
City of Pleasanton	Pleasanton Rides Additional Driver and Electric Transit Vehicle	\$158,400
Service Opportunity for Seniors	SOS Meals on Wheels	\$471,273
United Seniors of Oakland and Alameda County (USOAC)	USOAC Travel Training Program (USOACTTP)	\$755,295
Total		\$11,467,906

Summary of FTA Section 5310 Funding 2023

Sponsor	Project	Funding
Center for Elders' Independence	Replacement vehicles	\$280,000
The Center for Independent Living	Operating, Mobility Management	\$346,697
Family Bridges, Inc.	Replacement vehicles	\$369,000
Friends of Children with Special Needs	Operating, Replacement vehicle, Service Expansion Vehicle	\$1,221,603
On Lok Senior Health Services	Operating	\$200,000
SAHA	Operating, Replacement vehicles	\$402,347

Summary of Access for All (AFA) Funding (2026 is Statewide Program)

Awardee	Funding
City of Fremont	\$1,080,000
Onward Health, Inc.	\$521,298
The Center for Independent Living	\$799,930

Alameda CTC Timely Use of Funds Policy Update

The purpose of the Direct Local Distribution (DLD) Timely Use of Funds Policy is to ensure program accountability and expeditious use of DLD funds. Alameda CTC staff recommended an updated Timely Use of Funds Policy in March 2022.

The new 2022 policy states:

“The recipient shall expend DLD funds expeditiously pursuant to the following requirements;

RECIPIENT may not hold an end of fiscal year fund balance of greater than four times their annual DLD revenue received for that same fiscal year, by respective Measure B, Measure BB, and VRF Program. A RECIPIENT found to be non-compliant with this requirement through the Annual Program Compliance reporting process must return the equal amount of DLD funds that exceeds the maximum allowable end of fiscal year fund balance to Alameda CTC, as approved by the Commission. The Cities of Albany, Emeryville, and Piedmont are excluded from this requirement.

Measure B RECIPIENT must expend all Measure B DLD funds and all interest earned thereon by June 30, 2027.

RECIPIENT must document the use of end of year program fund balances towards eligible transportation improvements as part of the Annual Program Compliance Process.”

Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program

Implementation Guidelines

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000) reserves and Measure BB (2014) revenues under the Special Transportation for Seniors and People with Disabilities (Paratransit) Program. All programs funded partially or in their entirety through these sources, including American with Disabilities Act (ADA)- mandated paratransit services, city programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. While the collection of Measure B has sunset, remaining funds continue to be utilized.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of older adults and people with disabilities. Overall, all programs should be designed to enhance quality of life for older adults and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Although some programs may need to prioritize based on trip purpose due to capacity constraints, ideally, the importance of a trip should be determined by the consumer.

Performance Measures

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000) reserves and Measure BB (2014) revenues. All programs funded partially or in their entirety through these sources must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city paratransit programs and discretionary grant funded projects, are identified below.

Performance data required for Compliance Reports are marked with a ❖. Additional performance-related data is listed and may be required through:

- Separate discretionary grant guidelines
- Report to the Alameda CTC's Commission
- Report to one of its community advisory committees.

Additional performance measures include but are not limited to those below marked with a regular bullet.

ADA Paratransit Guidelines	
Service Description	Origin-to-destination trips for people with disabilities unable to ride fixed route transit. Trips are pre-scheduled and accessible.
Eligible Population	Due to a disability or health-related condition, the individual must be unable to use fixed route transit.
Time & Days of Service	Varies by area. Available when and where fixed route transit operates.
Fare (Cost to Customer)	Varies by area.
Other	Programs mandated by the Americans with Disabilities Act are implemented and administered according to federal guidelines that supersede these guidelines; however, all ADA-mandated programs funded through Measures B and BB are subject to the terms of the Master Programs Funding Agreement. Historically, at the request of a health care provider or ADA provider, city programs would provide interim service through their programs to consumers awaiting ADA certification. Currently, the ADA programs meet these needs directly.
Performance Measures (❖ Performance data required for)	❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

ADA Paratransit Guidelines	
Compliance Reports)	• Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period). • Non-Measure B/BB revenues and costs • Number of applicants and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on “high need” trips • Quantitative and qualitative information on ridership satisfaction

Same-Day Transportation Service Guidelines	
Service Description	Same-day transportation services provide on-demand same-day services utilizing taxis, Transportation Network Companies a.k.a. TNCs (e.g. Lyft, Uber) that use ride-hailing mobile apps, or other new transportation options. Services may be subsidized in different ways including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc. Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps and web-based platforms provide curb-to-curb service that can be scheduled on a same-day basis. TNCs charge riders on a distance/time basis depending on calculations determined by the app. Subsidy programs allow eligible consumers to use TNCs at a reduced fare by reimbursing consumers a percentage of the fare, providing a coupon code, or by providing some initial fare payment, which can be used to cover a portion of the fare. These programs are intended for situations

Same-Day Transportation Service Guidelines	
	when consumers cannot make their trip on a pre-scheduled basis. TNC trip services can incorporate a concierge service. Taxis also provide curb-to-curb service that can be scheduled on a same-day basis. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs offer a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. The availability of accessible vehicles varies by geographical area and provider, but programs should expand availability of accessible vehicles where possible in order to fulfill requests for same-day accessible trips. Programs may incorporate a parallel Specialized Accessible Van Service to meet the need for accessible trips.
Eligible Population	Eligible Populations include: 1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and 2. Older adults 70 years or older without proof of a disability. <i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary or interim eligibility due to disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.</i>
Time & Days of Service	Service times should be consistent with transportation provider availability to public consumers.
Fare (Cost to Customer)	Programs must subsidize at least 50% of the fare within an established reasonable service area (at a minimum the sponsoring city). Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the

Same-Day Transportation Service Guidelines	
	number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per month/quarter/year.
Other	New same-day transportation programs that utilize TNCs are subject to review by Alameda CTC staff prior to implementation. Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation. Generally, same-day transportation options have been inconsistent in their ability to offer WAV (Wheelchair Accessible Vehicle) service. These include taxis and programs offered via privately-owned vehicles (e.g. TNCs and volunteer driver programs). Programs should strive to provide an equitable suite of programs, balancing offering accessible alternatives (e.g. using an agency van to supplement a TNC program), searching for and developing new wheelchair accessible options, and meeting the needs of their community. New and/or separate WAV services should be included under Specialized Accessible Van Service.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way trips provided on taxis ❖ Number of one-way trips provided on Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>) • Total program cost per one-way trip, including extra concierge costs if applicable (total program cost during period divided by the number of one-way trips provided during period) • Non-Measure B/BB revenues and costs • Number of applicants (including number of those on the waitlist) and registrants (report quantities for taxis and/or Transportation Network Companies separately) • Demographic data on age, disability, ethnicity/race, and income

Same-Day Transportation Service Guidelines	
	• Information in aggregate on origin and destination for same day trips by category (i.e. medical appointments, grocery store, senior center, etc.; report quantities for taxis and/or Transportation Network Companies separately) • Quantitative and qualitative information on complaints (report quantities for taxis and/or Transportation Network Companies separately) • Quantitative and qualitative information on safety incidents (report quantities for taxis and/or Transportation Network Companies separately) • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Specialized Accessible Van Service Guidelines	
Service Description	Specialized accessible van service provides accessible, origin-to-destination trips on a pre-scheduled or same-day basis. This service category should complement core services in communities where critical needs for accessible or other specialized trips are not being adequately met by the existing primary services. Examples of unmet needs are a taxi or TNC program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service should be fulfilling requests for WAV (Wheelchair Accessible Vehicle) trips as defined under the CPUC TNC Access for All (AFA)¹ Program Funding. Services may be subsidized in different ways as agreed upon by the program sponsor and transportation provider, including vouchers, scrip,

¹ TNC Access for All Program <https://www.cpuc.ca.gov/tncaccess/>

Specialized Accessible Van Service Guidelines	
	reimbursement, a discount code on an app, call center or website payment, etc.
Eligible Population	People 18 and above who are unable to use fixed route, ADA-mandated or same-day transportation services due to disability. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. <i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary or interim eligibility due to disability.</i> <i>ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.</i>
Time & Days of Service	At discretion of program sponsor with local consumer input. When possible, service should be available Monday – Friday between the hours of 8 a.m. and 5 p.m. (excluding holidays) and accept reservations between the hours of 9 a.m. and 5 p.m. Monday – Friday (excluding holidays).
Fare (Cost to Customer)	Fares for pre-scheduled service should not exceed comparable same-day transportation services fares.
Other	For pre-scheduled service (not same-day) Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis. This does not apply if providing same-day WAV service. Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during the period.
Performance Measures (❖ Performance data required for	❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)

Specialized Accessible Van Service Guidelines	
Compliance Reports)	• Total program cost per one-way trip, including extra costs for specialized service if applicable (total program cost during period divided by the number of one-way trips provided during period). • Non-Measure B/BB revenues and costs • Number of applicants (including number of those on the waitlist) and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Data required for CPUC TNC Access for All (AFA) Program funding² • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Accessible Shuttle Service Guidelines	
Service Description	Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit centers, community centers, commercial districts, and post offices. Shuttles should be designed to supplement rather than duplicate existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of

² Access Provider Information <https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/transportation-network-companies/tnc-access-for-all-program/tnc---access-for-all-program-access-provider>

Accessible Shuttle Service Guidelines	
	a senior living facility. Shuttles are often designed to serve active older adults who do not drive but are not ADA paratransit registrants.
Eligible Population	Shuttles should be designed to appeal to older adults but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way trip per person should not exceed \$50, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	Shuttle sponsors are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the older adult and disabled communities to ensure effective design. For new shuttle services, to ensure effective program design, a well-defined plan must be submitted to Alameda CTC staff for review prior to implementation. Deviations and flag stops are permitted at discretion of program sponsor.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Total ridership (<i>One-way passenger boardings</i>) ❖ Total Measure B/BB cost per one-way passenger trip (<i>Total Measure B/BB program cost during period divided by the total ridership during period.</i>) • Total program cost per one-way passenger trip (total program cost during period divided by the total ridership during period). • Non-Measure B/BB revenues and costs

Accessible Shuttle Service Guidelines	
	• Number of applicants (including number of those on the waitlist) and registrants • Demographic data on age, disability, ethnicity/race, and income • On-time performance • Number of trips provided to consumers who require an accessible vehicle • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Group Trips Service Guidelines	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, recreational events, and community activities. These trips are specifically designed to serve the needs of older adults and people with disabilities and typically originate from a senior center or housing facility, and are generally provided in accessible buses or vans.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage or quantity of trips limitations to individuals or organizations to control program costs.

Group Trips Service Guidelines	
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way passenger trips provided ❖ Total Measure B/BB cost per passenger trip (<i>Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.</i>) • Total program cost per passenger trip (total program cost during period divided by the number of passenger trips provided during period). • Non-Measure B/BB revenues and costs • Number of requests (including any unfulfilled requests) • Demographic data on age, disability, ethnicity/race, and income • Number of trips provided to consumers who require a wheelchair accessible trip • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Quantitative and qualitative information on ridership satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Door-through-Door/Volunteer Driver Service Guidelines	
Service Description	Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps in service provision. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, Specialized Accessible Van, or Same-Day). Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for Alameda CTC funding, when they are unable to travel in a private vehicle.

Door-through-Door/Volunteer Driver Service Guidelines	
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of one-way trips provided ❖ Total Measure B/BB cost per one-way trip <i>(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)</i> • Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period). • Non-Measure B/BB revenues and costs • Number of applicants (including number of those on the waitlist) and registrants • Demographic data on age, disability, ethnicity/race, and income • Quantitative and qualitative information on complaints • Quantitative and qualitative information on safety incidents • Quantitative and qualitative information on outreach • Number of active volunteer drivers • Number of one-way trips provided by staff • Percentage of service requests unfulfilled when requested within specified time • Quantitative and qualitative information on ridership satisfaction

Door-through-Door/Volunteer Driver Service Guidelines	
	Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Mobility Management and/or Travel Training Program Guidelines	
Service Description	Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach to individuals and organizations. Individual trip planning can play an important role in ensuring that people use the “best” service for them for each trip, e.g. using East Bay Paratransit from Fremont to Berkeley for an event, using a TNC (e.g. Lyft, Uber) or taxi voucher for a same-day urgent doctor visit, and scheduling with a group trip service to go grocery shopping. Service types can include information and referral, service linkage, service coordination, or advocacy. Travel training is short-term, one-on-one or group-based intensive instruction designed to teach people with disabilities and older adults to travel safely and independently on fixed-route public transportation in their community.³ Travel orientation, also known as transit orientation, is less formal and involved than traditional travel training and explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, new mobility services, and benefits and services. It may be conducted in a group or one-on-one.⁴ This service description should not be considered all-inclusive. Programs are welcome to contact Alameda CTC staff to discuss other mobility management activities if they need guidance.
Eligible Population	At discretion of program sponsor.

³ Easter Seals Project ACTION <http://www.projectaction.com/glossary-of-disability-and-transit-terms/>

⁴ Easter Seals Project ACTION <https://www.nadtc.org/wp-content/uploads/Module-4-NADTC-link-version.pdf>

Mobility Management and/or Travel Training Program Guidelines	
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	Mobility Management Program ❖ Number of individuals provided with mobility management support <i>(Note: an individual may have multiple contacts)</i> ❖ Number of contacts providing mobility management support ❖ Total Measure B/BB cost per individual provided with mobility management support <i>(Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.)</i> • Total cost per individual provided with mobility management support <i>(total program cost during period divided by the number of individuals provided with support during period).</i> • Demographic data on age, disability, ethnicity/race, and income of individuals • Non-Measure B/BB revenues and costs • Quantitative and qualitative information on outreach • Quantitative and qualitative information on program satisfaction Travel Training Program ❖ Number of individuals trained and/or received travel orientation <i>(divided by those in individual training and those participating in group trainings)</i> ❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings <i>(Total Measure B/BB program cost during period divided by the number of individuals trained during period)</i>

Mobility Management and/or Travel Training Program Guidelines	
	• Total program cost per individual trained in individual trainings and in group trainings (total program cost during period divided by the number individuals trained during period) • Number of requests for training unfulfilled • Demographic data on age, disability, ethnicity/race, and income of individuals • Non-Measure B/BB revenues and costs • Number of individuals trained (divided by those receiving travel orientation, mobility device training, older adults, adults with disabilities, youth with disabilities, and/or people with visual impairments) • Quantitative and qualitative information on outreach • Percentage/number of people surveyed who used transit post workshop • Quantitative and qualitative information on program satisfaction • Qualitative information on program's capacity to serve demand (e.g. status of waitlist)

Means-Based Fare Program Guidelines	
Service Description	Means-Based Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for paratransit customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city paratransit program. Low income requirements are at discretion of program sponsors, but the requirement for household income should not be below the HUD Very Low-Income threshold for Alameda County.⁵

⁵ Alameda County Housing and Community Development Department https://www.acgov.org/cda/hcd/hud-income-rent_limits.htm

Means-Based Fare Program Guidelines	
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually. Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation. If program sponsors include subsidized ADA-mandated paratransit tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy. Other services or purposes proposed for means-based fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of unduplicated individuals who received scholarship/subsidized fares ❖ Number of one-way fares/tickets subsidized ❖ Total Measure B/BB cost per subsidy (<i>Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period</i>) • Total program cost per subsidy (total program cost during period divided by the number of subsidized fares/tickets during period) • Demographic data on age, disability, ethnicity/race, and income of individuals • Non-Measure B/BB revenues and costs • Quantitative and qualitative information on complaints • Quantitative and qualitative information on outreach • Quantitative and qualitative information on program satisfaction

Meal Delivery Program Guidelines	
Service Description	Meal Delivery programs traditionally support delivery of meals to the homes of individuals who have difficulty traveling to congregate meal sites and/or have difficulty shopping for food or preparing meals for themselves. Meal delivery program eligibility under Measures B and BB is limited to transportation-related meal delivery program costs for traditional meal delivery services provided by a local community-based organization. Allowable expenses also include direct mileage reimbursement for volunteer drivers providing meal delivery.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs. Additionally, Meal Delivery Programs (including Capital Expenditures) may not account for more than 5% of the total funding made available for a Paratransit Discretionary Grant Program Call. Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered. If programs are directly reimbursing volunteer drivers for meal delivery services, DLD program funds used for mileage reimbursement must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

Meal Delivery Program Guidelines	
	For new meal delivery programs, to ensure effective program design, a well-defined plan must be submitted to Alameda CTC staff for review prior to implementation.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	❖ Number of meal delivery trips ❖ Total Measure B/BB cost per meal delivery trip <i>(Total Measure B/BB program cost during period divided by the number of meal delivery trips during period)</i> • Total number of individuals served • Total cost per meal delivery trip (total program cost during period divided by the number of meal delivery trips during period) • Non-Measure B/BB revenues and costs • Demographic data on age, disability, ethnicity/race, and income in aggregate • Quantitative and qualitative information on transportation program satisfaction

Capital Expenditures Guidelines	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment, and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must be consistent with objectives of

Capital Expenditures Guidelines	
	the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program. Meal Delivery Programs may not account for more than 5% of the total funding made available for a Paratransit Discretionary Grant Program Call for vehicles. If programs are purchasing passenger vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.
Performance Measures (❖ Performance data required for Compliance Reports)	❖ Total Measure B/BB cost • Non-Measure B/BB revenues and costs • Photograph of new vehicle (where applicable)

Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: North County

Paratransit Program: City of Alameda

Staff Recommendation: Recommend program plan for approval and capital plan for conditional approval

- Services provided:
 - Same-Day Transportation (Alameda Independent Mobility)
 - Means-Based Fare Program (Free Bus Pass and Alameda Point Collaborative BayPass)
 - Group Trips
 - Mobility Management/Travel Training
 - Customer Service & Outreach
 - Management / Overhead
 - Capital Expenditures
- 100% Measure BB
- 24% Reserves
- Cost per trip –
 - Same-Day Transportation (AIM): \$42.86
 - Means-Based Fare Program (Free Bus Pass): \$1.20
 - Means-Based Fare Program (Alameda Point): \$142.05

- Group Trips: \$2.14
- Trends in registration – registration is projected to increase
- Trends in trip provision – trips are projected to increase
- Demographics reporting – Race/ethnicity and income were reported, but not disability
- Elements requiring approval:
 - N/A
- Additional staff notes
 - In March 2026, Alameda City Council will consider a budget amendment to contribute \$70,000 per year from the General Fund to the Free Bus Pass Program in FY25-26 and FY26-27
 - Free Bus Pass Program Waitlist: Implemented a waitlist for Free Bus Pass program due to increases in enrollment and AC Transit rates. Currently reviewing the program with Nelson\Nygaard to identify strategies to ensure long-term viability of the program, such as eligibility modifications and enrollment fees.
 - AIM program: Considering a change in vendor or adjustments to service structure due to rising cost-per-ride and increased membership. The City is also interested in improving WAV access.



FY 2026-27 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to older adults and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2026-27 Program Plan Excel workbook contains a tab to report on FY 2024-25 performance and budget (Attachment Table A). The FY 2024-25 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2024-25 compliance report.*
3. References:
 - a. FY 2026-27 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 13, 2026)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised December 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at paratransit@alamedactc.org.

Be sure to include your agency name and FY 26-27 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY26-27_Paratransit_Program_Application.doc).

If you have questions, please contact the Paratransit Program Team at paratransit@alamedactc.org.

FY 2026-27 Annual Paratransit Program Plan Application Due by February 27, 2026

CONTACT INFORMATION	
Agency:	City of Alameda
Contact Name:	Liz Escobar
Title:	Paratransit Coordinator
Contact Name:	Lisa Foster
Title:	Transportation Planning Manager
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Title:	Recreation Manager
Phone Number:	510-747-7513 (Liz); 510-747-6833 (Lisa); 510-747-7510 (Morace)
E-mail Address:	lescobar@alamedaca.gov lfoster@alamedaca.gov mmckay@alamedaca.gov

Date Submitted: 2/27/26

TYPES OF SERVICES PROVIDED

- What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measure BB reserves, and/or paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2025 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.

- **ADA Paratransit:** *Paratransit services provided by fixed-route transit operators to fulfill requirements under the Americans with Disabilities Act (ADA).*

- **Same-Day Transportation Service:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.
Programs must subsidize at least 50% of the fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing on-demand WAV.

- **Accessible Shuttle Service:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$50, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers

to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.

- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Provide a short narrative description of your agency's FY 2026-27 program.

The City of Alameda's newly rebranded Alameda Connect program consists of the following programs and services:

Alameda Independent Mobility (AIM)

AIM is a curb-to-curb, same-day, subsidized service. It allows qualified riders access to Uber or Lyft rides that EBP does not cover, and supplements transportation services. Eden I&R, Inc. provides a concierge service arranging and monitoring up to six Uber or Lyft rides per month within Alameda County. Rides are available Monday through Friday from 8:15 AM to 5:30 PM. AIM requires program participants to pay the first \$4 for each trip, which is the same cost of an EBP trip for 12 miles or less, and to pay for any costs over \$25 for each trip.

Alameda AC Transit Free Bus Pass Program: The Free Bus Pass Program utilizes AC Transit's fixed-route bus service to provide transportation to program members. This program allows members to use public transit at no cost to them. After a three-year pilot period, in 2025 the Free Bus Pass Program was renewed for an additional two years.

Alameda Point Collaborative BayPasses:

The City of Alameda subsidizes the EasyPass component of one Clipper BayPass per household for 176 affordable housing units at Alameda Point Collaborative (APC). Alameda Transportation Management Association (Alameda TMA) funds the remaining balance of the BayPass cost, ensuring participating households receive the benefit at no cost.

The Clipper BayPass provides unlimited travel across 23 participating transit agencies, including AC Transit, San Francisco Bay Ferry, BART, and San Francisco Muni, significantly expanding mobility options for residents.

Resident services and program coordination at some Alameda Point Collaborative sites are now overseen by Building Futures, which manages the site and supports resident engagement and benefit distribution.

Group Trips:

Mastick Monthly Trips: Provides financial assistance for the Mastick Senior Center's monthly trip program with travel destinations to various Bay Area locations (i.e. San Francisco, Livermore, etc.).

Leisure Club: Supports the driver and the shuttle bus maintenance for the Alameda Recreation and Park Department's Leisure Club. The Leisure Club is a social recreation program offered for adults - 18 years or older - with developmental disabilities that meets twice a month.

Customer Service and Outreach:

The Paratransit Coordinator is available four - five days per week to provide in-person, telephone, and virtual customer service. City staff provides educational and marketing materials and offers services including transit trip planning, EBP ticket sales, program enrollment, bus pass replacements, and response to complaints.

The Paratransit Coordinator also conducts marketing and outreach efforts. Efforts may include, but not be limited to, multilingual workshops and presentations both on site (Mastick Senior Center) and off site at local senior housing facilities, community centers, with plans to expand to faith-based communities and organizations who cater to individuals with disabilities. To support the increased number of non-English speaking participants, Cantonese speaking volunteers assist with translation services, reviewing documents and assisting with in-person communication, while the Paratransit Coordinator provides assistance in fluent Spanish.

The City plans to expand its marketing and outreach efforts to be more inclusive of Asian, Hispanic/Latinx and people with disabilities. The City will continue to engage vendors to provide written translation and/or oral interpretation to address the population of vulnerable older adults who have limited access to services due to language barriers. Program information, applications and other program documents will continue to be translated, and verbal interpreters will be utilized as needed for outreach events and to provide customer service in the member's primary language.

Mobility Management and Travel Training:

The City provides regular Transportation 101 and Senior Clipper Card workshops (in partnership with AC Transit's Accessibility Department) as well as Travel Training workshops when staff capacity allows. Transportation 101 workshops provide an overview of transportation resources, assist with transportation options available in Alameda, and assist with Senior Clipper Card enrollment. Travel Training workshops familiarize small groups of people on public transit apps, how to plan a trip, and takes them on a field training trip using various modes of public transit.

Program Management:

The management component funds the part-time Paratransit Coordinator, the group trip driver, program administrative support and management, as well as on-call experts. The Program Coordinator provides program oversight, completing the Alameda CTC Plan Application, preparing reporting requirements, program planning, reviewing program data and invoices, participating in Alameda CTC's paratransit committees, renewing or establishing contracts and programs, conducting outreach and coordinating with transportation providers and City staff.

With the changes to the program and increased program interest, in 2025 the City entered an agreement with Nelson\Nygaard Consulting to conduct an organizational study to determine the best approach to programming and staffing.

- B. Explain how the suite of services offered is targeted towards the older adults and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

The Alameda Connect program targets older adults and people with disabilities in the following ways:

• **Accessible Shuttle:** The Free Bus Pass Program provides free AC Transit bus passes (Clipper Cards) for low-income older adults and people with disabilities to ensure a high quality of life to meet both basic needs as well as recreational outings. This program allows participants free access to a wide network of travel routes with service available at all times of day.

• **Same-day Transportation:** AIM serves as an important adjunct to the Free Bus Pass Program. It offers an alternative curb-to-curb service to travel to destinations not located within East Bay Paratransit and AC Transit service areas. Eligibility was recently updated to include all Alameda residents who are 70+ years old as well as residents who are 18-69 with East Bay Paratransit certification. AIM offers a wide service area, encompassing most of Alameda County, as well as a more flexible option allowing riders to travel independently to medical appointments, shopping destinations, leisure and social activities.

• **Group Trips:** Serves adults with disabilities as well as Mastick Senior Center members to ensure recreational outings.

• **Mobility Management and Travel Training:** Provides in-person training on how to plan trips using AC Transit and other transportation resources, and outreach.

• **Management:** Program Coordinator oversees the program to ensure actions align with proposed and budgeted program and on-call consultants as needed.

C. List the most common trip destinations for older adults and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

The most common destinations are:

- Medical appointments
- Mastick Senior Center
- South Shore Shopping Center
- Marina Shopping Center
- Kaiser Permanente – Oakland
- Kaiser Permanente – San Leandro
- Main Library
- Alameda Hospital
- Alameda Theatre
- Airport
- Anne B. Diamant Plaza – affordable senior housing
- Independence Plaza - affordable senior housing
- Oakland Chinatown

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

AIM Program: Average distance traveled by an AIM rider is 4.2 miles, with the average trip lasting 16 minutes.

Alameda AC Transit Free Bus Pass Program: AC Transit does not provide trip length data, as their data only captures boardings.

E. If you implemented a waitlist in FY 2025-26, please provide a narrative description and plans for FY 2026-27.

Alameda AC Transit Free Bus Pass Program:

The Free Bus Pass (FBP) Program implemented a waitlist in 2024 in response to rapidly increasing enrollment resulting in growing program costs. The waitlist was established to ensure the program could continue operating with available funding. In addition to enrollment at maximum capacity, in 2025 the AC Transit Board of Directors approved rate increases over the next two years. Since the City pays AC Transit the standard senior Clipper Card rate per ride for this program, this decision increases costs.

With these constraints, staff temporarily closed the program to new enrollment while conducting a financial sustainability analysis. This pause allowed the City to evaluate projected expenditures, assess available funding, and determine the long-term viability of the program under the revised fare structure.

For FY 2026–27, staff plan to complete the financial review and develop recommendations to ensure the program's sustainability. Potential strategies may include modifying eligibility thresholds, implementing enrollment caps with or without a waitlist, securing additional funding, or requiring a small participant enrollment fee. The goal is to balance continued access for eligible residents with responsible fiscal stewardship.

In March 2026, the Alameda City Council will consider a budget amendment to contribute \$70,000 from the General Fund to the Free Bus Pass program per year in Fiscal Years 2025-26 and 2026-27.

2. Will your agency's program for FY 2026-27 conform to the Paratransit Program Implementation Guidelines, as required?

☒ Yes

☐ No

A. If "No", explain below and contact Alameda CTC staff to discuss. (prior to February 20, 2026)

3. **If proposing any service or program changes in FY 2026-27 from the current year, FY 2025-26, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

Same Day Transportation: TNC Concierge Vendor- For FY 2026–27, the City is evaluating potential modifications to the Transportation Network Company (TNC) Concierge service provided to Alameda Independent Mobility (AIM) members. As participation continues to grow, staff are closely monitoring monthly program expenditures, cost per ride, and rider feedback to ensure the service remains both responsive and financially sustainable.

Due to rising per-ride costs and increased membership, it may be necessary to consider a change in vendor or adjustments to service structure to better align with the program's budget and long-term sustainability. Any proposed changes will prioritize maintaining reliable, same-day transportation access while improving cost efficiency and service quality. City staff are working with Nelson\Nygaard to conduct a program analysis and obtain vendor recommendations.

Additionally, the City is increasing the number of BayPasses provided to Alameda Point Collaborative to 176 (from 167) passes in FY 2026-27. This expansion will enhance access to fixed-route transit for residents who rely on public transportation to meet essential needs.

4. **Looking ahead, beyond FY 2026-27, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Same Day Transportation: City staff plan to explore options to improve access to WAV rides. It may be possible that this need will be addressed by TNC providers during FY 2025-26; however, if it is not, staff aim to examine alternative options.

City staff will continue to monitor the need of both programs to see how to best allocate future funds.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2026-27 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include**

elements that were included in the FY 2025-26 Plan and are unchanged.

Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
- G. Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

N/A

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible, provide dates for these activities. Note below if this plan was reviewed by a local advisory committee, including the name of the committee, and the date of the meeting.

The Alameda Connect program was reviewed by the City of Alameda Transportation Commission and Commission for Persons with Disabilities in early 2025. Also in 2025, the Alameda City Council and AC Transit Board of Directors both approved a 2-year extension to the Free Bus Pass program.

7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.

Alameda Free AC Transit Bus Pass Program: The City completed a survey for older adults and people with disabilities in late 2024 and received 202 responses. 71% rated their satisfaction with AC Transit a 4 or better, on a scale of 1-5 with five being extremely satisfied. Over 60% of pass holders are non-English speakers. Staff has addressed this by translating applications, program documentation, and correspondences into Cantonese, Mandarin, Vietnamese, Tagalog, and Spanish. Volunteer translators have weekly hours to assist with program applications and communications. The Transportation 101 and Senior Clipper Card workshop has been offered in Cantonese with the assistance of a volunteer translator.

Outreach: Outreach for both programs include monthly or quarterly Transportation 101 and Senior Clipper Card workshops (in partnership with AC Transit's Accessibility Department), community presentations at the Independence Plaza (a low-income housing property for seniors), Dignity Village (a transitional housing unit for unhoused with disabilities), Anne B. Diamant (a low-income housing property for seniors), Leisure Club (ARPD recreational program for adults with disabilities), and quarterly Travel Training workshops.

A. Describe how the outreach addressed equity and inclusion. (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

Providing multilingual documents and services has allowed non-English speaking participants to fully understand the program and gives them material to reference if needed. A volunteer translator on the premises every week on a set schedule has allowed direct support and assistance for those who speak Chinese, while the Paratransit Coordinator is available to assist interested constituents in fluent Spanish. A call-in language translation service has been contracted to assist the Paratransit Coordinator to have more challenging discussions when the volunteer translator is not available.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

The outreach and survey provided support for the direction that the program is going. The need for more staff availability and support for our non-English participants was confirmed. It also supported the need for additional outreach to the target population for the AIM program to increase program participation.

Our analysis also showed that, besides East Bay Paratransit, there is not a reliable option currently available to those who are unable to transport out of their wheelchair or mobility device, and our programs do not currently support this population due to a lack of options and the high cost of this service.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

Staff utilize translation software and multilingual digital platforms to develop, redesign, and translate program materials, ensuring equitable access for residents with limited English proficiency. Transit applications and trip-planning tools are also used to assist riders in navigating AC Transit services, helping participants build confidence and independence when using fixed-route transportation.

In addition, staff employ creative digital marketing and design tools to modernize outreach materials and improve clarity, accessibility, and engagement across diverse populations.

Looking ahead, the City is exploring transitioning the Free Bus Pass Program's enrollment and data management to ActiveNet. Centralizing program data within this platform would streamline enrollment processes, improve reporting and tracking capabilities, enhance data security, and increase administrative efficiency. This shift would support more accurate program monitoring and long-term sustainability planning while improving the participant experience.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☒ Yes

☐ No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

- City Council (Free Bus Pass Program) - July 15, 2025
- AC Transit Board of Directors (Free Bus Pass Program) - July 9, 2025
- Transportation Commission - April 30, 2025
- Commission on Persons with Disabilities - March 12, 2025
- City Council - February 28, 2024
- Social Service Human Relations Board - February 22, 2024

INFORMATION

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment Table B.

Community members learn about all aspects of the Paratransit program for the City of Alameda through:

- Alameda Connect Web page
- In-person events
- Flyers, mailings, word of mouth, press releases, email and social media
- Alameda Recreation and Park quarterly activity guide
- City of Alameda social media and City Council announcements

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

The eligibility requirements for each service are as follows:

- **Free AC Transit bus passes:** Low-income older adults ages 65+ or people with disabilities ages 18-64, living in Alameda including unhoused residents, using federal HUD low-income rates.
- **Same Day Transportation/AIM:** Older adults who are 70+ years old or adults 18 - 69 years old that are East Bay Paratransit certified and residing within the City of Alameda.
- **Group Trips:**
 - Cultural/monthly events: 50 years of age or older
 - Leisure Club: Adults with developmental disabilities

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

The City of Alameda's Paratransit Coordinator is the main contact for enrollment and can be reached by telephone, email, or in person at the Mastick Senior Center. It may take up to two weeks to process the application and approve eligibility for both programs.

All participants submit a completed application (in person, via mail, email or online) along with a valid ID for age verification, utility bill, rental agreement or mortgage bill for proof of residency, and, if applicable, proof of qualifying disability.

Interim Service is provided for individuals applying for or awaiting East Bay Paratransit certification.

CUSTOMER SATISFACTION

14. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures, and your follow up.

Staff encourages program participants to provide the following information through email, phone or in-person reporting:

- Rider name, email and telephone number.
- Date and time of incident.
- Details of the incident.

Once a participant has provided details of an incident, staff reaches out to the transportation provider to notify them of the event. Together with service provider, staff comes up with a response and then reaches out to the rider by phone or email with a follow up letter.

A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the paratransit projects and programs listed in Attachment Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

- **Alameda AC Transit Free Bus Pass:** Most complaints are regarding specific bus lines and drivers. Participants have commented that the buses are not always on time and that drivers will occasionally pass up people who are in wheelchairs.

The new AC Transit Transbay buses do not provide safe or adequate space for those with disabilities. The area for wheelchair or those using a mobility device is secluded from others on the bus and the steps getting on and off the bus are steep and narrow.
- **AIM (Alameda Independent Mobility):** Consumers have expressed their frustration with long wait times or no answer when calling Eden I&R. Participants have also commented that they would like more than 6 trips per month and extended service hours. Some participants have had difficulties getting drivers to take their service animal or drivers cancelling trips. Lack of WAVs has also been a big concern for consumers who use wheelchairs.

B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

- **Alameda AC Transit Free Bus Pass:** The City meets with AC Transit to review service and staff makes a report at these meetings to address any challenges in the program.
- **AIM (Alameda Independent Mobility):** Paratransit Coordinator is in frequent communication with Eden I&R staff anytime a complaint is received. Eden I&R works with their team to address complaints and will contact consumers directly if needed. City staff are exploring the possibility of changing vendors.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

	Free Bus Pass Program	AIM
Registrants at beginning of FY 2024-25	825 167 (APC)	149
Registrants at end of FY 2024-25	960 167 (APC)	238
Current Registrants for FY 2025-26	728 167 (APC)	326
Current number of applicants on a waitlist for FY 2025-26	31	0

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

- **Alameda AC Transit Free Bus Pass:** There are currently 728 participants enrolled in the AC Transit Free Bus Pass Program, compared to 960 participants in the previous year. The recent decrease is due to the deactivation of 263 passes for participants who did not complete the required annual renewal process. Following these deactivations, staff had sufficient funding to enroll almost 30 individuals from the existing waitlist. The program currently has a waitlist of 31 eligible applicants.

Despite the decrease in enrollment due to program renewals, demand for the program remains strong and consistently exceeds available capacity. We anticipate program registration will increase in the coming year as funding and staffing resources allow for full enrollment. Once the current waitlist is cleared, staff anticipate more eligible residents to apply, resulting in continued growth.

Given community need and ongoing outreach efforts, we project enrollment will return to prior levels and continue to increase as program capacity stabilizes.

- **AIM (Alameda Independent Mobility):** With the recent modification to the program's age eligibility criteria, staff have noted an increase in enrollment and overall participation. Expanded eligibility broadens access to the program and is expected to attract more interest among older adults and individuals with disabilities who were previously ineligible.

To date, marketing and outreach efforts for the AIM program have been limited. In FY 2026-27, the Paratransit Coordinator plans to prioritize targeted outreach and marketing efforts, as funding and staff capacity permit. These efforts are expected to increase program awareness, resulting in growth in both participant enrollment and total rides provided.

16. What are the current program registrant demographics for FY 2025-26, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)		
	Free Bus Pass	AIM
American Indian or Alaska Native	6 (.7%)	0
Asian	550 (60.3%)	74
Black or African American	36 (3.9%)	37
Hispanic or Latino	14 (1.5%)	12

Native Hawaiian or Other Pacific Islander	4 (0.4%)	2
White	79 (8.7%)	105
Other	39 (4.3%)	73
Disability (include all that apply, individuals may be listed in multiple categories)		
	Free Bus Pass	AIM
Mobility/Physical	Unknown	Unknown
Spinal Cord (SCI)	Unknown	Unknown
Head Injuries (TBI)	Unknown	Unknown
Vision	Unknown	Unknown
Hearing	Unknown	Unknown
Cognitive/Learning	Unknown	Unknown
Psychological	Unknown	Unknown
Invisible	Unknown	Unknown
Household Income		
< \$35,500	469	98
\$35,501-\$59,200	200	47
\$59,201-\$74,000	35	31
\$74,001-\$89,750	9	128
> \$89,750	3	19

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2026-27.

Based on the demographic information provided, staff anticipate member demographics to continue to become more diverse as information is consistently provided in multiple languages and formats. The Paratransit Coordinator plans to expand program marketing and outreach to spread awareness to diverse communities within Alameda and provide more equitable access to paratransit services, with a focus on people with disabilities that do not meet solely age-based requirements.

It should be noted that because the City's Free Bus Pass program is currently closed to new enrollment, limiting the City's capacity to increase diversity at this time.

17. Do you expect the total number of one-way trips provided by your program in FY 2026-27 to increase, decrease or stay the same compared to the current year, FY 2025-26? Why?

Staff anticipate that the total number of one-way trips provided in FY 2026–27 will increase compared to FY 2025–26. This projected growth is linked to anticipated increases in enrollment across programs.

For the Alameda Independent Mobility (AIM) program, expanded age eligibility and planned outreach efforts are expected to result in higher participation and increased trip activity.

For the AC Transit Free Bus Pass Program, ridership is expected to retain its existing high numbers if the City Council approves General Fund dollars to help cover the rate increase.

18. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

☐ Yes

☒ No

A. If "Yes", and if known, what percent of total ridership are companions/attendants? (If providing an estimate, please clearly indicate it as such.)

--

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2024-25	N/A
---	-----

Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	N/A
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	N/A

VEHICLE FLEET

20. Provide details regarding your vehicle fleet. To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

SAFETY AND PREPAREDNESS

21. Describe any safety incidents recorded by your program in FY 2024-25, or to date in FY 2025-26. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

None reported to the City of Alameda.

22. If possible, describe your city's or your program's emergency preparedness plan. Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City's *Emergency Operations Plan* (2019) includes a transportation annex. City staff have compiled and updated a list of critical care facilities based on City business licenses obtained through the City's Finance Department to help prioritize more vulnerable populations in Alameda and also has a list of active EBP users in Alameda. Both lists are in the City's emergency response software for emergency responders to access.

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2026-27 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure BB

discretionary grant, segregate the grant funding by entering it in the "Other Measure BB" column.

24. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1.) *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

- 100% Paratransit Coordinator
- 5% FTE Transportation Planning Manager
- Overhead provides program oversight, completes the Alameda CTC reporting requirements, reviews program data and invoices, participates in Alameda CTC's committees, and coordinates with the transportation providers and Senior Center staff. Includes support by on-call paratransit consultant – Nelson\Nygaard – to assist in evaluating and implementing the overall paratransit program, if needed. Includes the part-time driver for the group trips, and a part-time administrative assistant.

B. Customer Service and Outreach Costs

The outreach and marketing budget for FY 2026-27 continues to provide for expenditures for culturally competent marketing and outreach. Expenditures will include, but not be limited to, translation and oral interpretation, multilingual program materials and advertisements, mass and social media marketing, automated messaging services, and electronic surveys. With the upcoming year's focus on individuals with disabilities and multilingual marketing efforts, additional expertise may be sought from community disability advocacy groups and/or consultants.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2026-27, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?

At the end of FY 2026-27, current plans show a \$123,378 fund balance. The City intends to reinvest these funds into the City's Alameda Connect program to help stabilize and sustain its paratransit services.

Operation expenses may be higher than anticipated and exceed revenues due to rising per-trip costs and growing program participation. Both the Alameda Independent Mobility (AIM) and Free Bus Pass programs are experiencing increased demand, and because costs are variable and directly tied to ridership, expenditures fluctuate based on usage.

MISCELLANEOUS

26. Use this space to provide any additional notes or clarifications about your program plan.

In March 2026, the Alameda City Council will consider a budget amendment to contribute \$70,000 from the General Fund to the Free Bus Pass program per year in Fiscal Years 2025-26 and 2026-27. This supplemental funding would help offset increased costs from the AC Transit fare increase, allowing increased access to the program.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2024-25)

Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2024-25	\$203,423
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$869,800
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$520,247
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$1,593,470
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$1,593,470

Service/Program Type and Name		Performance FY 2024-25		Total FY 2024-25 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2024-25)									Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	Quantity Provided FY 2024-25 Provide total number of one-way trips or units	On-Time Performance FY 2024-25 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2024-25 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	PT Paratransit Coordinator, PT Driver, PT Admin Assistant Support	3				\$ 71,502						\$ 71,502	
Management/Overhead	5% FTE Transportation Manager	1				\$ 11,700						\$ 11,700	
Customer Service and Outreach	Paratransit coordinator hosted outreach events and attended outreach opportunities. Also includes marketing, advertising and materials/supplies.	200				\$ 18,000						\$ 18,000	
Same-Day Transportation	Alameda Independent Mobility (AIM)	2,016				\$ 60,000						\$ 60,000	
Accessible Shuttle	Alameda AC Transit Free Bus Pass Program	219,410				\$ 247,000						\$ 247,000	
Accessible Shuttle	Easy Passes for Alameda Point Collabrative (invoices for 2 calendar years)	167				\$ 37,000						\$ 37,000	
Mobility Mgmt/Travel Training	Transportation 101 workshops and travel training provided by Paratransit Coordinator in small groups	11				\$ 2,300						\$ 2,300	
Group Trips	Mastick Monthly and Leisure Club	1,400				\$ 3,000						\$ 3,000	
Capital Expenditure	Clement Ave/Tilden Way capital project: ADA and bus stop improvements	2		\$ 214,655	\$ 274,156							\$ 488,811	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
				\$ 214,655	\$ 274,156	\$ 450,502	\$ -		\$ -	\$ -		\$ 939,313	

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name (Should also note Type in some way)	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. online, cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility (wheelchair or mobility devices that require a lift/ramp) Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this service fixed route, origin-to-destination service (e.g. door-to-door), or door-through-door? Drop-down Menu	Service Area
Management/Overhead	City Staff and As Needed Transportation Consultancy Services	Nelson\Nygaard to provide as needed consulting services	City staff provide direct program oversight and day to day operations, customer service, travel training, marketing and outreach services. On-call consultant to conduct organizational study and evaluation of the Paratransit program and staffing needs to best meet the unique needs of individual riders.	N/A					
Customer Service and Outreach	Customer Service and Outreach: culturally competent, multilingual marketing/promotion and communications		Providing customer service and equitable program access to multilingual customers, increasing awareness and providing customer service in customers' primary language	N/A	N/A				City of Alameda
Same-Day Transportation	TNC Alameda Independent Mobility (AIM) Program	Eden I&R, City Data Services	Subsidized curb-to-curb services for basic life trips such as medical, grocery, recreation, etc.	Rider pays first \$4 per one-way trip. Subsidized program pays up to \$21 per one-way trip. If total cost of one-way trip exceeds \$25, rider will pay excess amount in addition to initial \$4.	Credit/debit card - rider's responsibility for trip fare is charged directly to card on file in their GoGo account	Accessible	Same Day	Curb-to-Curb	Alameda County
Accessible Shuttle	Alameda AC Transit Free Bus Pass Program	AC Transit	Access to free use of AC Transit bus system for basic life trips- medical, shopping, recreation, etc.	Free	N/A	Accessible	Same Day	Fixed Route	AC Transit District serving 13 cities and adjacent unincorporated areas in Alameda and Contra Costa Counties.
Accessible Shuttle	Clipper BayPasses for Alameda Point Collabrative Suppliment the cost of one AC Transit BayPass for 176 household in the Alameda Point Collabrative.	AC Transit, Alameda TMA	Access to free use of AC Transit bus system for basic life trips- medical, shopping, recreation, etc.	Free	N/A	Accessible	Same Day	Fixed Route	Bay Area serviced by 23 transit agencies using the clipper card system.
Group Trips	Mastick Monthly Trips and Leisure Club	Storer Transport- Mastick Monthly Trips	Recreational and Social Outtings	Cultural/Monthly events: varies; Leisure Club- Free	N/A	Accessible	Pre-scheduled	Curb-to-Curb	Varies
Mobility Mgmt/Travel Training	Transportation 101 and Senior Clipper Card workshops, Travel Training.	Center for Independent Living partnership and AC Transit Accessibility Department	Education about current programs, guest presenters, Trip planning using Transit Appst. Work with fire department to provide mobility management services for disaster preparedness, such as coordinating resources and services with education and outreach linking local resources with our vulnerable population.	Free	N/A	Accessible	Pre-scheduled		Varies
Capital Purchase	Clement Ave/Tilden Way capital project: ADA and bus stop improvements	TBD	Capital purchases to improve bus stops and access to bus stops and curb ramps, and accessible crosswalks.	N/A	N/A				City of Alameda

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type	Service/Program/Project Name	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
<i>Will automatically populate from rows above</i>	<i>Will automatically populate from rows above</i>						<i>Drop-down Menu</i>		
Management/Overhead	City Staff and As Needed Transportation Consultancy Services	N/A	N/A	N/A	Varies	N/A	Continuing/Ongoing	5	PTE Coordinator, FTE (partial manager salary), PT Driver, PT admin support, N\N Consulting if assessment review is prolonged into FY. 2026-27
Customer Service and Outreach	Customer Service and Outreach: culturally competent, multilingual marketing/promotion and communications	N/A	N/A	N/A	Varies	N/A	Continuing/Ongoing	20	Number of events planned
Same-Day Transportation	TNC Alameda Independent Mobility (AIM) Program	Maximum of 6 rides per month for each participant	After hours/weekends	N/A	8:15 am -5:30 pm, Monday through Friday.	City of Alameda resident, 70 years or older or 18-69 years old with East Bay Paratransit certification	Continuing/Ongoing	2,100	Ridership projected to increase with program expansion
Accessible Shuttle	Alameda AC Transit Free Bus Pass Program	Unlimited rides	N/A	N/A	According to AC Transit bus schedules for the free bus pass program run 7 days per week with most buses operating between 6 a.m. to 10 p.m., and there are buses scheduled to operate 24 hours.	Low income Alameda residents in who are age 65+ years old or adults ages 18 - 64 years old with certified disability.	Continuing/Ongoing	230,000	Dependent if program enrollment resumes. If it does not, ridership will be less.
Accessible Shuttle	Clipper BayPasses for Alameda Point Collabrative Suppliment the cost of one AC Transit BayPass for 176 household in the Alameda Point Collabrative.	Unlimited rides	N/A	N/A	According to AC Transit bus schedules for the free bus pass program run 7 days per week with most buses operating between 6 a.m. to 10 p.m., and there are buses scheduled to operate 24 hours.	Low income Alameda residents in who are age 65+ years old or adults ages 18 - 64 years old with certified disability and live in the Alameda Point Collabrative community.	Continuing/Ongoing	176	Maintining same number of passes
Group Trips	Mastick Monthly Trips and Leisure Club	N/A	Office hours: Monday - Saturday, 9:00am to 4:00pm	Varies, depending on group trip	Varies, depending on group trip	Cultural/monthly events: 50 years of age or older; Leisure Club: adults w/ disabilities.	Continuing/Ongoing	1,400	Total trips planned
Mobility Mgmt/Travel Training	Transportation 101 and Senior Clipper Card workshops, Travel Training.	N/A	N/A	N/A	Varies	N/A	Continuing/Ongoing	100	Participants
Capital Purchase	Clement Ave/Tilden Way capital project: ADA and bus stop improvements	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		Underway.
0	0								
0	0								
0	0								
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0	0								
0	0								

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2026-27 Program Revenue (Measure BB and all other funds available for FY 2026-27)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2025-26 (June 30, 2026)	\$642,346
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$504,176
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$1,146,522
Total FY 2026-27 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas BB) (should equal Columns E, G, and H)	
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$1,146,522

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost	Cost per Trip	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2026-27 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2026-27 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure BB funds to be EXPENDED	What is the source of these OTHER Measure BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>	Cost per Trip or other unit of service (e.g. per training, meal, etc.) <i>Will automatically calculate</i>	Net Cost per Trip or other unit of service (net of fare revenue) <i>Will automatically calculate</i>
City Staff and As Needed Transportation Consultancy Services	5		\$ 99,600						\$ 99,600	19920	19920.00
Customer Service and Outreach: culturally competent, multilingual marketing/promotion and communications	20		\$ 9,000						\$ 9,000	450.00	450.00
TNC Alameda Independent Mobility (AIM) Program	2,100		\$ 90,000						\$ 90,000	42.86	42.86
Alameda AC Transit Free Bus Pass Program	230,000		\$ 275,000						\$ 275,000	1.20	1.20
Clipper BayPasses for Alameda Point Collabrative Suppliment the cost of one AC Transit BayPass for 176 household in the Alameda Point Collabrative.	176		\$ 25,000						\$ 25,000	142.05	142.05
Mastick Monthly Trips and Leisure Club	1,400		\$ 3,000						\$ 3,000	2.14	2.14
Transportation 101 and Senior Clipper Card workshops, Travel Training.	100		\$ 2,500						\$ 2,500	25	25.00
Clement Ave/Tilden Way capital project: ADA and bus stop improvements	0	\$ 519,044							\$ 519,044	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
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0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
Totals	233,801	\$ 519,044	\$ 504,100	\$ -		\$ -	\$ -		\$ 1,023,144		

Budget check (total revenue less total cost): \$123,378

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$123,378
Reserve balance as percent of FY 2026-27 Revenue*	24%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.



City of Alameda

ALAMEDA CTC >>>> PARATRANSIT PROGRAM PLAN REVIEW FY 2026 - 2027

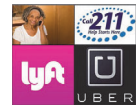
April 27, 2026



City of Alameda ALAMEDA CONNECT Transportation Program Overview



-  Free AC Transit bus pass program
-  Alameda Independent Mobility
-  Travel training and outreach
-  Group trips
-  BayPass for Alameda Point Collaborative
-  Capital projects





Free Bus Pass Program

AC Transit fixed route service. Buses stop at various popular destinations throughout the City and region.

- Participant cost: Free
- Hours: 24/7 trunk service; individual lines vary
- Service area: Alameda and Contra Costa counties
- Rides: Unlimited
- Program status: closed to new applicants



Alameda Independent Mobility (AIM) Program

Subsidized On Demand service via personalized dispatch of Uber and Lyft rides.

- Participant cost: \$4/ride (minimum) plus any ride cost over \$25 (\$21 subsidy)
- Hours: Monday- Friday, 8:15am - 5:30pm
- Service area: All Alameda County cities (approval required for further)
- Rides: 6 per month
- Program status: Open



ELIGIBILITY

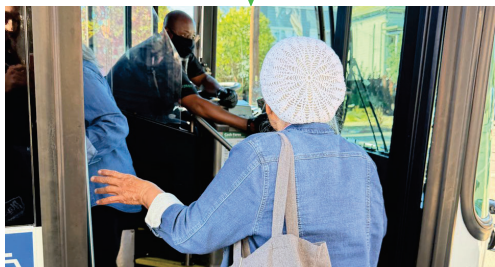
Free Bus Pass

- City of Alameda Resident
- Low income
- 65+ years old or 18-64 years old with a certified disability



Additional Programs

- Supports mobility needs for 176 units at the Alameda Point Collaborative by subsidizing transit passes.



AIM

- City of Alameda Resident
- 70+ years old or 18 years old plus East Bay Paratransit Certified





FREE BUS PASS PROGRAM

FY 2025-2026 Membership:

- 728 registered riders YTD; 24% decrease from 2024 -2025
- 678 participants age 65+
- 50 registrants under 65

Ridership:

- 19,100 average rides/month
- 6% increase from last year



AIM STATISTICS

FY 2025-2026 Membership:

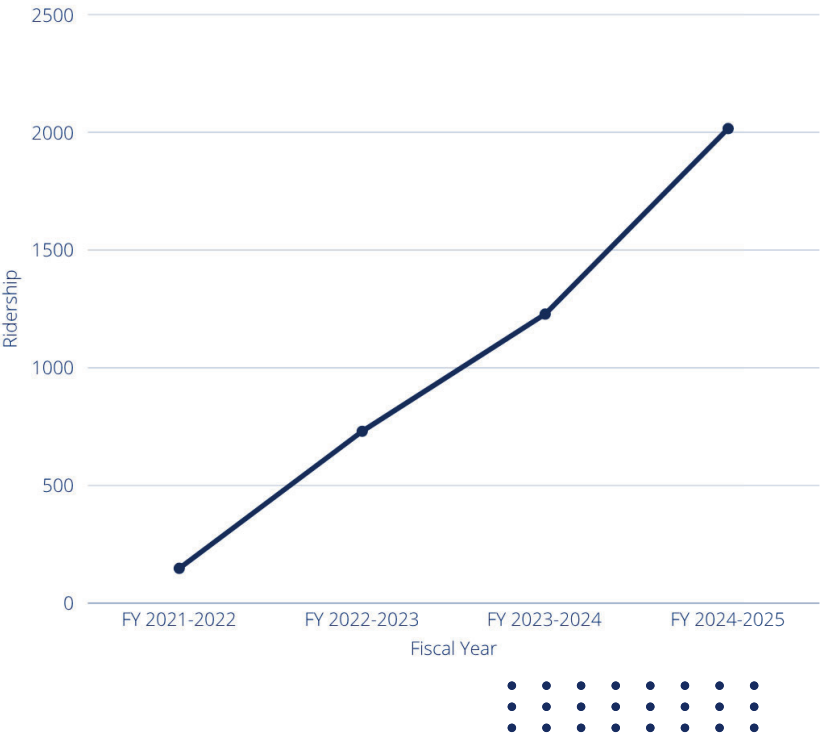
- 347 registered riders YTD; 46% increase from last year

FY 2025-2026 Ridership

- 1,526 rides completed July 1st- March 31
- 170 average rides/month

Popular destinations:

- Medical appointments, senior housing facilities, shopping centers, grocery shopping, pharmacies, airport





MULTILINGUAL COMMUNITY OUTREACH

- Senior Housing visits
- Monthly Transportation 101 with AC Transit Accessibility
- Transit App Training – in-person 1 on 1 sessions or in group
- Travel Training with CIL
- Paratransit shuttle bus for Group Trips and Mastick's Leisure Club Members at least twice a month



CAPITAL EXPENSES

City of Alameda is committed to stop amenity and ADA sidewalk enhancements with previously allocated funds through 2026-2027.

Improvements include:

- New benches and shelters at AC Transit Bus stops
- ADA-compliant curb ramps and sidewalks
- Enhancements positively affect FBP participants, older adults and people with disabilities

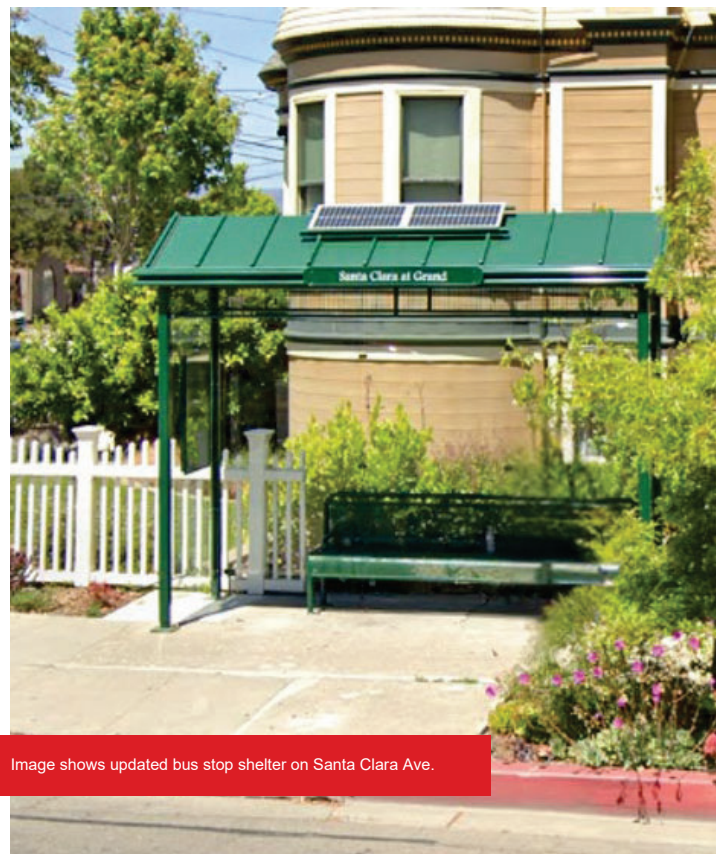


Image shows updated bus stop shelter on Santa Clara Ave.

CHALLENGES & CONCERNS >>>

ALAMEDA CONNECT

- Free Bus Pass Program: AC Transit Fare Increase
- AIM: Access to wheelchair accessible vehicles
- Funding
- Staffing needs
- Equity and inclusivity



>>> LOOKING AHEAD <<<

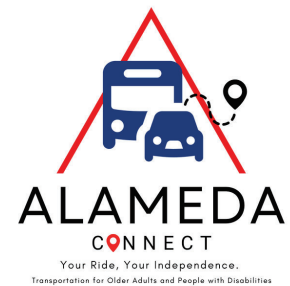
The City of Alameda is determined to make services more accessible to Alameda's older adults and people with disabilities. Staff plan to explore the following:

- **\$70,000** General Fund recently approved for FBP each year FY26 & FY27.
- New outreach partnerships to broaden outreach opportunities.
- Focused outreach efforts to individuals with disabilities while expanding to diverse cultures.
- Program updates based on recommendations from Nelson Nygaard, data analysis, and member feedback.



CONTACTS

City of Alameda Staff



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Morace McKay

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mmckay@alamedaca.gov

Paratransit Coordinator

Liz Escobar

1 (510) 747-7513

lescobar@alamedaca.gov



Mastick Senior Center

1155 Santa Clara Ave
Alameda, CA 94501

1 (510) 747-7500



Thank
You



Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: North County

Paratransit Program: City of Albany

Staff Recommendation: Recommend program plan for approval and capital plan for conditional approval upon the provision of more information

- Services provided –
 - Same-Day Transportation
 - Group Trips
 - Customer Service & Outreach
 - Capital Expenditure (tentative)
- 100% Measure BB
- 160% Reserves
- Cost per trip –
 - Same-Day Transportation: \$20
 - Group Trips: \$24
- Trends in registration – registration is expected to remain consistent for FY 25-26
- Trends in trip provision – trip provision is expected to remain consistent for FY 25-26
- Demographics reporting – all demographic categories were reported

- Elements requiring approval:
 - Planned capital expenditure: possible purchase of a new vehicle to replace the current bus.
- Additional staff notes
 - None



FY 2026-27 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to older adults and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2026-27 Program Plan Excel workbook contains a tab to report on FY 2024-25 performance and budget (Attachment Table A). The FY 2024-25 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2024-25 compliance report.*
3. References:
 - a. FY 2026-27 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 13, 2026)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised December 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at paratransit@alamedactc.org.

Be sure to include your agency name and FY 26-27 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY26-27_Paratransit_Program_Application.doc).

If you have questions, please contact the Paratransit Program Team at paratransit@alamedactc.org.

FY 2026-27 Annual Paratransit Program Plan Application Due by February 27, 2026

CONTACT INFORMATION	
Agency:	City of Albany
Contact Name:	Keenan McCarron
Title:	Recreation & Community Services Supervisor
Phone Number:	(510)524-9122
E-mail Address:	kmccarron@albanyca.gov

Date Submitted: February 27th, 2026_____

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measure BB reserves, and/or paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2025 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility. Programs must subsidize at least 50% of the fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing on-demand WAV.

- **Accessible Shuttle Service:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$50, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers

to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.

- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Provide a short narrative description of your agency's FY 2026-27 program.

Taxi Program - The taxi subsidy program provides partial reimbursement for same-day, on-demand service, available 24 hours per day, seven days per week to Albany residents who are EBP certified or 70 years and older. When taking a taxi, UBER or Lyft ride, participants pay the taxi driver, UBER or Lyft directly. They must get a receipt from the taxi driver or transportation service to receive a 80% reimbursement up to \$25.00 per ride, whichever is least. Reimbursement requests are turned in at the Senior Center within 30 days and then forwarded to the City of Albany's Finance Department which issues a check by mail.

Shopping Trips - Shopping trips utilize a door-to-door model to increase accessibility for meeting basic needs. Participants are picked up from their homes (or the senior center), taken to local grocery stores and nearby plazas for an extended period, and then taken home when they are done. Staff assist participants with carrying their grocery bags from the store and up to their door. Other services include trips to the Albany Senior Center, giving participants the opportunity to come to the congregate lunch program and special events.

Group Trips - The group trip program provides transportation for recreational outings throughout the greater Bay Area organized by the Senior Center. These include walking trips, travel troupe outings and lunch trips. Group trips enhance quality of life by providing opportunities for social interaction, learning, and fitness.

Customer Services - Customer service and outreach activities are crucial components of the program in order to help seniors and people with disabilities learn about available services and register for those they are eligible for.

B. Explain how the suite of services offered is targeted towards the older adults and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

The City of Albany provides a wide array of services for seniors and people with disabilities to complement services offered by the regional ADA mandated program to meet the local transportation needs of seniors and people with disabilities. The suite of services offered through the Senior Center provides safe and reliable transportation to seniors and people with disabilities to:

- improve access to basic needs, health care, community services and activities,
- provide recreational trips that decrease isolation, promote lifelong learning and encourage fitness,
- allow for aging in place and promote independence,
- enhance overall quality of life by providing those who cannot drive opportunities to meet their basic needs and participate in their community.

C. List the most common trip destinations for older adults and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-

Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

The taxi program is designed to reimburse trips to local health related destinations such as pharmacies, medical clinics and hospitals in Albany, Berkeley, Oakland and Richmond.

The Door-to-Door Shopping Program offers nearby destinations such as: Target, Safeway and Sprouts in Albany, Ranch 99 and Grocery Outlet in Richmond, and the El Cerrito Plaza which offers a range of stores. and trips to the Albany Senior Center for meals and activities. Additionally, group travel trips take participants to locations throughout the Bay Area, such as regional parks, cuisine and shopping destinations, and entertainment venues.

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

N/A

E. If you implemented a waitlist in FY 2025-26, please provide a narrative description and plans for FY 2026-27.

N/A

2. Will your agency's program for FY 2026-27 conform to the Paratransit Program Implementation Guidelines, as required?

☒ Yes

☐ No

A. If "No", explain below and contact Alameda CTC staff to discuss. (prior to February 20, 2026)

3. **If proposing any service or program changes in FY 2026-27 from the current year, FY 2025-26, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

N/A

4. **Looking ahead, beyond FY 2026-27, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

The City of Albany is exploring options to replace its current bus with a newer vehicle, potentially including fully electric, hybrid, or gas-powered options, in alignment with California's environmental goals to reduce greenhouse gas emissions. This upgrade is in accordance with the state's guidance for public fleets to transition to more eco-efficient vehicles. The timeline for this transition is pending, but it is anticipated that this change will not affect paratransit services given sufficient planning.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2026-27 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2025-26 Plan and are unchanged.**

Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)

- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
- G. Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

Planned capital expenditure: Possible purchasing of a new vehicle to replace the current bus.

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible, provide dates for these activities. Note below if this plan was reviewed by a local advisory committee, including the name of the committee, and the date of the meeting.

Consumer input included:

- Albany Paratransit survey sent to all registered individuals in FY 2025-2026 programs with notice of an annual Paratransit Workshop in February 2026.
- Albany Paratransit In-Person Workshop (consumer/public meeting) on February 20, 2026.
- Information and survey to Tri City Café and Mercy Brown Bag programs distributed on February 18, 2026.
- In-Person presentation scheduled for the Friends of Albany Seniors community group on March 2, 2026.
- Input and feedback gathered from individuals participating in Technology One-on-One Program at Albany Senior Center held every Thursday to help with TNC training and questions regarding devices.

Program inquiries and questions are addressed over the phone and in person, as requested.

7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.

- Surveys were given out to Paratransit users.
- Surveys were available during the Paratransit Workshop.
- Surveys were available at the front counter of the Senior Center.
- Feedback was collected over the phone and in-person from paratransit users.

A. Describe how the outreach addressed equity and inclusion. (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

We have Spanish, Mandarin and Cantonese translators for individuals that need information in a language other than English. The City of Albany Website is also accessible for readers with vision impairment.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

The City of Albany is operating with no restrictions and maintaining participation for our paratransit services.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

N/A

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

[X] Yes
[] No

- A.** If "Yes", provide the name of the governing body and planned or actual approval date.

April 6, 2026 – City of Albany Meeting Consent Calendar

INFORMATION

- 11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment Table B.

Information on the Albany Paratransit Program is published in the City's email newsletter and on the City website, the City's seasonal activity guide, the Senior Center monthly program, through surveys and at a yearly workshop. Posters with information are displayed at Albany Senior and Community Center.

ELIGIBILITY AND ENROLLMENT

- 12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).**

Taxi program: Riders must be Albany residents, EBP certified or 70 years or older. If under the age of 70, individuals under 70 years of age may be eligible with a medical statement from their doctor/physician.

Group trips: Open to anyone 50 years or older, or EBP certified. Riders must register for trips in advance.

Shopping Trips: Riders must be Albany residents, EBP certified or 60 years of age or older. All riders must complete the Albany Paratransit registration form and provide proof of age, residency or EBP certification.

- 13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

For the Taxi and Shopping programs, applicants are enrolled within 24 hours upon receiving their completed application. Applications are available at the Senior Center, via email or can be delivered to a resident's home in Albany. For Group trips, enrollment is on a first-come, first-serve basis which can be completed in-person, over the phone or online through the City website.

CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures, and your follow up.

Taxi and TNC program riders utilizing the Taxi program are instructed to report any issues by calling, writing, or informing the program coordinator in person. Group trip evaluations include a section for comments and concerns. Comment cards are made available on the bus. The program manager reviews all feedback, responds appropriately, evaluates the situation and makes any necessary program changes.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

Participants appreciate the variety of recreational day trips provided and hiking destinations offered. The bus driver is often complimented for her professionalism, friendliness, and safe driving. The Shopping program is also highly valued, with participants enjoying the wide range of locations available on a weekly basis. Utilization rates remain steady throughout the year for both the Shopping program and group trips.

- B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

N/A

EXPECTED DEMAND/USE OF SERVICES

- 15. How many people are/have been/will be registered in the program during the following time periods?** Fill in the boxes below.

Registrants at beginning of FY 2024-25	125
Registrants at end of FY 2024-25	144

Current Registrants for FY 2025-26	150
Current number of applicants on a waitlist for FY 2025-26	0
Projected Registrants for FY 2026-27	155

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

Based on registration projections, it is expected that enrollment will remain consistent with the previous service year. The Senior Center has a large, committed group of participants who continue to engage with its programs, and outreach activities and community inquiries throughout the year bring in new program participants.

16. What are the current program registrant demographics for FY 2025-26, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	8
Asian	48
Black or African American	5
Hispanic or Latino	20
Native Hawaiian or Other Pacific Islander	
White	53
Other	
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	48
Spinal Cord (SCI)	
Head Injuries (TBI)	1
Vision	21
Hearing	
Cognitive/Learning	
Psychological	3
Invisible	
Household Income	
< \$35,500	72
\$35,501-\$59,200	28
\$59,201-\$74,000	2
\$74,001-\$89,750	
> \$89,750	

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2026-27.

N/A. Providing this information is optional for participants, so it is difficult to accurately determine changing demographics based on our limited data, however we generally anticipate similar trends.

17. Do you expect the total number of one-way trips provided by your program in FY 2026-27 to increase, decrease or stay the same compared to the current year, FY 2025-26? Why?

Based on our registration projections, we expect one-way trips to remain consistent this current year. We have a large, committed group of participants who continue to engage with our programs.

18. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

☐ Yes

☒ No

A. If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2024-25	72 – Taxi/TNC 62 – Door-to-Door
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	36 – Taxi/TNC 52 – Door-to-Door
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	80 – Taxi/TNC 70 – Door-to-Door

VEHICLE FLEET

20. Provide details regarding your vehicle fleet. To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

SAFETY AND PREPAREDNESS

- 21. Describe any safety incidents recorded by your program in FY 2024-25, or to date in FY 2025-26.** Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

- 22. If possible, describe your city's or your program's emergency preparedness plan.** Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City of Albany Emergency Operations Plan is available by request and more information can be found here: <https://www.albanyca.gov/Residents/Public-Safety/Emergency-Operations-Plan>

FINANCES: PROGRAM REVENUE AND COST

- 23. Detail your FY 2026-27 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure BB discretionary grant, segregate the grant funding by entering it in the "Other Measure BB" column.
- 24. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1.) *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

N/A

B. Customer Service and Outreach Costs

Senior Services staff salaries cover the planning and implementation of group trips, outreach, and customer service for all programs. They also track all trips provided, respond to recommendations and complaints, and distribute, collect, and sort program evaluations, process taxi and TNC reimbursements, oversee the vehicle maintenance schedule, and coordinate necessary repairs.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2026-27, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?

The remaining funds comply with the permissible guidelines for the operating reserve and will be utilized as necessary for operations.

MISCELLANEOUS

26. Use this space to provide any additional notes or clarifications about your program plan.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2024-25)

Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2024-25	\$0
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$178,677
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$97,125
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$275,802
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$275,802

[illegible]

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)
Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name (Should also note Type in some way)	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. online, cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility (wheelchair or mobility devices that require a lift/ramp) Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this service fixed route, origin-to-destination service (e.g. door-to-door), or door-through-door? Drop-down Menu	Service Area
Same-Day Transportation	Taxi Subsidy Program		basic needs, medical, grocery	Fare is cost above the 80% subsidy or over \$25		Accessible	Same Day	Curb-to-Curb	Local
Group Trips	Recreation Day Trips/ Grocery/basic needs trips		recreation, fitness, regional, social, lifelong learning, groceries			Accessible	Pre-scheduled	Curb-to-Curb	Bay Area
Customer Service and Outreach	Customer Service & Outreach								

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transportation	Taxi Subsidy Program	subsidy of 80% up to \$25 per trip			7 days/week - 24 hours/day	70 years or over/18 years EBP certified	Continuing/Ongoing	400	cost of TNC has increased per trip
Group Trips	Recreation Day Trips/ Grocery/basic needs trips	None	M-F 8:30am-5pm	Registration is ongoing once trip registration forms are available	M-F 8:30am-5pm	Day Trips: 50 years or over/18 years EBP certified. Grocery: 60 years or over/18 years EBP certified for grocery trips	Continuing/Ongoing	3,000	
Customer Service and Outreach	Customer Service & Outreach				M-F 8:30am-5pm		Continuing/Ongoing		
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Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2026-27 Program Revenue (Measure BB and all other funds available for FY 2026-27)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2025-26 (June 30, 2026)	\$158,700
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$94,888
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$253,588
Total FY 2026-27 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas BB) (should equal Columns E, G, and H)	
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$253,588

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost	Cost per Trip	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2026-27 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2026-27 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure BB funds to be EXPENDED	What is the source of these OTHER Measure BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>	Cost per Trip or other unit of service (e.g. per training, meal, etc.) <i>Will automatically calculate</i>	Net Cost per Trip or other unit of service (net of fare revenue) <i>Will automatically calculate</i>
Taxi Subsidy Program	400		\$ 8,000						\$ 8,000	20	20.00
Recreation Day Trips/ Grocery/basic needs trips	3,000	\$ 4,000	\$ 68,000						\$ 72,000	24.00	24.00
Customer Service & Outreach	0	\$ 4,000	\$ 18,000						\$ 22,000	#DIV/0!	#DIV/0!
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Totals	3,400	\$ 8,000	\$ 94,000	\$ -		\$ -	\$ -		\$ 102,000		

Budget check (total revenue less total cost): \$151,588

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$151,588
<i>Reserve balance as percent of FY 2026-27 Revenue*</i>	<i>160%</i>

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

[illegible]



City of Albany Paratransit Program

Program Plan Review
April 2026

Agenda

- Paratransit Programs
- Eligibility & Enrollment
- Community Engagement
- Outreach
- Proposed Program Changes





Albany's Paratransit Programs

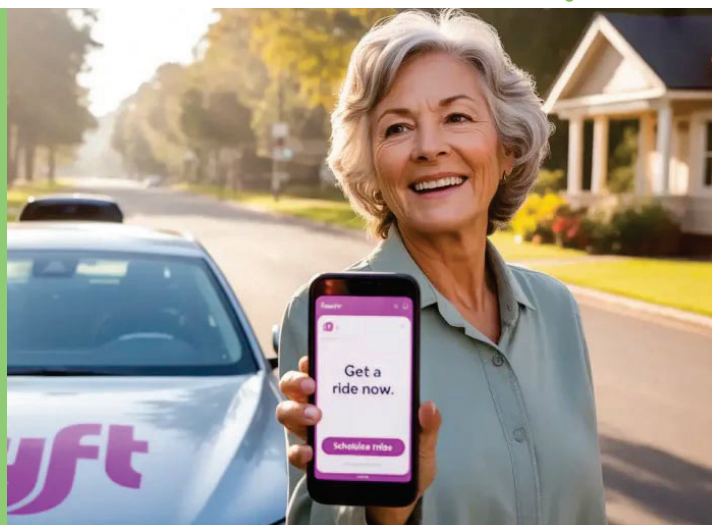
- Taxi Program
- Shopping Trips
- Group Trips

April 2026, City of Albany

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Eligibility & Enrollment

- **Taxi Program:** Albany residents who are 70 years or older, OR 18 or older and East Bay Paratransit certified.
- **Shopping Trips:** Albany residents who are 60 or older, OR 18 or older and East Bay Paratransit certified.
- **Group Trips:** Albany residents who are 50 or older.



April 2026, City of Albany

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Community Engagement

Paratransit Survey

- Designed to gather feedback on customer satisfaction and opinions on proposed changes.
- 175 surveys were distributed and 98 were returned.
- The data indicated program users are highly satisfied with our services.

Paratransit Workshop

- Designed to share information about Paratransit programs, including eligibility requirements and how to register.
- 21 community members attended on Feb. 20, 2026.
- Materials available online at: <https://www.albanyca.gov/Residents/Services/Senior-Transportation>

April 2026, City of Albany

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Outreach

Transportation Network Companies (TNCs) Training

- City of Albany staff provide ongoing assistance to program users who are using TNCs
- Technology One-on-One Help is offered every Thursday to help participants with accessing TNC services and completing reimbursement requests



April 2026, City of Albany

Marketing

- City of Albany Paratransit Programs are advertised to the community in multiple ways:
 - City Website
 - Seasonal Activity Guides available at all Albany facilities and online: <https://www.albanyca.gov/Departments/Recreation-Community-Services/Activity-Guide>
 - ENews (email) sent to over 5000 people
 - Flyers and advertisements posted in Albany facilities
 - Albany Senior Center, Albany CARES

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Proposed Program Changes

- Change/modify shopping destinations and days for our Door-to-Door Shopping Program to meet customer needs.
- Strategize and implement new marketing techniques to expand awareness of our programs.
- Provide more trainings on how to use Transportation Network Companies (TNCs) such as Uber and Lyft.

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Program Information



Online: www.albanyca.gov/Residents/Services/Senior-Transportation



In-Person: Monday–Friday, 8:30 AM–5:00 PM



Phone: 1(510) 524-9122



Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: North County

Paratransit Program: City of Berkeley

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - Same-Day Transportation
 - Specialized Accessible Van Service
 - Customer Service & Outreach
 - Management / Overhead
- 100% Measure BB
- 37% Reserves
- Cost per trip –
 - Same-Day Transportation (GoGo): \$16.40
 - Same-Day Transportation (High Medical Need GoGo): \$16
 - Specialized Accessible Van Service: \$27
 - Specialized Accessible Van Service (High Medical Need): \$27
- Trends in registration – registration is expected to increase
- Trends in trip provision – trip provision is expected to increase
- Demographics reporting – all demographic categories were reported

- Elements requiring approval:
 - N/A
- Additional staff notes
 - Waitlist was implemented in September 2024. The current waitlist contains 177 potential applicants, and the City plans on contacting those waitlisted in May 2026.
 - The City discontinued its taxi scrip program due to costs and administrative challenges. GoGo will be the sole source for same-day transportation. The City will also be exploring potential contracts with Uber or Lyft.



FY 2026-27 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to older adults and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2026-27 Program Plan Excel workbook contains a tab to report on FY 2024-25 performance and budget (Attachment Table A). The FY 2024-25 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2024-25 compliance report.*
3. References:
 - a. FY 2026-27 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 13, 2026)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised December 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at paratransit@alamedactc.org.

Be sure to include your agency name and FY 26-27 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY26-27_Paratransit_Program_Application.doc).

If you have questions, please contact the Paratransit Program Team at paratransit@alamedactc.org.

FY 2026-27 Annual Paratransit Program Plan Application Due by February 27, 2026

CONTACT INFORMATION	
Agency:	City of Berkeley
Contact Name:	Mary Triston
Title:	Transportation Services Coordinator
Phone Number:	(510) 981-5135
E-mail Address:	mtriston@berkeleyca.gov

Date Submitted: February 27, 2026

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measure BB reserves, and/or paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2025 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.
Programs must subsidize at least 50% of the fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing on-demand WAV.

- **Accessible Shuttle Service:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$50, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers

to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.

- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Provide a short narrative description of your agency's FY 2026-27 program.

We anticipate servicing a minimum of 1,200 older/disabled adults through Berkeley Rides for Seniors & the Disabled (BRSD). BRSD program elements include:

GoGo Program (Uber and/or Lyft rides, formally called GoGoGrandparent)

The program will provide \$384 per year (\$192 distributed two times per year) of GoGo rides to pay for on demand-response transportation. Riders will provide a \$4 share of cost for each ride.

GoGo High Medical Need Program (HMNP)

The program will provide an additional \$192 per year (\$96 distributed two times per year) of GoGo rides to pay for on demand-response transportation for those who have frequent medical appointments. Examples include, but are not limited to, dialysis, cancer treatment and physical therapy appointments. Riders will pay a \$4 share of cost for each ride.

Wheelchair Van Program

The program will provide 32 van ride vouchers per year (16 van vouchers distributed two times per year). Riders will pay a \$4 share of cost for each ride. Residents who travel by wheelchair and are certified by East Bay Paratransit requiring wheelchair-lift service are eligible for the program, regardless of age and income level. Wheelchair rides are provided by our local partner agency, Easy Does it.

HMNP Wheelchair Van Program

The program will provide an additional 16 wheelchair van vouchers (8 vouchers distributed two times per year) to riders with frequent medically related appointments. Examples include, but are not limited to, dialysis, cancer treatment and physical therapy appointments. Riders will pay a \$4 share of cost for each ride.

Travel Training Promotion

BRSD collaborates with United Seniors of Oakland and Alameda County (USOA) in providing four (4) travel trainings per year to older adults. The program will provide the facility space at our senior centers and community outreach and enrollment.

Management & Overhead

The BRSD program is managed and administered by our Transportation Services Coordinator and the Manager of Aging Services. Overhead includes printing, postage, office supplies and travel costs.

Customer Service & Outreach

Due to the recent budgetary challenges BRSD has experienced, we implemented a program application waitlist in September 2024. In March 2025, we had to temporarily pause the receipt of new program applications in order to ensure we would be able to have a balanced budget. With these changes, we did not participate in formal in person outreach as we did not have a timeline for when we would be able to accept new applications and/or open up our waitlist.

In FY27, BRSD plans to resume program outreach to local senior residences, medical centers, local events and older adult and disabled agency partners. However, we may be limited in the number of new applicants we can enroll in FY27. Outreach and education will also be focused on changes to the program in FY27 – namely a shift away from the taxi program to full utilization of GoGo.

B. Explain how the suite of services offered is targeted towards the older adults and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

BRSD is housed in the City of Berkeley's Aging Services program. Aging Services provides an array of services to older adults in the City of Berkeley. Our services include participation at our local senior centers where we offer ongoing classes, support groups, special events, lunch and field trip and grocery shopping transportation. We also have a social services unit that provides case management to older adults that require additional support.

The suite of services presented in this plan were developed through ongoing feedback from BRSD participants and previous feedback from the City's Commission on Aging and Commission on Disability.

Berkeley older adults and disabled adults place a high value in individual choice for transit options, and equity of service for all eligible residents. The GoGo and wheelchair van programs provide program participants with the most individual choice and time flexibility. These programs connect them with critical healthcare and community resources and needs such as grocery shopping, medical appointments and fully participating in community life. The GoGo and van voucher programs also provide the greatest equity and bring transportation service to any participant's location in the City of Berkeley

The High Medical Needs program provides specific critical support for those who have chronic and severe health conditions. Riders receive additional GoGo rider credits or van vouchers so they can travel to and from their medical appointments.

C. List the most common trip destinations for older adults and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

Based on responses collected in current and past participant surveys and from conversations with older adults, medical visits and grocery shopping are the most frequent destinations. In Berkeley, these places include: local grocery shopping stores (Safeway & Berkeley Bowl), local doctors, hospitals (Alta Bates, Herrick Hospital), LifeLong Over 60 Health Center, Kaiser Permanente, medical centers in surrounding cities, dialysis centers (DSI Berkeley Dialysis Center and DaVita Berkeley Dialysis), and local pharmacies (CVS, Walgreens, Safeway).

In our Wheelchair Van Program, frequent rider destinations include: Alta Bates Summit Medical Center in Oakland and Berkeley, Kaiser in Oakland and Richmond, Eastmont Mall Wellness Center in Oakland and Herrick Hospital in Berkeley.

- D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.**

To date, the average GoGo ride is 4.4 miles. Currently, we do not have any information for the average trip length for our wheelchair van rides. However, we are in the process of working with our wheelchair van provider to capture this information so we will be able to provide this information in the future

- E. If you implemented a waitlist in FY 2025-26, please provide a narrative description and plans for FY 2026-27.**

We implemented a waitlist in September 2024. The current waitlist contains 177 potential applicants. In order to ensure we can balance our budget and execute our FY27 program plan after ACTC approval, we plan to begin contacting those on the waitlist in late May 2026.

2. Will your agency's program for FY 2026-27 conform to the Paratransit Program Implementation Guidelines, as required?

☒ Yes

☐ No

- A. If "No", explain below and contact Alameda CTC staff to discuss. (prior to February 20, 2026)**

3. If proposing any service or program changes in FY 2026-27 from the current year, FY 2025-26, describe the changes and explain why they are proposed.
Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

In FY25, the BRSD program faced budgetary constraints that required reducing the number of rides and the frequency of the distribution of rides. Despite redesigning the program, demand continued to exceed what the FY26 budget could support. There are currently 177 potential applicants on the application wait list and we closed the waitlist in March 2025. However, the community demand to enroll in the program has remained consistent.

The population of older adults in the City of Berkeley is projected to double by 2030, resulting in 1 in 5 adults being over 65 years of age. In recent years, the BRSD program has seen this population growth reflected in the number of enrolled riders and rides provided. Between July 2022 and Spring 2025, the number of enrolled riders increased by 54%, and total rides increased by 58%.

While BRSD's ridership and demand for services continues to grow, our funding has remained relatively the same. The program has had to reassess and reimagine the program in a way that would create a fiscally sound path forward, both in continuing to serve our current riders and enroll future applicants.

The program recognized that many riders enrolled in the BRSD program years ago and may no longer need the service, and some riders had moved out of Berkeley or passed away. To ensure our enrolled riders was reflective of the community need, over the Summer of 2025, the program required all 1,756 enrolled riders to recertify by completing a new application. As a result, enrollment decreased by about 47%, leaving approximately 960 active riders.

The current on demand transportation program consists of taxi and GoGo (Uber/Lyft) rides. Taxi rides are expensive and the taxi program includes extra costs such as printing taxi scrip booklets and staffing a weekly service window day for drivers to redeem taxi scrip. Additionally, the taxi program's design is also vulnerable to fraud, i.e., riders selling taxi scrip booklets at reduced price to taxi drivers. The program has also had ongoing complaints with certain taxi drivers demanding to charge riders a flat rate fee instead of using their meters, refusing short distance rides and refusing to provide rides to those with taxi scrip. And lastly, since 2015, the taxi industry has changed significantly due to companies like Uber and Lyft. The number of taxis in Berkeley has dropped from approximately 110 in 2016 to the current 22 taxi companies.

In contrast, GoGo rides cost less than taxi rides, do not require the additional costs noted above and by nature of the program, is at a reduced risk of fraud. Also, with GoGo we are able to gather better service delivery data such as the distance and length of time of a given ride. To date, the feedback from riders who have used GoGo has been generally positive. Of particular feedback, has been how quickly rides arrive, convenience and accessibility, including being able to travel in the evenings and on weekends.

Beginning FY27, we are proposing to use GoGo as our sole source for our on demand transportation program and eliminate the taxi scrip program. In addition, the program will be requiring riders to pay a \$4.00 share of cost for each ride provided. Program staff will also explore the option of contracting directly with a TNC with city leadership.

BRSD will inform current participants about the changes through mailed notices, outreach at our Senior Centers, Aging Services' monthly *Nugget* newsletter, and the BRSD webpage. Taxi drivers will also be notified that the taxi scrip program is ending. All participants will receive written information about the changes in late Spring/early

Summer 2026, and updated details will be included with each distribution beginning in FY27.

The changes described above, will help BRSD continue supporting older adult and disabled residents, serve those on the waitlist, and accept new applicants in FY27 while staying within budget and in compliance with Measure BB funding requirements.

- 4. Looking ahead, beyond FY 2026-27, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Staff will collect and review participant feedback and monitor ride usage to guide future program planning. With the expected continued growth of City of Berkeley's older adult population, the current plan may not meet future demand. The program will need to be reviewed throughout FY27 and into the coming years.

Should our Measure BB allocation be reduced or otherwise to meet demand of more riders or support operational costs associated with administering the program, additional changes may need to be made. For example, changes to the contribution amount given to our riders, City of Berkeley's contribution amount or the number of BRSD riders served.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2026-27 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2025-26 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
 - E. New mobility management and/or travel training programs** (describe the well-defined set of activities)

- F. Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
- G. Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

N/A

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible, provide dates for these activities. Note below if this plan was reviewed by a local advisory committee, including the name of the committee, and the date of the meeting.

BRSD staff attended the November 12, 2025 City of Berkeley Commission on Disability meeting to review the proposed FY27 program changes. Both commissioners and a member of the public generally supported the proposed program changes. They highlighted benefits such as eliminating taxi scrip fraud, preventing fixed-rate overcharges by taxi drivers, addressing refusals to accept taxi scrip, improving evening and weekend on demand transportation availability, and gaining better service data from GoGo. They also noted that wheelchair users have other transportation options like East Bay Paratransit and AC Transit.

BRSD staff also attended the City of Berkeley Commission on Aging Meeting on November 19, 2025 to review the proposed FY27 program changes. The commission was pleased with the effort that went into the recertification process that resulted in a significant reduction in member enrollment. They were supportive of a program plan that is fiscally sound and involved the community in the planning process. And they also noted an appreciation that GoGo would provide better service data for program planning.

Staff also gathered additional community input through outreach tabling events at both the North and South Berkeley Senior Centers in December 2025 to share information with the community and hear their input.

7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.

In November 2025, the program mailed out the annual BRSD survey to the registered riders and received a 60% return of completed surveys. The program also continues to receive ongoing telephone and in person feedback from our riders. Some of the notable highlights:

How satisfied are you with your overall experience using our taxi, GoGo and wheelchair van program?: 57% reported very satisfied.

How Satisfied Are You With the GoGo Service? 69% reported satisfied to very satisfied.

What are your frequent travel destinations? Medical appointments and grocery/retail shopping are the top two travel destinations.

Have our taxi scrip, GoGo and van voucher programs helped increase your sense of personal independence, meet your transportation needs and improve your physical and/or mental well-being: 46% reported “agree” and 39%-45% reported “strongly agree”.

As noted above, in December 2025, we completed in person outreach at both our North and South Senior Centers and assisted community members with completing a survey related to the GoGo and taxi program. Some notable highlights of those surveys:

Current BRSD Riders:

Which service do you prefer, GoGo or Taxis: 57% reported GoGo, 10% reported taxis and 14% reported both taxis and GoGo.

What do you like about GoGo: 73% reported fast/quick service and 27% reported accessible/convenient.

Non-Enrolled BRSD Community Members:

If you were eligible for BRSD, which service would you prefer, GoGo or Taxis: 42% reported GoGo, 12% reported taxis and 45% reported both Taxis and GoGo.

Would you likely or unlikely use GoGo: 82% reported likely; 7% reported unlikely and 14% said would use for emergencies and/or if their car was unavailable.

A. Describe how the outreach addressed equity and inclusion. (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

Our outreach program materials are offered in both English and Spanish and program applications are written in Spanish, Farsi and Mandarin. The program also has staff on site at our senior centers who speak Spanish and Mandarin who can help with potential applicants and customer service.

In addition, staff have worked with the Center for Independent Living in an effort to enroll more eligible City of Berkeley disabled riders in the BRSD program. CIL provides BRSD application support to those riders who qualify for BRSD. In addition, they will pre-verify riders to confirm their East Bay Paratransit (EBP) ADA eligibility by calling EBP. For those riders who are not enrolled in EBP, CIL will assist and advocate for the approval of their applications. The program will also work together to support those who have urgent medical needs that are in the process of becoming EBP certified.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

The feedback we received from the Commission on Disability and Commission on Aging are in alignment with our FY27 program plan proposal. As noted above, the commission noted the challenges with a taxi scrip program, including fraud, charging fixed rates and refusal to accept taxi scrip. These are noted challenges that are consistent with the experience reported by our riders.

In addition, the commissions noted supporting a program that is fiscally sound and captures service data that supports future program planning. As was noted above, the taxi scrip program is an expensive program to operate and the average ride cost is significantly more than the average cost of a GoGo ride. This feedback is consistent with BRSD's desire to create a program that can continue to fiscally support our current ridership and future enrolled riders.

Both the results of our yearly BRSD survey and our recent outreach survey, point to a satisfaction and desire to use GoGo as a means of on demand transportation. And our overall suite of transportation programs suggested a positive impact on the well being of our riders and meeting their transportation needs.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

N/A.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☐ Yes

☒ No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

INFORMATION

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment Table B.

BRSD continues to use the City of Berkeley's website and Aging Services' monthly senior center newsletter to inform the older adult community of our program services. As noted above, we did not complete in person outreach this year due to our program budgetary constraints. Typically, the program completes in person outreach regarding our program services at senior residences, health clinics, libraries and disability agencies.

In addition, the program has also used print media such as program posters and rack cards that are displayed throughout the older adult and disabled community senior residences, health clinics, local agency providers and libraries.

All of our outreach efforts contain information about both our on demand transportation program, taxi and GoGo, and our accessible wheelchair van program.

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

All participants for our programs must be a resident of the City of Berkeley and age 70 years old or over **OR** a resident of the City of Berkeley and registered with East Bay Paratransit (EBP) of any age.

High Medical Need Program: High Medical Need program members must be a current BRSD participant and demonstrate need for frequent or long-distance medical appointments via a signed yearly doctor verification form.

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

To determine eligibility, program applicants complete an application form. The application form can be completed by the applicant, a case manager or other support person. The application must include verification of residence in the City of Berkeley and verification of age. For those applicants under the age of 70 years old, verification of East Bay Paratransit (EBPS) enrollment status is completed by our BRSD staff by calling EBPS to confirm enrollment.

Staff review the application for basic eligibility and either deny or recommend program enrollment. Once the applicant is determined eligible and application is approved, taxi scrip or van vouchers are mailed within one week of approval of application and as well as distribution of GoGo rider credits.

CUSTOMER SATISFACTION

14. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures, and your follow up.

Complaints and commendations are received by email and/or phone by either BRSD staff, the Senior Center Directors or the Aging Services Division Manager. Most complaints are resolved by staff by providing initial customer service. For example, a participant may not have received their taxi scrip when expected or their GoGo registration needs to be completed, etc. Basic information about when the scrip was mailed, confirming their mailing address and/or re-sending the taxi scrip resolves most concerns.

Complaints regarding taxi companies, GoGo rides, missing taxi scrip, or other significant program problems are investigated by the Transportation Services Coordinator (TSC) and noted in a complaint log. The TSC investigates the complaint and the rider is called upon completion of the investigation. If the complaint involves issues related to a taxi cab permit for example, TSC will forward the complaint to the City of Berkeley Code Enforcement Unit (CEU) for resolution.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

Some of the reoccurring/common complaints for taxis received over this past fiscal year are as follows:

1. Some taxi drivers have refused to take riders if the ride is a short distance.
2. Some taxi drivers are insisting on charging riders flat rates and will not use the taxi meter.
3. Some riders have complained that some taxi drivers have an aggressive and argumentative attitude which makes them feel uncomfortable and unsafe.
4. Some seniors report they did not receive their taxi scrip or van vouchers due to a problem with the U.S. Postal service.
5. Some seniors report they need additional taxi scrip and/or GoGo ride credits and wish the program could provide more.

When taxi drivers are engaging in practices that are not in alignment with required business practices or quality customer service, TSC will speak with drivers directly. Drivers are encouraged to comply with required business practices such as accepting taxi scrip and using their meter and refraining from aggressive and argumentative behavior with riders. If there are repeated patterns of complaints with a particular cab company, our code enforcement staff is advised and they will send a letter reminding them of what is expected as part of their city taxi cab permit requirements.

Additionally, customers are encouraged to make formal complaints to 311 which will then relay the complaint information to our City Code Enforcement Unit. These formal complaints need to include the name of the cab company and the day and time. We encourage our riders to collect this important information so code enforcement can pursue formal proceedings to determine whether the violations require a revocation of their city permit.

Some common complaints for GoGo include:

1. Difficulty understanding how to use the automated system.

2. Confusion regarding the exact pick up location, i.e., senior waiting in the lobby instead of entrance at a medical building and driver is waiting at entrance of building and eventually leaves because after 5 minutes of waiting.
3. Not registered with GoGo, reporting a registration oversight.

The above complaints are usually resolved after educating rider on how to use the automated system, reminding them to give specific point of pick up instructions to GoGo and completing their GoGo program registration.

We receive numerous commendations throughout the year via telephone, cards and letters. Some examples include: "I am satisfied, the program helps me a lot"; "I appreciate all the BRSD transportation programs, they get me to my destination"; "I use GoGo once a month to return from appointments with a retina specialist. It is very helpful having an automated message system that doesn't require sight or small print on their phone, all voice. It is an invaluable service"; and "GoGo is very supportive and doing good by seniors. I appreciate their calls, excellent customer service and they make it easy with a good follow-up."

Members repeatedly and consistently express their appreciation for the taxi scrip, wheelchair van and GoGo programs. Many report these programs have improved the quality of their lives by enabling them to get to and from their daily activities. Those members enrolled in the High Medical Needs Program have expressed particular appreciation for being able to get to and from their critical medical appointments

B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

As noted above, we continue to have regular and consistent conversations with our taxi cab companies reminding them of what is expected in their provision of providing taxi services to BRSD riders. We also continue to educate our riders on how to use the GoGo program more efficiently and successfully.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2024-25	1,681
Registrants at end of FY 2024-25	1,737
Current Registrants for FY 2025-26	964

Current number of applicants on a waitlist for FY 2025-26	177
Projected Registrants for FY 2026-27	1,200

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

We currently have 177 applicants on the waiting list and given the consistent and ongoing inquiries for enrollment, we anticipate an increase in our program enrollment.

16. What are the current program registrant demographics for FY 2025-26, if available? Fill in the boxes below.

****NOTE:** We began capturing most of this demographic information in 2022, the information below reflects beginning from that time period (for income data, we have been able to capture some data from previous years).

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	1
Asian	83
Black or African American	81
Hispanic or Latino	9
Native Hawaiian or Other Pacific Islander	
White	390
Other	23
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	445
Spinal Cord (SCI)	11
Head Injuries (TBI)	6
Vision	401
Hearing	63
Cognitive/Learning	18
Psychological	11
Invisible	8

Household Income	
< \$35,500	947
\$35,501-\$59,200	125
\$59,201-\$74,000	96
\$74,001-\$89,750	193
> \$89,750	

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2026-27.

The majority of the current demographics tend to be white with physical/mobility limitations and an income bracket of less than \$35,500. The majority of the City of Berkeley's older adults are white and we imagine we will continue to see this trend moving forward. However we do have outreach staff at both centers that make an effort to reach diverse racial populations that may be underutilizing or underrepresented in this program.

17. Do you expect the total number of one-way trips provided by your program in FY 2026-27 to increase, decrease or stay the same compared to the current year, FY 2025-26? Why?

We expect the total number of one-way trips in FY27 to increase based on enrolling those on the application waitlist and the expected additional enrollment.

18. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

☐ Yes
☒ No

A. If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2024-25	1,801
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2025	288

Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	1,920
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VEHICLE FLEET

20. Provide details regarding your vehicle fleet. To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

SAFETY AND PREPAREDNESS

21. Describe any safety incidents recorded by your program in FY 2024-25, or to date in FY 2025-26. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

22. If possible, describe your city's or your program's emergency preparedness plan. Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City of Berkeley has an Emergency Action plan that was last revised in August 2018 and a Health, Housing & Community Services Emergency Action Plan for our Senior Center last revised in January 2019. The plans can be provided upon request.

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2026-27 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure BB discretionary grant, segregate the grant funding by entering it in the "Other Measure BB" column.

24. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1.) *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

Management and Overhead Costs supported by Measure BB:

Ongoing administrative and program management costs, including but not limited to: staff time to work on programming planning and implementation, work with consultants and community agencies, research of new programs, contracting with service providers and printing, postage, office supplies and travel costs.

B. Customer Service and Outreach Costs

Customer Service and Outreach Costs supported by Measure BB:

Staff costs for outreach: Outreach to potential new participants at senior residence facilities and health clinics, developing outreach materials, outreach to agencies serving eligible participants, and outreach at local fairs and community events.

Staff costs for customer services: Assisting applicants with registration, verification of eligibility, enrolling participants into program, coordinating and distributing program benefits, assisting current enrollees with referrals to transportation and other services, responding to customer services calls via our dedicated telephone line; orienting and training riders on how to use GoGo program, and investigating and responding to customer complaints.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2026-27, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?

Maintaining a designated percentage of reserve funds (minimum of 25% of our DLD) helps to mitigate any unexpected revenue variability or fluctuation and/or program expenses. With a portion of our reserves, we can help ensure continuity of services and long-term program sustainability.

MISCELLANEOUS

26. Use this space to provide any additional notes or clarifications about your program plan.

We will also be exploring the possibility of contracting with Lyft or Uber in the future for our on demand transportation program. Contracting directly with a TNC could lower the costs of rides and in turn we would be able to enroll more applicants into the program.

Some of our riders may find navigating the process of downloading a phone app and using the app to order a ride challenging. With that in mind, we could consider offering both GoGo (phone app and/or cell phone not needed) for those who prefer that service and Lyft or Uber.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2024-25)

Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2024-25	\$0
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$606,716
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$821,192
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$1,427,908
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$1,427,908

Service/Program Type and Name		Performance FY 2024-25		Total FY 2024-25 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2024-25)									Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	Quantity Provided FY 2024-25 Provide total number of one-way trips or units	On-Time Performance FY 2024-25 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2024-25 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transportation	Taxi Scrip Program	16,350			\$579,806.00							\$ 579,806	
Same-Day Transportation	High Medical Taxi Scrip	2,876			\$ 26,910	\$ 66,129						\$ 93,039	
Specialized Accessible Van	Accessible Wheelchair Van Program	1,388				\$ 49,420						\$ 49,420	
Specialized Accessible Van	High Medical Need Accessible Wheelchair Van Program	413				\$ 13,294						\$ 13,294	
Same-Day Transportation	GoGo Program	10,100				\$ 175,642						\$ 175,642	
Customer Service and Outreach						\$ 66,701						\$ 66,701	
Management/Overhead						\$ 202,323						\$ 202,323	
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				\$ -	\$ 606,716	\$ 573,509	\$ -		\$ -	\$ -		\$ 1,180,225	

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)
Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name (Should also note Type in some way)	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. online, cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility (wheelchair or mobility devices that require a lift/ramp) Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this service fixed route, origin-to-destination service (e.g. door-to-door), or door-through-door? Drop-down Menu	Service Area
Same-Day Transportation	GoGo Program	GoGo Technologies, Inc.	Medical, grocery shopping, social and recreation	\$4.00 per ride	Rider Credits	Not Accessible	On Demand	Curb-to-Curb	Berkeley and Surrounding Cities
Same-Day Transportation	GoGo High Medical Need Program	GoGo Technologies, Inc.	Medical appointments	\$4.00 per ride	Rider Credits	Not Accessible	On Demand	Curb-to-Curb	Berkeley and Surrounding Cities
Specialized Accessible Van	Accessible Wheelchair Van Program	Easy Does It	Medical, grocery shopping, social and recreation	\$4.00 per ride	Voucher	Accessible	Same Day	Door-to-Door	Berkeley and Surrounding Cities
Specialized Accessible Van	High Medical Need Accessible Wheelchair Van Program	Easy Does It	Medical appointments	\$4.00 per ride	Voucher	Accessible	Pre-scheduled	Door-to-Door	Berkeley and Surrounding Cities
Customer Service and Outreach Management/Overhead	Customer Service and Outreach Management/Overhead								

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transportation	GoGo Program	24 rides per year	24/7	1 Day	Monday-/Sunday: 24/7	Must be Berkeley resident 70 years old + OR those certified as disabled by East Bay Partransit of any age	Continuing/Ongoing	28,800	We are currently using GoGo as part of our on demand transportation program. In FY27, we are proposing to expand the GoGo program as our sole on demand transportation program
Same-Day Transportation	GoGo High Medical Need Program	12 rides per year	24/7	1 Day	Monday-/Sunday: 24/7	Must be Berkeley resident 70 years old + OR those certified as disabled by East Bay Partransit of any age	Continuing/Ongoing	840	We are currently using GoGo as part of our on demand transportation program. In FY27, we are proposing to expand the GoGo program as our sole on demand transportation program
Specialized Accessible Van	Accessible Wheelchair Van Program	32 rides per year	Monday-Friday - 9 am- 11 pm and Saturday-Sunday: 10 am-11 pm	For rides 10 miles outside of Berkeley, 3 days notice is required for scheduling. For same day rides, rides are scheduled on a first come, first served basis and may be requested up to 1 hour before pickup time.		Must be Berkeley resident 70 years old + OR those certified as disabled by East Bay Partransit of any age	Continuing/Ongoing	1,600	
Specialized Accessible Van	High Medical Need Accessible Wheelchair Van Program	16 rides per year	Monday-Friday - 9 am- 11 pm and Saturday-Sunday: 10 am-11 pm	For rides 10 miles outside of Berkeley, 3 days notice is required for scheduling. For same day rides, rides are scheduled on a first come, first served basis and may be requested up to 1 hour before pickup time		Must be Berkeley resident 70 years old + OR those certified as disabled by East Bay Partransit of any age	Continuing/Ongoing	320	
Customer Service and Outreach	Customer Service and Outreach	N/A	N/A	N/A	Monday-Friday, 8 am to 5 pm	Any community member seeking information or assistance	Continuing/Ongoing		
Management/Overhead	Management/Overhead	N/A	N/A	N/A	Monday-Friday, 8 am to 5 pm		Continuing/Ongoing		
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Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2026-27 Program Revenue (Measure BB and all other funds available for FY 2026-27)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2025-26 (June 30, 2026)	\$256,762
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	857,094.00
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$1,113,856
Total FY 2026-27 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas BB) (should equal Columns E, G, and H)	
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$1,113,856

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost	Cost per Trip	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2026-27 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2026-27 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure BB funds to be EXPENDED	What is the source of these OTHER Measure BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>	Cost per Trip or other unit of service (e.g. per training, meal, etc.) <i>Will automatically calculate</i>	Net Cost per Trip or other unit of service (net of fare revenue) <i>Will automatically calculate</i>
GoGo Program	28,800	\$ 256,762	\$ 215,438						\$ 472,200	16.39583333	16.40
GoGo High Medical Need Program	840		\$ 13,440						\$ 13,440	16.00	16.00
Accessible Wheelchair Van Program	1,600		\$ 43,200						\$ 43,200	27.00	27.00
High Medical Need Accessible Wheelchair Van Program	320		\$ 8,640						\$ 8,640	27.00	27.00
Customer Service and Outreach			\$ 39,613						\$ 39,613	#DIV/0!	#DIV/0!
Management/Overhead			\$ 222,881						\$ 222,881	#REF!	#REF!
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Totals	31,560	\$ 256,762	\$ 543,212	\$ -		\$ -	\$ -		\$ 799,974		

Budget check (total revenue less total cost): \$313,882

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$313,882
Reserve balance as percent of FY 2026-27 Revenue*	37%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

Attachment Table D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	A Express Cab	N/A
Ford Escape	SUV	2007	Gas	None	N/A	N/A	1	Checker Cab	N/A
Toyota Prius	Sedan	2007	Hybrid	None	N/A	N/A	1	Commuters Cab	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Eagle Cab Co	N/A
Toyota Highlander	SUV	2007	Hybrid	None	N/A	N/A	1	Everest Cab Service	N/A
Toyota Prius	Sedan	2013	Hybrid	None	N/A	N/A	1	Himalyan Cab	N/A
Toyota Sienna	Minivan	2022	Gas	None	N/A	N/A	1	Tip Top Cab	N/A
Ford Escape	SUV	2008	Gas	None	N/A	N/A	1	Yellow Campus Cab Co	N/A
Ford Escape	SUV	2010	Gas	None	N/A	N/A	1	Yellow Checker Cab Co.	N/A
Mercury Marina	SUV	2008	Gas	None	N/A	N/A	1	Yellow Express Cab	N/A
Toyota Highlander	SUV	2010	Gas	None	N/A	N/A	1	Yellow Express Cab	N/A

Ford Escape	SUV	2009	Gas	None	N/A	N/A	2	Yeti Taxi Services	



Health, Housing & Community Services
Aging Division

Berkeley Rides for Seniors & the Disabled

Mary Triston, MSW
Transportation Services Coordinator

Internal

Demographics

- **City of Berkeley Total**
Population Estimate: 121,749
 - 16.7% are seniors (65+)
 - 7.7% are people with disabilities
 - Seniors 75+ represent 47% of disabled residents



Source: US Census ACS, 2021 & 2024

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Program Benefits

BRSD currently provides 963 City of Berkeley senior and disabled residents with the following supplemental transportation programs:

➤ **\$ Taxi Scrip Program:**

- \$240 of no cost taxi scrip per year

➤ **Wheelchair Van Program:**

- 32 no cost van vouchers per year

➤ **High Medical Need Program:**

- 480 of no cost taxi scrip per year
- 32 no cost van vouchers per year



Internal

Program Benefits (Continued)

➤ **GoGo:**

- \$200 no cost rides per year

➤ **East Bay Paratransit Tickets:**

- 9 to 18 \$4 tickets per year.

➤ **Travel Training:**

- In collaboration with United Seniors of Oakland and Alameda County, BRSD hosts 4 trainings per year on how to effectively and safely use public transportation.



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Highlights from FY 2025

- **Total Number of Enrolled Riders:** 1,737
- **Total Number of Rides:** 31,127:
 - **Taxis:** 19,226 rides
 - **Accessible wheelchair van:** 1,081 rides
 - **GoGo:** 10,100
- **Travel Trainings:** We hosted and coordinated 3 travel trainings at our senior centers.
- **Yearly Rider Survey:**
 - Very satisfied: 58%
 - Satisfied: 27%
 - Somewhat satisfied: 8%
 - Dissatisfied: 2%

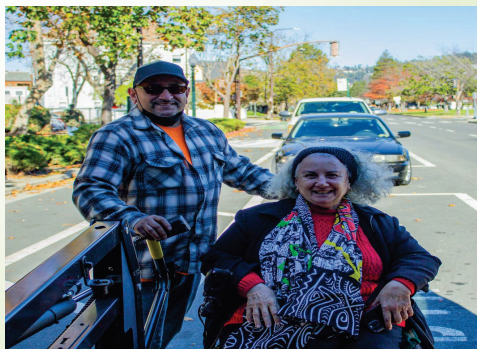


Internal

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Highlights from FY 2025 (continued)

- **Budgetary Constraints & Program Reduction:** Reduced number of rides and frequency of distribution of taxi scrip, van vouchers and GoGo credits.
- **Program Waitlist:** Implemented a program waitlist due to budgetary constraints.
- **Application Recertification Process:** Beginning in June 2025, all riders submitted a new application. This process resulted in a 47% decrease in rider enrollment and allowed us to have a balanced budget.



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FY 2026-27 Program Highlights



► **Taxi & GoGo Program Change:**

Beginning 7/1/26 we will be transitioning from taxi & GoGo rides, to solely GoGo rides.

► **Rider Share of Cost:** Beginning 7/1/26, all riders will pay a \$4.00 share of cost per ride for both GoGo and our accessible wheelchair van service.

Internal

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Staffing Summary

► **Transportation Services Coordinator:**

- Plans, organizes and directs the administration and operation of BRSD.

► **Support Staff:**

- Operates Taxi scrip reimbursement window, customer service and program administration support.

Why it All Matters

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"I use GoGo once a month to return from appointments with a retina specialist. It is very helpful having an automated message system that doesn't require sight or small print on their phone, all voice. It is an invaluable service".

"I appreciate all the BRSD transportation programs, they get me to my destination".

"I am satisfied, the program helps me a lot".



Internal

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Thank you!



Mary Triston, MSW

Transportation Services Coordinator

City of Berkeley

Health, Housing and Community Services: Aging Services

mtriston@cityofberkeley.info

(510) 981-5135

Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: North County

Paratransit Program: City of Emeryville

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - Same-Day Transportation (Taxi Reimbursement and TNC)
 - Specialized Accessible Van Service (8-To-Go Shuttle)
 - Group Trips
 - Means-Based Fare Program (Subsidized EBP Ticket Program)
 - Meal Delivery
 - Management / Overhead
- 99% Measure BB
- 89% Reserves
- Cost per trip –
 - Same-Day Transportation (Taxi Reimbursement): \$15
 - Same-Day Transportation (TNC Program): \$20
 - Accessible Shuttle Service: \$68.88
 - Group Trips: \$27.78
 - Means-Based Fare Program: \$9

- Meal Delivery: \$0 (reimbursements rarely requested)
- Trends in registration – registration is expected to increase
- Trends in trip provision – ridership for the TNC Program is expected to increase; trip provision for the Group Trips and 8-To-Go programs is expected to remain steady
- Demographics reporting – race/ethnicity and disability was reported; income was not reported
- Elements requiring approval:
 - N/A
- Additional staff notes
 - In FY2025-26, the City implemented a waitlist feature for its Group Trips Program when demand exceeded vehicle or ticket capacity. The City plans to continue the waitlist for Group Trips while seeking to expand capacity for high-interest trips.
 - Increased operational costs for the 8-To-Go Shuttle may prompt the City to reduce service hours or explore ways to offer the service internally as opposed to contracting the service with an outside vendor.



FY 2026-27 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to older adults and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2026-27 Program Plan Excel workbook contains a tab to report on FY 2024-25 performance and budget (Attachment Table A). The FY 2024-25 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2024-25 compliance report.*
3. References:
 - a. FY 2026-27 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 13, 2026)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised December 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at paratransit@alamedactc.org.

Be sure to include your agency name and FY 26-27 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY26-27_Paratransit_Program_Application.doc).

If you have questions, please contact the Paratransit Program Team at paratransit@alamedactc.org.

FY 2026-27 Annual Paratransit Program Plan Application

Due by February 27, 2026

CONTACT INFORMATION	
Agency:	City of Emeryville Senior Center
Contact Name:	Hazel Barry
Title:	Recreation Supervisor
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Date Submitted: 02/27/26

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measure BB reserves, and/or paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2025 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility. Programs must subsidize at least 50% of the fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing on-demand WAV.

- **Accessible Shuttle Service:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$50, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.

- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Provide a short narrative description of your agency's FY 2026-27 program.

The City of Emeryville provides a suite of Paratransit services offered to meet the leisure, quality of life, and safety net services for seniors and people with disabilities. As a small City receiving a relatively small amount of funding from the Alameda CTC Paratransit program, staff have chosen the most desired and needed programs to fund. In the past, the Accessible Group Trips Program was the most popular form of transportation services provided in the City of Emeryville. Our Accessible Group Trips program resumed in July 2022 and in August we received our new EV ADA accessible bus. The Taxi Reimbursement Program provides a safety net to fund on-demand trips for seniors and people with disabilities who live in Emeryville to various destinations. The TNC Program has been broken out separately from the Taxi Reimbursement program but works on the same principle. The Meals on Wheels Volunteer Driver Mileage Reimbursement Program helps the City incentivize volunteers who may have financial constraints to sign-up and deliver meals to seniors and people with disabilities in Emeryville. The City also offers Subsidized EBP Ticket Programs to serve those who have trouble purchasing East Bay Paratransit tickets at full cost. Measure BB funds are used to support the ongoing operations of its 8-To-Go Shuttle that provides enhanced mobility for seniors and people with disabilities throughout the 94608-zip code area of Oakland and Emeryville. The City of Oakland began contributing part of its DLD fund to the 8 To Go Program beginning in FY2019-20 and has continued to support the program for servicing residents on the Oakland/Emeryville border residing in the same zip code.

B. Explain how the suite of services offered is targeted towards older adults and people with disabilities in your community. Why have these services been selected to meet the trip needs of your customers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

All services described above are only available for seniors and people with disabilities as outlined by the A-CTC guidelines. The public is informed of these programs through the Emeryville City News and Activity Guide, which is produced and updated on the website three times per year. These services are also highlighted in the Emeryville Senior Center Monthly Newsletter, the City of Emeryville Website, and other publication materials produced by the city. We have selected the suite of services that we offer based on demand from previously successful programs. We also actively seek feedback into our programs and are open to creating new programs if we find that demand exists. Existing programs enhance quality of life by allowing those who cannot provide their own transportation or use public transportation to remain independent by providing forms of transportation that are accessible. The group trips program provides positive social interaction and experiences that individuals may not otherwise experience. The 8 to Go Shuttle service provides seniors with accessible transportation to meet the needs of daily life errands and appointments.

No program changes are anticipated from the previous year.

- C. List the most common trip destinations for older adults and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.**

Hospitals, health clinics, Dialysis centers, major shopping complexes, grocery stores, senior centers, senior housing, private homes, financial institutions, restaurants, beauty salons, grocery stores, farmers markets, libraries, BART.

- D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.**

Data for average trip length is not available. The distance of the trip depends on the focus of the program. For example, the Meals on Wheels program and 8 To Go are designed to be hyper-local so they will have short destinations within the boundaries of Emeryville/Oakland/Berkeley/94608 Zip Code. The Group Trips program goes all over the Bay Area and as far away as Monterey or Sacramento, even Reno for the first time in 2026.

- E. If you implemented a waitlist in FY 2025-26, please provide a narrative description and plans for FY 2026-27.**

During FY 2025–26, waitlists were utilized exclusively for field trips in which participant interest exceeded the available vehicle or ticket capacity. In such cases, a waitlist was established to ensure an equitable and orderly process for offering spaces that became available due to participant cancellations. Openings were extended to individuals on the waitlist in the sequence of their registration. When operationally feasible, staff pursued opportunities to increase trip capacity—such as securing additional transportation or tickets—to accommodate as many waitlisted participants as possible. These efforts were guided by the objective of maximizing access to recreational and enrichment opportunities for Senior Center members.

For FY 2026–27, the program will continue implementing waitlists when demand for field trips exceeds available capacity. The current first-come, first-served procedure for filling cancellations will be maintained to ensure fairness and transparency. Staff will also continue assessing opportunities to expand capacity for high-interest trips, resources permitting. Additionally, the program intends to refine planning practices by monitoring participation trends and proactively identifying trips likely to exceed demand. This approach aims to improve overall

access, reduce reliance on waitlists, and further support broad participation among Senior Center members.

Waitlists are not used for on demand rides as this is not a tool we have seen a need to introduce.

2. Will your agency's program for FY 2026-27 conform to the Paratransit Program Implementation Guidelines, as required?

☒ Yes

☐ No

A. If "No", explain below and contact Alameda CTC staff to discuss. (prior to February 20, 2026)

3. If proposing any service or program changes in FY 2026-27 from the current year, FY 2025-26, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

No program changes are anticipated from the previous year.

4. Looking ahead, beyond FY 2026-27, do you anticipate major service changes? Please briefly describe. Describe major changes such as beginning or ending a type of service anticipated within the next five years.

We hope to be able to continue the 8 to Go Shuttle Service as long as funding allows. An increase in operational costs may limit our ability to offer a full-day service. If costs continue to rise at an unsustainable rate, we may have to find a way to offer the service internally as opposed to contracting the service with an outside vendor or looking for additional funding. Limiting service hours for 8 to Go is also an option if other transportation programs are implemented. If alternate funding allows for expanded paratransit services, then additional options will become available

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements **prior to implementation**. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2026-27 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2025-26 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
- G. Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

- A. No planned capital expenditures.
- B. There are no planned changes to our existing Taxi/TNC program.
- C. Our Taxi Subsidy program does not include incentives to drivers and/or transportation providers.
- D. The City of Emeryville does not fund an Accessible Shuttle Service as defined by A-CTC with Measure BB funds.
- E. No mobility management/travel training programs as defined by A-CTC are currently being funded in the City of Emeryville by Measure BB.
- F. There are no low-income requirements for our scholarship or fare subsidy programs.
- G. There are no new Meal Delivery Funding programs planned

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible, provide dates for these activities. Note below if this plan was reviewed by a local advisory committee, including the name of the committee, and the date of the meeting.

The city collects surveys from customers after accessible group trips. Feedback is gathered from the Commission on Aging and Friends of the Emeryville Senior Center meetings on the Paratransit program via monthly reports and updates. The 8-To-Go ridership is surveyed via phone interviews and/or rider surveys.

Feedback is also sought from shuttle and field trip van drivers.

- 7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

Most of the feedback received is word of mouth and surveys from riders and drivers. We collect surveys after each accessible group trip and encourage feedback at the Emeryville Commission on Aging and Friends of the Emeryville Senior Center meetings. We also receive comments/suggestions via comment boxes and in-person/email/phone suggestions to staff. Some recent outreach presentations have taken place for local residential facilities to share resources for potential new riders.

For FY 26-27, we plan to complete annual surveys in August of each year.

- A. Describe how the outreach addressed equity and inclusion.** (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

No specific inclusion requests were addressed. If a need was requested or required, we would make every effort to accommodate.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

The previous surveys collected primarily addressed the 8 To Go service. While riders were generally very happy with the service provided, some riders have expressed interest in expanding the boundaries of our service area. Our group trips program is very active again with increased demand for more day trips and overnight trips as suggested from feedback forms. Taxi reimbursements have increased through awareness to the program through consistent promotions and through the monthly newsletter.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

We are continuing our partnership with the City of Oakland to fund operations for the 8 To Go program. This program is mutually beneficial for both Cities as it means their residents will continue to have access to the service. From March 2026, updated dispatch software is being implemented at Emeryville Senior Center following all staff receiving training in February 2026. The Rides+ upgrade to My Senior Center is going to optimize 8-To-Go ride scheduling and create the ability to facilitate more rides per day.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

[] Yes

[x] No

- A. If "Yes", provide the name of the governing body and planned or actual approval date.

INFORMATION

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment Table B.

The public is informed of these programs through the Emeryville City News and Activity Guide, which is produced and updated three times per year. They are also highlighted in the Emeryville Senior Center Monthly Newsletter, the City of Emeryville Website, and other publication materials produced by the city. We also have a manual for our programs, which explains how the program works and eligibility.

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

Each program has different requirements for eligibility:

8 to Go: Participants must be at least 70 or Paratransit eligible and be a resident of the 94608 Zip Code.

Discount Paratransit Tickets: Participants must be Emeryville Residents and paratransit eligible.

Taxi Reimbursement /Lyft-Uber Reimbursement Program: Participants must be residents of Emeryville and at least 70.

Group Trips Program: Participants must be members of the Emeryville Senior Center.

Meals on Wheels Mileage Reimbursement Program: Participants must be volunteer meal delivery driver who use their own private vehicle to deliver meals to participants of the program.

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

Customers enroll by filling out a one-page application. Customers in all of our programs can be enrolled and become eligible for service the same day.

CUSTOMER SATISFACTION

14. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures, and your follow up.

Participants have the option of contacting staff in person, via email, phone, or written correspondence. There is also a suggestion box located at the senior center in case the patron chooses to remain anonymous. We provide "How are we doing?" cards that give the individual the option of being contacted. These cards also offer the opportunity to provide commendations. Additionally, each of our group trips includes an itinerary with a comment section at the bottom for the trip escort to collect at the end of each trip. Staff respond to the individual comments as quickly as possible. Depending on the situation, staff may contact other participants, vendors, drivers, or other staff to gain additional information. Refunds or gift certificates are often offered if it is found that we are in anyway at fault. We make sure to listen to all sides of the story to make sure all voices are heard. Documentation is noted for chronic issues or recurring issues.

A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the paratransit projects and programs listed in Attachment Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

Each program experiences limited complaints and each program experiences different types of complaints.

8 to Go: The program receives an occasional phone call complaining of late pickups and/or miscommunication in ride scheduling. This is often caused by the rider who may have forgotten to schedule a ride and later thought he/she did. We occasionally get complaints about the driver not being available for Same Day Rides. The most common complaint is that their preferred ride time is already taken by another rider.

Discount Paratransit Tickets: Prospective participants sometimes complain if they are not eligible for the program. They feel that the program should be open to those living outside Emeryville. They would also like to be able to purchase more tickets than the program allows for.

Taxi Reimbursement Program: We receive an occasional complaint about the turnaround time for reimbursement, but this is sometimes limited by the City's accounts payable system.

Group Trips program: This program has a wide variety of activities that are unique to the individual destinations. The most common complaints we receive are regarding traffic delays or the behavior of other participants. Parking at the Emeryville Senior Center is also often identified as a challenge. With the purchase of our new EV Bus, some participants complain about the lack of storage and leg room on the new bus. The capacity and distance radius is also less than the previous bus.

B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

8 to Go: We are finding that miscommunication is most often caused when riders mistakenly believe they reserved a ride, when they in fact did not. Late pickups are usually caused by a rider with limited mobility who may take longer to board. We are coordinating with the driver and dispatch to learn which riders need additional time and trying to build that into the manifest and by making a note for the driver. We are working with the management team of the service provider to make sure we can mutually agree on the best way to service the Same Day Riders. We tend to prioritize medical appointment trips over leisure trips and most riders are amendable. It is rare that we cannot facilitate a rider. By upgrading our scheduling software in March 2026, riders will also receive a text the morning of their ride to remind them and inform them what time to be ready at.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2024-25	30
Registrants at end of FY 2024-25	40
Current Registrants for FY 2025-26	46
Current number of applicants on a waitlist for FY 2025-26	0
Projected Registrants for FY 2026-27	55

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

General Membership numbers have increased at a steady rate of about 30+ new members a month for the senior center. With this increase, the group trips program continues to grow. The total general membership is well over 1200, but active membership numbers are about 100+ daily.

8 to Go: We have a consistent group of riders for the paratransit shuttle service. For the paratransit shuttle, there is turnover with riders due to loss for some and picking up new riders as they either become aware of the program or age into the program. We currently have 46 registered riders that use the service regularly as their only means of transportation.

Group Trips: With the addition of our new bus in August 2022, we started offering a consistent number of day trips each month which brought in new members looking for adventures. We offer about 5-8 trips per month at this time.

16. What are the current program registrant demographics for FY 2025-26, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	0.5%
Asian	5%
Black or African American	19.2%
Hispanic or Latino	1.8%
Native Hawaiian or Other Pacific Islander	2.1%
White	19.5%
Other	3%
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	12%
Spinal Cord (SCI)	N/A
Head Injuries (TBI)	N/A
Vision	☒
Hearing	☒
Cognitive/Learning	☒
Psychological	☒
Invisible	☒
Household Income	
< \$35,500	N/A
\$35,501-\$59,200	N/A
\$59,201-\$74,000	N/A
\$74,001-\$89,750	N/A
> \$89,750	N/A

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2026-27.

Based on current demographics, the program anticipates overall stability in racial and ethnic representation, with continued strong participation from Black, White, and Asian seniors and gradual growth among other groups as outreach expands. The proportion of participants with mobility or physical disabilities is expected to remain steady or increase slightly as the aging population continues to require additional support.

Rising cost-of-living pressures are likely to impact financial stability for many participants, potentially increasing the percentage of members in lower-income brackets. As a result, we expect a growing need for affordable programs, social-service referrals, and resource navigation among seniors. Overall, demand for accessible, low-cost recreational opportunities and supportive services is projected to increase in FY 2026–27.

17. Do you expect the total number of one-way trips provided by your program in FY 2026-27 to increase, decrease or stay the same compared to the current year, FY 2025-26? Why?

Due to the popularity of the TNC Program, we have seen an increase in the number of rides for this program. The Group Trips program has shown an increase in participants, but the number of trips is still not as often as before Covid due to staffing. The 8 To Go Shuttle has remained steady but has not increased dramatically in ridership.

18. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

☐ Yes
☒ No

A. If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2024-25	Group Trips: 60 8 to Go: 1596
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2025	Group Trips: 30 8To Go: 749
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	Group Trips: 60 8ToGo: 1700

VEHICLE FLEET

20. Provide details regarding your vehicle fleet. To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

SAFETY AND PREPAREDNESS

21. Describe any safety incidents recorded by your program in FY 2024-25, or to date in FY 2025-26. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

There were no safety incidents as described above for the reporting period.

22. If possible, describe your city's or your program's emergency preparedness plan. Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City of Emeryville has an emergency operations plan that was last updated in 2014. There is a transportation resource unit that reports to logistics section of the EOC addressing transportation resources. There is also a Local Hazard & Mitigation Plan approved by FEMA and adopted by City Council in 2019. All documents are either available by request or on the city website.

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2026-27 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure BB discretionary grant, segregate the grant funding by entering it in the "Other Measure BB" column.

24. Describe below the “Management/Overhead” and “Customer Service and Outreach” costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1.) *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

The City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for overhead and management costs with the exception of the direct cost for auditing services. The city strives to place every Paratransit penny received towards actual Paratransit programs/services.

See the attached spreadsheet detailing in-kind support for the Measure BB Paratransit Pass Through Programs. The city expends approximately \$81,500 annually to support accessible transportation programs.

B. Customer Service and Outreach Costs

The City of Emeryville DOES NOT use the Alameda-CTC Paratransit money for customer services and outreach costs. The city strives to place every Paratransit penny received towards actual Paratransit programs/services.

See the attached spreadsheet detailing in-kind support for the Measure BB Paratransit Pass Through Programs.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2026-27, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?

We often have a small balance left in reserves as a buffer for unexpected price adjustments in operating costs of the daily shuttle program. Any remaining funds will only be used for operating cost increases.

MISCELLANEOUS

26. Use this space to provide any additional notes or clarifications about your program plan.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2024-25)

Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2024-25	\$0
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	78,634
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	79,816
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$158,450
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	\$ 81,500
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$239,950

Service/Program Type and Name		Performance FY 2024-25		Total FY 2024-25 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2024-25)									Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	Quantity Provided FY 2024-25 Provide total number of one-way trips or units	On-Time Performance FY 2024-25 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2024-25 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Accessible Group Trips Program	100	Unavailable			\$ 196						\$ 196	
Same-Day Transp. - Taxi	Taxi Reimbursement	52	Non-applicable								City General Funds	\$ -	
Same-Day Transp. - TNC	Lyft/Uber Reimbursement	200	Non-applicable			\$3,734					City General Funds	\$ 3,734	
Meal Delivery (existing program)	MOW Reimbursement		Non-applicable								City General Funds	\$ -	
Scholarship/Subsidized Fare	Subsidized EBP Fare	50	Non-applicable								City General Funds	\$ -	
Specialized Accessible Van	8 to Go Shuttle	1,596	Unavailable			\$52,114	\$50,000	City of Oakland DLD funds	\$ 1,500		City General Funds	\$ 103,614	
Management/Overhead	Finance - Audit Fees		Non-applicable			\$1,658					City General Funds	\$ 1,658	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
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				\$ -	\$ -	\$ 57,702	\$ 50,000		\$ 1,500	\$ -		\$ 109,202	

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name (Should also note Type in some way)	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. online, cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility (wheelchair or mobility devices that require a lift/ramp) Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this service fixed route, origin-to-destination service (e.g. door-to-door), or door-through-door? Drop-down Menu	Service Area
Group Trips	Accessible Group Trips Program	Staff	Recreation			Accessible	Pre-scheduled	Curb-to-Curb	Bay Area
Same-Day Transportation	Taxi Reimbursement	Unavailable	Medical, grocery, regional trips, etc.	Depends on destination	\$80 max reimbursement per quarter		Same Day	Curb-to-Curb	Bay Area
Same-Day Transportation	Lyft/Uber Reimbursement	Unavailable	Medical, grocery, regional trips, etc.	Depends on destination	\$80 max reimbursement per quarter		Same Day	Curb-to-Curb	Bay Area
Meal Delivery	Meals on Wheels Reimbursement	Volunteers	Meal Delivery	None		Not Accessible	Pre-scheduled	Door-to-Door	Emeryville - Local
Means-Based Fare Program	Subsidized EBP Fare	East Bay Paratransit	Personal needs vary	Depends on destination	\$40 max purchase per customer per quarter until funding runs out	Accessible	Pre-scheduled	Curb-to-Curb	Bay Area
Specialized Accessible Van	8 to Go Shuttle	ETMA - Emeryville Transportation Management Association	Medical, grocery, regional trips	\$1/per one-way ride	Punch Card	Accessible	Pre-scheduled	Curb-to-Curb	Emeryville - Local
Management/Overhead	Finance - Audit Fees								

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Group Trips	Accessible Group Trips Program	No Limit	M-F	Up to 4 weeks in advance	M-F 9-4	Over 50/membership	Continuing/Ongoing	180	Avg. 15 one way trips per month
Same-Day Transportation	Taxi Reimbursement	No Limit				Resident/Over 70	Continuing/Ongoing	100	N/A
Same-Day Transportation	Lyft/Uber Reimbursement	No Limit				Resident/Over 70	Continuing/Ongoing	300	N/A
Meal Delivery	Meals on Wheels Reimbursement	Delivery 3 days a week	M-F	Weekly schedule	M-F 9-4	MOW Volunteer mileage log	Continuing/Ongoing	5,460	Avg. 35 clients/3 days week/one way route
Means-Based Fare Program	Subsidized EBP Fare	No Limit				EBP Certified/Resident	Continuing/Ongoing	100	
Specialized Accessible Van	8 to Go Shuttle	6 one way trips per week/client	M-F	Up to 2 weeks in advance	M-F 9-4	Resident/Over 70	Continuing/Ongoing	1,700	Avg. 150+ one-way trips/mo.
Management/Overhead	Finance - Audit Fees						Continuing/Ongoing	1,658	
0	0								
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Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2026-27 Program Revenue (Measure BB and all other funds available for FY 2026-27)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2025-26 (June 30, 2026)	\$65,600
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	77,547.13
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$143,147
Total FY 2026-27 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas BB) (should equal Columns E, G, and H)	\$ 53,158
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$196,305

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost	Cost per Trip	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2026-27 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2026-27 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure BB funds to be EXPENDED	What is the source of these OTHER Measure BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>	Cost per Trip or other unit of service (e.g. per training, meal, etc.) <i>Will automatically calculate</i>	Net Cost per Trip or other unit of service (net of fare revenue) <i>Will automatically calculate</i>
Accessible Group Trips Program	180		\$ 5,000						\$ 5,000	27.77777778	27.78
Taxi Reimbursement	100		\$ 1,500						\$ 1,500	15.00	15.00
Lyft/Uber Reimbursement	300		\$ 6,000						\$ 6,000	20.00	20.00
Meals on Wheels Reimbursement	4,700								\$ -	0.00	0.00
Subsidized EBP Fare	100		\$ 900						\$ 900	9.00	9.00
8 to Go Shuttle	1,700		\$65,600	\$50,000	City of Oakland DLD funds	\$ 1,500			\$ 117,100	68.88	68.00
Finance - Audit Fees	1,216			\$1,658					\$ 1,658	1.363486842	1.36
0	0								\$ -	#DIV/0!	#DIV/0!
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0	0								\$ -	#DIV/0!	#DIV/0!
Totals	8,296	\$ -	\$ 79,000	\$ 51,658		\$ 1,500	\$ -		\$ 132,158		

Budget check (total revenue less total cost): \$64,147

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$64,147
Reserve balance as percent of FY 2026-27 Revenue*	83%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

Attachment Table D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

[illegible]

City of Emeryville 2026-27 Paratransit Program Plan



Community Services Department

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April 27, 2026

Overview of Services

- Group Trips
- Taxi/TNC Reimbursement
- Discounted Paratransit Tickets
- 8 To Go Shuttle Service
- Program Updates
- Outreach

Community Services Department

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Group Trips

- Program Requirements
 - Must be Age 50+ and an Emeryville Senior Center Member
 - Currently 6-10 trips/mo.
 - Hiring additional drivers
 - Shopping Trips
 - Cultural Outings
 - Dining Experiences
 - EV Bus – local trips



Taxi/TNC Reimbursement

- No changes to Programs
- Same Requirements/Same Benefits
- Increase in program participation for Taxi
- Benefit: 90% Reimbursement of up to \$80 per calendar quarter
- Program Requirements
 - Emeryville Resident
 - Age 70+ OR 18+ and EBP Certified

Discounted Paratransit Tickets

- Must be an Emeryville Resident and EBP Certified.
- Program provides the benefit of \$40 worth of EBP tickets for \$4.
 - Requests for tickets are either mailed to client's home or picked up at the Senior Center.
 - One packet of tickets per quarter for each client.
 - Reduction in participation

8 To Go

- Local Door to Door Paratransit Shuttle Service
- Program Requirements
 - 94608 Resident (Emeryville or Oakland)
 - Age 70+ or 18+ and EBP Certified
- Oakland Partnership



Program Updates

- Emeryville Senior Center continues to see daily attendance and membership increases.
 - In-person and virtual programming
- Congregate Dining, Mercy Brown Bag and demand for Meals on Wheels has increased.
- Senior Help Desk – Volunteer led

Community Services Department

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Thank you!



Community Services Department

Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: North County

Paratransit Program: City of Oakland

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - Same-Day Transportation (Taxi Scrip and GoGoGrandparent)
 - Specialized Accessible Van Service (Van Voucher Program – Quality and Van Voucher Program – One Access)
 - Group Trips
 - Door-Through-Door/Volunteer Driver Service
 - Meal Delivery
 - Customer Service & Outreach
 - Management / Overhead
- 97% Measure BB
- 91% Reserves
- Cost per trip –
 - Same-Day Transportation (Taxi Scrip): \$51.72
 - Same-Day Transportation (GoGoGrandparent): \$10
 - Specialized Accessible Van Service (Van Voucher – Quality): \$64

- Specialized Accessible Van Service (Van Voucher - One Access): \$74.63
- Group Trips: \$22.06
- Volunteer Driver Service: \$66.67
- Meal delivery: \$1.15
- Trends in registration – registration is expected to increase
- Trends in trip provision – trip provision is expected to increase
- Demographics reporting – all demographic categories were reported
- Elements requiring approval:
 - N/A
- Additional staff notes
 - They are opening a second OPED customer front desk in East Oakland.
 - The City established a Transportation Commission in response to transportation being identified as the top priority need through the citywide Age-Friendly 2.0 needs assessment. The Transportation Committee will identify strategies for addressing mobility barriers. Though no changes are currently planned for OPED's program, there may be proposed new initiatives that involve the Measure BB paratransit program.
 - OPED's primary taxi partner is transitioning away from a traditional taxi fleet model and moving toward a sedan-based service structure more like that of TNCs. Over the next five years, OPED may need to adapt procurement, contracting, fare subsidy mechanisms, and performance

monitoring frameworks to align with this evolving service model.

- OPED is evaluating a transition to more online and smartphone-based systems for its taxi scrip and voucher program and account verification. OPED front desk and customer service staff will provide technical assistance and hands-on support to clients who are less comfortable with technology. Manual payment and voucher options will remain available to ensure equitable access.



FY 2026-27 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to older adults and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2026-27 Program Plan Excel workbook contains a tab to report on FY 2024-25 performance and budget (Attachment Table A). The FY 2024-25 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2024-25 compliance report.*
3. References:
 - a. FY 2026-27 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 13, 2026)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised December 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at paratransit@alamedactc.org.

Be sure to include your agency name and FY 26-27 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY26-27_Paratransit_Program_Application.doc).

If you have questions, please contact the Paratransit Program Team at paratransit@alamedactc.org.

FY 2026-27 Annual Paratransit Program Plan Application Due by February 27, 2026

CONTACT INFORMATION	
Agency:	City of Oakland
Contact Name:	Ana Bagtas
Title:	Aging & Adult Services Manager
Phone Number:	(510) 238-6794
E-mail Address:	ABagtas@oaklandca.gov

Date Submitted: February 27, 2026

TYPES OF SERVICES PROVIDED

- What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measure BB reserves, and/or paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2025 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility. Programs must subsidize at least 50% of the fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

Important Implementation Guidelines requirements: Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing on-demand WAV.

- **Accessible Shuttle Service:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.

Important Implementation Guidelines requirements: By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$50, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.

- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

Important Implementation Guidelines requirements:

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

Important Implementation Guidelines requirements: Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

A. Provide a short narrative description of your agency's FY 2026-27 program.

The City of Oakland's Human Services Department, Aging and Adult Services Division, operates the Oakland Paratransit for the Elderly and Disabled (OPED) program to provide accessible, affordable, and convenient transportation options for seniors aged 70 and older and adults with disabilities to maintain their independence, enhance their quality of life, and promote their health and well-being. The City of Oakland plans to accomplish this goal in Fiscal Year 2026-2027 by providing the following OPED transportation services to eligible residents:

Same-Day Transportation Services

OPED will offer on-demand, same-day transportation using taxis and Transportation Network Companies (TNC) through the following services:

1. **Taxi Scrip Program** - enables eligible seniors (70+) and adults with disabilities (18+) to purchase subsidized taxi scrip books for same-day, curb-to-curb transportation within an established service area. The program subsidizes at least 50% of the fare and may apply per-person caps consistent with guidelines.
2. **GoGoGrandparent** – a phone-based transportation concierge service for eligible participants aged 70 and older and adults with disabilities to receive limited monthly ride subsidies applied to their personal accounts for same-day ride coordination via Uber or Lyft. The concierge call center supports riders who do not use smartphone applications.

Specialized Accessible Van Services

To meet the demand for wheelchair-accessible and specialized trips for adults 18 years and older with disabilities who are not adequately served by ADA-mandated transportation, same-day taxi, or TNC options, OPED will operate the following Specialized Accessible Van Programs:

1. **Van Voucher Program (Quality)** – eligible participants may purchase subsidized vouchers for pre-scheduled, door-to-door wheelchair-accessible van service.
2. **Van Voucher Program (One Access)** – eligible participants receive limited issuance of special vouchers with no share of cost for same-day or pre-scheduled wheelchair-accessible service, including door-through-door assistance where needed.
3. **City of Emeryville 8-To-Go Co-Sponsorship** – the City of Oakland will continue its collaboration with the City of Emeryville and contribute funding to the Emeryville-operated 8-To-Go specialized accessible van program serving residents within the shared 94608 ZIP code. This partnership ensures same-day and pre-scheduled door-to-door wheelchair-accessible vehicle (WAV) service for eligible Oakland residents in the service overlap area.

OPED will prioritize fulfillment of WAV requests. Cost per trip for pre-scheduled services will not exceed ADA-mandated provider costs, consistent with the ACTC Paratransit Implementation Guidelines.

Group Trips Service

OPED will offer subsidized, pre-scheduled accessible shuttle transportation for older persons and adults with disabilities for round-trip outings originating from senior centers and independent living senior housing facilities. Trips support access to community events, shopping, social activities, and local destinations. All group trips will begin and end on the same day.

Door-Through-Door/Volunteer Driver Service

OPED will offer the **Taxi Up & Go! Program**, pre-scheduled, door-through-door escorted transportation service to support frail, socially isolated, and high-need participants enrolled in the Senior Companion Program and Multipurpose Senior Services Program (MSSP). Eligible participants are escorted by Senior Companion Volunteers, case managers, or caregivers on taxi trips to medical appointments, grocery shopping, senior centers, and other destinations. The program addresses critical mobility gaps for vulnerable residents who require assistance beyond curb-to-curb service, encourages social and community connection, and increases access to health and social services.

Meal Delivery

OPED will support transportation-related costs associated with delivering meals to homebound Oakland residents aged 60 and older through partnership with a local community-based agency providing home-delivered nutrition services. Funding will be limited to allowable transportation-related expenses and will not exceed the 5% cap of DLD Paratransit funds for FY 2026-2027. Measure BB fund balance will also be used to support the delivery of the projected number of meals for home-bound Oakland seniors during this period.

Management/Overhead

The City of Oakland's Human Services Department will provide centralized program management, budgeting, fiscal oversight, compliance monitoring, data collection, and annual performance reporting. City of Oakland will have an OPED representative attending Paratransit Technical Advisory Committee and the Paratransit Advisory and Planning Committee meetings, as well as participate in countywide transportation needs assessment and strategic planning efforts. Demographic and utilization data will be collected and reported through the Annual Compliance Report as required.

Customer Service/Outreach

In July 2025, the OPED program relocated its public-facing customer service desk at the Downtown Oakland Senior Center as a pilot. This strategy has proven successful in reaching new clients, promoting transportation services, and increasing accessibility and visibility of programs. This strategy will be replicated in FY 2026-2027 by opening an OPED customer service desk at the East Oakland Senior Center. OPED customer service staff conduct eligibility screening, enrollment and registration, distribution of fare media (taxi scrips, vouchers, etc.), individualized assistance, complaint intake and tracking, and public education on transportation resources.

The OPED program will also conduct proactive outreach to increase awareness, facilitate enrollment, educate consumers about available transportation services, and connect older adults and people with disabilities to the resources

they need to travel independently and safely within the community. Key outreach activities include community presentations and information sessions; collaboration with City's Information and Assistance, MSSP, CalAIM, senior centers, and Citywide Community Engagement Working Group; health and resource fairs; marketing and printed materials; and presenting to the Advisory Council on Aging, Mayor's Commission on Aging, and Mayor's Commission on Persons with Disabilities.

Collectively, OPED's FY 2026–2027 program offers a coordinated suite of same-day, pre-scheduled, accessible, volunteer-supported, group, and meal delivery transportation services. The design balances equity, accessibility, fiscal stewardship, and measurable performance outcomes to ensure compliance with Alameda CTC requirements while addressing the mobility needs of Oakland's older adults and people with disabilities.

B. Explain how the suite of services offered is targeted towards the older adults and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

The City of Oakland's OPED program is intentionally structured to address the distinct mobility barriers experienced by older adults (70+) and adults with disabilities (18+) who are unable to use fixed-route transit. Rather than duplicating ADA-mandated services, the City targets documented service gaps, particularly same-day transportation, supplemental wheelchair-accessible vehicle (WAV) capacity, door-through-door assistance, and geographically underserved areas.

Targeting Community Need

Oakland's suite of services has been selected based on long-standing consumer feedback, annual rider surveys, direct phone inquiries, and input from consumer advocates and program staff. In the winter/spring of 2025, the City's Aging and Adult Services division and the Mayor's Commission on Aging conducted a needs assessment of Oakland's seniors, adults with disabilities, and family caregivers through survey collection and listening sessions as part of the process of developing a 5-Year Strategic Action Plan for Aging. More than 950 surveys in multiple languages were collected and 13 listening sessions held in strategic underserved neighborhoods (West Oakland, deep East Oakland, Fruitvale, etc.) were attended by more than 380 participants. Listening session participants included monolingual Chinese, Vietnamese, and Spanish-speaking older adults and LGBTQ+ individuals. Transportation came up as the top need in the survey, and listening session participants provided more nuanced insight on this issue. Through these various engagement mechanisms, the need for the following transportation service options were consistently identified:

- Same-day flexibility for urgent medical visits, pharmacy trips, and essential errands that cannot be scheduled in advance.
- Expanded WAV capacity, particularly when taxis and TNCs cannot reliably fulfill accessible trip requests.

- Door-through-door and escort assistance for riders with mobility, cognitive, or frailty-related challenges who require more than curb-to-curb service.
- Transportation in underserved geographic areas, where other public or ADA services may be limited, indirect, less convenient, or inconsistent.

The City has therefore prioritized taxi scrip, TNC concierge access, specialized accessible van vouchers, volunteer-supported door-through-door trips, group trips. Nutritional health was also identified as a priority need, and transportation-related meal delivery would support access to healthy meals for homebound older adults with dementia and those too frail to get groceries or prepare meals.

Why These Services Over Other Eligible Types

The selected services provide flexibility and responsiveness that better align with Oakland consumers' lived mobility patterns and identified needs. For example:

- Same-day taxi and TNC subsidies respond to unplanned or time-sensitive trips.
- Specialized van services ensure equitable access for wheelchair users and riders requiring additional assistance.
- Volunteer-supported escort programs address high-need medical and grocery trips for frail seniors.
- Group trips promote social participation and reduce isolation without requiring individual trip scheduling.
- Meal delivery addresses mobility barriers for homebound older adults who cannot safely travel for food.

These services complement, rather than compete with, ADA-mandated paratransit and fixed-route transit, creating a layered mobility system that matches service intensity to rider need.

Enhancing Quality of Life and Meeting Basic Needs

Collectively, this service suite enhances quality of life by enabling riders to:

- Access medical appointments, dialysis, therapy, and pharmacy services.
- Obtain groceries and nutritious meals.
- Participate in community, cultural, and recreational activities.
- Maintain social connections and reduce isolation.
- Remain independent in their homes and communities.

For transit-dependent residents, these services are essential to sustaining health, safety, and autonomy. Annual satisfaction surveys and ongoing rider communications indicate strong support for the current service mix. The City will continue to evaluate demand trends and emerging needs.

- C. List the most common trip destinations for older adults and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.**

The City of Oakland has identified the following most common trip destinations for older adults and people with disabilities, reported by service category:

- **Same-Day Transportation Taxi/TNC:** Non-emergency medical facilities and outpatient clinics, grocery shopping, pharmacies, senior centers
- **Specialized Accessible Van:** Dialysis centers, non-emergency medical facilities, rehab and therapy facilities, and specialty medical providers
- **Group Trip Program:** Grocery shopping centers, museums and cultural institutions, restaurants, movie theaters, fairs and community events, other senior focused activities.

OPED also conducted a client satisfaction survey administered in English, Chinese, Vietnamese, and Spanish from December 2025-February 2025. A total of 458 completed surveys were received. Respondents identified the top 5 reasons for using Oakland Paratransit services in the last 12 months as follows:

1. Medical appointments: 78%
2. Shopping, errands/personal business: tied at 48%
3. Social gatherings: 24%
4. Senior center: 18%
5. Worship (church, temple, etc.): 13%

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

The OPED program does not currently track this information.

E. If you implemented a waitlist in FY 2025-26, please provide a narrative description and plans for FY 2026-27.

The OPED program did not implement a waitlist in FY 2025-26 and does not anticipate having a waitlist in FY 2026-27.

2. Will your agency's program for FY 2026-27 conform to the Paratransit Program Implementation Guidelines, as required?

☒ Yes

☐ No

A. If "No", explain below and contact Alameda CTC staff to discuss. (prior to February 20, 2026)

N/A

3. If proposing any service or program changes in FY 2026-27 from the current year, FY 2025-26, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

As of this program plan submission, the City of Oakland is not proposing any service or program changes for FY 2026–27 from the current FY 2025–26 program year. The existing suite of paratransit services will continue without modification. However, the City's Human Services Department, Aging and Adult Services Division—working in partnership with the Mayor's Commission on Aging and the University of San Francisco School of Nursing and Health Professions—is currently developing action steps in response to the 2025 citywide needs assessment and community engagement initiative. The assessment identified **transportation as the highest priority need** for seniors, people with disabilities, and family caregivers over the next five years. In response, the Mayor's Commission on Aging has established a Transportation Committee, scheduled to launch in March 2026, to identify targeted strategies and potential projects to address the mobility barriers identified by community members. Any proposed new initiatives that involve Measure BB paratransit funding will be submitted to Alameda CTC for review and approval prior to implementation. Because no service changes are proposed for FY 2026–27, there will be no immediate impact on current service delivery. The City will continue providing the existing range of services that remain essential to enabling older adults and people with disabilities to access medical care, obtain groceries and meals, maintain social connections, and remain safely and independently in the community.

4. Looking ahead, beyond FY 2026-27, do you anticipate major service changes? Please briefly describe. Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Looking beyond FY 2026–27, the City does not anticipate eliminating major service categories (e.g., same-day transportation, specialized accessible van, group trips, or volunteer-supported services). However, structural changes in the transportation marketplace may significantly affect how same-day services are delivered over the next five years.

The traditional taxi industry continues to decline statewide and nationally. In Oakland, the sole taxi company with sufficient capacity to meet same-day program demand is transitioning away from a traditional taxi fleet model and moving toward a sedan-based service structure that more closely resembles Transportation Network Companies (TNCs). While dispatch and reservation systems remain similar to taxi operations, vehicle types and operational models are increasingly aligned with TNC practices. Due to increasing operating costs, OPED's taxi service vendor has also requested an increase in the flag drop rate to double the current rate starting in FY 2026-27. This is the first rate increase for taxi service reimbursement rate in more than a decade.

This shift reflects a broader market trend in many communities, where taxi services are diminishing and same-day transportation is increasingly provided through hybrid or TNC-like models. Over the next five years, OPED may need to adapt procurement, contracting, fare subsidy mechanisms, and performance monitoring frameworks to align with this evolving service model. While the service category of "same-day transportation" is expected to remain due to its continued popularity among riders, the vehicle types, provider structures, and operational partnerships may continue to shift toward sedan- and app-based or hybrid dispatch systems. Cost adjustments will reflect this evolution in taxi service.

The City will continue to monitor market conditions to ensure service reliability, accessibility (including wheelchair-accessible vehicles), affordability, and consumer protections remain in place as the transportation industry evolves.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2026-27 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2025-26 Plan and are unchanged.**

Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)

- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
- G. Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

No new meal delivery program proposed for FY 2026-27.

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible, provide dates for these activities. Note below if this plan was reviewed by a local advisory committee, including the name of the committee, and the date of the meeting.

Consumer input was sought through a structured, multi-phase engagement process led by the Mayor's Commission on Aging (MCOA) and the City's Aging and Adult Services Division. The MCOA and the City conducted the Age-Friendly 2.0 strategic planning process starting in the fall of 2024 through early 2025, which included collecting nearly 950 survey responses and conducting 13 listening sessions with more than 380 participants across all Council Districts. Transportation emerged as a top priority and informed the continuation and refinement of OPED services.

OPED also conducts an annual client satisfaction survey to assess service utilization, trip purposes, barriers, and rider experience. Survey findings confirmed high demand for medical and grocery trips and strong impacts on independence and access to essential services.

In FY 2024-2025, OPED outreach activities to engage with consumers to increase awareness about transportation options and to gather feedback about services included: 10 resource fairs (230 attendees), 13 presentations (265 attendees), and 3 tabling at events (600 contacts), reaching a total of approximately 1,518

community members. General outreach activities also included the following presentations and briefings to boards, commissions, and stakeholder groups to solicit feedback and ensure transparency:

- 11/18/2024 – Alameda County Veterans Affairs Commission
- 10/21/2024 – Mayor's Commission for Persons with Disabilities
- 10/01/2025 – Mayor's Commission on Aging (MCOA)
- 10/21/2025 – City of Oakland Community Engagement Working Group
- 12/19/2025 – Alameda County Age-Friendly Council

7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.

The FY 2026–27 OPED program plan is grounded in a structured, community-informed planning process led by the Mayor's Commission on Aging (MCOA) and the City's Aging and Adult Services Division. As a first step, the MCOA developed a Transportation Issue Brief to frame key policy questions, identify data gaps, and highlight equity concerns affecting older adults and people with disabilities. The brief examined safety, infrastructure, access barriers, and the need to better center seniors and people with disabilities in transportation planning. This analysis served as a foundation for community engagement.

Building on this groundwork, the City launched the Age-Friendly 2.0 planning process, which included nearly 950 survey responses and 13 listening sessions with more than 380 participants across Oakland. Transportation consistently emerged as a top priority and a critical "lifeline" service necessary for accessing healthcare, food, social connection, and other supports that enable aging in place. In addition, OPED conducts an annual client satisfaction survey to assess service utilization, trip purposes, and program impact. Survey results confirm that medical appointments and shopping are the primary trip purposes, and a strong majority of respondents report increased independence and improved access to essential services as a result of OPED transportation. Together, the Issue Brief, citywide engagement process, and ongoing client surveys ensure that the program's service mix is data-driven, equity-focused, and responsive to the lived experience of Oakland's older adults and people with disabilities.

A. Describe how the outreach addressed equity and inclusion. (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

Outreach efforts were intentionally designed to promote equity and inclusion by engaging communities that are often underrepresented in traditional planning processes. As part of the Age-Friendly 2.0 strategic planning process led by the Mayor's Commission on Aging and the City's Aging and Adult Services Division, listening sessions were conducted in partnership with trusted, community-based organizations serving linguistically and culturally diverse older adults. Sessions were held with primarily monolingual seniors in their preferred languages at:

- Hong Fook / Family Bridges (Chinatown) – serving Chinese-speaking older adults
- Unity Council (Fruitvale) – serving Spanish-speaking older adults
- Vietnamese Community Development, Inc. (Deep East Oakland) – serving Vietnamese-speaking residents

These sessions ensured language access and culturally responsive engagement. Additionally, a dedicated listening session was conducted with Lavender Seniors, a nonprofit serving LGBTQI older adults, to ensure that the perspectives of LGBTQ+ elders were included. By partnering with trusted community organizations, providing language access, and intentionally engaging marginalized populations, outreach efforts centered equity and ensured that transportation priorities reflect the lived experiences of Oakland's diverse older adult and disability communities.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

Development of the FY 2026–27 program plan was first guided by findings from OPED's annual client satisfaction survey. Survey results confirmed that medical appointments and grocery shopping remain the primary trip purposes, that Taxi Scrip and accessible van services are the most utilized programs, and that riders report increased independence and improved access to essential services as key outcomes. This feedback ensured that the current mix of same-day, specialized accessible van, volunteer-supported, and group transportation services continues to be relevant, effective, and responsive to consumer needs.

Beyond the client survey, the broader Age-Friendly 2.0 needs assessment process led by the Mayor's Commission on Aging (MCOA) provided a citywide framework for ongoing planning and evaluation. Survey responses and listening sessions identified transportation as a top priority and highlighted equity, safety, and access barriers affecting older adults and people with disabilities. These findings were presented publicly to the MCOA in October 2025, leading to the formation of focused subcommittees—including a Transportation subcommittee—to continue developing action steps and guiding long-term improvements.

Together, the client satisfaction survey ensures services remain responsive to current users, while the citywide needs assessment informs continuous planning, equity-centered evaluation, and future service enhancements.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

The City's OPED program is exploring modernization efforts during FY 2026–27 that, if successful, may be implemented during the fiscal year and continue in subsequent years. OPED is evaluating a transition from its current manual taxi scrip and voucher sales system to an online and smartphone-enabled platform, aligned with the City's new point-of-sale (POS) system that supports electronic payment methods. This would reduce processing times and improve convenience and accessibility. OPED front desk and customer service staff will provide technical assistance and hands-on support to clients who are less comfortable with technology. Manual payment and voucher options will remain available to ensure equitable access.

OPED is also exploring the development and pilot of a mobile application that could support a future shift from paper taxi scrip to a paperless, account-based verification system. These potential updates would not change the core service

types offered but would modernize fare distribution and trip verification. This will also improve OPED's ability to track service utilization and generate reports that will inform future program planning. Over time, these improvements are expected to increase efficiency, reduce administrative burden, and enhance accessibility, while maintaining the program's focus on meeting essential transportation needs.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☐ Yes

☒ No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

Plan was not shared but will be presented to the Transportation Committee.

INFORMATION

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment Table B.

The OPED website: [Transportation Services & Resources | City of Oakland, CA](#) lists all the services available through OPED. The website includes information about ACTC and states, "ACTC Your Transportation Dollars at Work" with attribution of program funding to ACTC. The OPED site also has links to the ACTC home page, Oakland Public Works ACTC/Measure B/BB, and Access Alameda. OPED collateral materials also mentions Alameda ACTC and Measure BB as a funding source.

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

Oakland or Piedmont resident

Aged 70 or older

Adults 18-69 with disabilities and enrolled in the East Bay Paratransit

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

Consumers enroll in the OPED program through a simple application process supported by in-person, phone, and online assistance. Since July 2025, OPED's customer service front desk has been relocated to the Downtown Oakland Senior Center, significantly increasing program visibility and accessibility. The senior center location offers easier access, improved walk-in traffic, and direct engagement with older adults already utilizing City services.

Enrollment Process and Timeline

Eligible seniors (70+) and adults with disabilities (18+) complete an application form and provide required documentation (e.g., proof of age, residency, and enrollment in the East Bay Paratransit). Applications may be submitted in person, by mail, or electronically.

Outreach and Access to Information

Program information is widely distributed through multilingual brochures available at senior centers and community events; program handbills and flyers; the City's departmental website; the ACTC Access Alameda publication and website; and the division's e-newsletter. Services are also promoted through presentations at senior residential sites, provider meetings, Oakland senior centers, and televised public meetings of the Mayor's Commission on Aging and the Mayor's Commission on Persons with Disabilities. The department's Outreach Developer supports OPED and actively participates in community events and coordinates with other City programs.

CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures, and your follow up.

Complaint Process: Participants are provided written instructions in their program enrollment documents about procedures to file complaints. The complainant shall contact the transportation provider directly for resolution. They are asked to record as much information about the experience such as the date, company name, staff or driver's name, vehicle number, destination, other circumstances. If participants do not receive a satisfactory resolution, they are requested to contact the OPED office directly. At that point, staff contacts the vendor about the matter and works with them towards a satisfactory resolution or a plan to avoid future occurrences.

Commendation Process: This is an unscripted process where participants may contact the transportation providers directly or they may contact the OPED office. Positive feedback may come by phone or mail that outlines their positive experience with a company or driver. Companies are encouraged to share positive feedback directly with their employees and the OPED staff. In cases where the information is shared with the OPED office, staff ensures the feedback and appreciation are shared with the companies. Acclamation is generally submitted in a written format.

A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the paratransit projects and programs listed in Attachment Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

Based on results from the OPED Client Satisfaction Survey conducted in January 2025, feedback across service categories reflects both strong commendations and recurring themes for improvement.

Taxi Scrip (Same-Day Taxi Service)

Commendations: Taxi Scrip is the most utilized service and receives high praise for affordability, driver courtesy, reliability, and supporting independence. Many respondents report that the program allows them to attend medical appointments, shop for groceries, and feel less dependent on others.

Common Complaints/Suggestions: Recurring concerns include occasional long wait times, missed or late pickups, inconsistent driver knowledge about accepting scrip, and meter or fare disputes. Some riders suggested improved driver training, expanded hours, and clearer communication regarding booking and cancellations.

GoGoGrandparent (TNC Concierge Service)

Commendations: Riders appreciate the flexibility, convenience, and ability to book rides without using a smartphone app. The service is valued for expanding transportation options, especially for early morning or airport trips.

Common Complaints/Suggestions: Feedback includes concerns about higher costs compared to Taxi Scrip, driver availability, and occasional booking or communication challenges. Some riders requested clearer pricing information and improved reliability during peak times.

Wheelchair Van Voucher (Specialized Accessible Van Service)

Commendations: Participants value the availability of accessible vehicles and door-to-door assistance. Caregivers noted that the service reduces physical strain and safety risks when transporting wheelchair users.

Common Complaints/Suggestions: Common concerns include scheduling limitations, longer advance reservation requirements, and occasional delays. Riders suggested increasing capacity and improving timeliness.

Taxi Up & Go (Door-Through-Door/Volunteer Escort Service)

Commendations: This program is appreciated for providing escorted assistance for medical and essential trips. Riders highlighted the importance of having support beyond curb-to-curb service.

Common Complaints/Suggestions: Suggestions include expanding availability and increasing awareness of the service among eligible participants.

Group/Bus Trips (Accessible Shuttle)

Commendations: Participants value the opportunity for social engagement,

recreation, and community connection. The program is viewed as important for reducing isolation.

Common Complaints/Suggestions: Feedback included requests for more frequent trips, additional destinations, and improved communication about schedules.

Overall Themes

Across programs, riders frequently cited increased independence, affordability, and safety as major benefits. Recurring system-wide suggestions include improving on-time performance, expanding service availability (including evenings and weekends), enhancing communication, and continuing culturally responsive outreach. Overall satisfaction remains high, with most respondents reporting positive impacts on their ability to meet essential life needs.

B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

Periodic meetings are now scheduled with taxi operator owners and dispatch manager to discuss the issues and come up with solutions. For example, operator is increasingly using sedans, which is less recognizable for clients than the yellow taxis. Based on client input, the sedans are now clearly marked with the operator's company name and logo to ease client concerns about strangers picking them up. Check-in meetings are also scheduled with the TNC, WAV, and other vendors at least once annually.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

Registrants at beginning of FY 2024-25	1,694
Registrants at end of FY 2024-25	1,984
Current Registrants for FY 2025-26	2,103
Current number of applicants on a waitlist for FY 2025-26	N/A
Projected Registrants for FY 2026-27	2,300

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

The City expects program registration to increase in FY 2026–27 by at least 7% compared to FY 2025–26. This projection is based on sustained growth trends and expanded program accessibility. Registrations increased from 1,984 in FY 2024-25 to 2,103 (a 5% growth) by the 3rd quarter of FY 2025-26, with no waitlist. This steady upward trend reflects increasing demand among Oakland's growing older adult population.

Growth is also being driven by the decentralization of OPED's customer service operations starting in July 2025 when OPED relocated its front desk to the Downtown Oakland Senior Center, eliminating prior access barriers. In FY 2026–27, OPED plans to open a second customer service front desk at the East Oakland Senior Center, expanding access in a historically underserved area. Additionally, the West Oakland Senior Center is scheduled to reopen in March 2026 after being closed for approximately 18 months. The reopening is expected to increase participation in senior center programs and generate additional demand for transportation services to and from the center.

Together, improved accessibility, expanded outreach presence, and the reopening of senior centers are expected to result in continued growth in program enrollment and transportation demand in FY 2026–27 and beyond.

16. What are the current program registrant demographics for FY 2025-26, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	3
Asian	645
Black or African American	802
Hispanic or Latino	79
Native Hawaiian or Other Pacific Islander	3
White	450
Other	122
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	811
Spinal Cord (SCI)	84
Head Injuries (TBI)	13
Vision	161
Hearing	22
Cognitive/Learning	1

Psychological	3
Invisible	1,306
Household Income	
< \$35,500	1,429
\$35,501-\$59,200	186
\$59,201-\$74,000	54
\$74,001-\$89,750	35
> \$89,750	

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2026-27.

Consistent with state and national trends, Oakland's older adult population is the fastest-growing segment of the city's demographics. As residents advance in age, demand for transportation support is expected to increase to maintain independence, enhance quality of life, and access essential services needed to age successfully in the community. In FY 2025–26, OPED experienced a 10% increase in program registrants and a 12% increase in reported disabilities among enrollees compared to the prior year. The City anticipates this upward trend will continue in the coming years as the baby boomer generation—the largest cohort of older adults in history—moves into advanced age.

17. Do you expect the total number of one-way trips provided by your program in FY 2026-27 to increase, decrease or stay the same compared to the current year, FY 2025-26? Why?

The total number of one-way trips is expected to increase in FY 2026–27 compared to FY 2025–26. This anticipated growth is primarily driven by expanded outreach efforts and the decentralization of OPED's customer service operations. In July 2025, OPED relocated its customer service front desk from the Human Services Department administrative offices at 150 Frank Ogawa Plaza to the Downtown Oakland Senior Center. The prior location presented barriers for many clients, including limited parking, a long walk from transit drop-off points, and building accessibility challenges.

The new OPED customer service front desk location at the senior center is more accessible, centrally located, and familiar to older adults. The move has improved walk-in access, visibility of services, and direct engagement with seniors already utilizing center programs. In FY 2026-27, OPED plans to open its second customer service front desk at the East Oakland Senior Center, creating more visibility and accessibility for OPED transportation services in a historically underserved community. As such, OPED anticipates increased enrollment, improved ease of purchasing fare media, and higher utilization of taxi, van, and other transportation services in FY 2026–27.

18. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?

☒ Yes

☐ No

- A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

The Taxi Up and Go program includes companions, in partnership with the City's Senior Companion Program volunteers. This makes up less than 5% of total ridership.

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2024-25	Not tracked
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	Not tracked
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	Not tracked

VEHICLE FLEET

20. Provide details regarding your vehicle fleet. To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

SAFETY AND PREPAREDNESS

21. Describe any safety incidents recorded by your program in FY 2024-25, or to date in FY 2025-26. Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

The City of Oakland has no qualifying recorded safety incidents for FY 2024-25 or to date in FY 2025-26

22. If possible, describe your city's or your program's emergency preparedness plan. Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City of Oakland's Emergency Operations Plan (EOP) was last updated in April 2023 and can be found at:

<https://www.oaklandca.gov/departments/fire#emergency-management-services-division>.

Oakland's paratransit program is included in the EOP as part of the Emergency Support Function 1: Transportation Annex.

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2026-27 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook). For program components funded all or in part with a Measure BB discretionary grant, segregate the grant funding by entering it in the "Other Measure BB" column.

24. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined? (These two categories are defined under Question 1.) *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

The Management/Overhead consists of:

- .15 FTE of one Human Services Manager's salary and fringe
- .10 FTE of one Administrative Service Manager
- .75 FTE of one Senior Services Supervisor
- .80 FTE of one Accountant III
- .10 FTE of one Outreach Developer
- .30 FTE of one Senior Services Program Analyst I
- .60 FTE of one Senior Services Program Analyst II
- .10 FTE of one Administrative Assistant I

Also includes purchasing expenses associated with transportation vendor agreements; internal operations charges; staff professional development activities; industry organizational memberships; local and regional meeting expenses and industry conference attendance.

B. Customer Service and Outreach Costs

The Customer Service/Outreach consists of salaries and fringe of:

- 2.0 FTE of part-time Office Assistant I (4 or more part-time staff)
- .70 FTE of one Outreach Developer
- .70 FTE of one Senior Services Program Analyst I
- .40 FTE of one Senior Services Program Analyst II
- .90 FTE of one Administrative Assistant I

Also includes program document duplication, plus customer service tools and supplies necessary for business.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2026-27, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?

The City of Oakland's OPED program has no Measure B funds remaining. Measure B funds were expended in FY 2022-23.

MISCELLANEOUS

26. Use this space to provide any additional notes or clarifications about your program plan.

The City of Oakland Paratransit Program had a leadership change mid-year FY 2024-25, followed by a hiring freeze, and vacancies from staff transitioning at the end of the 2025 calendar year. While vacant positions in OPED are not frozen, the Human Services Department currently has a 30% vacancy rate. Recruitment to fill vacant OPED positions, including program lead and administrative support are being pursued. Meanwhile, the Human Services Manager (Aging & Adult Services) continues to support the program and other staff in the department/division have been redeployed to OPED to ensure continued operation and no service interruption. The planned opening of a second OPED customer front desk office in East Oakland in FY 2026-27 will bring more staffing changes to ensure adequate coverage for public-facing functions.

The City of Oakland will also continue to explore opportunities to implement Paratransit DLD funds towards expanding current offerings or implement new

programs informed by the needs assessment data and engagement with the Transportation Committee established by the Mayor's Commission on Aging and the City's Aging and Adult Services Division as part of the citywide planning process for the 5-Year Strategic Action Plan (2025-2030).

Lastly, the City continues to seek new partnerships, which will more than likely lead to the expansion of existing services to expend funds.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2024-25)

Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2024-25	\$0
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$4,607,108
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$3,070,361
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$7,677,469
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	\$ 139,674
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$7,817,143

Service/Program Type and Name		Performance FY 2024-25		Total FY 2024-25 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2024-25)									Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	Quantity Provided FY 2024-25 Provide total number of one-way trips or units	On-Time Performance FY 2024-25 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2024-25 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled	1	Non-applicable		\$ 880,926							\$ 880,926	
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled	1	Non-applicable		\$ 315,755							\$ 315,755	
Same-Day Transportation	Taxi Scrip Program	17,151	Unavailable		\$ 678,684							\$ 678,684	
Same-Day Transportation	GoGo Grandparent	5,458	Unavailable		\$ 49,417							\$ 49,417	
Specialized Accessible Van	Van Voucher Program - Quality	9,440	Unavailable		\$ 472,150							\$ 472,150	
Specialized Accessible Van	Van Voucher Program - One Access	174	Unavailable		\$ 11,103							\$ 11,103	
Specialized Accessible Van	City of Emeryville 8-To-Go	1,596	Unavailable		\$ 37,500							\$ 37,500	
Group Trips	Senior Group Trip Program	15,157	Unavailable		\$ 395,145							\$ 395,145	Number actual one-way trips = 225; number of individual trips = 15,157
Customer Service and Outreach	Taxi Up & Go!	1	Non-applicable		\$ 43,575							\$ 43,575	
Door-through-Door/Volunteer Driver	Taxi Up & Go!	1,481	Unavailable		\$ 71,412							\$ 71,412	
Meal Delivery	SOS Meals on Wheels	258,823	Non-applicable		\$ 600,000							\$ 600,000	
												\$ -	
												\$ -	
												\$ -	
				\$ -	\$ 3,555,667	\$ -	\$ -		\$ -	\$ -		\$ 3,555,667	

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name (Should also note Type in some way)	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. online, cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility (wheelchair or mobility devices that require a lift/ramp) Drop-down Menu	Is this a same day or pre-scheduled service? Drop-down Menu	Is this service fixed route, origin-to-destination service (e.g. door-to-door), or door-through-door? Drop-down Menu	Service Area
Management/Overhead	Oakland Paratransit for the Elderly & Disabled	N/A	Program oversight, planning, budgeting, meetings	N/A	N/A				N/A
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled	N/A	Customer service, client education, outreach/promotion, answering client complaints/questions	N/A	N/A				N/A
Same-Day Transportation	Taxi Scrip Program	Five Rivers Transit Solutions	Medical, recreational, grocery, social, access community services	\$3 per taxi scrip booklet (\$28 value)	Taxi scrips; exploring online pre-paid account/app	Not Accessible	Same Day	Curb-to-Curb	Oakland & Piedmont residents for primarily North Alameda County travel
Same-Day Transportation	GoGo Grandparent	GoGo Technologies dba GoGo Grandparents	Medical, recreational, grocery, social, access community services	Cost of ride beyond initial \$8 subsidy	Personal credit/debit card	Not Accessible	Same Day	Curb-to-Curb	Oakland & Piedmont residents for primarily North Alameda County travel
Specialized Accessible Van	Van Voucher Program - Quality	Quality Transit & Fiver Rivers Transit Solutions	Dialysis, non-emergency medical, appointments, personal errands	\$3 per 10 mile (\$28 van voucher value)	Van voucher	Accessible	Pre-scheduled	Door-to-Door	Oakland & Piedmont residents for primarily North Alameda County travel
Specialized Accessible Van	Van Voucher Program - One Access	One Access Medical Transportation	Medical appointments, personal errands, any purpose trips	\$0	Van voucher	Accessible	Same Day	Door-through-Door	Oakland & Piedmont residents for primarily North Alameda County travel
Specialized Accessible Van	City of Emeryville 8-To-Go	City of Emeryville	Medical, grocery, recreational, social, other quality of life trips	\$1 per trip	Punch card purchased by cash or check	Accessible	Same Day	Door-to-Door	94608 Oakland & Emeryville zip code with some major destinations just outside the zip code area
Group Trips	Senior Group Trip Program	Bay Area Charters	Social and recreational	\$35 base rate + variable cost based on mileage and hours	Agency invoice paid by check	Accessible	Pre-scheduled	Curb-to-Curb	Oakland & Piedmont locations/sites for local Bay Area travel within 45 miles
Customer Service and Outreach	Taxi Up & Go!	N/A	Customer service, client education, outreach/promotion, answering client complaints/questions	N/A	N/A				N/A
Door-through-Door/Volunteer Driver	Taxi Up & Go!	Five Rivers Transit Solutions	Companionship/volunteer-assisted rides to medical, social, recreational, other trips; prevents isolation	\$0	Taxi scrips; exploring online pre-paid account/app	Not Accessible	Same Day	Door-to-Door	Oakland & Piedmont residents for primarily North Alameda County travel. Ride is door-to-door, and volunteer assists door-through-door.
Meal Delivery	Meals on Wheels	Service Opportunity for Seniors - Meals on Wheels	Delivery of nutritious meals to homebound seniors	Suggested \$4/meal voluntary contribution	Online, cash		Pre-scheduled		Oakland citywide

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing	1	

Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing	1	
Same-Day Transportation	Taxi Scrip Program	Trip limits per quarter	N/A	N/A	24/7	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	18,950	
Same-Day Transportation	GoGo Grandparent	Trip limits per month	N/A	N/A	24/7	70+ w/out disability proof; under 70 with disability proof/pre-approved	Continuing/Ongoing	7,500	
Specialized Accessible Van	Van Voucher Program - Quality	Trip limits per quarter	Monday - Friday, 8:30am-5pm	Pre-coordinated scheduling	Monday - Saturday, 8am-5pm	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	10,000	
Specialized Accessible Van	Van Voucher Program - One Access	Trip limits per week	24/7 via live dispatch & answering machine	Up to day of (space allowing)	Monday - Friday, 9am-5pm	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	335	This is a same day & prescheduled service. Prescheduled recommended for door-through-door wheelchair service.
Specialized Accessible Van	City of Emeryville 8-To-Go	Trip limits per month	Monday - Friday, 8:30am-5pm	N/A	Monday - Sunday, flexible	Seniors 70+	Continuing/Ongoing	1,600	
Group Trips	Senior Group Trip Program	N/A	Monday - Friday, 8:30am-5pm	Two weeks suggested	Monday - Friday, 10am-4pm	Seniors 55+	Continuing/Ongoing	16,500	Estimate of individual one-way trips
Customer Service and Outreach	Taxi Up & Go!	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	1	
Door-through-Door/Volunteer Driver	Taxi Up & Go!	Trip limits per month	N/A	N/A	24/7	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	1,500	
Meal Delivery	Meals on Wheels	1 meal per day. Variances may apply, but no more than 7 meals per week	N/A	N/A	Monday through Friday, mornings (10am-1pm) and afternoons (1pm-4pm)	Seniors 60+ unable to shop, prepare meals and no reliable caregiver	Continuing/Ongoing	260,000	Unit count is based on number of meals delivered.
0	0								
0	0								
0	0								

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2026-27 Program Revenue (Measure BB and all other funds available for FY 2026-27)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2025-26 (June 30, 2026)	\$3,614,154
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$3,202,298
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$6,816,452
Total FY 2026-27 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas BB) (should equal Columns E, G, and H)	\$ 134,000
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$6,950,452

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost	Cost per Trip	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2026-27 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2026-27 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure BB funds to be EXPENDED	What is the source of these OTHER Measure BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>	Cost per Trip or other unit of service (e.g. per training, meal, etc.) <i>Will automatically calculate</i>	Net Cost per Trip or other unit of service (net of fare revenue) <i>Will automatically calculate</i>
Oakland Paratransit for the Elderly & Disabled	1	\$ 650,000							\$ 650,000	650000	650000.00
Oakland Paratransit for the Elderly & Disabled	1	\$ 800,000							\$ 800,000	800000.00	800000.00
Taxi Scrip Program	18,950	\$ 600,000	\$ 300,000			\$ 80,000			\$ 980,000	51.72	47.49
GoGo Grandparent	7,500	\$ 75,000							\$ 75,000	10.00	10.00
Van Voucher Program - Quality	10,000	\$ 600,000				\$ 40,000			\$ 640,000	64.00	60.00
Van Voucher Program - One Access	335	\$ 25,000							\$ 25,000	74.63	74.63
City of Emeryville 8-To-Go	1,600	\$ 50,000							\$ 50,000	31.25	31.25
Senior Group Trip Program	16,500	\$ 350,000				\$ 14,000			\$ 364,000	22.06	21.21
Taxi Up & Go!	1	\$ 50,000							\$ 50,000	50000.00	50000.00
Taxi Up & Go!	1,500	\$ 100,000							\$ 100,000	66.67	66.67
Meals on Wheels	260,000	\$ 300,000							\$ 300,000	1.15	1.15
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
Totals	316,388	\$ 3,600,000	\$ 300,000	\$ -		\$ 134,000	\$ -		\$ 4,034,000		

Budget check (total revenue less total cost): \$2,916,452

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$2,916,452
Reserve balance as percent of FY 2026-27 Revenue*	91%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

Alameda CTC FY 2026-27 Annual Paratransit Program Plan Application (July 1, 2026 - June 30, 2027)

Attachment Table D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford	Small Bus	2008	Gas	Lift	22	2	1	Bay Area Charters, Inc. - Contractor	Richmond
Chevy	Midsize Bus	2009	Gas	Lift	30	2	1	Bay Area Charters, Inc. - Contractor	Richmond
Ford	Large Van	2019	Gas	Lift	3	2	2	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2017	Gas	Lift	3	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2017	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2018	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2019	Gas	Lift	3	2	2	Quality Transit, LLC - Contractor	Oakland

Ford	Large Van	2008	Gas	Lift	4	2	1	One Access Medical Transportation - Contractor	Newark
Ford	Large Van	2015	Gas	Ramp	2	1	1	One Access Medical Transportation - Contractor	Newark
Various	Sedan	Various	Gas	None	4	0	10	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Various	Sedan	Various	Hybrid	None	4	0	10	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Chrysler	Minivan	Various	Gas	None	7	0	3	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Toyota	Minivan	2021	Gas	None	6	0	6	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Mercury	Sedan	2011	Gas	None	4	0	1	Five Rivers Transit Solutions, Inc. - Contractor	Oakland

Dodge	Minivan	Various	Gas	Ramp	4	1	3	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Ford	Minivan	2017	Gas	Ramp	4	2	1	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Tesla	Sedan	2024	Electric	None	4	0	2	Five Rivers Transit Solutions, Inc. - Contractor	Oakland

Oakland Paratransit for the Elderly & Disabled (OPED) FY 2026-27 Program Plan

Presented by Ana P. Bagtas
April 27, 2026



1

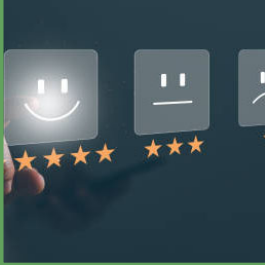
Agenda

Program Updates
Client Engagement & Needs
Assessment
Fiscal Year 2026-27 Program Plan
5-Year Strategic Action Plan
Questions and Feedback

2

2

Program Updates



Client Satisfaction



Needs Assessment



Customer Service

3

3

Client Satisfaction 2025/26 (n = 458)

Top Trip Purposes

- Medical appointments – 78%
- Shopping/errands – 48%
- Social activities – 24%
- Senior centers – 18%
- Worship – 13%

Core Insight

Services are used for essential health and daily living needs

4

What's Working

High overall satisfaction

Enables independence & aging in place

Valued for affordability, driver courtesy, and access to essential services

Opportunities for Improvement

Improve on-time performance / reduce wait times

Expand evenings & weekends

Improve communication & booking clarity

Increase accessible vehicle capacity

5

5

13 Listening Sessions (n = 385)
Theme: Top 5 Priorities Next 5 Years



- Viability of Senior Centers
- Affordable Health Care
- Navigating Services (Live Person)
- Transportation
- Affordable Housing

6

6

Needs Assessment Survey (n = 924) Top 5 Service Needs in the Next 5 Years

- Transportation (73%)
- Home care/in-home assistance (67%)
- Food and nutrition (58%)
- Information & Assistance (48%)
- Caregiver support (47%)



7

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Oakland Paratransit for the Elderly & Disabled Fiscal Year 2026-2027 Program Plan



8

8



Same Day Transportation

- Taxi Scrip Program
- GoGo Grandparents

4



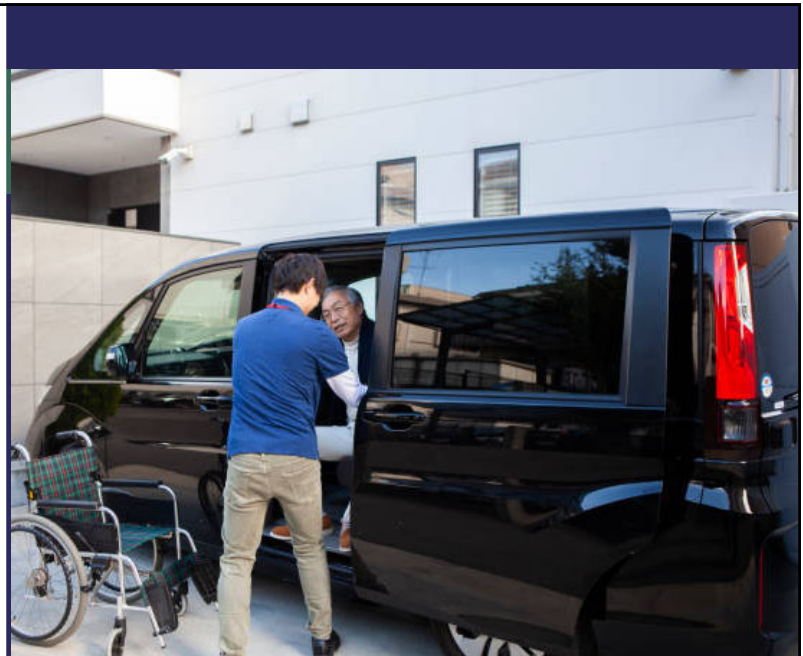
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Specialized Accessible Van

- Van Voucher I – Quality
- Van Voucher II – One Access
- Emeryville 8-to-Go

5



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Meal Delivery



Group Trips



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OPED Direct Services



- Taxi Up & Go – Door-thru-Door Volunteer Transportation Program
- Direct Customer Service & Outreach
- Management & Operations

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OPED DIRECT SERVICES

POSITION	CUSTOMER SERVICE/ OUTREACH	MANAGEMENT/ OVERHEAD
Office Assistants (4+ Part-Time Staff)	2.0 FTE	-
Administrative Assistant I	.90 FTE	.10 FTE
Senior Services Program Analyst I	.70 FTE	.30 FTE
Senior Services Program Analyst II	.40 FTE	.60 FTE
Senior Services Supervisor	-	.75 FTE
Outreach Developer	.70 FTE	.10 FTE
Administrative Services Manager	-	.10 FTE
Accountant III	-	.80 FTE
Human Services Manager	-	.15 FTE
TOTAL FULLTIME EQUIVALENT (FTE)	4.70 FTE	2.90 FTE

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SUMMARY FY 26-27 SERVICE PLAN

SERVICE	PROGRAM	# RIDES	FUNDING MBB	COST/ RIDE
Same Day Transportation	Taxi Scrip	18,950	\$980,000	\$51.72
	GoGo Grandparents	7,500	\$75,000	\$10.00
Specialized Accessible Van	Van Voucher - Quality	10,000	\$640,000	\$64.00
	Van Voucher - One Access	335	\$25,000	\$74.63
	Emeryville 8-To-Go Partnership	1,600	\$50,000	\$31.25
Group Trips	Senior Group Trip Program	16,500	\$364,000	\$22.06
Meal Delivery	SOS Meals on Wheels	260,000	\$300,000	\$1.15
OPED Direct Services	Door-Thru-Door Volunteer Driver: Taxi Up & Go	1,500	\$150,000	\$100.00
	Customer Service & Outreach	4.70 FTEs	\$800,000	N/A
	Management & Overhead	2.90 FTEs	\$650,000	N/A

\$2,434,000 Vendor Contracts (60%)
\$1,600,000 OPED Direct Services (40%)

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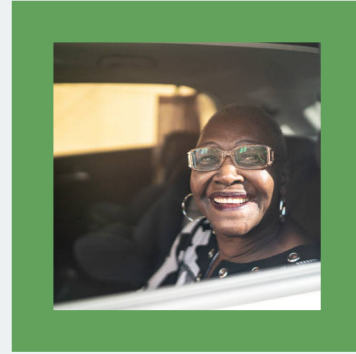
What's Next?



Being in Community



Strategic Planning:
Transportation Committee



Addressing Needs & Innovating

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15

Aging Well in Oakland: A 5-Year Strategic Action Plan Equity Statement

Older adults in Oakland -- including people facing disparities due to race, age, language, disability, gender, and other inequities -- feel safe, healthy, included, and connected in the community by having access to the resources and supports they need to age well and live full lives.

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Thank you

OPED

senior.rides@oaklandca.gov

510-238-3036

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