



Paratransit Program Plan Review Subcommittee (PPR) Meeting Agenda Tuesday, April 28, 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. East Bay Paratransit Subcommittee

4.1 Program Plan Review Overview

Information

[4.1_PAPCO_PPR_FY26-27_Instructions_References_20260428.pdf](#)

4.2 Public Comment

Information

4.3 East Bay Paratransit Staff Summary and Presentation

Information

[4.3_PAPCO_PPR_FY26-27_EBP_Packet_20260428.pdf](#)

[4.3_PPR_EBP_FY26-27_Presentation_20260428.pdf](#)

4.4 East Bay Paratransit Q&A

Information

4.5 Approve the East Bay Paratransit Program Plans

Action

5. Transition

6. East County Subcommittee

6.1 Program Plan Review Overview

Information

[6.1_PAPCO_PPR_FY26-27_Instructions_References_20260428.pdf](#)

6.2 Public Comment

Information

6.3 LAVTA Staff Summary and Presentation

Information

[6.3_PAPCO_PPR_FY26-27_East_LAVTA_Packet_20260428.pdf](#)

[6.3_PPR_East_LAVTA_FY26-27_Presentation_20260428.pdf](#)

6.4 City of Pleasanton Staff Summary and Presentation

Information

[6.4_PAPCO_PPR_FY26-27_East_Pleasanton_Packet_20260428.pdf](#)

[6.4_PPR_East_Pleasanton_FY26-27_Presentation_20260428.pdf](#)

6.5 East County Q&A

Information

6.6 Approve the East County Program Plans

Action

7. Transition

8. South County Subcommittee

8.1 Program Plan Review Overview

Information

[8.1_PAPCO_PPR_FY26-27_Instructions_References_20260428.pdf](#)

8.2 Public Comment

Information

8.3 City of Fremont Staff Summary and Presentation

Information

[8.3_PAPCO_PPR_FY26-27_South_Fremont_Packet_20260428.pdf](#)

[8.3-8.4_PPR_South_Fremont_Newark_FY26-27_Presentation_20260428.pdf](#)

8.4 City of Newark Staff Summary and Presentation

Information

[8.4_PAPCO_PPR_FY26-27_South_Newark_Packet_20260428.pdf](#)

8.5 City of Union City Staff Summary and Presentation

Information

[8.5_PAPCO_PPR_FY26-27_South_UnionCity_Packet_20260428.pdf](#)

[8.5_PPR_South_Union_City_FY26-27_Presentation_20260428.pdf](#)

8.6 South County Q&A

Information

8.7 Approve the South County Program Plans

Action

9. Wrap Up

10. 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												

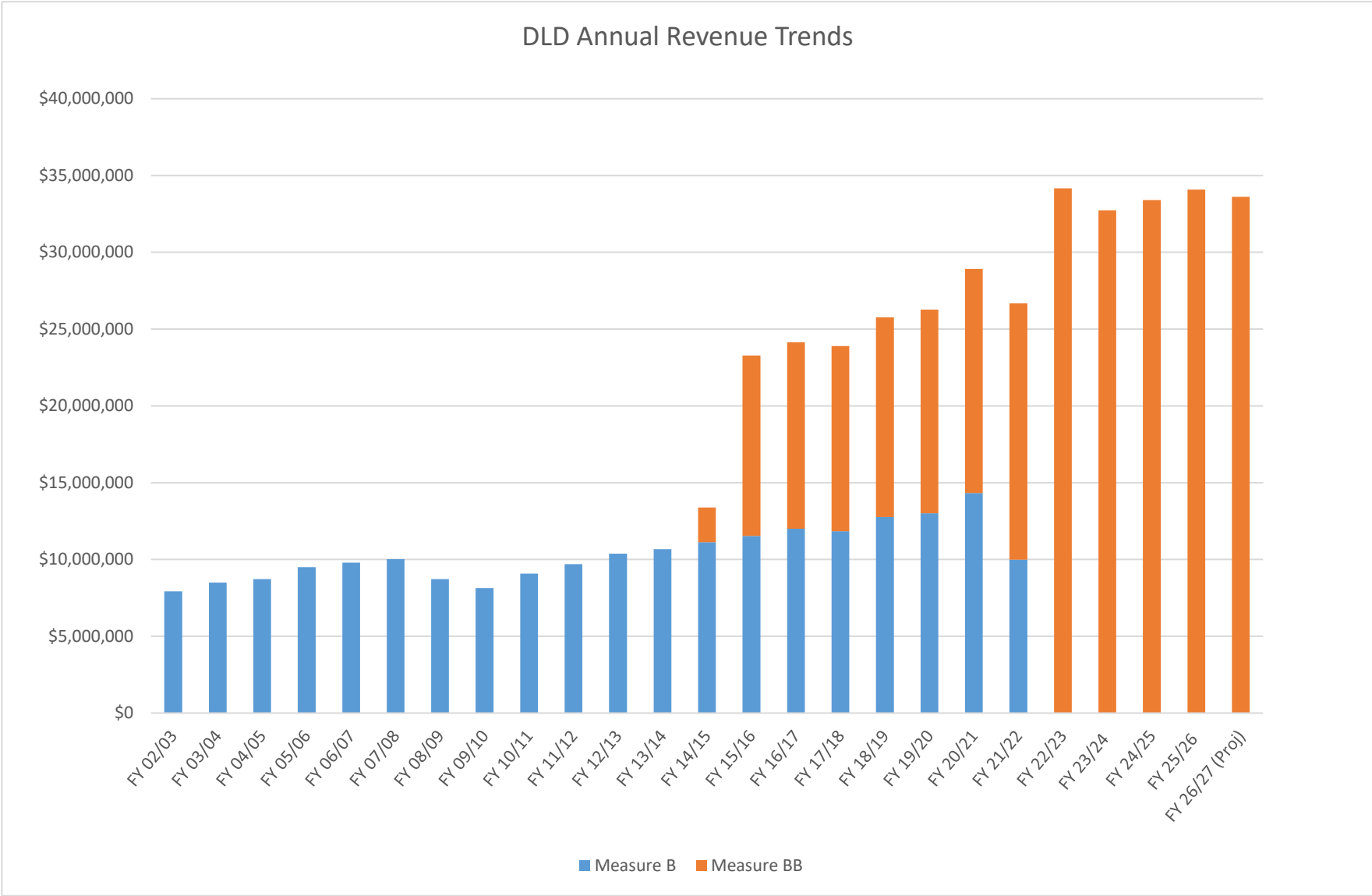
*Primary funding source based on program plan, 2024 PDGP Funding, 5310, and AFA (some programs have mixed funding sources, the box reflects majority):

Direct Local Distribution Funded

Discretionary Grant Funded

Other Funding

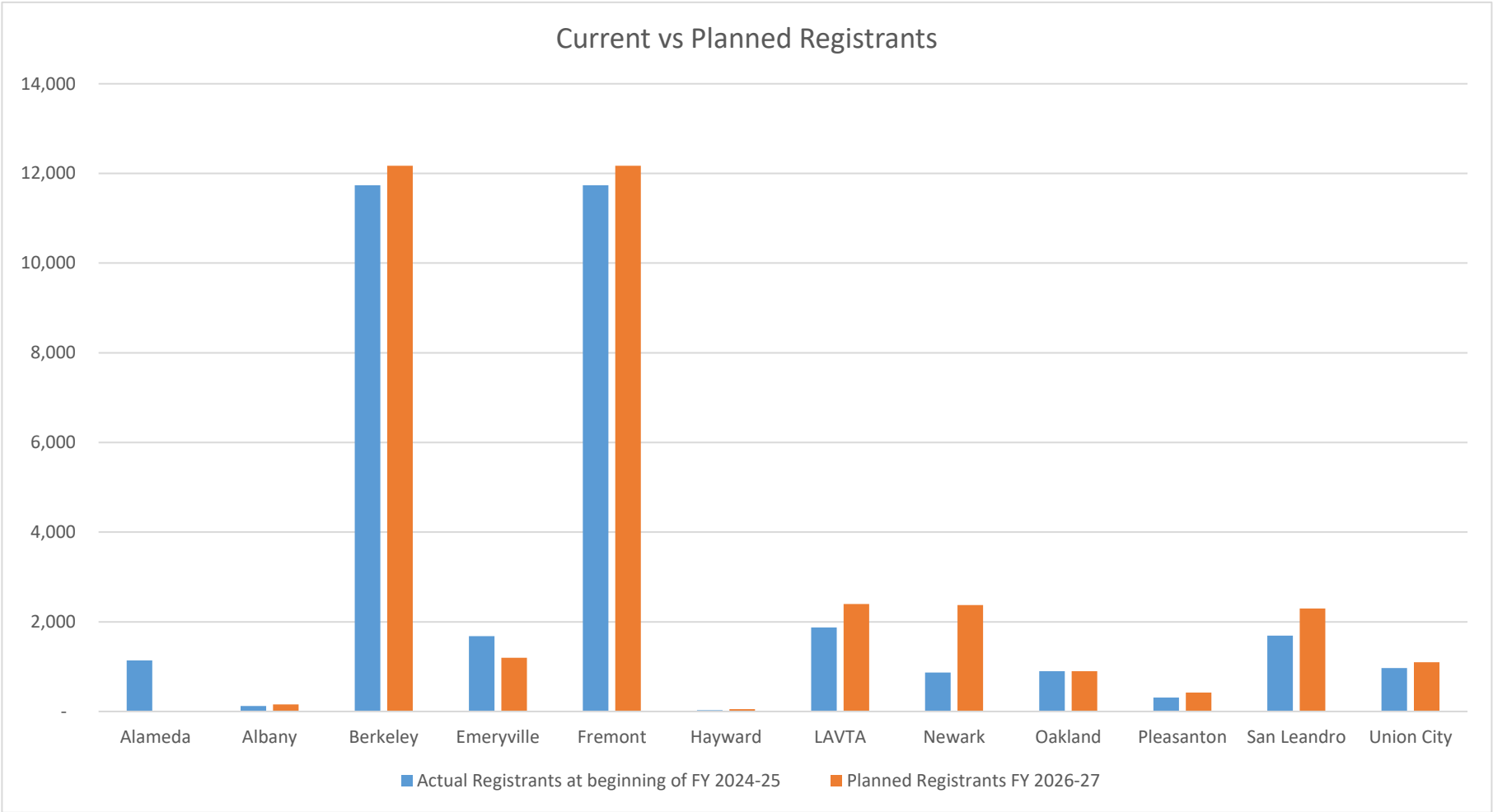
Annual Measure B and BB Paratransit DLD Revenue Trends²



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.

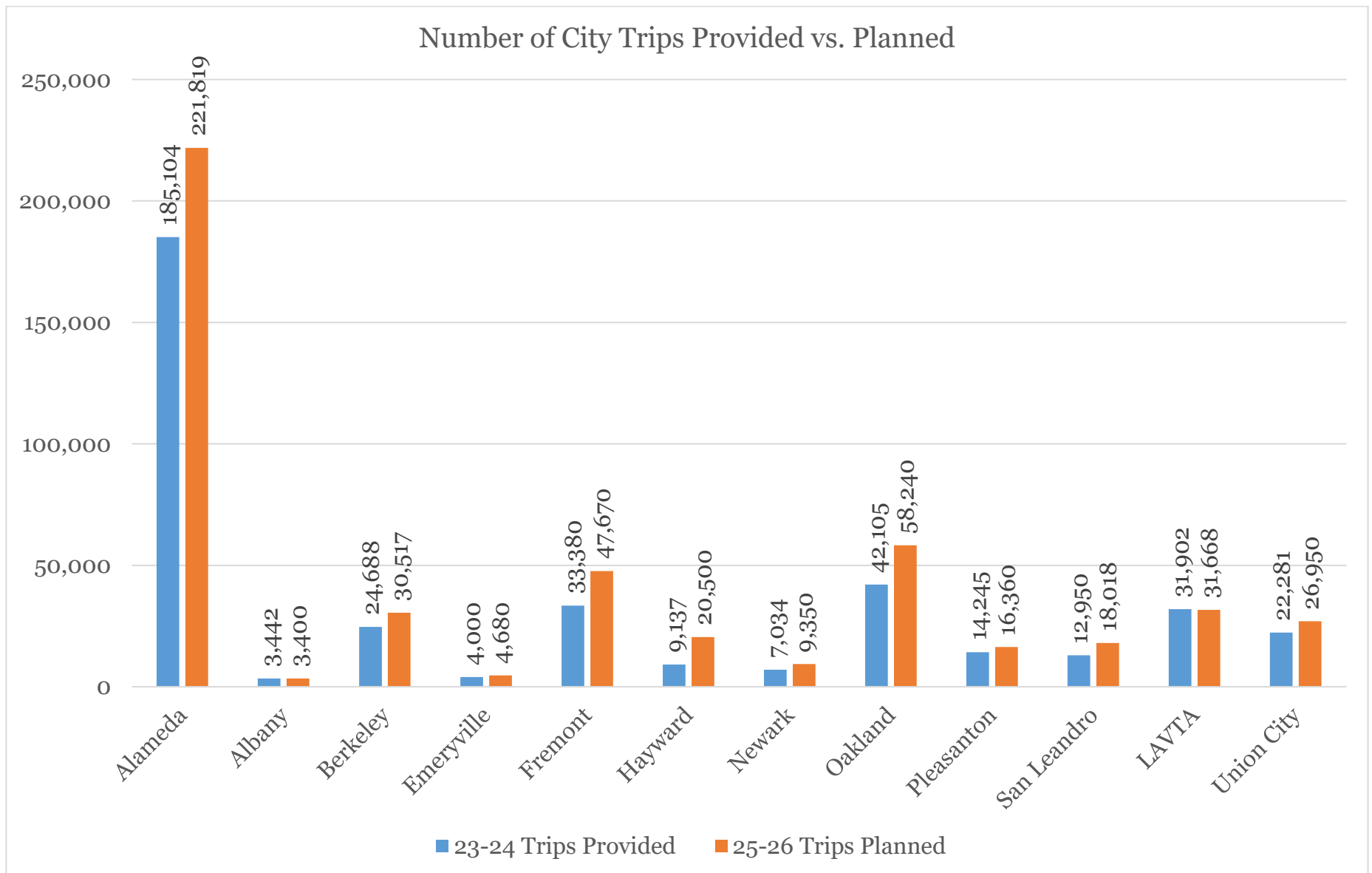
Total Number of Registrants

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

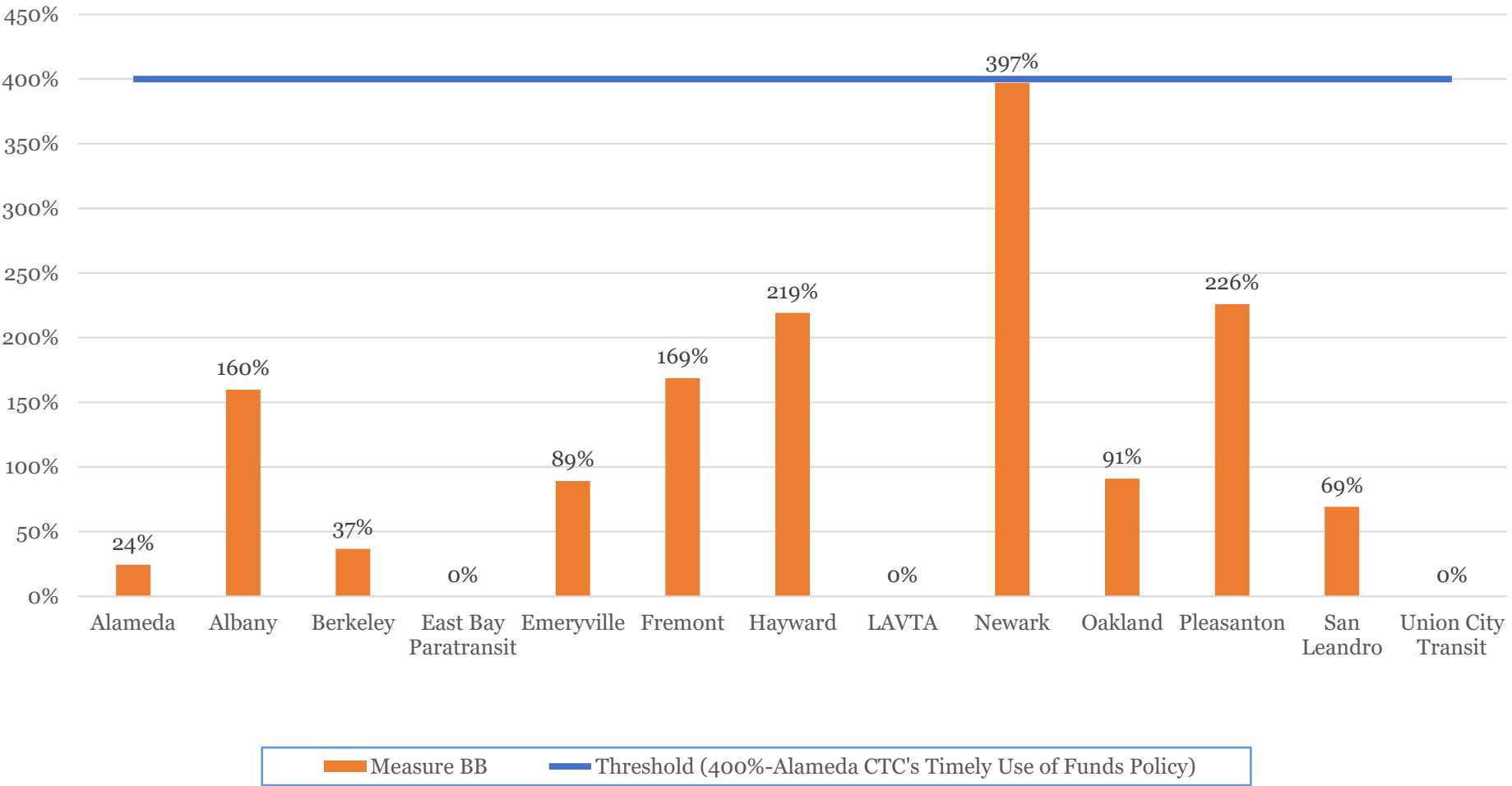
Program	FY 2024-25 (Actual)	FY 2026-27 (Planned)
Alameda	100%	100%
Albany	100%	100%
Berkeley	100%	100%
Emeryville	99%	99%
Fremont	100%	81%
Hayward	100%	100%
Newark	100%	100%
Oakland	100%	97%
Pleasanton	100%	100%
San Leandro	100%	100%
LAVTA	86%	39%
East Bay Paratransit	35%	29%
<i>AC Transit</i>	38%	32%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

Ratio of Reserves to Expected Revenue



Demographic Reporting

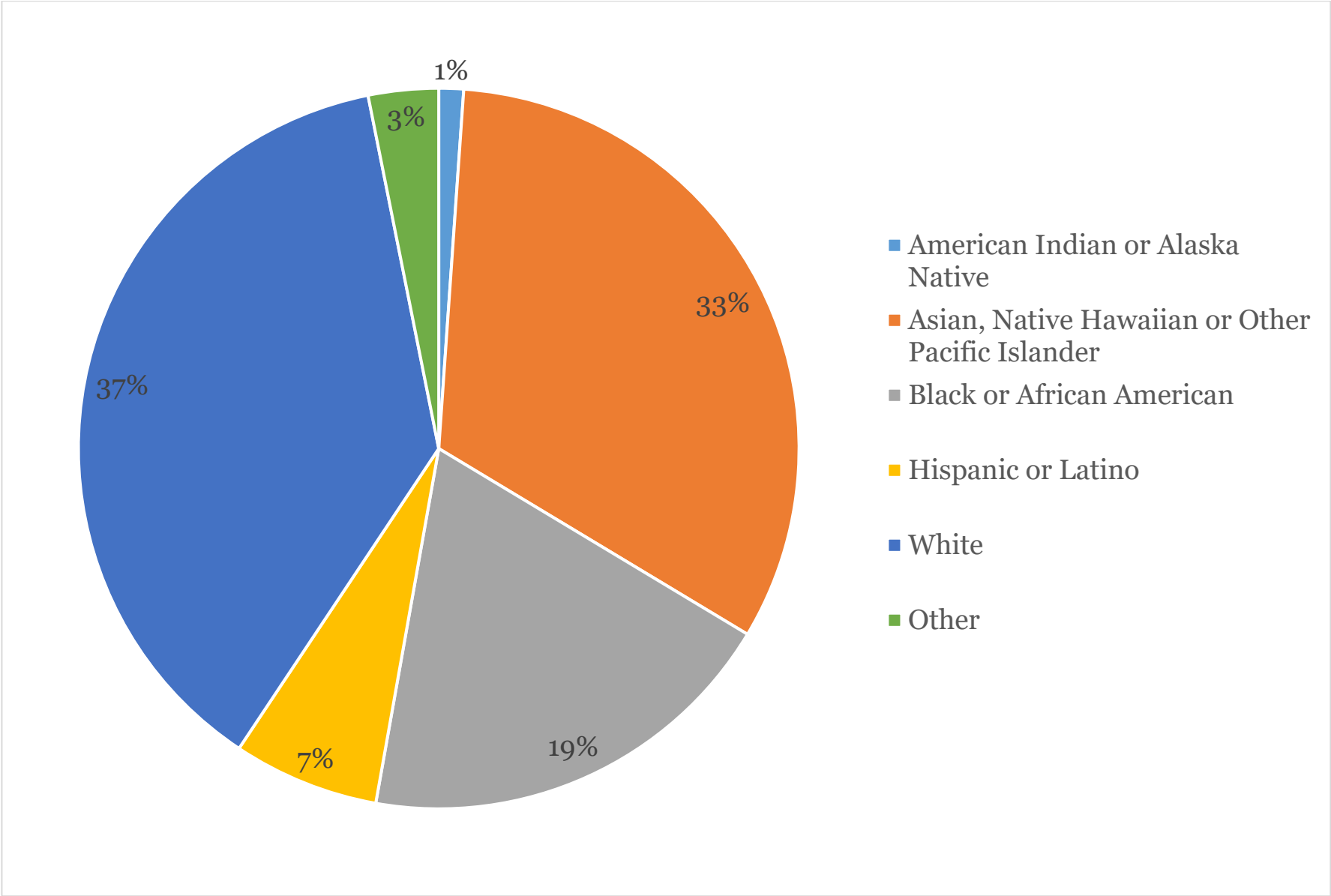
Programs were requested to share the demographic profile of their registrants in their program plans. All programs, with the exception of Union City, partially or fully reported. The following charts reflect a weighted percentage based on planned registrants for the year.

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.

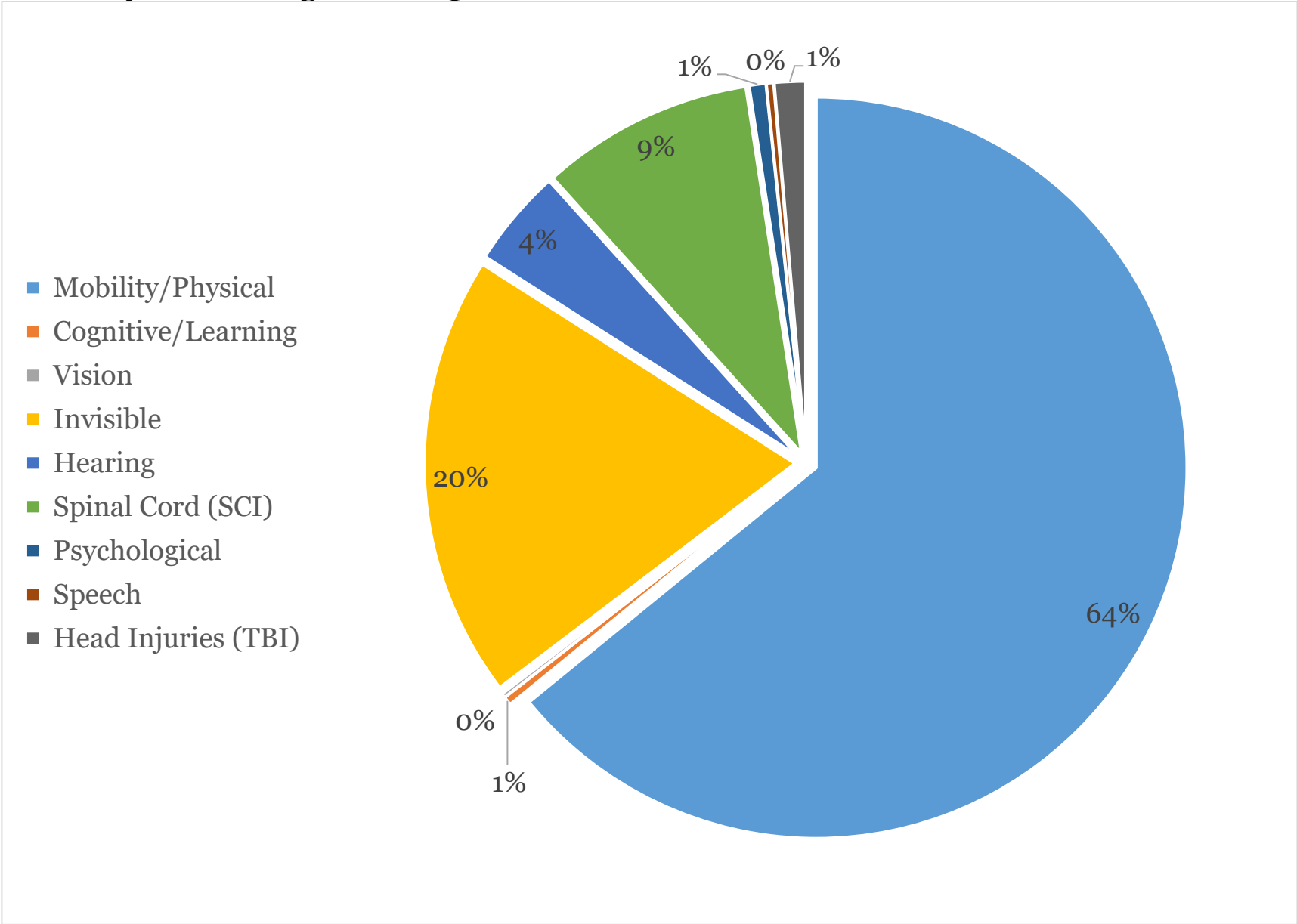
Data Reported by Program

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

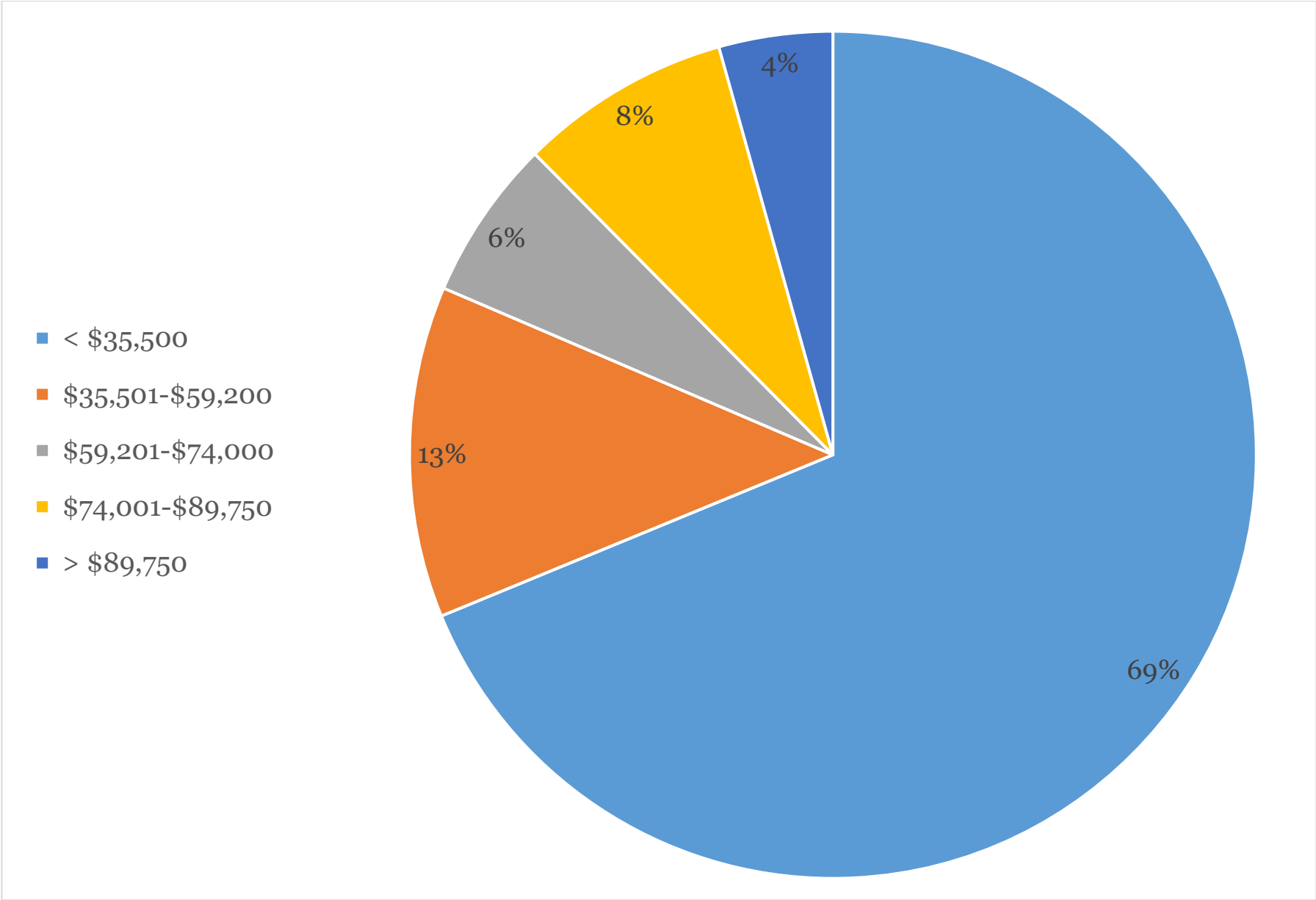
Race/Ethnicity for All Programs (Reported)



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: N/A

Paratransit Program: East Bay Paratransit (AC Transit and BART)

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - ADA Paratransit (EBP)
 - Travel Training
- 32% Measure BB (AC) 23% (BART)
- 0% Reserves
- Cost per trip – \$130.91
- Trends in registration – registration projected to increase
- Trends in trip provision – trips are projected to increase
- Demographics reporting –
 - Race/ Ethnicity was reported
 - Disability was reported (Mobility/Physical, Vision, Hearing, Cognitive/Learning)
 - Household income was reported, predominantly low income <\$35,500 46%
- Elements requiring approval:
 - N/A

- Additional staff notes
 - EBP continues to provide travel training through the Alameda CTC-funded travel training program, as well as emergency preparedness training with the Broker and Service Provider staff.
 - EBP is actively involved in Metropolitan Transportation Commission's (MTC's) Mobility and Access Transformation Plan including standardization of paratransit eligibility, development of one-seat ride programs, mobility management and continued efforts to integrate paratransit with Clipper 2.
 - Proposed changes for 26/27 may/will include continued implementation of next generation paratransit routing/scheduling software to improve service productivity and efficiency. Exploring one-seat paratransit ride pilots. Exploring regional paratransit trip booking pilots. Implement a Zero Emission Vehicle (ZEV) Pilot Program



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:	AC Transit as part of the East Bay Paratransit Consortium
Contact Name:	Mallory Nestor-Brush
Title:	Manager of Accessible Services
Phone Number:	510-891-7213
E-mail Address:	mnestor@actransit.org

Date Submitted: 2/26/27_____

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.

BART and AC Transit, operating as the East Bay Paratransit Consortium (EBPC), fund and operate the East Bay Paratransit (EBP) Americans with Disabilities Act (ADA) paratransit program to fulfill their requirements under the ADA. The primary objective of this partnership is to deliver high-quality, cost-effective paratransit service that meets the service criteria of the ADA. EBP continues to provide travel training through the Alameda CTC-funded travel training program, as well as emergency preparedness training with the Broker and Service Provider staff. EBP is actively involved in Metropolitan Transportation Commission's (MTC's) Mobility and Access Transformation Plan including standardization of paratransit eligibility, development of one-seat ride programs, mobility management and continued efforts to integrate paratransit with Clipper 2.

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?

ADA services are targeted to meet the needs of individuals who are unable to or are prevented from using accessible fixed route (bus/rail) services due to a disability or health-related condition. Providing ADA paratransit services allows these individuals to travel to medical appointments, get to work, and meet other basic life needs. BART and AC Transit, as the EBPC, is obligated and does comply with all regulations for ADA service.

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 EBP's Annual Customer Satisfaction Survey conducted in April-May 2025, 37% of the EBP trips were to medical appointments, 10% were to adult day programs, 17% of trips were for errands, 13% for social/recreational, and 8% for employment. These are the top 5 destinations.

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 average trip length calculated by the EBP scheduling software was 11.4 miles for the first half of FY 25-26.

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)

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.

EBP will continue in FY26/27 to provide ADA-mandated service in compliance with Federal law.

Proposed changes may/will include:

- Continue implementation of next generation paratransit routing/scheduling software to improve service productivity and efficiency. Exploring one-seat paratransit ride pilots.
- Exploring regional paratransit trip booking pilots.
- Implement a Zero Emission Vehicle (ZEV) Pilot Program.

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 following changes are being considered for the period beyond FY25-FY26.

- Agencies' fiscal cliffs may result in service reductions that could impact paratransit service, if a regional transportation funding measure is not passed in 2026.
- Planning for implementation of the next phases of the next generation paratransit software
- Incorporation of EBP fare tickets into the next generation Clipper system
- Identifying key paratransit challenges and recommend reforms as part of the regional network working groups
- Continued implementation of a travel training program
- Transitioning the EBP fleet to Zero Emission Vehicles

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.

EBP staff works with its rider committee, the East Bay Paratransit Access Committee (EBPAC) and the EBPC executive committee, when considering changes in the ADA paratransit plan or design. Comments and support for changes are obtained prior to implementation.

The EBPAC consists of 16 members: 2 EBP riders from four zonal areas, 2 members from City-based programs, 2 members from Social Service Agencies with ADA paratransit riders as clients, 2 members from the Paratransit Coordinating Councils (CCPCC and PAPCO) and 2 members from the AC Transit and BART Advisory Committees (GMAC and BATF). The EBPAC meets every other month and an announcement about the EBPAC is included in phone hold messages, as well as the Rider Advisory page on the EBP website, so interested individuals may attend either in-person or virtually.

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

EBPC conducts an Annual Customer Satisfaction Survey asking about all aspects of the service. Data from the survey, tracking over 75 performance indicators as well as customer comments/complaints received, is used to determine areas needing focus and adjustment in order to improve the service.

The EBPAC receives a regular report from the Broker with statistics and data about operations and customer service.

The latest customer survey was conducted in April-May 2025.

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

EBP continues outreach efforts by conducting bimonthly committee advisory meetings to address both committee and public concerns. Materials in several languages are available on the EBP Website, and interpretation services are available upon request.

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 Annual Customer Satisfaction Survey, conducted in September 2024, showed that satisfaction with EBP is among the highest levels ever recorded.

EBP continues to utilize methods implemented previously as a result of community outreach and feedback, including:

- Customer Service agents alerting riders of a significantly late ride
- Continued maintenance efforts to allow use of credit cards to purchase EBP fares virtually.
- Implementation of reworked call center training manual to bolster call taker skills.
- Implementation of ongoing driver sensitivity training for new and tenured drivers to address the diverse and unique needs of riders.

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

- Developing of next generation routing/scheduling software to improve service productivity and efficiency.
- Development and implementation of the contactless payment system, which allows riders to pay for trips using a smartphone or with the call center. The new system has been built to allow agencies to subscribe and distribute fares to riders' accounts electronically.
- Recording capabilities for Dispatch Phone lines, aiding in capturing events such as a driver reporting a breakdown or accident.

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.

N/A

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.

Outreach by staff at outreach events is conducted/consistent with Federal and State Title VI related requirements. EBP has multi-lingual staff available for customer service and outreach events.

The phone tree allows selection of languages other than English.

EBP works closely with many organizations supporting low-income individuals and meets with agencies and individuals to provide information. EBP has its own website and is referred to on both BART's and AC Transit's websites. All three websites list support from Alameda County's Measure BB. EBP maintains a list of all community resources available to residents of Alameda County. This information is provided to applicants during their In-Person Assessment (IPA).

ELIGIBILITY AND ENROLLMENT

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

A new applicant must complete a written application and an in-person assessment (IPA). Occasionally, medical verification is required. Every five years, riders must recertify. Most recertifying riders use a short form application, primarily to update rider information. Some recertifying riders with temporary or conditional eligibility may be required to complete the full ADA application and possibly return for another IPA.

- 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.**

Once the written application and IPA are complete, eligible applicants may use services upon receipt of their determination letter. If a determination has not been made within 21 days, the ADA requires presumptive eligibility, meaning the individual can use EBP services until the determination is made.

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 can be submitted through a variety of methods: on-board vehicle complaint cards, phone calls, email, through the EBP website, and in person. Complaints are typically taken by the call center at the Broker's Office. A small number of complaints are received directly at AC Transit or BART; some are forwarded by outside agencies. All complaints are responded to and tracked by type. Complaints are reported to the EBPAC as part of the Broker's report.

Response clerks research the complaint using tracking data (phone recordings, AVL data, route mapping, etc.) Complaint details are used to determine areas of service which need attention and/or improvements or modification of service practices.

Once investigated, the complaint is sent to the appropriate party (Service Provider or Broker management) for follow-up and customer response.

Senders of complaints receive a postcard or phone call with thanks, explaining complaints are used to review and improve the system. Riders requesting alternative formats receive postcards in their specified format.

Once a resolution has been reached, a response is drafted to the sender of the complaint summarizing the following: the issue of the complaint, the investigation outcome, and the resolution.

Complaints needing additional response are sent to AC Transit/BART management and a response to the individual is drafted cooperatively by Program Management and the ADA Paratransit Broker. Additionally, a separate 3rd party phone line has been established to receive and process escalated complaints.

Complaints are tracked as part of monthly key performance indicators and are monitored by the Paratransit Coordinator's Office.

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.)

Complaints are summarized into the following categories: Driver complaints; on-time performance issues; vehicle problems; scheduling concerns and Broker complaints. Staff reviews complaint statistics every month. Every 2 months at their meeting, the EBPAC receives a report with a complaint breakdown and summary.

Complaints about individual staff, whether Broker or driver, are addressed and made a part of their personnel file, and the individual is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints. Complaints about vehicles are investigated and repairs are made, if necessary. Complaints as a percentage of revenue passengers were 0.41% as of December 2025.

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

- Complaint statistics and details are used to determine areas of the service needing attention. Information uncovered in the complaint process is used to improve the service, most often through specific attention and retraining of individual employees, or through modification of service practices.
- Implemented an employee of the month program for drivers that receive commendations, to encourage good performance.
- Driver training materials were reviewed and updated to address the unique needs and sensitivities of riders.

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	11,735
Registrants at end of FY 2024-25	12,140
Current Registrants for FY 2025-26	11,943
Current number of applicants on a waitlist for FY 2025-26	0
Projected Registrants for FY 2026-27	12,173

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.

Over the last 18 months, registration has increased on average 122 riders a month. We expect this trend to continue through the next Fiscal Year.

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, Native Hawaiian or Other Pacific Islander	16%
Black or African American	47%
Hispanic or Latino	12%
White	24%
Other	3%
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	69%
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	12%
Hearing	<1%
Cognitive/Learning	16%
Psychological	
Invisible	
Household Income	
< \$35,500	46%
\$35,501-\$59,200	7%
\$59,201-\$74,000	3%
\$74,001-\$89,750	2%
> \$89,750	3%

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

Based on observations from surveys between 2024 and 2025, more passengers are under 65, and fewer passengers are over the age of 65. More passengers with mobility disabilities have been riding EBP, and more passengers with developmental or cognitive disabilities have been riding. More African Americans, Asian Americans/Pacific Islanders are riding while fewer Native Americans/American Indians, Hispanics/Latinos are utilizing EBP services. An increasing number of passengers take an average of three to four trips per week, while fewer passengers are taking nine to ten trips per week. Finally, more passengers tend to live alone than in a group home setting.

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?

One-way trips provided in the last 18 months increased an average of 0.3% per month, with average monthly ridership of 43,639. If this trend continues, we expect an average of 46,305 trips per month for FY 2026-2027.

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.)*

15% are personal care attendants (PCAs); 0.9% are companions as of December 2025

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	117,136
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2025	60,504
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	126,177

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.)*

FY24/25

1. A fatality other than a suicide - **0**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **0**
3. Property damage equal to or exceeding \$7,500 - **6**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing - **0**

FY25/26 (July 1, 2025 to December 31, 2025)

1. A fatality other than a suicide - **0**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **1**
3. Property damage equal to or exceeding \$7,500 - **4**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing - **0**

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 Public Transit Agency Safety Plan (PTASP), specific to EBP, is required to be updated annually and was most recently updated in February 2025. Emergency training provided to a group of drivers was recorded in order for all the EBP Service Providers to utilize during their regularly scheduled safety meetings.

A Safety Consultant, engaged by EBP, conducted an exercise for EBP's operations center, followed by an After Action Report (AAR) in January 2026.

An update to EBP's Emergency Guide, available on EBP's website and provided to all applicants seeking eligibility for EBP services, was completed in February 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

Management/Overhead expenses are the fully-loaded salary of the Broker's General Manager, split 69%/31% between AC Transit and BART, plus the entire amount of the Program Coordinator's contract, split 50%/50% between the two agencies. Services include coordination, general management of the Broker's office, and Program Coordinator oversight. The FY26/27 Projected Amount is \$422,879; AC Transit's portion is \$237,930 and BART's portion is \$184,949.

B. Customer Service and Outreach Costs

Thirty (30) percent of the Broker expenses, split 31%/69% between BART and AC Transit, are considered Customer Service & Outreach. In FY 26/27, these costs are estimated at \$3,145,939 in total; AC Transit's share is \$2,170,698, and BART's share is \$975,241.

This figure includes the call center activity, community outreach to groups and committees, publication of EBP documents such as the Rider's Guide, ADA Applications, Emergency Guide, etc.

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?

BART expects no remaining balance of Measure BB DLD funding at the end of FY 25/26 or FY 26/27. AC Transit may have a year-end balance due to the timing of the receipt of the funds.

MISCELLANEOUS

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

N/A

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	
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$16,637,495
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$16,637,495
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)	\$ 26,581,089
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$43,218,584

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)
ADA-Mandated Paratransit	AC Transit as part of East Bay Paratransit	358,526	95%	\$ -	\$ -	\$ 16,637,495	\$ -		\$ 1,363,015	\$ 25,218,074	AC Transit General Funds + CCC Measure J	\$ 43,218,584	358,526 trips includes companions and escorts
												\$ -	
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				\$ -	\$ -	\$ 16,637,495	\$ -		\$ 1,363,015	\$ 25,218,074		\$ 43,218,584	

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
ADA Paratransit	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services, Inc.	All eligible trips are provided. There is no restriction on trip purpose.	\$4.00 to \$7.00 in the East Bay. \$6.00 to \$10.00 in SF.	Cash, EBPC fare tickets or Mobile App payments are accepted.	Accessible	Pre-scheduled	Curb-to-Curb	Western Alameda and Contra Costa Counties plus San Francisco
Management/Overhead	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services Inc. and Paratransit, Inc.P/T Consulting	N/A	N/A	N/A				Western Alameda and Contra Costa Counties plus San Francisco
Customer Service and Outreach	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	Transdev Services, Inc	N/A	N/A	N/A				Western Alameda and Contra Costa Counties plus San Francisco

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)
ADA Paratransit	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	No Limits	8:00 am to 5:00 pm, 7 days a week	one to seven days	same hours/days as BART trains or AC Transit buses operate in both the origin and destination location	Individuals must have a cognitive or physical impairment that prevents use of the accessible service of AC Transit and BART	Continuing/Ongoing	386,625	386,625 trips include companions and attendants.
Management/Overhead	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		Services conducted under program management provide coordination and leadership to the program. There is not a readibly quantifiable measure.
Customer Service and Outreach	AC Transit as part of the EBPC (East Bay Paratransit Consortium)	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		Customer service and outreach help support smooth delivery of trips by ensuring riders understand the program. Call center hours are 8:00 am to 1:00 am.
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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)	
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$16,807,824
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$16,807,824
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)	\$ 36,213,436
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$53,021,260

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>
AC Transit as part of the EBPC (East Bay Paratransit Consortium)	386,625		\$ 16,807,824			\$ 1,424,106	\$ 32,380,702	AC Transit General Funds + CCC Measure J	\$ 50,612,632	130.9088445	127.23
AC Transit as part of the EBPC (East Bay Paratransit Consortium)	0						\$ 237,930		\$ 237,930	#DIV/0!	#DIV/0!
AC Transit as part of the EBPC (East Bay Paratransit Consortium)	0						\$ 2,170,698		\$ 2,170,698	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
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Totals	386,625	\$ -	\$ 16,807,824	\$ -		\$ 1,424,106	\$ 34,789,330		\$ 53,021,260		

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$0
Reserve balance as percent of FY 2026-27 Revenue*	0%

*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)	Amblulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford	Cutaway	2009	Gas	Lift	8	2	1	AP3	El Sobrante
Ford	Cutaway	2011	Gas	Lift	12	4	5	AP3	El Sobrante
Ford	Cutaway	2012	Gas	Lift	8	4	6	AP3	El Sobrante
Ford	Cutaway	2014	Gas	Lift	8	2	3	AP3	El Sobrante
Ford	Cutaway	2017	Gas	Lift	10	1	4	AP3	El Sobrante
Dodge	Minivan	2011	Gas	Ramp	2	1	1	AP3	El Sobrante
Dodge	Minivan	2012	Gas	Ramp	4	1	1	AP3	El Sobrante
Ford E-350	Cutaway	2015	Gas	Lift	14	5	9	Transdev/First	Oakland
Ford E-350	Cutaway	2017	Gas	Lift	14	4	11	Transdev/First	Oakland
Ford E-450	Cutaway	2019	Gas	Lift	14	5	16	Transdev/First	Oakland
Ford E-350	Cuttaway	2020	Gas	Lift	14	5	30	Transdev/First	Oakland
Ford E-350	Cutaway	2019	Gas	Lift	14	5	30	MVT	San Leandro
Ford E-350	Cutaway	2019	Gas	Lift	10	2	4	MVT	San Leandro
Ford E-450	Cutaway	2024	Gas	Lift	14	5	18	MVT	San Leandro
Ford E-450	Cuttaway	2013	Gas	Lift	10	2	8	MVT	San Leandro
Ford E-450	Cutaway	2016	Gas	Lift	14	5	1	MVT	San Leandro
Ford E-350	Cuttaway	2019	Gas	Lift	14	5	31	RYD	San Leandro
Ford E-350	Cutaway	2013	Gas	Lift	8	2	21	RYD	San Leandro
Ford	Cutaway	2014	Gas	Lift	7	1	9	Bell	San Leandro
Ford	Cutaway	2014	Gas	Lift	7	3	1	Bell	San Leandro
Ford	Cutaway	2013	Gas	Lift	8	3	1	Bell	San Leandro
Ford	Cutaway	2014	Gas	Lift	6	1	1	Bell	San Leandro

Ford	Cutaway	2012	Gas	Lift	7	1	1	Bell	San Leandro
Ford	Cutaway	2013	Gas	Lift	8	1	1	Bell	San Leandro
Ford	Cutaway	2015	Gas	Lift	8	1	1	Bell	San Leandro
Ford	Cutaway	2015	Gas	Lift	7	2	4	Bell	San Leandro
Ford	Cutaway	2018	Gas	Lift	7	2	2	Bell	San Leandro
TOTAL							221		



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:	BART as part of the East Bay Paratransit Consortium
Contact Name:	Kevin McDonald
Title:	Acting Manager of Access and Accessible Services
Phone Number:	510-874-7351
E-mail Address:	kevin.mcdonald@bart.gov

Date Submitted: 2/26/27_____

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.

BART and AC Transit, operating as the East Bay Paratransit Consortium (EBPC), fund and operate the East Bay Paratransit (EBP) Americans with Disabilities Act (ADA) paratransit program to fulfill their requirements under the ADA. The primary objective of this partnership is to deliver high-quality, cost-effective paratransit service that meets the service criteria of the ADA. EBP continues to provide travel training through the Alameda CTC-funded travel training program, as well as emergency preparedness training with the Broker and Service Provider staff. EBP is actively involved in Metropolitan Transportation Commission's (MTC's) Mobility and Access Transformation Plan including standardization of paratransit eligibility, development of one-seat ride programs, mobility management and continued efforts to integrate paratransit with Clipper 2.

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?

ADA services are targeted to meet the needs of individuals who are unable to or are prevented from using accessible fixed route (bus/rail) services due to a disability or health-related condition. Providing ADA paratransit services allows these individuals to travel to medical appointments, get to work, and meet other basic life needs. BART and AC Transit, as the EBPC, is obligated and does comply with all regulations for ADA service.

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 EBP's Annual Customer Satisfaction Survey conducted in April-May 2025, 37% of the EBP trips were to medical appointments, 10% were to adult day programs, 17% of trips were for errands, 13% for social/recreational, and 8% for employment. These are the top 5 destinations.

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 average trip length calculated by the EBP scheduling software was 11.4 miles for the first half of FY 25-26.

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)

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.

EBP will continue in FY26/27 to provide ADA-mandated service in compliance with Federal law.

Proposed changes may/will include:

- Continue implementation of next generation paratransit routing/scheduling software to improve service productivity and efficiency. Exploring one-seat paratransit ride pilots.
- Exploring regional paratransit trip booking pilots.
- Implement a Zero Emission Vehicle (ZEV) Pilot Program.

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 following changes are being considered for the period beyond FY25-FY26.

- Agencies' fiscal cliffs may result in service reductions that could impact paratransit service, if a regional transportation funding measure is not passed in 2026.
- Planning for implementation of the next phases of the next generation paratransit software
- Incorporation of EBP fare tickets into the next generation Clipper system
- Identifying key paratransit challenges and recommend reforms as part of the regional network working groups
- Continued implementation of a travel training program
- Transitioning the EBP fleet to Zero Emission Vehicles

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.

EBP staff works with its rider committee, the East Bay Paratransit Access Committee (EBPAC) and the EBPC executive committee, when considering changes in the ADA paratransit plan or design. Comments and support for changes are obtained prior to implementation.

The EBPAC consists of 16 members: 2 EBP riders from four zonal areas, 2 members from City-based programs, 2 members from Social Service Agencies with ADA paratransit riders as clients, 2 members from the Paratransit Coordinating Councils (CCPCC and PAPCO) and 2 members from the AC Transit and BART Advisory Committees (GMAC and BATF). The EBPAC meets every other month and an announcement about the EBPAC is included in phone hold messages, as well as the Rider Advisory page on the EBP website, so interested individuals may attend either in-person or virtually.

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

EBPC conducts an Annual Customer Satisfaction Survey asking about all aspects of the service. Data from the survey, tracking over 75 performance indicators as well as customer comments/complaints received, is used to determine areas needing focus and adjustment in order to improve the service.

The EBPAC receives a regular report from the Broker with statistics and data about operations and customer service.

The latest customer survey was conducted in April-May 2025.

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

EBP continues outreach efforts by conducting bimonthly committee advisory meetings to address both committee and public concerns. Materials in several languages are available on the EBP Website, and interpretation services are available upon request.

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 Annual Customer Satisfaction Survey, conducted in September 2024, showed that satisfaction with EBP is among the highest levels ever recorded.

EBP continues to utilize methods implemented previously as a result of community outreach and feedback, including:

- Customer Service agents alerting riders of a significantly late ride
- Continued maintenance efforts to allow use of credit cards to purchase EBP fares virtually.
- Implementation of reworked call center training manual to bolster call taker skills.
- Implementation of ongoing driver sensitivity training for new and tenured drivers to address the diverse and unique needs of riders.

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

- Developing of next generation routing/scheduling software to improve service productivity and efficiency.
- Development and implementation of the contactless payment system, which allows riders to pay for trips using a smartphone or with the call center. The new system has been built to allow agencies to subscribe and distribute fares to riders' accounts electronically.
- Recording capabilities for Dispatch Phone lines, aiding in capturing events such as a driver reporting a breakdown or accident.

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.

N/A

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.

Outreach by staff at outreach events is conducted/consistent with Federal and State Title VI related requirements. EBP has multi-lingual staff available for customer service and outreach events.

The phone tree allows selection of languages other than English.

EBP works closely with many organizations supporting low-income individuals and meets with agencies and individuals to provide information. EBP has its own website and is referred to on both BART's and AC Transit's websites. All three websites list support from Alameda County's Measure BB. EBP maintains a list of all community resources available to residents of Alameda County. This information is provided to applicants during their In-Person Assessment (IPA).

ELIGIBILITY AND ENROLLMENT

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

A new applicant must complete a written application and an in-person assessment (IPA). Occasionally, medical verification is required. Every five years, riders must recertify. Most recertifying riders use a short form application, primarily to update rider information. Some recertifying riders with temporary or conditional eligibility may be required to complete the full ADA application and possibly return for another IPA.

- 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.**

Once the written application and IPA are complete, eligible applicants may use services upon receipt of their determination letter. If a determination has not been made within 21 days, the ADA requires presumptive eligibility, meaning the individual can use EBP services until the determination is made.

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 can be submitted through a variety of methods: on-board vehicle complaint cards, phone calls, email, through the EBP website, and in person. Complaints are typically taken by the call center at the Broker's Office. A small number of complaints are received directly at AC Transit or BART; some are forwarded by outside agencies. All complaints are responded to and tracked by type. Complaints are reported to the EBPAC as part of the Broker's report.

Response clerks research the complaint using tracking data (phone recordings, AVL data, route mapping, etc.) Complaint details are used to determine areas of service which need attention and/or improvements or modification of service practices.

Once investigated, the complaint is sent to the appropriate party (Service Provider or Broker management) for follow-up and customer response.

Senders of complaints receive a postcard or phone call with thanks, explaining complaints are used to review and improve the system. Riders requesting alternative formats receive postcards in their specified format.

Once a resolution has been reached, a response is drafted to the sender of the complaint summarizing the following: the issue of the complaint, the investigation outcome, and the resolution.

Complaints needing additional response are sent to AC Transit/BART management and a response to the individual is drafted cooperatively by Program Management and the ADA Paratransit Broker. Additionally, a separate 3rd party phone line has been established to receive and process escalated complaints.

Complaints are tracked as part of monthly key performance indicators and are monitored by the Paratransit Coordinator's Office.

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.)

Complaints are summarized into the following categories: Driver complaints; on-time performance issues; vehicle problems; scheduling concerns and Broker complaints. Staff reviews complaint statistics every month. Every 2 months at their meeting, the EBPAC receives a report with a complaint breakdown and summary.

Complaints about individual staff, whether Broker or driver, are addressed and made a part of their personnel file, and the individual is counseled or re-trained. Progressive discipline procedures are used with individuals receiving multiple complaints. Complaints about vehicles are investigated and repairs are made, if necessary. Complaints as a percentage of revenue passengers were 0.41% as of December 2025.

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

- Complaint statistics and details are used to determine areas of the service needing attention. Information uncovered in the complaint process is used to improve the service, most often through specific attention and retraining of individual employees, or through modification of service practices.
- Implemented an employee of the month program for drivers that receive commendations, to encourage good performance.

Driver training materials were reviewed and updated to address the unique needs and sensitivities of riders.

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	11,735
Registrants at end of FY 2024-25	12,140
Current Registrants for FY 2025-26	11,943
Current number of applicants on a waitlist for FY 2025-26	0
Projected Registrants for FY 2026-27	12,173

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.

Over the last 18 months, registration has increased on average 122 riders a month. We expect this trend to continue through the next Fiscal Year.

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, Native Hawaiian or Other Pacific Islander	16%
Black or African American	47%
Hispanic or Latino	12%
White	24%
Other	3%
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	69%
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	12%
Hearing	<1%
Cognitive/Learning	16%
Psychological	
Invisible	
Household Income	
< \$35,500	46%
\$35,501-\$59,200	7%
\$59,201-\$74,000	3%
\$74,001-\$89,750	2%
> \$89,750	3%

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

Based on observations from surveys between 2024 and 2025, more passengers are under 65, and fewer passengers are over the age of 65. More passengers with mobility disabilities have been riding EBP, and more passengers with developmental or cognitive disabilities have been riding. More African Americans, Asian Americans/Pacific Islanders are riding while fewer Native Americans/American Indians, Hispanics/Latinos are utilizing EBP services. An increasing number of passengers take an average of three to four trips per week, while fewer passengers are taking nine to ten trips per week. Finally, more passengers tend to live alone than in a group home setting.

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?

One-way trips provided in the last 18 months increased an average of 0.3% per month, with average monthly ridership of 43,639. If this trend continues, we expect an average of 46,305 trips per month for FY 2026-2027.

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.)*

15% are personal care attendants (PCAs); 0.9% are companions as of December 2025

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	117,136
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2025	60,504
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	126,177

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.)*

FY24/25

1. A fatality other than a suicide - **0**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **0**
3. Property damage equal to or exceeding \$7,500 - **6**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing - **0**

FY25/26 (July 1, 2025 to December 31, 2025)

1. A fatality other than a suicide - **0**
2. Injuries requiring immediate medical attention away from the scene for two or more persons) - **1**
3. Property damage equal to or exceeding \$7,500 - **4**
4. an evacuation due to life safety reason - **0**
5. a collision at a grade crossing - **0**

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 Public Transit Agency Safety Plan (PTASP), specific to EBP, is required to be updated annually and was most recently updated in February 2025. Emergency training provided to a group of drivers was recorded in order for all the EBP Service Providers to utilize during their regularly scheduled safety meetings.

A Safety Consultant, engaged by EBP, conducted an exercise for EBP's operations center, followed by an After Action Report (AAR) in January 2026.

An update to EBP's Emergency Guide, available on EBP's website and provided to all applicants seeking eligibility for EBP services, was completed in February 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

Management/Overhead expenses are the fully-loaded salary of the Broker's General Manager, split 69%/31% between AC Transit and BART, plus the entire amount of the Program Coordinator's contract, split 50%/50% between the two agencies. Services include coordination, general management of the Broker's office, and Program Coordinator oversight. The FY26/27 Projected Amount is \$422,879; AC Transit's portion is \$237,930 and BART's portion is \$184,949.

B. Customer Service and Outreach Costs

Thirty (30) percent of the Broker expenses, split 31%/69% between BART and AC Transit, are considered Customer Service & Outreach. In FY 26/27, these costs are estimated at \$3,145,939 in total; AC Transit's share is \$2,170,698, and BART's share is \$975,241.

This figure includes the call center activity, community outreach to groups and committees, publication of EBP documents such as the Rider's Guide, ADA Applications, Emergency Guide, etc.

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?

BART expects no remaining balance of Measure BB DLD funding at the end of FY 25/26 or FY 26/27. AC Transit may have a year-end balance due to the timing of the receipt of the funds.

MISCELLANEOUS

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

N/A

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	
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$5,545,832
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$5,545,832
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)	\$ 14,022,177
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$19,568,009

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)
ADA-Mandated Paratransit	BART as part of East Bay Paratransit	161,077	95%	\$ -	\$ -	\$ 5,545,832	\$ -		\$ 612,370	\$ 13,409,807	BART General Funds + CCC Measure J	\$ 19,568,009	161,077 trips include companions and escorts
												\$ -	
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				\$ -	\$ -	\$ 5,545,832	\$ -		\$ 612,370	\$ 13,409,807		\$ 19,568,009	

Attachment Table B: Description of Planned Program

[illegible][illegible]

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)	
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$5,602,608
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$5,602,608
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)	\$ 18,300,903
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$23,903,511

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>
BART as part of the EBPC (East Bay Paratransit Consortium)	173,701		\$ 5,602,608			\$ 639,815	\$ 16,500,898	BART General Funds + CCC Measure J	\$ 22,743,321	130.9337367	127.25
BART as part of the EBPC (East Bay Paratransit Consortium)	0						\$ 184,949		\$ 184,949	#DIV/0!	#DIV/0!
BART as part of the EBPC (East Bay Paratransit Consortium)	0						\$ 975,241		\$ 975,241	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
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Totals	173,701	\$ -	\$ 5,602,608	\$ -		\$ 639,815	\$ 17,661,088		\$ 23,903,511		

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$0
Reserve balance as percent of FY 2026-27 Revenue*	0%

*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)	Amblulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford	Cutaway	2009	Gas	Lift	8	2	1	AP3	El Sobrante
Ford	Cutaway	2011	Gas	Lift	12	4	5	AP3	El Sobrante
Ford	Cutaway	2012	Gas	Lift	8	4	6	AP3	El Sobrante
Ford	Cutaway	2014	Gas	Lift	8	2	3	AP3	El Sobrante
Ford	Cutaway	2017	Gas	Lift	10	1	4	AP3	El Sobrante
Dodge	Minivan	2011	Gas	Ramp	2	1	1	AP3	El Sobrante
Dodge	Minivan	2012	Gas	Ramp	4	1	1	AP3	El Sobrante
Ford E-350	Cutaway	2015	Gas	Lift	14	5	9	Transdev/First	Oakland
Ford E-350	Cutaway	2017	Gas	Lift	14	4	11	Transdev/First	Oakland
Ford E-450	Cutaway	2019	Gas	Lift	14	5	16	Transdev/First	Oakland
Ford E-350	Cuttaway	2020	Gas	Lift	14	5	30	Transdev/First	Oakland
Ford E-350	Cutaway	2019	Gas	Lift	14	5	30	MVT	San Leandro
Ford E-350	Cutaway	2019	Gas	Lift	10	2	4	MVT	San Leandro
Ford E-450	Cutaway	2024	Gas	Lift	14	5	18	MVT	San Leandro
Ford E-450	Cuttaway	2013	Gas	Lift	10	2	8	MVT	San Leandro
Ford E-450	Cutaway	2016	Gas	Lift	14	5	1	MVT	San Leandro
Ford E-350	Cuttaway	2019	Gas	Lift	14	5	31	RYD	San Leandro
Ford E-350	Cutaway	2013	Gas	Lift	8	2	21	RYD	San Leandro
Ford	Cutaway	2014	Gas	Lift	7	1	9	Bell	San Leandro
Ford	Cutaway	2014	Gas	Lift	7	3	1	Bell	San Leandro
Ford	Cutaway	2013	Gas	Lift	8	3	1	Bell	San Leandro
Ford	Cutaway	2014	Gas	Lift	6	1	1	Bell	San Leandro

Ford	Cutaway	2012	Gas	Lift	7	1	1	Bell	San Leandro
Ford	Cutaway	2013	Gas	Lift	8	1	1	Bell	San Leandro
Ford	Cutaway	2015	Gas	Lift	8	1	1	Bell	San Leandro
Ford	Cutaway	2015	Gas	Lift	7	2	4	Bell	San Leandro
Ford	Cutaway	2018	Gas	Lift	7	2	2	Bell	San Leandro
TOTAL							221		



1

What Is East Bay Paratransit (EBP)?



East Bay
Paratransit

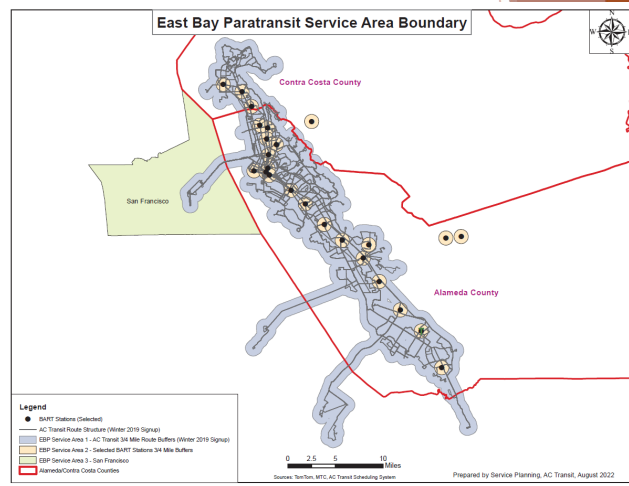
- ▶ Partnership of BART and AC Transit to provide ADA mandated paratransit service in their overlapping service areas.
- ▶ Shared responsibilities and expenses - 69% (AC Transit), 31% (BART)
- ▶ Agencies submit separate Program Plans but jointly implement the program

2

2

Where Does EBP Operate?

- Overlapping AC Transit and BART Service Area: Pinole to Fremont
- San Francisco
- Transfer service to 7 Bay Area counties



3

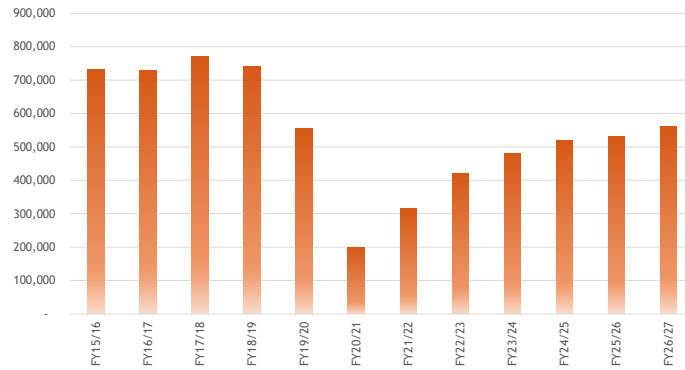
East Bay Paratransit Ridership



- Projection for FY 26-27
 - More than 560,300 trips performed yearly
 - More than 1,500 one-way trips per day

4

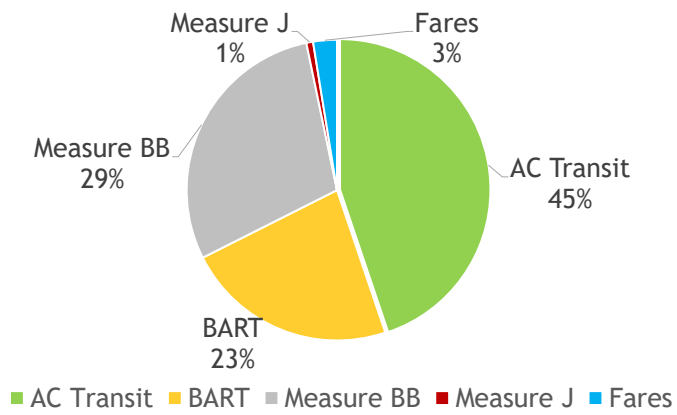
EBP Ridership Growth



5

5

EBP Funding Sources



6

6

Community Engagement & Outreach



- ▶ The East Bay Paratransit Access Committee (EBPAC): 16-member committee with representatives from Alameda and Contra Costa Counties
- ▶ Broker provides committee with data relating to operations and customer service
- ▶ Currently looking for applicants in Southern Alameda and Western Contra Costa
- ▶ Annual Customer Satisfaction survey to be conducted Summer 2026

7

7

Challenges Moving Forward



- ▶ Rising costs
- ▶ Fiscal cliff
- ▶ Potential service changes

8

8

Looking Ahead... Next Generation Software

- ▶ Awarded 7-year contract to Spare Labs, Inc.
- ▶ Offers dynamic vehicle routing to improve efficiency
- ▶ Seamless integration of BART's contactless fare payment system
- ▶ Currently in implementation stage; planning launch of Phase I in May 2026
- ▶ Phase II will follow, with additional customer enhancements

9

9

Looking Ahead... Other Initiatives

- ▶ New vehicle purchases under broker contract
- ▶ Travel training program
- ▶ Working with MTC on regional coordination activities
 - ▶ Developing Regional One-Seat Ride and Regional Paratransit Trip Booking pilot projects
 - ▶ Standardizing paratransit eligibility processes
 - ▶ Regional paratransit review

10

10



11



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												

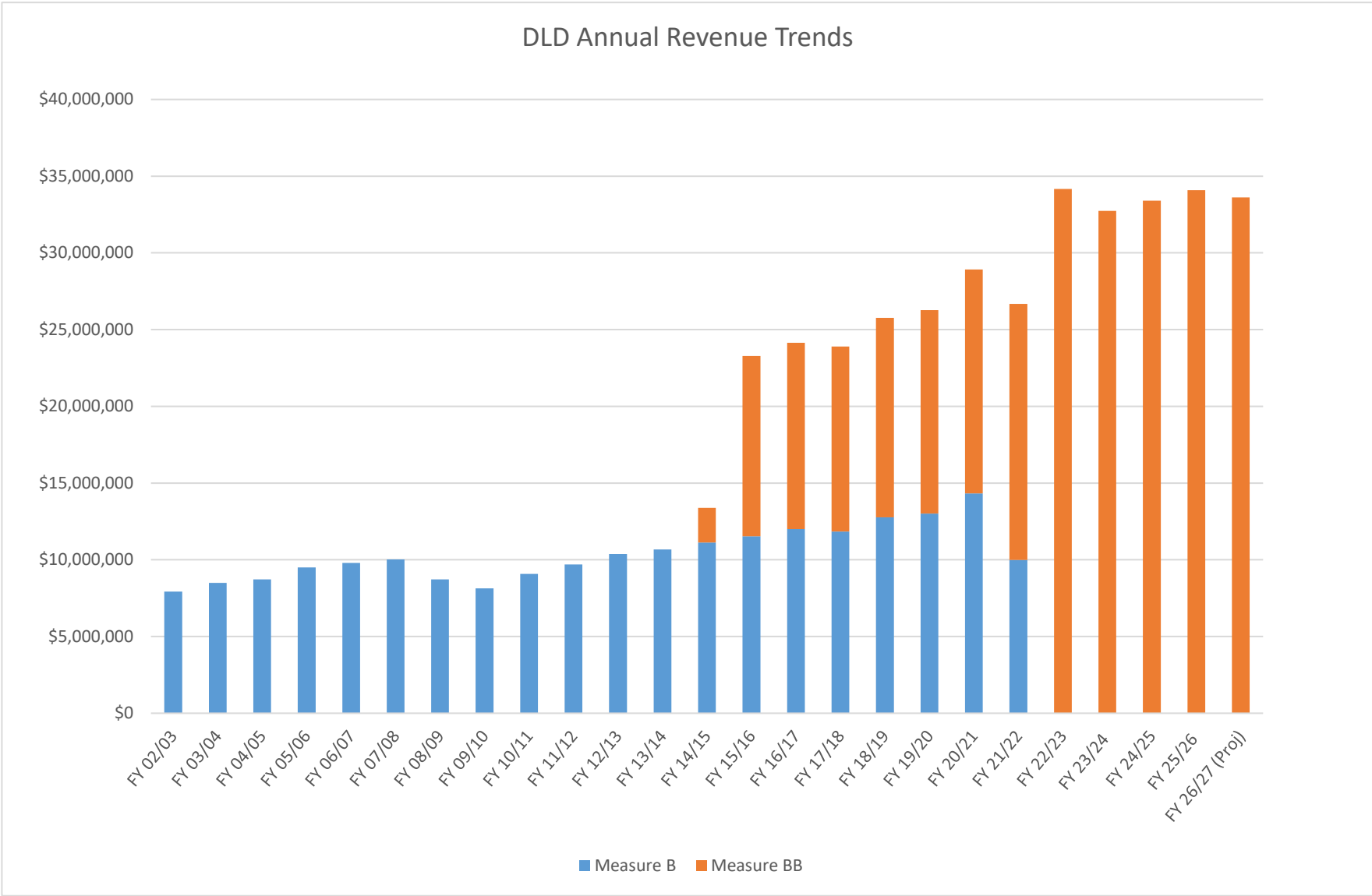
*Primary funding source based on program plan, 2024 PDGP Funding, 5310, and AFA (some programs have mixed funding sources, the box reflects majority):

Direct Local Distribution Funded

Discretionary Grant Funded

Other Funding

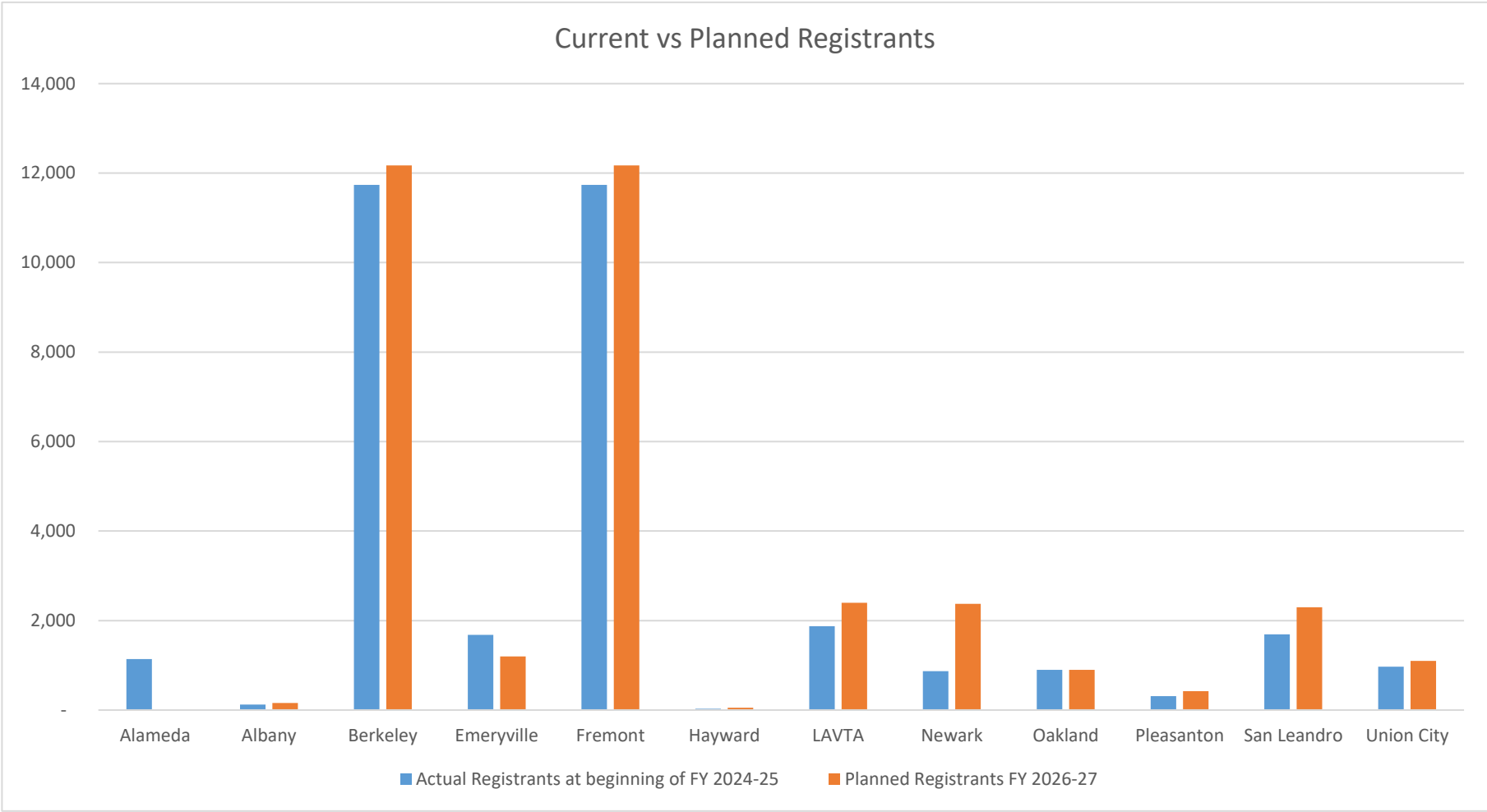
Annual Measure B and BB Paratransit DLD Revenue Trends²



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.

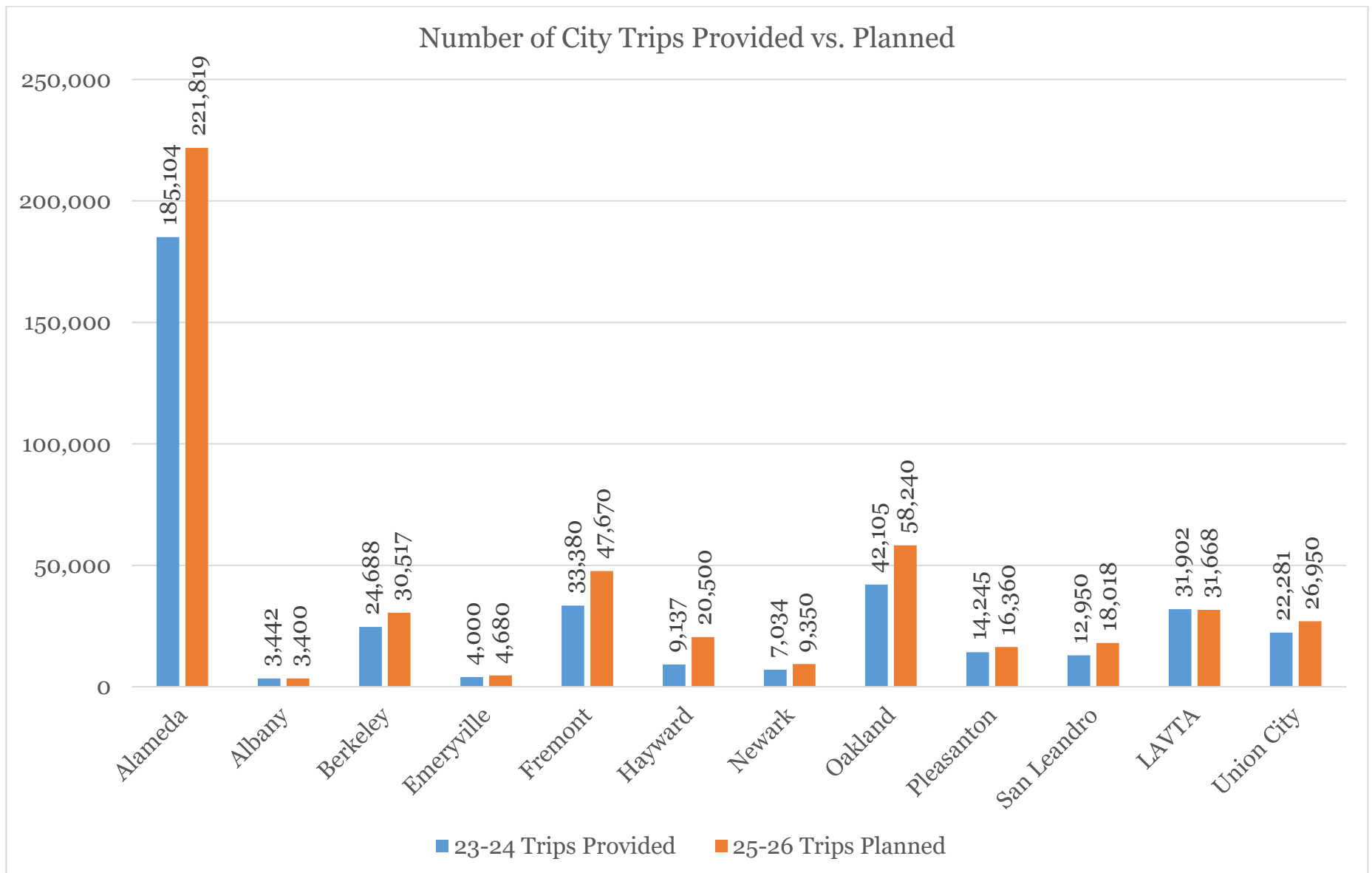
Total Number of Registrants

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

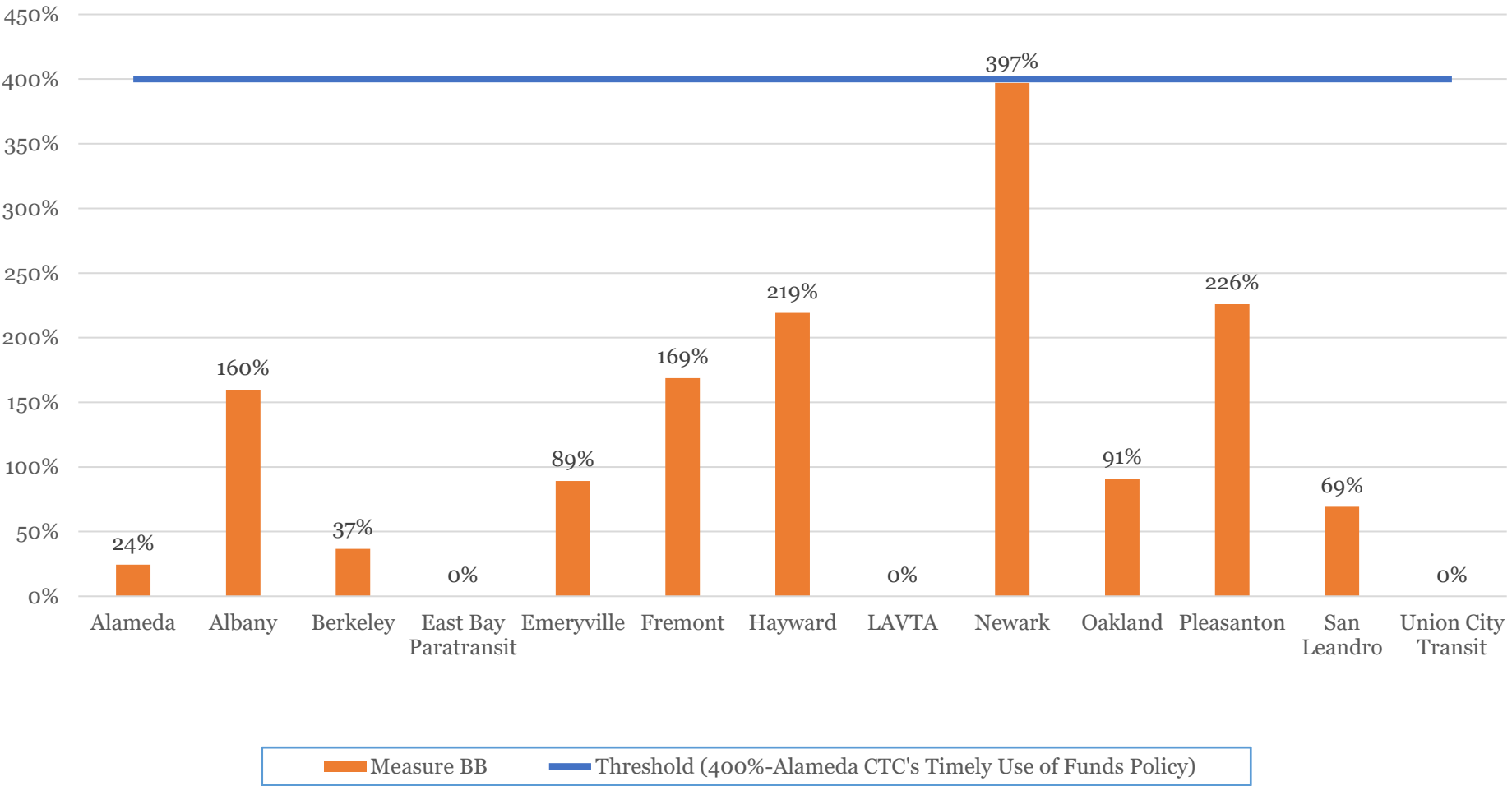
Program	FY 2024-25 (Actual)	FY 2026-27 (Planned)
Alameda	100%	100%
Albany	100%	100%
Berkeley	100%	100%
Emeryville	99%	99%
Fremont	100%	81%
Hayward	100%	100%
Newark	100%	100%
Oakland	100%	97%
Pleasanton	100%	100%
San Leandro	100%	100%
LAVTA	86%	39%
East Bay Paratransit	35%	29%
<i>AC Transit</i>	38%	32%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

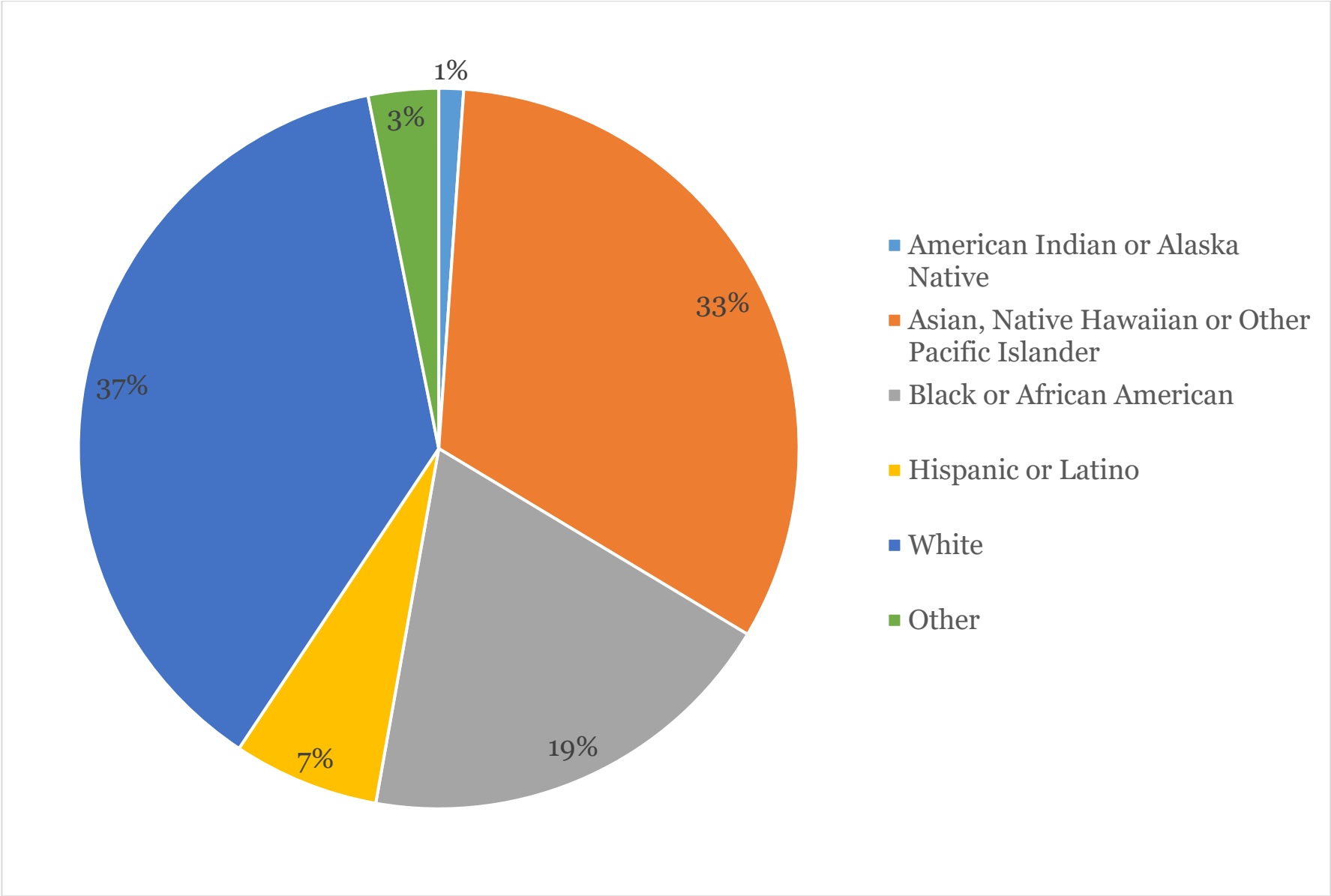
Programs were requested to share the demographic profile of their registrants in their program plans. All programs, with the exception of Union City, partially or fully reported. The following charts reflect a weighted percentage based on planned registrants for the year.

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.

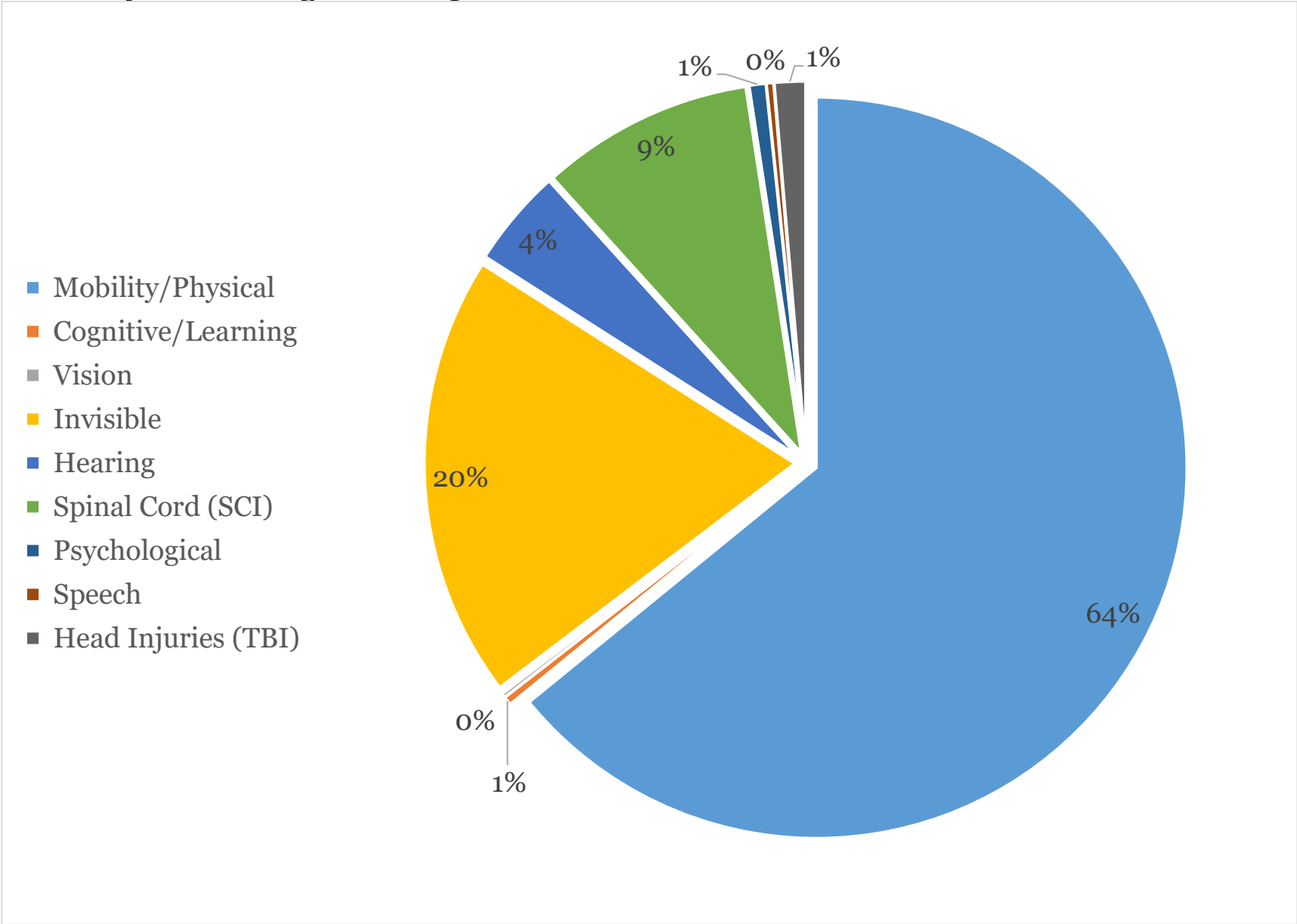
Data Reported by Program

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

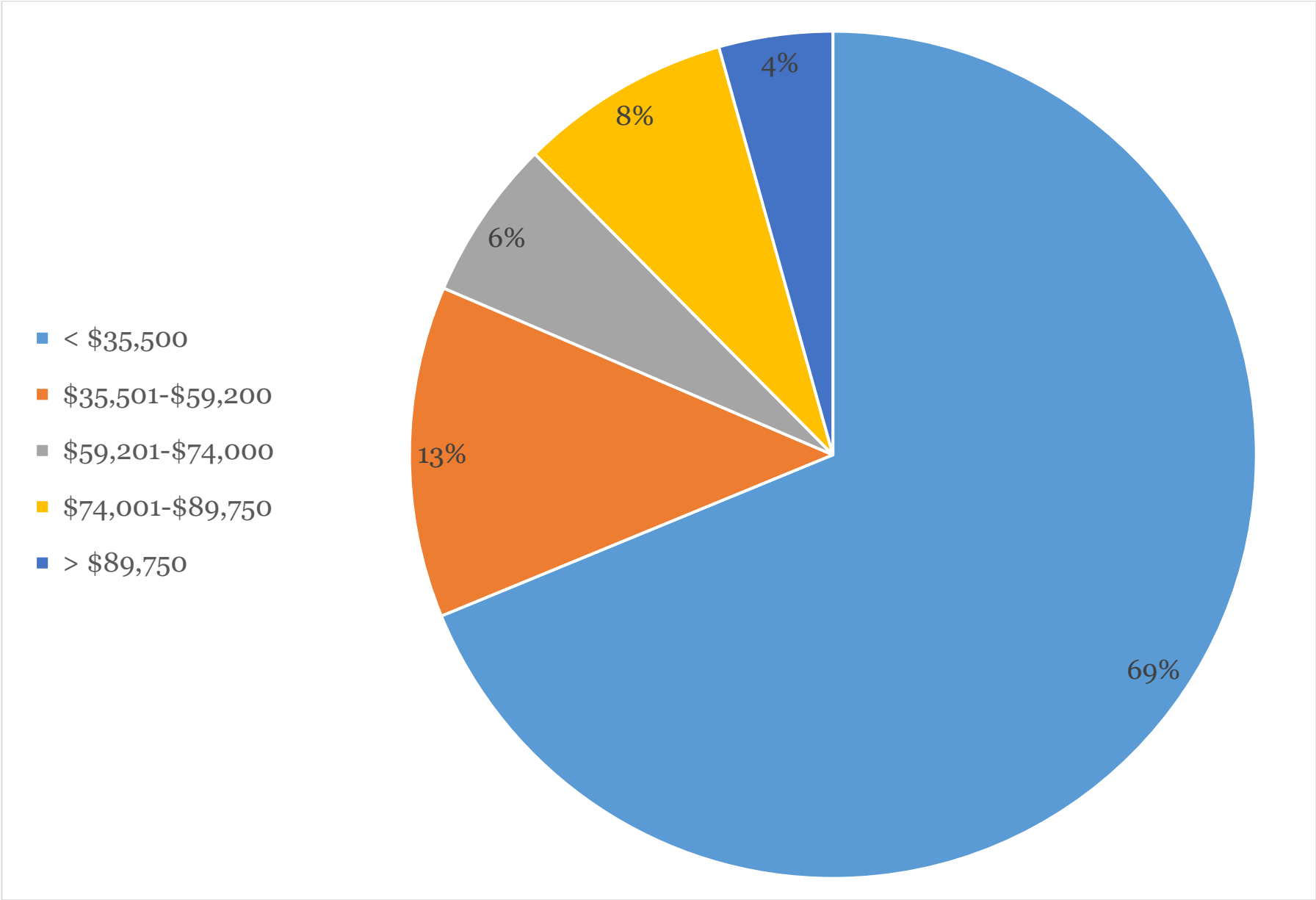
Race/Ethnicity for All Programs (Reported)



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: East County

Paratransit Program: LAVTA

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - ADA Paratransit (Wheels Dial-A-Ride)
 - Mobility Management / Travel Training
- 39% Measure BB
- 0% Reserves
- Cost per trip – \$83.47
- Trends in registration – registration is expected to increase
- Trends in trip provision – trips are expected to increase
- Demographics reporting – all categories were reported
- Elements requiring approval:
 - N/A

- Additional Staff Notes
 - LAVTA will kick off Wheels Access Mobility Management program in March 2026. The program will be provided by a third-party contractor, ADARide, and it will include travel navigation consultations and travel training (both funded through Alameda CTC discretionary grant program).



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:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Klm
Title:	Senior Paratransit Planner
Phone Number:	925-455-7555
E-mail Address:	kkulm@lavta.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.

All Measure BB funding will be used to provide the ADA mandated door-to-door "Wheels Dial-A-Ride" paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin, and Pleasanton, as well as a medical center in San Ramon, and goes beyond the ADA 3/4 mile minimum boundary requirement of the Wheels fixed route bus system. Dial-A-Ride operates at the same time when Wheels route 10R is operating, which has the longest span of service if all of LAVTA's routes.

LAVTA also provides a same day Para-Taxi service and participates in the regional One Seat Ride program, which are funded by a combination of ACTC Measure BB discretionary grant and LAVTA's general fund. The One-Seat Ride program enables passengers to travel within the participating agencies' (LAVTA, County Connection, WestCat, and Tri-Delta) service area without having to transfer.

LAVTA is excited to kick off the Wheels Access Mobility Management program tentatively on March 16, 2026. This program will be provided by a third-party contractor ADARide, and it will include travel navigation consultations and travel training (both funded through the ACTC discretionary grant) as well as the ADA paratransit eligibility assessments.

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?

Being a fixed route public transit operator in Livermore, Dublin and Pleasanton, LAVTA provides ADA mandated paratransit service for the three cities and goes beyond the ADA minimum requirements of 3/4 mile buffer around the fixed route system. Since ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through its Para-Taxi/PEX service.

The new Wheels Access Travel Navigators can address consumers' questions, provide essential information, and educate riders about the array of mobility options available to them. Recognizing that researching existing programs can be challenging, particularly in the realm of technology, our post eligibility appointments can serve as a point of introduction for individualized consultations that prioritize interpersonal interaction, ensuring that individuals receive the personalized assistance they require.

The new Wheels Access mobility management program includes travel training for older adults and people with disabilities to help empower them to use fixed route transit. Additionally, seniors and people with disabilities can travel on fixed route for half of the fare.

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.

- Livermore DaVita Dialysis
- Pleasanton DaVita Dialysis
- East Bay Regional Center day programs (The ARC Alameda County, Futures Explored, Keystone, etc.)
- Nursing Homes (Pleasanton Nursing and Rehab, Lili House, Vineyards Healthcare, etc.)
- Dublin/Pleasanton BART station

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.

7.5 miles

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.

LAVTA is excited to tentatively start the Wheels Access Mobility Management program on March 16, 2026. This service will be provided by a third-party contractor, ADARide. ADARide will be providing travel navigation/consultation services and travel training (funded through the ACTC discretionary grant) as well as ADA paratransit eligibility assessments.

LAVTA is dedicated to advancing the mobility options and overall well-being of paratransit riders, including seniors and persons with disabilities, in Alameda County and the Tri Valley. The agency's comprehensive approach extends beyond traditional paratransit services mandated by the Americans with Disabilities Act, focusing on enhancing accessibility and providing valuable resources to seniors and individuals with disabilities so they can meet their mobility 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.

Being a fixed route transit provider and having a mandate to provide ADA paratransit service, LAVTA will follow the guidance and recommendations from the Bay Area regional Metropolitan Transit Commission's (MTC) Blue Ribbon Task Force (BRTF). The BRTF was established in the Spring of 2020 to guide the recovery of Bay Area public transit network in post-pandemic future. The BRTF favors regional connectivity among other things.

FY27 will be the final option year for LAVTA and County Connection's joint contract with Transdev for paratransit operations. Both agencies anticipate continuing their partnership and will be working on a new RFP for the new joint paratransit contract starting in FY28. As its partnership with County Connection continues, LAVTA expects additional streamlining of services as well as policies (no-show/late cancellation policy, etc.) in the future. These potential future changes will be reviewed by the Tri-Valley Accessibility Advisory Committee (TAAC) and would be required to be approved by both agencies' boards.

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)

E. LAVTA is excited to kick off the Wheels Access Mobility Management program on March 16, 2026 (tentative). This program will be provided by a third-party contractor ADARide and it will include travel navigation consultations and travel training (both funded through the ACTC discretionary grant).

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.

LAVTA has a rider advisory committee (Tri-Valley Accessible Advisory Committee or TAAC) that meets bi-monthly to discuss passenger concerns and advises LAVTA on improvement of its services and facilities. The TAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for customers and the planning process for the implementation of new services is coordinated through the TAAC. LAVTA's Board of Directors approves any policy changes.

User feedback is also sought through our Customer Service database system as well as biannual customer satisfaction surveys.

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

The Dial-A-Ride Customer Satisfaction Survey is currently underway and will be completed in March, 2026.

Below is the summary table from the previous survey.

Comparisons of Mean Ratings



	2023	2022	2021	2019	2023 v 2022	2023 v 2021
Overall experience	3.93	4.02	3.74	3.61	-0.09	0.19
Overall high level of satisfaction with pickup experience	4.09	3.85	3.90	3.73	0.24	0.19
Overall high level of satisfaction with ride experience	4.17	3.85	4.14	4.00	0.32	0.03
Overall high level of satisfaction with drop off experience	4.25	3.84	4.12	3.96	0.41	0.13
My wheelchair/scooter was safely secured	4.48	NA	NA	NA	NA	NA
Driver courteous and helpful	4.26	4.19	4.21	4.15	0.07	0.05
Driver operated vehicle safely/followed traffic laws	4.24	4.03	4.28	4.17	0.21	-0.04
Driver dressed appropriately/clean	4.24	3.97	4.27	4.15	0.27	-0.03
Person on phone able to arrange request for transportation	4.20	4.09	4.17	3.82	0.11	0.03
Vehicle/shuttle was clean	4.19	4.25	4.21	4.07	-0.06	-0.02
Driver dropped me off on time/in correct place	4.17	4.00	4.05	3.92	0.17	0.12
No problems with phone menu	4.16	3.77	4.11	3.98	0.39	0.05
Vehicle/shuttle was in working order	4.14	3.95	4.14	4.03	0.19	0.00
Driver offered me help during drop off	4.13	3.85	4.14	4.02	0.28	-0.01
Driver arrived correct address/pickup spot	4.13	4.19	4.12	4.01	-0.06	0.01
Easy to make arrangements for transportation on phone	4.10	3.90	4.06	3.82	0.20	0.04
Person on phone knowledgeable	4.01	4.21	4.08	3.82	-0.20	-0.07
Driver on time	3.74	3.95	3.62	3.53	-0.21	0.12

Given methodological differences between 2022 and other years, QMR is showing both the differences between 2023 and 2022 along with 2023 and 2021.

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

LAVTA materials, including the aforementioned survey, are available in multiple languages.

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 customer satisfaction survey indicated that many customers were not familiar with all of the programs and tools available to them, such as One Seat Ride, Para-Taxi and PEX card, and My Transit Manager phone app. Since then, LAVTA applied for and was awarded ACTC discretionary grant for Wheels Access Mobility Management program, which includes Travel Navigator program. Travel Navigators help patrons to get more familiar with services such as One Seat Ride, Para-Taxi and PEX card, and My Transit Manager phone app.

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

As part of the partnership with County Connection, LAVTA has introduced a new mobile phone application called My Transit Manager. This app enables passengers to schedule, view and cancel their scheduled rides, see their vehicle on a real-time map, rate their rides/drivers, and give written feedback about their rides/drivers within the app.

LAVTA is also continuing partnering in the regional One Seat Ride pilot program, which enables passengers to travel regionally without having to transfer.

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.

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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.

LAVTA fully markets its services and provides information to customers desiring information regarding both paratransit and fixed route services via brochures, website, and outreach events. Under the Wheels Access mobility management umbrella, tentatively starting on March 16, 2026, Wheels will also be providing travel navigation consultations as well as travel training on fixed route. LAVTA is planning on conducting monthly outreach events at the Tr-Valley senior centers and in other locations in the community starting March, 2026.

ELIGIBILITY AND ENROLLMENT

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

ADA-certification status is needed for using Dial-A-Ride. The primary eligibility criterion is being unable to utilize the fixed route bus system independently at least some of the time due to a disability or health-related condition.

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.

As part of the upcoming Wheels Access program, LAVTA hired a third-party contractor ADARide to conduct ADA paratransit eligibility assessments. ADARide's eligibility assessment process includes on-line or paper applications along with the applicant's Medical Care Professional verification. LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process.

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 customers can either call the customer service phone line at 925-455-7500 or enter their complaint or commendation via the online form on www.wheelsbus.com. When customers file a complaint or commendation, the complaint/commendation and all information are entered into a web-based customer service database, which assigns the complaint/commendation to a LAVTA or contractor staff member based on the department in question. LAVTA and/or contractor staff will investigate complaints and, if requested, get back to the customer with the result. Complaints are tallied and reported to the Board on a monthly basis.

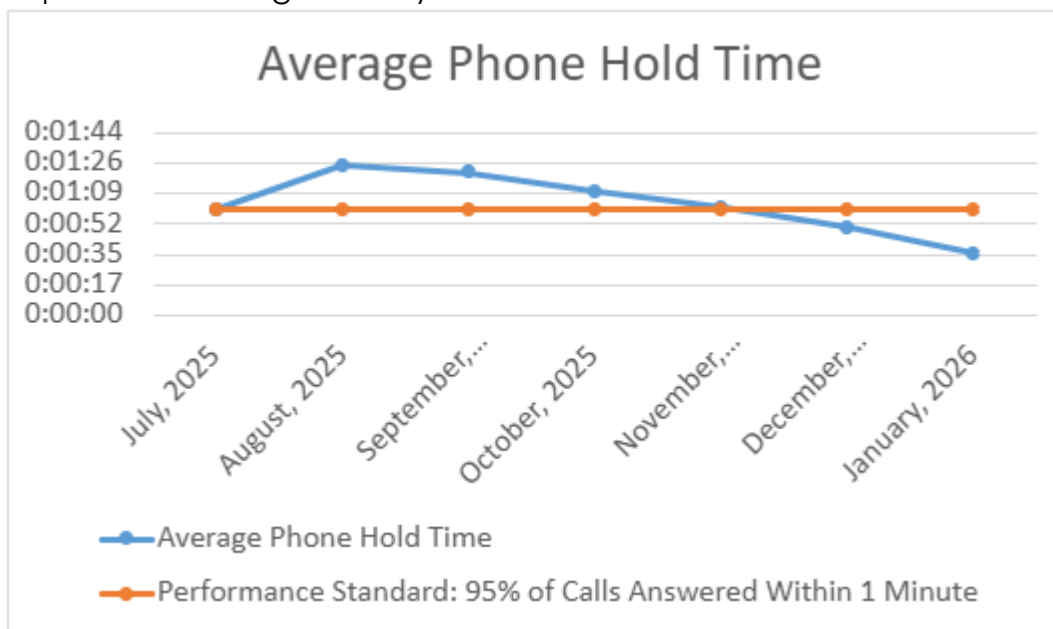
A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the paratransit projects and programs listed in Attachment Table B.

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

LAVTA has contractual performance metrics, which states that all calls to the Dial-A-Ride call center need to be picked up within one minute 95% of the time, but this performance metric was not met.

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

After an investigation it was determined that the long call wait times were mostly due to "Where is My Ride?" calls going to Dispatch. The contractor began redirecting LAVTA's "Where is My Ride?" calls from Dispatch to Reservationist/Scheduling on 11/7/25 and the call pick-up times have improved since significantly:



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	900
Registrants at end of FY 2024-25	882
Current Registrants for FY 2025-26	877

Current number of applicants on a waitlist for FY 2025-26	N/A
Projected Registrants for FY 2026-27	900

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.

Since the Wheels Dial-A-Ride ridership has declined during the current fiscal year (partially due to increase in Para-Taxi ridership), LAVTA is anticipating an increase in ridership in FY27.

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	58
Black or African American	18
Hispanic or Latino	27
Native Hawaiian or Other Pacific Islander	2
White	168
Other	7
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	677 (all Mobility category combined. Including SCI and TBI)
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	101
Hearing	26
Cognitive/Learning	244 (all Cognitive category combined, including Learning and Psychological)
Psychological	
Invisible	
Household Income	
< \$35,500	40
\$35,501-\$59,200	42
\$59,201-\$74,000	16
\$74,001-\$89,750	8
> \$89,750	30

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

We expect it to be about the same.

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?

Since Wheels Dial-A-Ride the ridership has declined over the current fiscal year (partially due to increase in Para-Taxi ridership), LAVTA is anticipating an increase in ridership in FY27.

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	8,324
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	3,591
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	8,324

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.

- 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.

LAVTA's Public Transportation Agency Safety Plan (PTASP) was adopted by the Board of Directors in December 2020 and is updated on an annual basis.

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

Manager oversight salary (paratransit portion) based on anticipated percentage of time spent. Paratransit staff person salary plus benefits.

B. Customer Service and Outreach Costs

Customer service staff 5% of their time salary, plus Paratransit printing, brochures, applications etc.

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?

LAVTA will not have a remaining balance.

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	
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$912,741
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$912,741
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)	\$ 1,251,107
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$2,163,848

[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
ADA Paratransit	Wheels Dial-A-Ride	Transdev	All trip purposes and regional trips.	\$4.00	Pre-purchased tickets and cash.	Accessible	Pre-scheduled	Door-to-Door	Livermore, Dublin, Pleasanton

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)
ADA Paratransit	Wheels Dial-A-Ride	No limit	8:30am to 5pm 7 days a week	1 to 7 days	When Fixed Route service is operating, ~4:30am to 1:30am the next morning	ADA paratransit eligibility needed	Continuing/Ongoing	31,668	
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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)	
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$919,652
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$919,652
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)	\$ 1,723,753
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$2,643,405

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>
WHEELS Dial A Ride	31,668	\$ -	\$ 919,652	\$ 119,000	Measure B Gap	\$ 126,246	\$ 1,478,507	STA/TDA/FTA	\$ 2,643,405	83.47243274	79.49
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Totals	31,668	\$ -	\$ 919,652	\$ 119,000		\$ 126,246	\$ 1,478,507		\$ 2,643,405		

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$0
Reserve balance as percent of FY 2026-27 Revenue*	0%

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

[illegible]



Annual Paratransit Program Plan for FY2026/27

April 28, 2026
Livermore Amador Valley Transit Authority (LAVTA)

1



Wheels Paratransit Suite of Services

- Wheels Dial-A-Ride
- Same-day Para-Taxi/PEX
- Regional One Seat Ride
- **New as of March 16, 2026: Wheels Access Mobility Management**

2



Wheels Dial-A-Ride

- Door-to-door service
- Service area is greater than the $\frac{3}{4}$ mile radius around a fixed route, including San Ramon Medical Center and Livermore VA
- Mobile app (My Transit App):
 - For trip status and cancellation
 - Booking trips
 - Rating rides/drivers



3



Para-Taxi Program

- Partially Alameda CTC grant funded
- Same day service
- 24-hours, not a shared ride
- Incorporates taxi cabs and TNCs
- 85% off up to \$30 maximum discount per ride (\$300 maximum discount per month)
- Debit card (PEX) and reimbursement-based options for receiving the discount



4



One-Seat Ride Program

- Partially Alameda CTC grant funded
- Regional rides between participating service providers without having to transfer
- Participating agencies:
 - LAVTA
 - County Connection
 - WestCAT
 - Tri-Delta
- One central phone number to call for reservations - (925) 680-2134
- <https://oneseatride.org/>

5



Wheels Access Mobility Management

- Launched on March 16, 2026
 - ADAride
- Partially Alameda CTC grant funded
- Includes:
 - Individualized travel navigation consultations
 - Travel training
 - Enhanced ADA Paratransit eligibility assessments
- LAVTA to start reoccurring community transportation outreach events:
 - First event scheduled for 5/7 at the Livermore Community Center

6



Consumer Input Via:

- Customer Service Database:
 - By phone
 - Online
- MyTransit Manager App
- Tri-Valley Accessible Advisory Committee (TAAC)
- Customer Satisfaction Surveys

7



Q&A

8

Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: East County

Paratransit Program: City of Pleasanton

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - ADA Paratransit (Wheels Dial-A-Ride)
 - Specialized Accessible Van Service (Pleasanton Rides)
 - Means-Based Fare Program
 - Group Trips Program
 - Customer Service and Outreach
 - Management / Overhead
- 100% Measure BB
- 226% Reserves
- Cost per trip –
 - Specialized Accessible Van Service: \$50.65
 - Group Trips : \$38.19
 - Group Trips (RADD): \$27.17

- Trends in registration – registration is expected to increase
- Trends in trip provision – trip provision is expected to increase slightly
- Demographics reporting – all demographic categories were reported
- Elements requiring approval:
 - N/A
- Additional staff notes
 - N/A



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 Pleasanton
Contact Name:	Rachel Prater
Title:	Recreation Manager
Phone Number:	(925) 931-5367
E-mail Address:	rprater@cityofpleasantonca.gov

Date Submitted: 2/27/26

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.

For FY 2026–27, the City of Pleasanton will continue to provide a coordinated set of paratransit services designed to support the mobility needs of older adults and people with disabilities, using Measure BB Direct Local Distribution (DLD) funds and other eligible Alameda CTC paratransit funding sources.

Specialized Accessible Van Service

Pleasanton Rides is the City's core specialized accessible van service, providing door-to-door, shared-ride transportation for Pleasanton residents age 70 and older and eligible adults with disabilities. The service supports essential and quality-of-life trips, including medical appointments, shopping, and social activities. Pleasanton Rides is operated through a City service agreement with Black Tie Transportation and offers reliable, personalized transportation using accessible vehicles.

Means-Based Fare Program

The City offers a means-based fare subsidy that provides a 75% fare discount for income-eligible participants. Eligibility and application requirements are aligned with the City of Pleasanton's Fee Assistance Program and require proof of participation in a qualifying government assistance program. This program helps ensure equitable access to transportation for low-income seniors and people with disabilities.

Group Trips Program

The Group Trips Program provides affordable, accessible group transportation for seniors and adults with disabilities to participate in planned outings, educational opportunities, and recreational experiences. Funding also supports transportation for the Recreation for Adults with Developmental Disabilities (RADD) program, enabling participants to attend recreational and enrichment activities throughout the Bay Area that would otherwise be inaccessible.

Customer Service and Outreach

Customer service and outreach activities are provided through the Pleasanton Senior Center and include responding to customer inquiries, processing ticket sales for Wheels Dial-A-Ride and senior transit passes, and distributing program information. Outreach for Pleasanton Rides, Group Trips, and fare assistance programs is conducted through the City's printed Library and Recreation Department Activities Guide, email newsletters, and direct staff assistance.

Management and Overhead

Program oversight, coordination, and reporting are managed by the City's Recreation Manager and the Management Analyst, who administer service agreements, oversee program budgets, and participate in required regional and countywide coordination meetings. Administrative costs are included to accurately reflect total program expenses.

ADA Paratransit

ADA paratransit services for Pleasanton residents are provided by LAVTA Wheels Dial-A-Ride. Following recommendations from the City of Pleasanton and LAVTA joint Mobility Forward Study, ADA trips transitioned from Pleasanton Rides to LAVTA effective January 1, 2023. The City allocates approximately 35% of its Measure BB paratransit funds to support ADA paratransit services through LAVTA.

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 Pleasanton's paratransit services are designed to meet the mobility needs of older adults and people with disabilities who are unable to use fixed-route transit due to age, disability, health, or trip purpose. The program prioritizes safe, reliable, and accessible transportation options that support both essential daily needs and overall well-being.

Pleasanton Rides, the City's specialized accessible van service, provides door-to-door transportation for residents age 70 and older. This service addresses critical trip needs such as medical appointments, grocery shopping, and essential errands that cannot be met through fixed-route transit or same-day taxi/TNC programs. Door-to-door service is essential for individuals with mobility limitations, limited stamina, or the need for additional assistance, supporting independence and the ability to age in place.

The Group Trips Program complements individual ride services by offering accessible transportation for planned outings for seniors and participants in the Recreation for Adults with Developmental Disabilities (RADD) program. These trips provide access to recreational, educational, and enrichment opportunities that reduce social isolation and support mental and emotional health.

A means-based fare subsidy ensures that cost is not a barrier for low-income participants, improving equitable access to transportation and services.

Together, this coordinated suite of services was selected to address Pleasanton's specific mobility gaps by combining essential transportation with opportunities for social connection. These programs enhance quality of life, support basic life needs, and help older adults and people with disabilities remain active and connected in the 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.

- Medical Appointments (17% of rides)
- Recreation (40% of rides)
- Living Needs (20% of rides)
- Dialysis (19% of rides)

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.

3 miles

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.

No changes proposed for FY 2026-27.

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.

No major service changes planned for FY 2026-27.

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 program elements are 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.

Consumer input for the City of Pleasanton's paratransit programs is incorporated through ongoing operational feedback, outreach efforts, and coordination with service providers and City staff involved in program delivery.

The City regularly receives input from program participants and caregivers through direct communication, including phone calls, in-person interactions at the Pleasanton Senior Center, and service-related inquiries. This feedback is documented and used to identify service needs, address concerns, and inform program adjustments as appropriate.

Consumer feedback has also been collected through rider surveys, which provide insight into trip purposes, service satisfaction, and areas for improvement. Survey results are reviewed by staff and considered as part of program planning and service evaluation.

Program information and updates are shared with the public through the City's printed Activity Guide, email communications, and outreach conducted at the Pleasanton Senior Center.

At this time, the FY 2026–27 paratransit program plan was not reviewed by a local advisory committee, as formal advisory meetings related to the program are currently on pause. The City is planning to reconvene the Pleasanton Rides Task Force beginning in FY 2026-27, to support ongoing consumer engagement and program feedback.

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 paratransit program plan was developed using a combination of service monitoring, rider feedback, and staff observation to assess ongoing transportation needs and service effectiveness.

City staff regularly review ridership data and usage trends for Pleasanton Rides and related programs to monitor demand, identify service patterns, and note potential service gaps. Operational feedback from the service provider is also considered as part of this review process.

Rider feedback continues to inform program development through direct communication with participants and caregivers. Pleasanton Senior Center staff handle transportation-related inquiries and comments as part of their customer service role, providing insight into rider needs, challenges, and service preferences.

The City annually distributes Pleasanton Rides rider surveys to gather structured feedback on service quality and satisfaction. While survey activity has been more limited recently due to staffing transitions, past survey results and ongoing informal feedback continue to inform service planning and program priorities.

For group-based transportation, Senior Center and RADD staff provide input based on participant interest, attendance trends, and program needs to help determine appropriate destinations and trip offerings.

The City's transportation contractor, Black Tie Transportation, provides informational materials to riders, including program flyers and a Rider's Guide, which are distributed to new participants and made available to existing riders as needed. These materials support customer understanding of available services and program requirements.

Together, these outreach, feedback, and analysis efforts help ensure that the paratransit services offered remain responsive to community needs while maintaining program continuity during periods of staffing transition.

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

The City of Pleasanton's paratransit outreach is designed to reduce barriers to access and support equitable participation by older adults and people with disabilities.

Program information is available online and through direct staff assistance by phone or in person to accommodate individuals with limited internet access or who need additional support. City staff assist participants with understanding program eligibility and completing application materials as needed.

The City's website includes translation functionality to support access to information in languages other than English. Outreach and assistance are primarily provided through the Pleasanton Senior Center, a location that is familiar and accessible to many older adults and people with disabilities.

These practices help ensure that paratransit services are accessible and inclusive for participants with varying language, technology, and accessibility 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.

Results from ongoing service monitoring, rider feedback, and program analysis were used primarily to confirm the continued need for existing paratransit services and to support program continuity for FY 2026–27.

Review of ridership trends, customer service inquiries, and informal rider feedback indicated that core services such as Pleasanton Rides, group trips, and fare assistance continue to meet essential transportation needs for older adults and people with disabilities. No significant service gaps were identified that warranted the addition or removal of service types for the upcoming fiscal year.

Feedback and operational review informed minor program adjustments and administrative practices, including continued emphasis on clear communication, staff-assisted support, and accessible program information. Overall, outreach and analysis efforts supported maintaining the current service structure while ensuring services remain responsive to participant needs.

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

The City of Pleasanton's FY 2026–27 paratransit program does not rely on new or emerging technologies. Instead, the program focuses on incremental service improvements and operational efficiency within existing service models.

Non-traditional elements include the use of contracted specialized transportation services to provide flexible, shared-ride, door-to-door transportation tailored to the needs of older adults and people with disabilities. The City also emphasizes accessible communication, including translated program materials and staff-assisted customer service.

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.

Pleasanton City Council, May 5, 2026.

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 through City communications, partner referrals, and direct staff assistance.

Pleasanton Rides (Specialized Accessible Van Service / Means-Based Fare Program)

Information about Pleasanton Rides is provided through the City of Pleasanton website, the Library and Recreation Department Activities Guide, and the Pleasanton Senior Center's email communications. Information is also available through community referral partners, including City Serve of the Tri-Valey, Eden Information & Referral (2-1-1). Pleasanton Rides vehicles display program contact information and the Alameda CTC logo.

Group Trips Program

Information about Group Trips is shared through the City's Activities Guide and through direct communication with participants by Senior Center and RADD program staff.

Customer Service and Assistance

Pleasanton Senior Center staff provide in-person and phone assistance to answer questions, explain eligibility, and assist with enrollment.

ELIGIBILITY AND ENROLLMENT

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

Pleasanton Rides

- Pleasanton resident
- Age 70 years or older

Senior Group Trips

- Pleasanton resident
- Age 60 years or older

RADD Group Trips

- Approved RADD application
- Age 15 years or older

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.

Pleasanton Rides

Consumers may enroll in the Pleasanton Rides program by completing an application available on the City of Pleasanton and Black Tie Transportation websites. Applications may be submitted by mail. For individuals without internet access or printing capability, applications can be requested by phone and mailed to the applicant.

Completed applications are typically reviewed and processed within two to three business days. Once approved, riders may begin scheduling trips immediately.

Group Trips

Participants may enroll in group trips by registering online or by contacting the program administration office. Participants are also required to complete a program participant waiver prior to participation.

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 related to the Pleasanton Rides program are primarily received and managed by the City's contracted service provider, Black Tie Transportation. In cases where feedback is received directly by the City, staff coordinate with Black Tie Transportation to ensure appropriate follow-up and resolution. Black Tie Transportation is contractually required to notify the City of Pleasanton of all complaints.

Black Tie Transportation maintains multiple methods for customers to submit complaints, suggestions, or commendations, including verbal communication and email. Customers are informed of these options during enrollment and through program materials.

Black Tie Transportation is responsible for the prompt, courteous, and reasonable resolution of all complaints, particularly those tied to required performance standards and contractual obligations. All complaints and commendations are documented in a dedicated log that includes the customer name (when provided), date and time, nature of the issue or commendation, and the resolution and resolution date.

A summary of complaint and commendation activity is compiled and submitted to the City's Recreation Manager as part of the provider's monthly reporting requirements. Black Tie Transportation responds to all complaints by phone or email within 24 business hours, excluding weekends and holidays, and informs the customer of the actions taken or planned to address the issue.

- 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.)

N/A

- 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	968
Registrants at end of FY 2024-25	1039
Current Registrants for FY 2025-26	1058
Current number of applicants on a waitlist for FY 2025-26	0
Projected Registrants for FY 2026-27	1100

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.

Registration is expected to continue its steady upward trend, supported by expanded outreach efforts and targeted marketing initiatives in the upcoming year.

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	
Asian	25
Black or African American	1
Hispanic or Latino	4
Native Hawaiian or Other Pacific Islander	
White	24
Other	
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	11
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	3
Hearing	12
Cognitive/Learning	2
Psychological	
Invisible	
Household Income	
< \$35,500	22
\$35,501-\$59,200	
\$59,201-\$74,000	5
\$74,001-\$89,750	2
> \$89,750	

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

No expected changes for 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?

A small increase in the number of rides for FY 2026-27 is anticipated through additional outreach efforts.

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.)

N/A

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	0
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	0
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	0

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.

Black Tie Transportation aligns its emergency response protocols with the City of Pleasanton's preparedness plan to ensure the safety of passengers and staff during unforeseen events such as earthquakes, wildfires, hazardous material spills, or other crises.

Emergency Action Plan

In the event of a major emergency, Black Tie's dispatch center serves as the central hub for real-time coordination. Chauffeurs are trained to:

- Follow emergency alerts issued by local authorities, including evacuation orders, shelter-in-place directives, and road closures.
- Assess passenger safety immediately, assisting with evacuations if necessary and coordinating with emergency responders.
- Communicate with dispatch to report conditions on the ground and receive updated instructions.
- Relocate vehicles as needed to keep passengers and employees out of high-risk areas while maintaining service continuity.

Disaster Readiness

- The fleet is GPS-tracked, allowing us to reroute vehicles in real-time and coordinate safe transport for clients.
- In large-scale evacuations or emergency transport needs, we can mobilize our fleet to assist with mass relocations.
- Black Tie's team participates in periodic emergency response training, ensuring preparedness for rapid decision-making in critical situations.

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 and Overhead costs for FY 26/27 include management oversight of the contract with Black Tie Transportation, completion of the annual ACTC Program Plan submittal and required audits/compliance reporting, and ongoing vehicle replacement planning and related actions. This cost structure continues to reflect the framework established during the original contract negotiation process for Pleasanton Rides.

B. Customer Service and Outreach Costs

The Recreation Supervisor at the Pleasanton Senior Center works to connect seniors with the Pleasanton Ride services. This position also oversees the Activities Guide, website, and newsletters, which promote the service.

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?

No remaining balance is expected.

MISCELLANEOUS

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

N/A

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	\$572,733.00
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$581,734.22
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$1,154,467
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)	\$1,154,467

[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
Specialized Accessible Van	Pleasanton Rides Door-to-Door	Black Tie Transportation	Rides include trips for basic living needs, including trips to grocery stores, medical offices, banks, beauty salons, employment, recreational and educational activities, nutrition sites, dialysis and connecting to transit rides.	Resident In-Town: \$4.00 Non-Resident in-Town: \$4.50 Resident Out-of-Town: \$4.50 Non-Resident Out-of-Town: \$5.00	\$40 for 10 rides	Accessible	Pre-scheduled	Door-to-Door	Pleasanton. Limited Service to medical appointments in Livermore, Dublin, San Ramon
Group Trips	Senior Day Trippers	Black Tie Transportation	Recreation Day Trips	Cost of admission to program. Ranges from \$5-\$50	online, cash, check	Accessible	Pre-scheduled	Door-to-Door	Pleasanton residents to Bay Area destinations.
Group Trips	RADD (Recreation for Adults with Developmental Disabilities) Day Trips for 15+ years	Black Tie Transportation	Recreation Day Trips	Cost of admission to program. Ranges from \$5-\$50	online, cash, check	Accessible	Pre-scheduled	Door-to-Door	Tri-Valley residents to Bay Area destinations.
ADA Paratransit	Wheels Dial-A-Ride	LAVTA - Livermore Amador Valley Transit Authority	ADA paratransit rides	\$4.00 one way	preurchased ticket or exact cash	Accessible	Pre-scheduled	Door-to-Door	Pleasanton, Dublin, Livermore
Management/Overhead	Management/Overhead	City of Pleasanton	Management of overall program						
Customer Service and Outreach	Customer Service and Outreach	City of Pleasanton	Information Dissemination/Awareness/Accountability						
Means-Based Fare Program	Scholarship			25% of regular fee					

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)
Specialized Accessible Van	Pleasanton Rides Door-to-Door	none	Reservations accepted 24/7	Two weeks	Monday-Friday 8a-5p	Pleasanton residency and 70+ years of age. PPS approved riders 60-69 years of age were grandfathered into the program if they were registered prior to July 1, 2012.	Continuing/Ongoing	7,000	
Group Trips	Senior Day Trippers	none	Online registration opens no later than 3 weeks prior to trip.	Varies	10 per year	60+ years	Continuing/Ongoing	288	
Group Trips	RADD (Recreation for Adults with Developmental Disabilities) Day Trips	none	Online registration opens no later than 1 month prior to trip.	Varies	Once per quarter	RADD application and 15+ years	Continuing/Ongoing	184	
ADA Paratransit	Wheels Dial-A-Ride	none	Sunday-Saturday, 8:30a-5p		Monday-Friday 4:30a-1:30p		Continuing/Ongoing		
Management/Overhead	Management/Overhead								
Customer Service and Outreach	Customer Service and Outreach								
Means-Based Fare Program	Scholarship							50	
0	0								
0	0								
0	0								
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)	\$715,139
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$568,136
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$1,283,275
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)	\$1,283,275

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>
Pleasanton Rides Door-to-Door	7,000		\$ 354,576						\$ 354,576	50.65371429	50.65
Senior Day Trippers	288		\$ 11,000						\$ 11,000	38.19	38.19
RADD (Recreation for Adults with Developmental Disabilities) Day Trips for 15+ years	184		\$ 5,000						\$ 5,000	27.17	27.17
Wheels Dial-A-Ride	0		\$198,848						\$ 198,848	#DIV/0!	#DIV/0!
Management/Overhead	0		\$ 31,000						\$ 31,000	#DIV/0!	#DIV/0!
Customer Service and Outreach	0								\$ -	#DIV/0!	#DIV/0!
Scholarship	50								\$ - 0	0	0.00
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
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Totals	7,522	\$ -	\$ 600,424	\$ -		\$ -	\$ -		\$ 600,424		

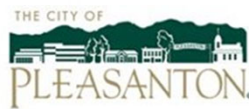
Budget check (total revenue less total cost): \$682,851

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$682,851
Reserve balance as percent of FY 2026-27 Revenue*	120%

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

Alameda CTC Paratransit Program Plan FY 2026/27

Tuesday, April 28, 2026



A Community Partnership

1

FY 2026-27 Program Overview

- City will continue providing a coordinated suite of paratransit services
- Designed to support the mobility needs of older adults and people with disabilities
- Serves residents who are unable to use fixed-route transit
- Funded through Measure BB Direct Local Distribution (DLD)
- Also supported by other eligible Alameda CTC paratransit funding sources



2

Specialized Accessible Van Service Pleasanton Rides

- City's door-to-door paratransit service
- Operated through a City contract with Black Tie Transportation
- Provides shared-ride transportation for:
 - Residents age 70 and older
 - Eligible adults with disabilities
- Supports essential trips (medical appointments, errands) and quality-of-life activities

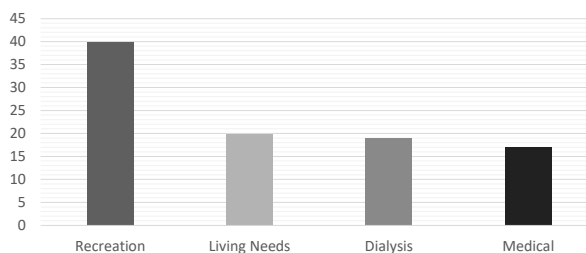


3

Specialized Accessible Van Service Pleasanton Rides

7,000 trips planned for FY 2026/27

Common Trip Purposes (%)



Registrant Growth Trend



4

Means-Based Fare Program

- Provides a 75% fare discount for income-eligible participants
- Available to low-income seniors and people with disabilities
- Eligibility aligned with the City of Pleasanton Fee Assistance Program
- Requires proof of participation in a qualifying government assistance program
- Reduces financial barriers to transportation
- Supports equitable access to essential services and community activities




5

Group Trips

288 Senior (one-way)
trips planned for FY
2026/27

184 (one-way) RADD
trips planned for FY
2026/27

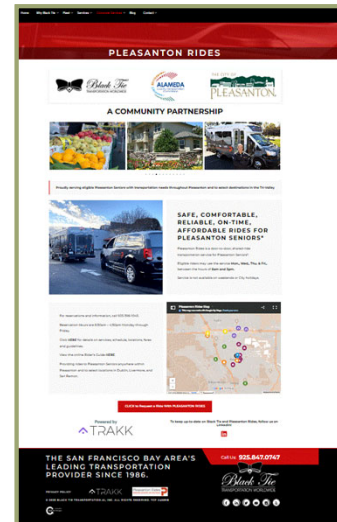
- Provides affordable, accessible group transportation
- Serves seniors and adults with disabilities
- Supports participation in planned outings and community activities
- Reduces social isolation and promotes community engagement
- Enables access to activities throughout the Bay Area that would otherwise be difficult to reach



6

Customer Service and Outreach

- Pleasanton Senior Center
 - Staff respond to customer inquiries and provide program assistance
 - Processing of ticket sales for Wheels Dial-A-Ride and senior transit passes
 - Distribution of program information to participants and caregivers
- Promotion through the Library & Recreation Department Activities Guide
- City website/Black Tie Transportation website
- Information shared via email newsletters and direct staff support



7

Surveys



Keep providing outstanding customer service!

Very nice, safe drive.

Reliable, respectful and kind.

Staff are quick to answer phones and (are) extremely helpful.



8

Current Fleet



2018 Dodge BraunAbility
Passenger Van

2017 Ford Transit
Passenger Bus

2022 Lightning eMotor
Fully Electric Passenger Van



9

Partnership with LAVTA for ADA Services

- As of January 1, 2023, ADA rides were transferred from Pleasanton Rides to LAVTA Wheels Dial-A-Ride.
- The City allocates 35% of its Measure BB funds to LAVTA to provide ADA services.



10



Q&A



Thank you for your continued support!



THE CITY OF
PLEASANTON

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												

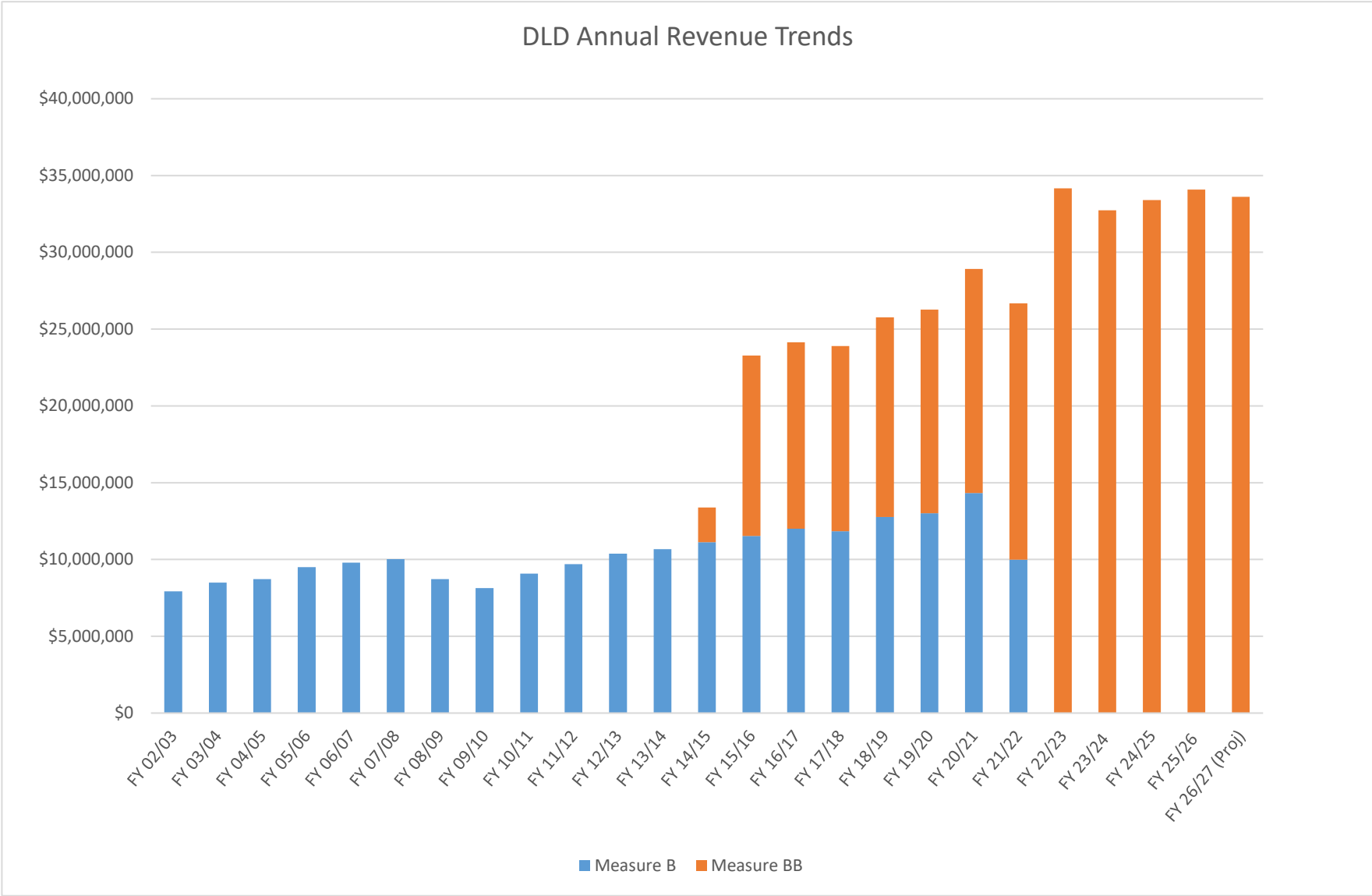
*Primary funding source based on program plan, 2024 PDGP Funding, 5310, and AFA (some programs have mixed funding sources, the box reflects majority):

Direct Local Distribution Funded

Discretionary Grant Funded

Other Funding

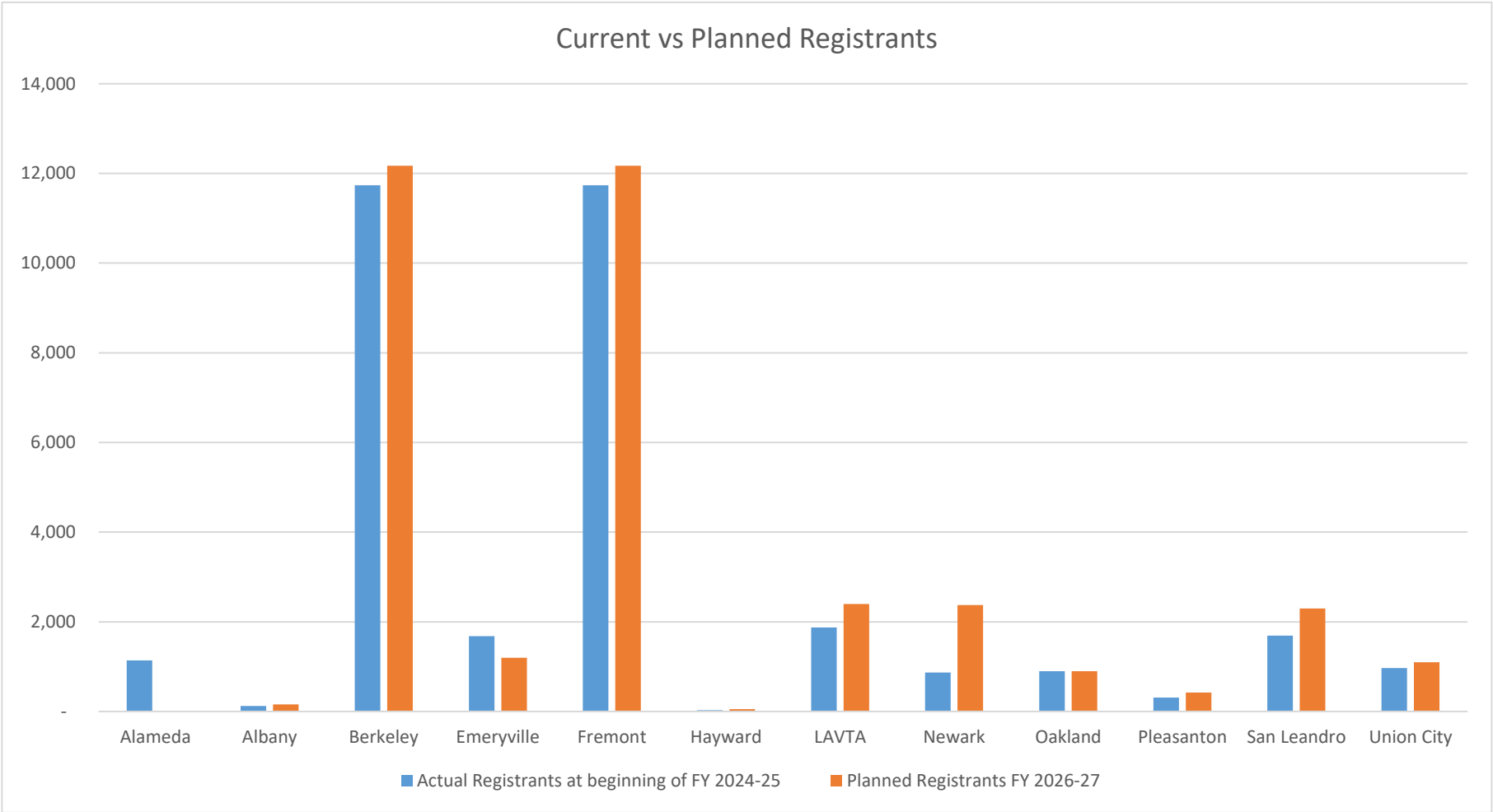
Annual Measure B and BB Paratransit DLD Revenue Trends²



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.

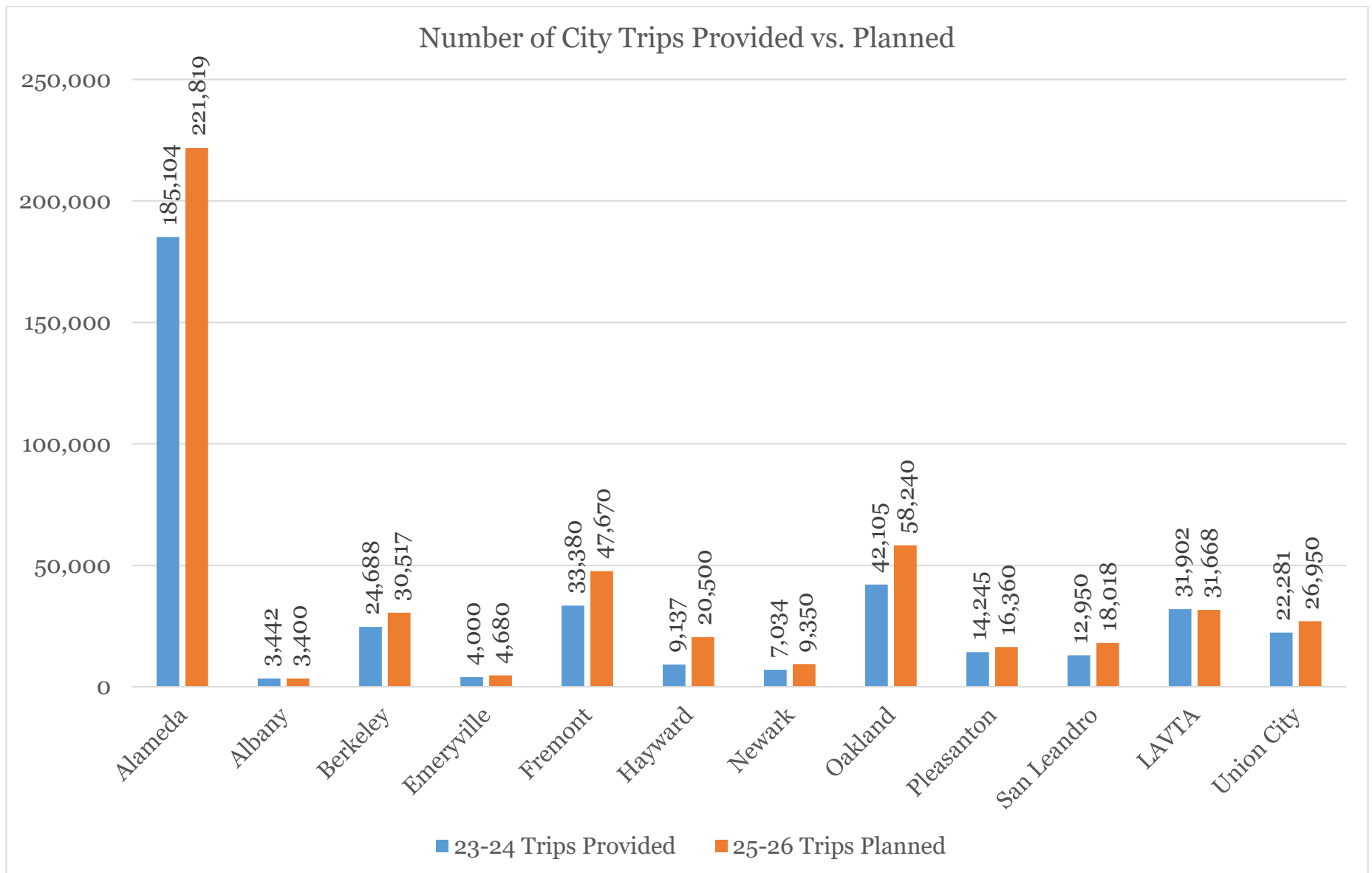
Total Number of Registrants

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

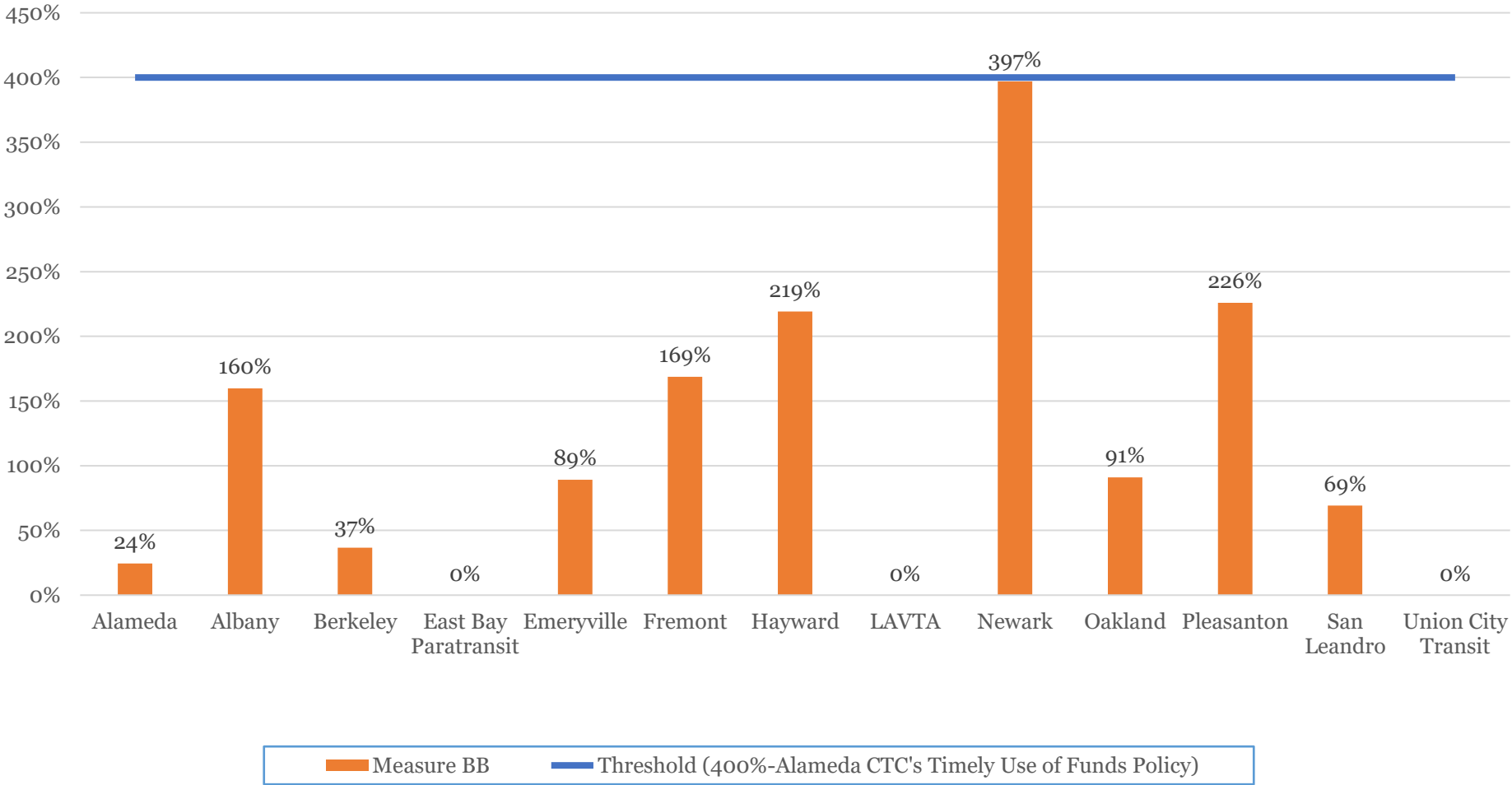
Program	FY 2024-25 (Actual)	FY 2026-27 (Planned)
Alameda	100%	100%
Albany	100%	100%
Berkeley	100%	100%
Emeryville	99%	99%
Fremont	100%	81%
Hayward	100%	100%
Newark	100%	100%
Oakland	100%	97%
Pleasanton	100%	100%
San Leandro	100%	100%
LAVTA	86%	39%
East Bay Paratransit	35%	29%
<i>AC Transit</i>	38%	32%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

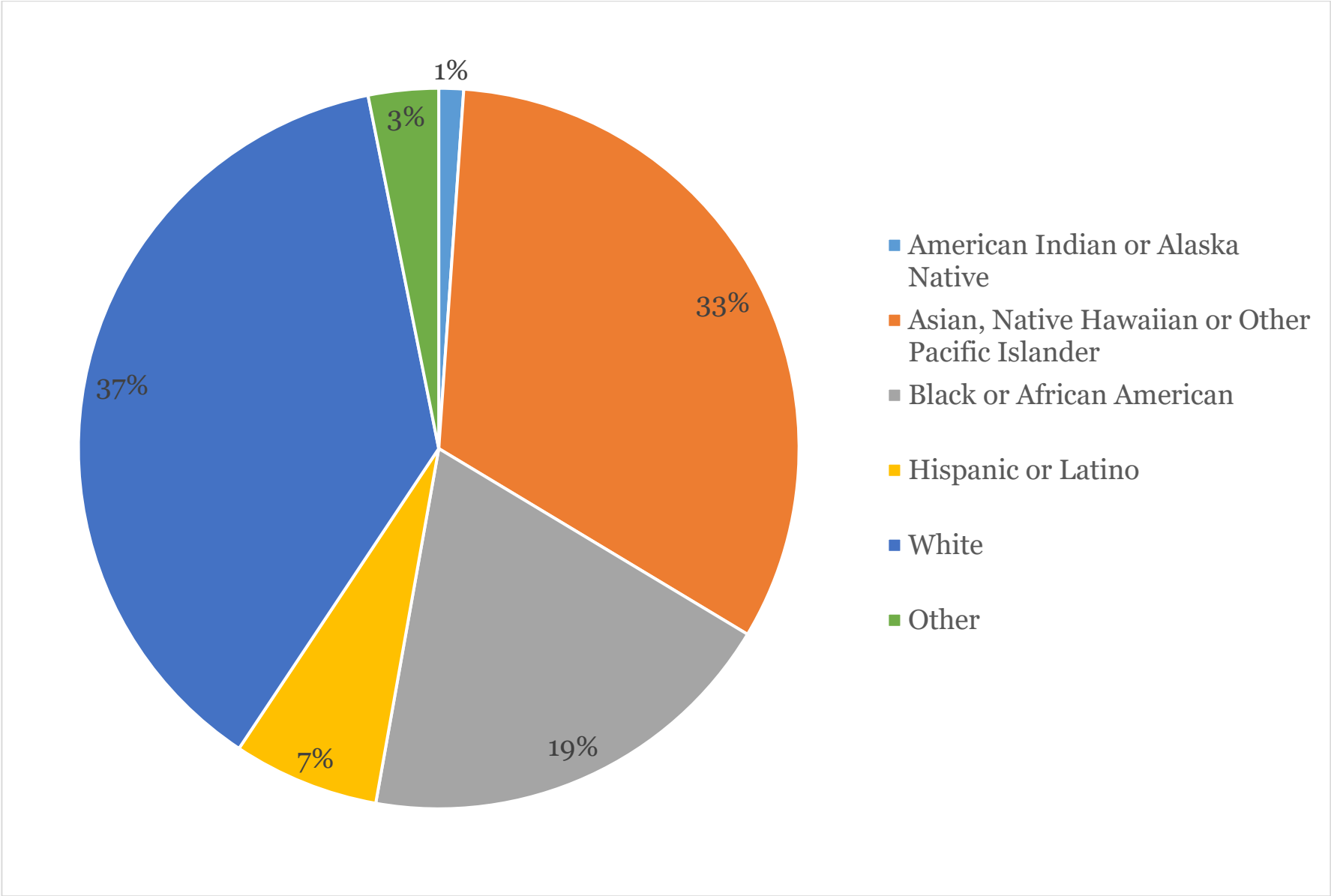
Programs were requested to share the demographic profile of their registrants in their program plans. All programs, with the exception of Union City, partially or fully reported. The following charts reflect a weighted percentage based on planned registrants for the year.

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.

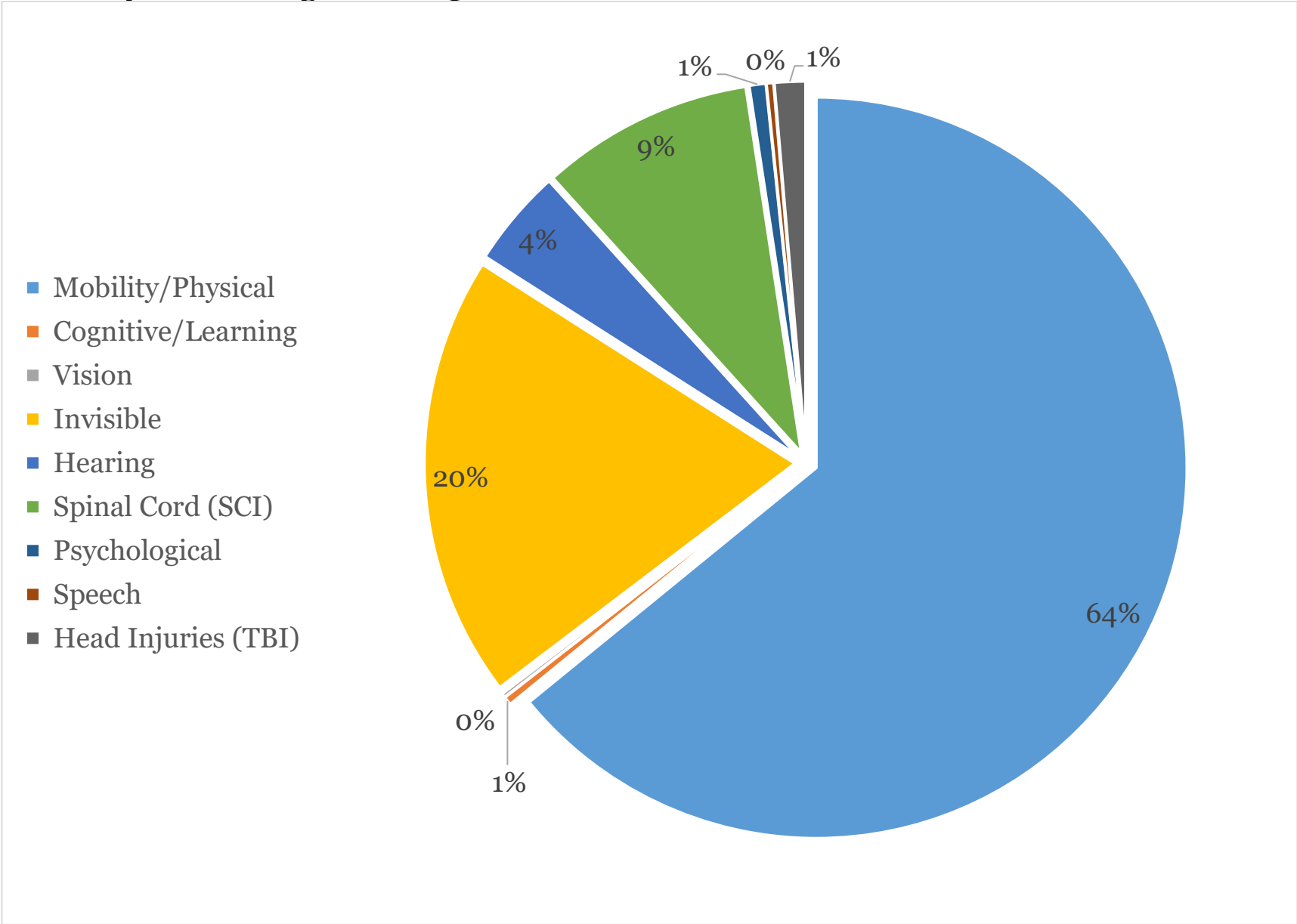
Data Reported by Program

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

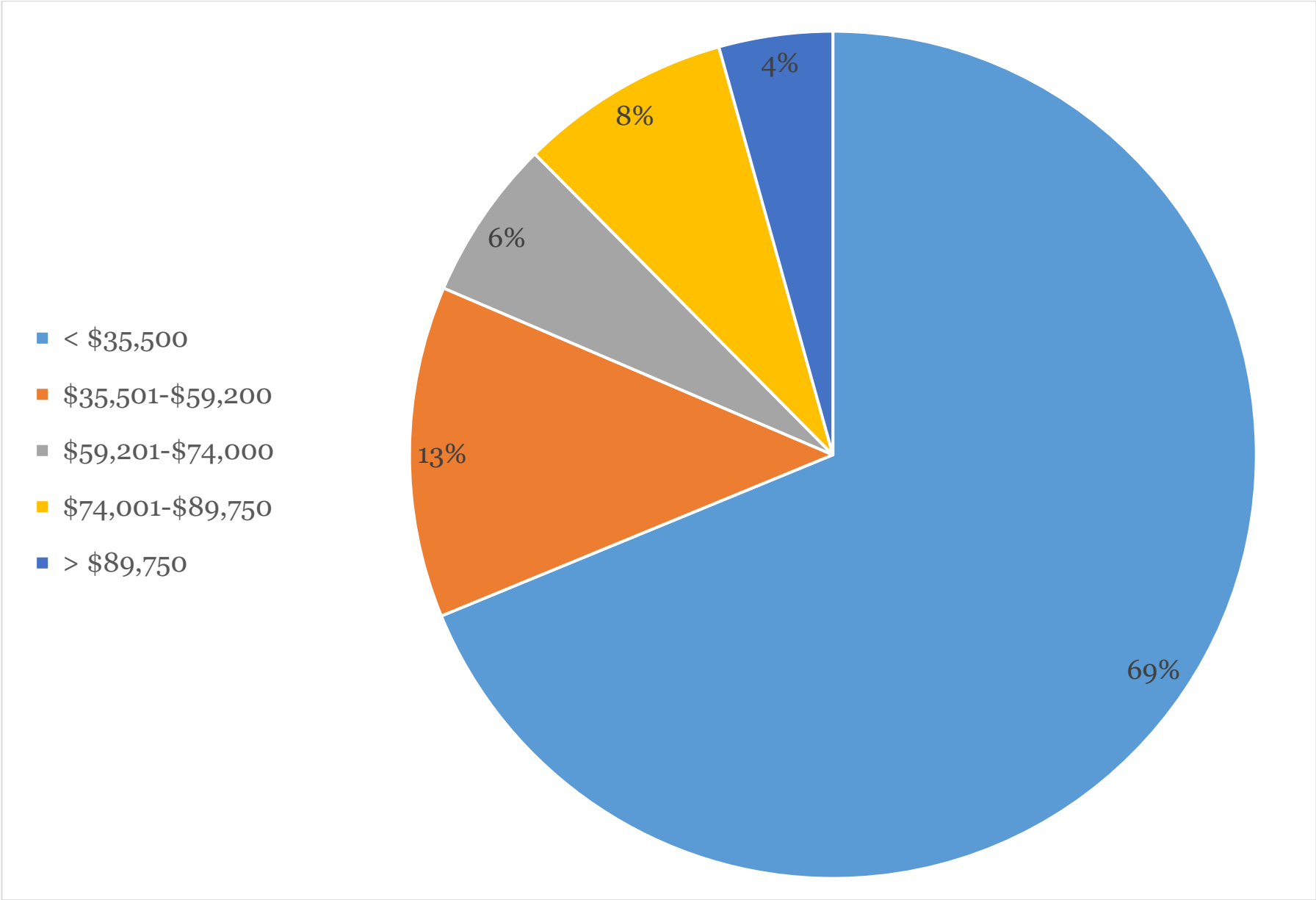
Race/Ethnicity for All Programs (Reported)



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: South County

Paratransit Program: City of Fremont

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - Same-Day Transportation (Ride-On Tri-City TNC)
 - Specialized Accessible Van Service (Ride-On Tri-City Same-Day)
 - Mobility Management/Travel Training
 - Meal Delivery
 - Customer Service & Outreach
 - Management / Overhead
- 81% Measure BB
- 169% Reserves
- Cost per trip –
 - Same-Day Transportation: \$15
 - Specialized Accessible Van Service: \$170
 - Meal Delivery: \$1.64
- Trends in registration – registration is projected to increase
- Trends in trip provision – trip provision is projected to increase

- Demographics reporting – race/ethnicity and disability was reported; income was not reported
- Elements requiring approval:
 - N/A
- Additional staff notes
 - Same-day WAV service is a pilot program scheduled to run through June 30, 2026 and received funding from the statewide Access for All Wheelchair Accessible Vehicle grant program.
 - Ride-On Tri-City discontinued offering 4 subsidized out-of-area TNC rides in October 2025 and reverted to only providing subsidies for out-of-area TNC trips to medical appointments.
 - The City of Fremont plans to add another full-time mobility manager/travel trainer position to handle the increasing demand for transportation assistance.



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 Fremont
Contact Name:	Shawn Fong
Title:	Program Manager
Phone Number:	510-574-2033
E-mail Address:	sfong@fremont.gov

Date Submitted: March 19, 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.

The following services are part of the **Ride-On Tri-City Program** that is operated by the City of Fremont and funded through Measure BB DLD funds from the Cities of Fremont, Newark and Union City. The City of Fremont provides transportation services to the Cities of Newark and Union City under joint powers agreements with those cities. Although Ride-On Tri-City's services are the same across all three cities, this application specifically addresses the services provided to older adults and people with disabilities living in Fremont.

Same-Day Wheelchair Accessible Van (WAV) Service:

The same-day WAV service is a pilot program currently proposed to run through June 30, 2026. Program participants receive up to 30 accessible trips per month to and from destinations in Fremont, Newark and Union City between the hours of 8am to 6pm, seven days a week (except for seven major holidays). Rides cost \$4.00 per one-way trip. Services are targeted to residents who use wheelchairs.

Ride-Hailing Service (Same-Day TNC Trips):

Subsidized curb-to-curb TNC rides are provided to eligible program participants in one of two ways: 1) Riders with their own smartphones can request rides through the Lyft app, and 2) Riders without smartphones can contact GoGoGrandparent for a Lyft or Uber ride. Program participants receive up to 30 trips per month to and from destinations in Fremont, Newark and Union City between the hours of 8am to 6pm, seven days a week. Rides cost \$4.00 per one-way trip. To address the service gap of securing affordable and reliable transportation for longer distance medical trips outside of the Tri-City Area, the program will provide supplemental, subsidized out-of-area (non-local) trips. For these out-of-area (OOA) trips, riders pay the first \$8 of the OOA trip and the program subsidizes up to \$42 in fare; riders are responsible for any amount over \$50.

Meal Delivery:

The Meals on Wheels Program provides nutritionally balanced meals for homebound seniors. Meals on Wheels clients have various mobility and cognitive impairments that make it difficult to travel to congregate meal sites or to grocery shop and prepare meals for themselves. The program provides a critical life need by coordinating nutritious, cost effective and efficient meal delivery services. The City's meal delivery service is provided by SOS Meals on Wheels, the agency that the Alameda County Area Agency on Aging contracts with to provide Meals on Wheels for southern Alameda County (utilizing federal Older American Act funding and state funding).

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 goal of the Ride-On Tri-City program is to provide safe and reliable transportation for older adults and people with disabilities to:

- improve their access to health care, community services and activities, and other needs.
- decrease the experience of social isolation.
- improve the overall quality of life by enhancing their ability to remain living independently in their chosen communities.

The service components of the Ride-On Tri-City program have been implemented in response to community outreach and feedback. The Ride-On Tri-City program aims to increase and sustain mobility options by:

- Ensuring that community members understand the range of transportation options available to them and have ease of access to services to meet daily life needs.
- Teaching older adults and people with disabilities how to ride transit.
- Providing affordable and accessible same-day transportation options.

The Ride-On Tri-City Program has provided the continuum of transportation services and supports outlined above for the past several years. Its services complement existing ADA Paratransit services and have successfully addressed the service gaps in the Tri-City 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.

Ride-On Tri-City provides rides to any destination within Fremont, Newark and Union City, including, but not limited to: Washington Hospital, Kaiser Permanente, Palo Alto Medical Foundation, doctor's offices, dialysis centers, physical therapy clinics, Fremont, Newark & Union City Senior Centers, Fremont Family Resource Center, Fremont Adult School, skilled nursing facilities, California Schools for the Blind and Deaf, Friends of Children with Special Needs, Fremont Hub, Pacific Commons, Union Landing, NewPark Mall, Walmart, Costco, Lido Faire Shopping Center, grocery stores (large chain & ethnic markets), places of worship (i.e. churches, Hindu temple, Sikh Gurdwara, mosques), pharmacies, BART stations, Social Security Administration, libraries.

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.

Trip length is not tracked for Ride-On Tri-City service components.

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

Not applicable.

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 major program changes are proposed for FY 2026-27.

In July 2025, the program began providing 4 subsidized TNC rides outside of the Tri-City area. This automatic benefit of out-of-area subsidies on our Ride Hailing Service was eliminated in October 2025 due to the unsustainable service cost increases and incidents of fraudulent use detected. The program reverted to the out-of-area trip policy that was in place prior to FY 2025-26 that provided out-of-area TNC trip subsidies for medical appointments.

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 same-day WAV service is a pilot program that is proposed to run through June 30, 2026. Ride-On Tri-City looks forward to working with Alameda CTC to evaluate same-day WAV services currently available to determine the best model for providing these services county-wide.

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)

Not applicable.

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.

Ride-On Tri-City was developed over the past 20+ years through rider feedback and in response to multiple community needs assessments conducted locally and regionally. Typically, major changes to the program are considered every three years; these changes are meant to address trends in transportation demand and emerging service gaps. Ride-On Tri-City re-launched as a program focusing on same-day transportation services for FY 2025-28.

Ride-On Tri-City's current program design was informed by the December 2023 Rider Survey, the Age Friendly Fremont Action Plan Update 2025, the Area Agency on Aging's Countywide Area Plan for Older Adults and the region's Coordinated Public Transit-Human Services Transportation Plan. Transportation was one of the dimensions included in the focus groups and community

feedback sessions for local and regional needs assessments. Feedback on service needs and transportation barriers is gathered directly from consumers, family members/caregivers, health care providers and social service professionals and through the program's outreach activities.

The input generated from recent action plans was instrumental in the addition of same-day accessible rides to Ride-On Tri-City's suite of services.

Additionally, the Joint Union City and Ride-On Tri-City Accessibility Advisory Committee Members reviewed the Ride-On Tri-City services being proposed under the FY2026-27 Annual Paratransit Program Plan at its meeting on January 30, 2026.

The Fremont Senior Commission voted to approve the FY2026-27 Annual Paratransit Program Plan and its submittal to Alameda CTC at its meeting on February 27, 2026.

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

The feedback received from focus groups and surveys conducted for the Age Friendly Action Plan Update 2025 yielded a specific mandate to "address service equity for individuals using wheelchairs by implementing same-day accessible transportation services". The same-day WAV pilot launched on July 1, 2025.

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

For the Age Friendly Action Plan Update 2025, sixteen community focus groups were held in seven languages (English, Spanish, ASL, Dari, Hindi, Punjabi, and Chinese) and were held with the following stakeholders and/or community groups:

- Afghan Elderly Association
- Age Well Center Lake Fremont
- Age Well Center South Fremont
- Celebrating Diversity Circle (LGBTQ+ older adults)
- Cottonwood Senior Housing
- Family Caregiver Support Group
- Greater Niles Village
- Sikh Gurdwara
- Indo American Seniors Association of Fremont
- Latinx Seniors
- Fremont Oak Gardens (deaf older adults)
- Pauline Weaver Senior Housing
- Senior Citizens' Commission
- Senior Peer Counselors

Tri-City Elder Coalition

Focus group participants' demographics:

White 39%
Chinese 20%
Asian Indian 18%
Afghan 9%
Latina/o 6%
Black 4%
Pakistani 3%
Other Asian/Pacific Islander 1%

Female 70%

Male 30%

Identified as having a disability 19%

Identified as a caregiver 21%

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.

Rider feedback indicates a high degree of satisfaction with the current programs and service parameters. Community members continue to express significant satisfaction with Ride-On Tri-City's same-day/on-demand services as these services give consumers a high degree of choice in how they live their day-to-day lives.

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

Addressing Access to Health Care Services: To address the transportation challenges that participants face in accessing health care appointments outside of the local Tri-City area, Ride-On Tri-City provides subsidized TNC rides (maximum subsidy \$42) in Alameda, Santa Clara, San Mateo, San Francisco counties and Contra Costa Counties when no other ride options are available.

Providing Culturally Competent and Linguistically Appropriate Services: To provide effective outreach and services to the diverse communities in Southern Alameda County, Ride-On Tri-City retains staff who are Mandarin- and Spanish-speaking and works extensively with volunteers from the Community Ambassadors Program for Seniors who speak over 10 other languages.

Streamlining service operations through use of technology: The program's new WAV pilot is providing several service improvements, including:

- Three options for making ride requests: reservation line, rider app and web portal.
- Text or phone call updates on ride arrival status.
- Fare payment using cash, credit card or debit card.
- Interpreter services for participants who are limited-English speaking.

Access to Comprehensive Transportation Service Data: Ride-On Tri-City has access to web portals for each of its transportation services. These sites provide detailed service data on transportation service delivery and ensures that the program has data to adequately monitor and analyze service demand and trends, and to effectively make projections on future demand.

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.

Ride-On Tri-City's outreach and education activities focus on dissemination of information for all Alameda CTC funded paratransit and public transit projects and programs, where applicable. Outreach presentations are scheduled with consumer groups, social service agencies, health care providers, senior centers, community and faith-based organizations, housing complexes for seniors and persons with disabilities, and caregivers' groups. Additionally, the program has monthly satellite office locations at all senior centers in the Tri-City area, publishes monthly newsletter articles, and posts flyers at key community locations.

The program maintains collaborative partnerships with key service providers (i.e., Aging and Family Services case management team, Community Ambassadors Program for Seniors, Fremont Family Resource Center, Tri-City Elder Coalition, local medical facilities, non-profit organizations and housing complexes). These organizations disseminate service information to the larger community and provide many referrals to Ride-On Tri-City.

Ride-On Tri-City coordinates with East Bay Paratransit and Union City Paratransit extensively. The City of Fremont provides East Bay Paratransit with a satellite office location at Fremont City Hall. Ride-On Tri-City staff helps Tri-City residents complete ADA Paratransit applications, schedule required in-person certification appointments and coordinate rides to and from these appointments.

All our current wheelchair-accessible vans have signage about our program and includes the phone number for community members to call to get assistance with transportation services.

Additionally, program information is included on the City's website.

ELIGIBILITY AND ENROLLMENT

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

Ride-On Tri-City's transportation services:

- Residents who are 70 years of age or older or
- Residents 18-69 years of age who are certified for ADA Paratransit services.

In-Home Meal Delivery: Service available to individuals who are 60 years of age and older, reside in Fremont, are unable to shop for food or prepare meals for themselves, and do not receive help from a reliable caregiver.

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.

Ride-On Tri-City's transportation services:

Applications can be completed online, by email, by mail or by fax. Ride-On Tri-City staff can also assist clients in completing applications over the phone or in person. Applications are reviewed to determine eligibility. Ride-On Tri-City staff call each applicant to review transportation needs and to ensure participant's understanding and ease of access to services. Participants receive an email with enrollment info and rider's guide for the service they are enrolled in and can start taking rides right away. Participants without email will receive enrollment packets in the mail.

In-Home Meal Delivery: Clients contact SOS Meals On Wheels to complete an application. A comprehensive in-home assessment is completed within 2 weeks of the client's call and then meal delivery is started after the assessment. In cases of urgent need, meal delivery can start within 2-3 days of the client's call and the in-home assessment is completed within two weeks of the start of meal delivery.

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 Ride-On Tri-City Riders' Guides that are provided to each enrolled participant detail the procedures for submitting complaints, commendations, or suggestions. Customers can provide feedback to Ride-On Tri-City staff in writing or by telephone. Complaints and commendations are documented by staff. Service compliments are relayed to named parties. All complaints are investigated by program staff and a response is typically provided to the consumer within 7 days of receipt of the complaint.

- 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.)

Program participants greatly appreciate our Ride-Hailing Services (TNC Service) because it is a responsive, convenient same-day service. Riders love the ease of access to requesting their own TNC rides in real-time on the Lyft app or through GoGo Grandparent's call center; riders like being able to get rides when they want them rather than having to schedule rides in advance.

Riders of our WAV service also report satisfaction with the same-day ride availability. Although there is a rider app available for our WAV service, some of our WAV riders who tend to be 80+, report having a harder time understanding how to use the WAV rider app. These riders opt to request rides by phone call instead.

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

Ride-On Tri-City staff work one-on-one with riders and/or family members to educate them on use of rider apps. Additionally, outreach events and presentations also include demonstrations of rider apps.

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	1,872
Registrants at end of FY 2024-25	2,139
Current Registrants for FY 2025-26	2,225
Current number of applicants on a waitlist for FY 2025-26	0
Projected Registrants for FY 2026-27	2,400

- 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.**

Registration is projected to increase due to the increase in marketing and community outreach and the growth of older adult population. For program participants to stay active with the program, they must use the service at least once per fiscal year.

Note: There were 401 registrants added between 7/1/25 and 12/31/25.

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)	
	N = 2,225
American Indian or Alaska Native	12
Asian	1401
Black or African American	73
Hispanic or Latino	122
Native Hawaiian or Other Pacific Islander	4
White	553
Other	60
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	918
Spinal Cord (SCI)	Included in another category
Head Injuries (TBI)	Included in another category
Vision	150
Hearing	66
Cognitive/Learning	98
Psychological	15
Speech	11
Invisible	Included in another category
Household Income (information is not collected)	
< \$35,500	
\$35,501-\$59,200	
\$59,201-\$74,000	
\$74,001-\$89,750	
> \$89,750	

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

Given the aging of the older adult population, we expect to see more applicants who qualify based on disability and not just 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 trips for FY2026/27 is expected to increase. Trip provided in the first six months of FY 2025/26 were 20% higher than the same period in FY2024-25.

Additionally, the population is continuing to age and experience functional limitations that affect individuals' ability to use public transit and/or drive.

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.

	Trips for Fremont residents
Number of trips provided to consumers who require an accessible vehicle in FY 2024-25	4198
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	2242
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	5700

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 have been no reported safety incidents.

- 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 Fremont's Emergency Operations Plan was prepared in 2020. It includes general language regarding Access and Functional Needs, and a statement regarding the requirement for the provision of emergency services to the public to be ADA-compliant. The plan is currently being updated.

<https://www.fremont.gov/residents/emergency-preparedness>

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

Covers:

- Administrative fees for the City of Fremont's service delivery to Newark program participants.

B. Customer Service and Outreach Costs

Covers:

- Portion of staff salary/benefit costs based on percentage of time spent on customer service and outreach activities
- Direct program costs: printing, supplies, computers/IT support, travel, etc.

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?

A portion of the reserves will be budgeted on ongoing direct program costs and to future funding for in-home meal delivery. Some reserves will be maintained as a safeguard against escalating transportation service demand that exceeds projections.

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	\$479,527
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$2,679,418
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$1,405,505
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$4,564,450
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)	\$ 199,852
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$4,764,302

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)
Specialized Accessible Van	Ride-On Tri-City! - Wheelchair Accessible Van Service	4,198	99.53%			\$ 518,200	\$ 25,000	PDGP				\$ 543,200	
Same-Day Transportation	Ride-On Tri-City! - Taxi Service	6,271	NA			\$ 156,775						\$ 156,775	
Same-Day Transportation	Ride-On Tri-City! - Ride-Hailing/TNC service	29,477	NA			\$ 298,729						\$ 298,729	
Customer Service and Outreach	Ride-On Tri-City! - CS&O		NA	\$ 154,628		\$ 254,652	\$ 174,852	PDGP				\$ 584,132	
Management/Overhead	Ride-On Tri-City! - M&O		NA	\$ 24,845		\$ 336,775						\$ 361,620	
Meal Delivery	Meals on Wheels	54,179		\$ 80,006								\$ 80,006	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
				\$ 259,479	\$ -	\$ 1,565,131	\$ 199,852		\$ -	\$ -		\$ 2,024,462	

Attachment Table B: Description of Planned Program

[illegible][illegible]

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)	\$2,670,359
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$1,389,330
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$4,059,689
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)	\$ 1,119,000
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$5,178,689

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>
Ride-On Tri-City - On-Demand Wheelchair Accessible Van Pilot	6,352		\$ 136,000	\$ 404,000	PDGP: \$380K Newark DLD: \$24K		\$ 540,000	SAFA: \$540K	\$ 1,080,000	170.0251889	170.03
Ride-On Tri-City - Ride-Hailing Service	42,000		\$ 630,000						\$ 630,000	15.00	15.00
Meals On Wheels	50,000		\$ 82,000						\$ 82,000	1.64	1.64
Ride-On Tri-City - Mobility Mgmt & Travel Training	1,450		\$ 264,521	\$ 175,000	PDGP				\$ 439,521	303.12	303.12
Ride-On Tri-City - CS&O	0		\$ 153,514						\$ 153,514	#DIV/0!	#DIV/0!
Ride-On Tri-City - M&O	0		\$ 449,153						\$ 449,153	#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	99,802	\$ -	\$ 1,715,188	\$ 579,000		\$ -	\$ 540,000		\$ 2,834,188		

Budget check (total revenue less total cost): \$2,344,501

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$2,344,501
<i>Reserve balance as percent of FY 2026-27 Revenue*</i>	<i>169%</i>

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



***FY 2026-27 Paratransit Program Plan
Presentation to PAPCO***

***Transportation Services for
Older Adults and People with Disabilities
in Fremont, Newark and Union City***



1

Program Overview



The Ride-On Tri-City! Program is operated by the City of Fremont and serves older adults and people with disabilities living in Fremont, Newark and Union City. Services to Newark and Union City residents are provided under Joint Powers Agreements with each city.

Services Provided to Fremont, Newark and Union City residents:

- ***Mobility Management*** (Fremont PDGP & DLD Funding)
- ***Travel Training*** (Fremont PDGP & DLD Funding)
- ***Same-Day WAV Services*** (SAFA Access for All funding, Fremont PDGP Funding, Fremont & Newark DLD Funding,)
- ***Same-Day TNC Services*** (Fremont, Newark & Union City DLD Funding)
- ***Meal Delivery*** (Fremont & Newark DLD funding; each city has a separate contract with SOS for Meals on Wheels service)

2

Mobility Management & Travel Training Overview



Travel Training services provided:

- Senior Clipper card distribution.
- Group travel training workshops regularly scheduled in English and Mandarin at all senior centers in Tri-City area. (Spanish also available)
- Individual travel training sessions.

Mobility Management services provided:

- One-on-one assessments of transportation needs and functional ability to travel in community.
- Education about available modes of travel (transit, paratransit, etc.)
- Assistance in accessing ADA paratransit, Ride-On Tri-City, Medi-Cal and veterans transportation, and older adult driver resources.
- Referrals to other needed services (i.e. ramps, care coordination, meals on wheels, etc.)

3

Transportation Services Overview



Fremont, Newark and Union City residents are eligible for transportation services if they are:

- 70 years of age & older OR
- 18 – 69 years of age and ADA paratransit certified

Enrollment into service based on consumers' specific needs:

- WAV – riders w/ wheelchairs; ambulatory riders needing DTD service
- TNC – ambulatory riders (through Lyft App or GoGoGrandparent)

Base Service:

- \$4 per ride within Fremont, Newark and Union City
- Maximum of 30 rides per month
- Rides available 7 days a week, 8 am – 6 pm (except holidays for WAV Service)

4

Transportation Services Overview



Enrolled Participants by Service/City (as of 3/31/26)	Fremont (n=1,916)	Newark (n=247)	Union City (n=334)
Lyft App Service	1,429	157	273
GoGoGrandparent Service	211	41	40
WAV Service	276	49	21

There are 2,497 enrolled program participants in Ride-On Tri-City.

622 of those participants were new enrollees since 7/1/2025.

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Transportation Services Overview



Rides by Service/City (as of 3/31/26)	Fremont (n=34,738)	Newark (n=5,068)	Union City (n=6,909)
Lyft App (avg \$11/ride)	28,065	3,769	6,486
GoGoGrandparent (avg \$15/ride)	3,273	837	398
WAV (avg \$164/ride)	3,400	462	25

Rides by Service/City (as of 3/31/25)	Fremont (n=24,519)	Newark (n=5,017)	Union City (n=5,038)
Lyft App (avg \$10/ride)	17,748	3,330	4,458
GoGoGrandparent (avg \$11/ride)	3,737	1,094	580
WAV Service (avg \$113/ride**)	3,034	593	service started 7/1/2025

6

Services for Next Fiscal Year



No service changes are planned for FY26/27.

*In October 2025, program discontinued providing 4 out of area TNC rides. Program will **continue to provide out of area TNC rides for medical appointments** only. Rider pays first \$8 and any amount over \$50 (maximum subsidy of \$42 per OOA trip)*

*Ride-On Tri-City's WAV and TNC services will **continue to provide same-day trips**.*

*Ride-On Tri-City will **hire another full-time mobility manager/travel trainer** to handle the increasing demand for transportation assistance.*

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Planning Process Overview



Program Design and Parameters were informed by a thorough public input process that included:

- Outreach to Consumers and Family Caregivers
- Outreach to Service Providers and Community Groups
- Feedback from the Joint Union City and Ride-On Tri-City Accessibility Advisory Committee
- Feedback from the Fremont Senior Commission
- Results for the December 2023 rider survey
- Age-Friendly Fremont Action Plan Update 2025 - Focus groups, community meetings and survey gathered feedback on transportation needs of older adults.

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Program Strengths



- **Availability of a comprehensive network of same-day transportation options** that complements ADA paratransit services, rather than duplicate existing services.
- **Innovative, continuous program redesign process** to ensure that all our transportation services are responsive to community needs, reliable, cost-effective, and maintain equity.
- **Bilingual staff** (Mandarin-speaking and Spanish-speaking) and strong ties with community groups ensure that Ride-On Tri-City is **effective in serving a very diverse community** (clients enrolled who are white: 28% in Fremont, 30% in Newark, 20% in Union City).
- **Mobility management services** are very successful at **educating and linking riders to the most appropriate services**; providing seamless access to curb-to-curb or door-to-door accessible rides.

9

Challenges and Trends



- **Demand for transportation services has grown dramatically**
 - Pre-Pandemic: Ride-On Tri-City provided 31,271 trips in FY18/19
 - Current: Ride-on Tri-City has provided 46,715 trips thus far for FY25/26
- **Judiciously utilize program reserves to meet community needs**

Factors affecting program reserves for Fremont and Newark:

 - Impacts of COVID-19 pandemic on transportation demand and ramp up of TNC services launched in November 2019
 - Significant drop in revenue when Measure B ended.
 - Restructuring of program services to address community needs
 - Utilization of less costly TNC services for ambulatory riders and recent award of SAFA Access for All Funding for WAV services has decreased expense burden and reliance on Measure BB funding.

10

Challenges and Trends



- **Need to fully understand same-day wheelchair service needs and demands.** Ride-On Tri-City WAV service is a pilot program through 6/30/2027. Current demand is being driven by riders' dissatisfaction with ADA paratransit services not true same-day ride needs. Ride-On Tri-City is calling for Alameda CTC, ADA Paratransit and City programs to evaluate best models for providing same-day, accessible transportation across the county that meets riders' needs while addressing the high costs of accessible transportation.



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Staff Contacts



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Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: South County

Paratransit Program: City of Newark

Staff Recommendation: Recommend program plan for approval

- Services provided:
 - Same-Day Transportation (Ride-On Tri-City TNC)
 - Specialized Accessible Van Service (Ride-On Tri-City Same-Day)
 - Mobility Management/Travel Training
 - Meal Delivery
- 100% Measure BB
- 397% Reserves
- Cost per trip –
 - Same-Day Transportation: \$12.52
 - Specialized Accessible Van Service: \$24
 - Meal Delivery: \$0.93
- Trends in registration – registration is projected to increase
- Trends in trip provision – trip provision is projected to increase
- Demographics reporting – race/ethnicity and disability was reported (income data is not collected)

- Elements requiring approval:
 - N/A
- Additional staff notes
 - Really high reserve balance as percent of FY26-27 revenue; application mentions expanding outreach and the development of a 5-year plan to use reserve funds
 - Ride-On Tri-City discontinued offering 4 subsidized out-of-area TNC rides in October 2025 and reverted to only providing subsidies for out-of-area TNC trips to medical appointments.



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 Newark
Contact Name:	Roya Gonzalez
Title:	Interim Recreation & Community Services Manager
Phone Number:	510-578-4284
E-mail Address:	roya.gonzalez@newarkca.gov

Date Submitted: March 19, 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.

The following services are part of the **Ride-On Tri-City Program** that is operated by the City of Fremont and funded through Measure BB DLD funds from the Cities of Fremont, Newark and Union City. The City of Fremont provides transportation services to the Cities of Newark and Union City under joint powers agreements with those cities. Although Ride-On Tri-City's services are the same across all three cities, this application specifically addresses the services provided to older adults and people with disabilities living in Newark.

Same-Day Wheelchair Accessible Van (WAV) Service:

The same-day WAV service is a pilot program currently proposed to run through June 30, 2026. Program participants receive up to 30 accessible trips per month to and from destinations in Fremont, Newark and Union City between the hours of 8am to 6pm, seven days a week (except for seven major holidays). Rides cost \$4.00 per one-way trip. Services are targeted to residents who use wheelchairs.

Ride-Hailing Service (Same-Day TNC Trips):

Subsidized curb-to-curb TNC rides are provided to eligible program participants in one of two ways: 1) Riders with their own smartphones can request rides through the Lyft app, and 2) Riders without smartphones can contact GoGoGrandparent for a Lyft or Uber ride. Program participants receive up to 30 trips per month to and from destinations in Fremont, Newark and Union City between the hours of 8am to 6pm, seven days a week. Rides cost \$4.00 per one-way trip. To address the service gap of securing affordable and reliable transportation for longer distance medical trips outside of the Tri-City Area, the program will provide supplemental, subsidized out-of-area (non-local) trips. For these out-of-area (OOA) trips, riders pay the first \$8 of the OOA trip and the program subsidizes up to \$42 in fare; riders are responsible for any amount over \$50.

Meal Delivery:

The Meals on Wheels Program provides nutritionally balanced meals for homebound seniors. Meals on Wheels clients have various mobility and cognitive impairments that make it difficult to travel to congregate meal sites or to grocery shop and prepare meals for themselves. The program provides a critical life need by coordinating nutritious, cost effective and efficient meal delivery services. The City's meal delivery service is provided by SOS Meals on Wheels, the agency that the Alameda County Area Agency on Aging contracts with to provide Meals on Wheels for southern Alameda County (utilizing federal Older American Act funding and state funding).

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 goal of the Ride-On Tri-City program is to provide safe and reliable transportation for older adults and people with disabilities to:

- improve their access to health care, community services and activities, and other needs.
- decrease the experience of social isolation.
- improve the overall quality of life by enhancing their ability to remain living independently in their chosen communities.

The service components of the Ride-On Tri-City program have been implemented in response to community outreach and feedback. The Ride-On Tri-City program aims to increase and sustain mobility options by:

- Ensuring that community members understand the range of transportation options available to them and have ease of access to services to meet daily life needs.
- Teaching older adults and people with disabilities how to ride transit.
- Providing affordable and accessible same-day transportation options.

The Ride-On Tri-City Program has provided the continuum of transportation services and supports outlined above for the past several years. Its services complement existing ADA Paratransit services and have successfully addressed the service gaps in the Tri-City 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.

Ride-On Tri-City provides rides to any destination within Fremont, Newark and Union City, including, but not limited to: Washington Hospital, Kaiser Permanente, Palo Alto Medical Foundation, doctor's offices, dialysis centers, physical therapy clinics, Fremont, Newark & Union City Senior Centers, Fremont Family Resource Center, Fremont Adult School, skilled nursing facilities, California Schools for the Blind and Deaf, Friends of Children with Special Needs, Fremont Hub, Pacific Commons, Union Landing, NewPark Mall, Walmart, Costco, Lido Faire Shopping Center, grocery stores (large chain & ethnic markets), places of worship (i.e. churches, Hindu temple, Sikh Gurdwara, mosques), pharmacies, BART stations, Social Security Administration, libraries.

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.

Trip length is not tracked for Ride-On Tri-City service components.

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

Not applicable.

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 major program changes are proposed for FY 2026-27.

In July 2025, the program began providing 4 subsidized TNC rides outside of the Tri-City area. This automatic benefit of out-of-area subsidies on our Ride Hailing Service was eliminated in October 2025 due to the unsustainable service cost increases and incidents of fraudulent use detected. The program reverted to the out-of-area trip policy that was in place prior to FY 2025-26 that provided out-of-area TNC trip subsidies for medical appointments.

- 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 same-day WAV service is a pilot program that is proposed to run through June 30, 2026. Ride-On Tri-City looks forward to working with Alameda CTC to evaluate same-day WAV services currently available to determine the best model for providing these services county-wide.

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)

Not applicable.

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.

Ride-On Tri-City was developed over the past 20+ years through rider feedback and in response to multiple community needs assessments conducted locally and regionally. Typically, major changes to the program are considered every three years; these changes are meant to address trends in transportation demand and emerging service gaps. Ride-On Tri-City re-launched as a program focusing on same-day transportation services for FY 2025-28.

Ride-On Tri-City's current program design was informed by the December 2023 Rider Survey, the Age Friendly Fremont Action Plan Update 2025, the Area Agency on Aging's Countywide Area Plan for Older Adults and the region's Coordinated Public Transit-Human Services Transportation Plan. Transportation was one of the dimensions included in the focus groups and community feedback sessions for local and regional needs assessments. Feedback on service needs and transportation barriers is gathered directly from consumers, family members/caregivers, health care providers and social service professionals and through the program's outreach activities.

The input generated from recent action plans was instrumental in the addition of same-day accessible rides to Ride-On Tri-City's suite of services.

Additionally, the Joint Union City and Ride-On Tri-City Accessibility Advisory Committee Members reviewed the Ride-On Tri-City services being proposed under the FY2026-27 Annual Paratransit Program Plan at its meeting on January 30, 2026.

The Fremont Senior Commission voted to approve the FY2026-27 Annual Paratransit Program Plan and its submittal to Alameda CTC at its meeting on February 27, 2026.

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

The feedback received from focus groups and surveys conducted for the Age Friendly Action Plan Update 2025 yielded a specific mandate to "address service equity for individuals using wheelchairs by implementing same-day accessible transportation services". The same-day WAV pilot launched on July 1, 2025.

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

For the Age Friendly Action Plan Update 2025, sixteen community focus groups were held in seven languages (English, Spanish, ASL, Dari, Hindi, Punjabi, and Chinese) and were held with the following stakeholders and/or community groups:

- Afghan Elderly Association
- Age Well Center Lake Fremont
- Age Well Center South Fremont
- Celebrating Diversity Circle (LGBTQ+ older adults)
- Cottonwood Senior Housing
- Family Caregiver Support Group
- Greater Niles Village
- Sikh Gurdwara
- Indo American Seniors Association of Fremont
- Latinx Seniors
- Fremont Oak Gardens (deaf older adults)
- Pauline Weaver Senior Housing
- Senior Citizens' Commission
- Senior Peer Counselors
- Tri-City Elder Coalition

Focus group participants' demographics:

- White 39%
- Chinese 20%
- Asian Indian 18%
- Afghan 9%
- Latina/o 6%
- Black 4%
- Pakistani 3%
- Other Asian/Pacific Islander 1%

Female 70%
Male 30%

Identified as having a disability 19%
Identified as a caregiver 21%

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.

Rider feedback indicates a high degree of satisfaction with the current programs and service parameters. Community members continue to express significant satisfaction with Ride-On Tri-City's same-day/on-demand services as these services give consumers a high degree of choice in how they live their day-to-day lives.

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

Addressing Access to Health Care Services: To address the transportation challenges that participants face in accessing health care appointments outside of the local Tri-City area, Ride-On Tri-City provides subsidized TNC rides (maximum subsidy \$42) in Alameda, Santa Clara, San Mateo, San Francisco counties and Contra Costa Counties when no other ride options are available.

Providing Culturally Competent and Linguistically Appropriate Services: To provide effective outreach and services to the diverse communities in Southern Alameda County, Ride-On Tri-City retains staff who are Mandarin- and Spanish-speaking and works extensively with volunteers from the Community Ambassadors Program for Seniors who speak over 10 other languages.

Streamlining service operations through use of technology: The program's new WAV pilot is providing several service improvements, including:

- Three options for making ride requests: reservation line, rider app and web portal.
- Text or phone call updates on ride arrival status.
- Fare payment using cash, credit card or debit card.
- Interpreter services for participants who are limited-English speaking.

Access to Comprehensive Transportation Service Data: Ride-On Tri-City has access to web portals for each of its transportation services. These sites provide detailed service data on transportation service delivery and ensures that the program has data to adequately monitor and analyze service demand and trends, and to effectively make projections on future demand.

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.

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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.

Ride-On Tri-City's outreach and education activities focus on dissemination of information for all Alameda CTC funded paratransit and public transit projects and programs, where applicable. Outreach presentations are scheduled with consumer groups, social service agencies, health care providers, senior centers, community and faith-based organizations, housing complexes for seniors and persons with disabilities, and caregivers' groups. Additionally, the program has monthly satellite office locations at all senior centers in the Tri-City area, publishes monthly newsletter articles, and posts flyers at key community locations.

The program maintains collaborative partnerships with key service providers (i.e., Aging and Family Services case management team, Community Ambassadors Program for Seniors, Fremont Family Resource Center, Tri-City Elder Coalition, local medical facilities, non-profit organizations and housing complexes). These organizations disseminate service information to the larger community and provide many referrals to Ride-On Tri-City.

Ride-On Tri-City coordinates with East Bay Paratransit and Union City Paratransit extensively. The City of Fremont provides East Bay Paratransit with a satellite office location at Fremont City Hall. Ride-On Tri-City staff helps Tri-City residents complete ADA Paratransit applications, schedule required in-person certification appointments and coordinate rides to and from these appointments.

All our current wheelchair-accessible vans have signage about our program and includes the phone number for community members to call to get assistance with transportation services.

Additionally, program information is included on the City's website.

ELIGIBILITY AND ENROLLMENT

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

Ride-On Tri-City's transportation services:

- Residents who are 70 years of age or older or
- Residents 18-69 years of age who are certified for ADA Paratransit services.

In-Home Meal Delivery: Service available to individuals who are 60 years of age and older, reside in Fremont, are unable to shop for food or prepare meals for themselves, and do not receive help from a reliable caregiver.

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.

Ride-On Tri-City's transportation services:

Applications can be completed online, by email, by mail or by fax. Ride-On Tri-City staff can also assist clients in completing applications over the phone or in person. Applications are reviewed to determine eligibility. Ride-On Tri-City staff call each applicant to review transportation needs and to ensure participant's understanding and ease of access to services. Participants receive an email with enrollment info and rider's guide for the service they are enrolled in and can start taking rides right away. Participants without email will receive enrollment packets in the mail.

In-Home Meal Delivery: Clients contact SOS Meals On Wheels to complete an application. A comprehensive in-home assessment is completed within 2 weeks of the client's call and then meal delivery is started after the assessment. In cases of urgent need, meal delivery can start within 2-3 days of the client's call and the in-home assessment is completed within two weeks of the start of meal delivery.

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 Ride-On Tri-City Riders' Guides that are provided to each enrolled participant detail the procedures for submitting complaints, commendations, or suggestions. Customers can provide feedback to Ride-On Tri-City staff in writing or by telephone. Complaints and commendations are documented by staff. Service compliments are relayed to named parties. All complaints are investigated by program staff and a response is typically provided to the consumer within 7 days of receipt of the complaint.

- 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.)

Program participants greatly appreciate our Ride-Hailing Services (TNC Service) because it is a responsive, convenient same-day service. Riders love the ease of access to requesting their own TNC rides in real-time on the Lyft app or through GoGo Grandparent's call center; riders like being able to get rides when they want them rather than having to schedule rides in advance.

Riders of our WAV service also report satisfaction with the same-day ride availability. Although there is a rider app available for our WAV service, some of our WAV riders who tend to be 80+, report having a harder time understanding how to use the WAV rider app. These riders opt to request rides by phone call instead.

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

Ride-On Tri-City staff work one-on-one with riders and/or family members to educate them on use of rider apps. Additionally, outreach events and presentations also include demonstrations of rider apps.

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	308
Registrants at end of FY 2024-25	298
Current Registrants for FY 2025-26	305
Current number of applicants on a waitlist for FY 2025-26	0
Projected Registrants for FY 2026-27	425

- 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.**

Registration is projected to increase due to the increase in marketing and community outreach and the growth of older adult population.

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)	
	N=305
American Indian or Alaska Native	1
Asian	157
Black or African American	22
Hispanic or Latino	30
Native Hawaiian or Other Pacific Islander	1
White	84
Other	10
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	140
Spinal Cord (SCI)	Included in another category
Head Injuries (TBI)	Included in another category
Vision	29
Hearing	10
Cognitive/Learning	15
Psychological	3
Speech	3
Invisible	Included in another category
Household Income (information is not collected)	
< \$35,500	
\$35,501-\$59,200	
\$59,201-\$74,000	
\$74,001-\$89,750	
> \$89,750	

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

Given the aging of the older adult population, we expect to see more applicants who qualify based on disability and not just 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 population is continuing to age and experience functional limitations that affect individuals' ability to use public transit and/or drive. It is expected that the total number of trips for FY2026/27 will increase given the growth in the older adult population and the renewed focus on outreach to older adults and people with disabilities in need of transportation assistance.

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	817
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	303
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	1,000

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 have been no reported safety incidents.

- 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 Newark's updated Emergency Operations Plan (EOP) was approved by the City Council on January 8, 2026. The update incorporates current federal and state guidance, clarifies roles and responsibilities, and strengthens the City's overall preparedness for major emergencies and disasters.

The Annex N of the EOP Section 2.6 references Evacuation of Persons with Access and Functional Needs.

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

Covers:

- Administrative fees for the City of Fremont's service delivery to Newark program participants.

B. Customer Service and Outreach Costs

Covers:

- Portion of staff salary/benefit costs based on percentage of time spent on customer service and outreach activities

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 Newark plans to expand outreach to boost local ridership and develop a comprehensive five-year plan for the use of reserve funds.

MISCELLANEOUS

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

The City of Fremont has secured a \$1,080,000 SAFA TNC Access for All grant award that will fully reimburse the calendar year 2026 transportation service costs for Ride-On Tri-City's Same-Day WAV pilot. The City of Fremont also has PDGP funding for the WAV service for FY 2026-27 operations.

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	\$354,512
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$978,385
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$286,165
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$1,619,062
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)	\$1,619,062

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)
Specialized Accessible Van	Ride-On Tri-City! - Wheelchair Accessible Van Service	817	99.53%			\$ 90,563						\$ 90,563	
Same-Day Transportation	Ride-On Tri-City! - Taxi Service	448	NA			\$ 9,408						\$ 9,408	
Same-Day Transportation	Ride-On Tri-City! - Ride-Hailing/TNC service	5,996	NA			\$ 62,682						\$ 62,682	
Management/Overhead	Ride-On Tri-City! - Admin		NA			\$ 17,542						\$ 17,542	
Meal Delivery	Meals on Wheels		NA			\$ 14,000						\$ 14,000	
												\$ -	
												\$ -	
												\$ -	
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												\$ -	
				\$ -	\$ -	\$ 194,195	\$ -		\$ -	\$ -		\$ 194,195	

Attachment Table B: Description of Planned Program

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

[illegible]

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

[illegible]

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)	\$1,120,209
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$298,624
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$1,418,833
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)	\$1,418,833

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>
Ride-On Tri-City - Wheelchair Accessible Van Service	1,000		\$ 24,000					SAFA & PDGP funds rec'd by Fremont (not included here)	\$ 24,000	24	24.00
Ride-On Tri-City - Ride-Hailing Service	8,700		\$ 108,900						\$ 108,900	12.52	12.52
Ride-On Tri-City - CS&O	0		\$ 38,827						\$ 38,827	#DIV/0!	#DIV/0!
Ride-On Tri-City - M&O	0		\$ 17,915						\$ 17,915	#DIV/0!	#DIV/0!
Newark - CS&O	0		\$ 29,568						\$ 29,568	#DIV/0!	#DIV/0!
Meals On Wheels	15,000		\$ 14,000						\$ 14,000	0.93	0.93
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
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Totals	24,700	\$ -	\$ 233,210	\$ -		\$ -	\$ -		\$ 233,210		

Budget check (total revenue less total cost): \$1,185,623

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$1,185,623
Reserve balance as percent of FY 2026-27 Revenue*	397%

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

Paratransit Program Plan Staff Summary Fiscal Year 2026-27

Planning Area: South County

Paratransit Program: City of Union City

Staff Recommendation: Recommend program plan for conditional approval pending receipt of data

- Services provided:
 - ADA Paratransit (Union City Paratransit)
 - Same-Day Transportation (Ride-On Tri-City TNC)
 - Specialized Accessible Van Service (Ride-On Tri-City Same-Day)
- 32% Measure BB
- 0% Reserves
- Cost per trip –
 - ADA Paratransit: missing
 - Same-Day Transportation: missing
 - Specialized Accessible Van Service: missing
- Trends in registration – ADA registration is expected to remain consistent with recent fiscal years. Demand for same-day transportation is expected to increase
- Trends in trip provision – ADA trip provision is expected to be consistent
- Demographics reporting – limited disability data was reported; income and race/ethnicity were not reported

- Elements requiring approval:
 - N/A
- Additional staff notes
 - Paratransit Plus will sunset by the end of 2026, and resources will be reallocated to Union City's Flea service (general use on-demand service). The Flea will service the DaVita Dialysis location in Hayward, but Paratransit Plus service into Fremont and Newark will be replaced by Ride-On Tri-City Same-Day TNC Trips.



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 Union City
Contact Name:	Steve Adams
Title:	Transit Manager
Contact Name:	Katherine Kaldis
Title:	Transit Analyst
Phone Number:	Steve: 510.675.5446 / Katherine: 510.675.5373
E-mail Address:	Steve: sadams@unioncity.org Katherine: katk@unioncity.org

Date Submitted: March 19, 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.

Union City Paratransit is the complementary paratransit service required under the Americans with Disabilities Act of 1990 (ADA). The program is partially funded by Alameda County's Measure BB sales tax. Union City Paratransit provides origin-to-destination ADA service within the Union City limits and also operates an additional program, Paratransit Plus, which offers limited weekend service to southern Hayward, northern Fremont, and Newark.

Union City Paratransit currently operates a fleet of nine lift-equipped vehicles using a mix of fuels (two electric and seven gasoline). Riders must be certified before using Union City Paratransit services. Once certified, riders are eligible to use any ADA paratransit program in the Bay Area through a shared regional eligibility database.

On-Demand / Same-Day TNC Trips

Union City Paratransit will continue to use Direct Local Distribution (DLD) Measure BB funds to support the Ride-On Tri-City! Program. Ride-On Tri-City! provides subsidized Transportation Network Company (TNC) trips for eligible Union City residents within Union City and to Fremont and Newark. Service is available from 8:00 a.m. to 6:00 p.m., seven days a week. The program is administered by the City of Fremont on behalf of the Tri-Cities through a Joint Powers Agreement.

Subsidized taxi rides were previously offered as part of Ride-On Tri-City!, but were discontinued on July 1, 2025, due to a declining number of available taxis, limited performance metrics, rising operating costs, and increased use of TNC services.

Ride-On Tri-City! offers same-day subsidized TNC and wheelchair-accessible rides to Union City residents who are at least seventy years old, as well as to residents ages eighteen to sixty-nine who are enrolled in the Union City Paratransit ADA program. Registered TNC riders may hail rides through the Lyft smartphone app using a special discount code (Note: this option is not wheelchair-accessible). Registered riders in the wheelchair-accessible service use a separate smartphone app to schedule same-day trips.

For both services, the rider pays four dollars per trip. Staff-approved medical trips outside the service area (with a subsidy of up to forty-six dollars) may be authorized on a case-by-case basis. A maximum of thirty subsidized rides may be taken each month. Riders without smartphones may access the service through a call center (currently provided by GoGo Technologies), which can book rides on their behalf.

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?

Union City Paratransit is required by the ADA as a mandatory and complementary service for riders who cannot use fixed-route service. Union City Paratransit provides equal access to all riders with the same operating hours, service area, etc. as Union City's Transit fixed-route bus service without trip priority.

The Ride-On Tri-City! TNC and WAV vehicle discount code program provide same-day service to eligible Union City residents. This is a vital non-ADA service because traditional paratransit is an advanced reservation service that generally cannot meet same-day travel needs. Providing multiple options for transportation allows older adults and people with disabilities to maintain their independence and provides support for those who care for them. Ride-On Tri-City! compliments the ADA service allowing one to make reservations using the ADA Paratransit program, while also be able to travel in the moment using the On-Demand services of Lyft and Via. The rides are affordable to the user, and less expensive than an ADA ride to Union City. The program allows for thirty (30) rides per month. These services are meant to be used together, for example, one may use paratransit to go to the store and then call for a Lyft ride to bring them home with their groceries.

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 Union City Paratransit serves any destination within Union City, including but not limited to doctor's offices, dialysis centers, physical therapy clinics, the Ruggieri Senior Centers, adult day programs, regional centers, skilled nursing facilities, Union Landing, grocery stores, places of worship, cultural centers, pharmacies, Union City BART station, City Hall, parks, libraries, and to visit family and friends. Since Union City Paratransit is an ADA program, there are no trip priorities when scheduling reservations.

Union City's Paratransit Plus program provides service to adjacent cities primarily to access medical facilities. As a non-ADA service, trip priorities and cancellations may be imposed.

The non-ADA Ride-On Tri-City! provide service to similar destinations as the Union City Paratransit Program in the Tri-City area. There is no trip priorities when booking rides.

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 are approximately 15 minutes for Union City Paratransit ADA service. Trips on Paratransit Plus to neighboring Cities average 26 minutes.

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

Not applicable to Union City Paratransit.

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.

Paratransit Plus is anticipated to sunset before December 31, 2026, directing equipment and drivers back to Union City allowing for the existing microtransit program, the Union City Flea (Flexible, Local, Easy, Access) to expand as a general use on-demand service. The current Flea uses similar vans as Paratransit and currently provides on-demand rides within Union City. With the reallocated resources, the Flea will become a permanent program serving Union City for intra-city trips for the same cost as fixed-route. DaVita Dialysis on Industrial Parkway in Hayward will remain become a node Flea destination with nothing else permitted in Hayward on a routine basis.

The Paratransit Plus program providing, transit into Fremont and Newark, will be replaced with the Ride-On Tri-City! Lyft and Via same-day service administered by Fremont.

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.

No major service changes are proposed beyond FY 2025-26.

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)

Not Applicable

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.

Union City prepares periodic Short Range Transit Plans which are adopted by the Union City City Council. The Plans respond to public outreach to Paratransit, Microtransit, and Fixed-Route users, the regions' Transit Transformation Action Plan (TTAP) published by the Metropolitan Transportation Commission (MTC), the Regional Network Management (RNM) through MTC, and input from the quarterly meetings of the Joint Union City and Ride-On Tri-City! Accessibility Advisory Committee. This advisory committee is made up of residents who are enrolled in an ADA program like Union City or East Bay Paratransit, clients enrolled in Ride-On Tri-City!, and staff from the Tri-Cities. This feedback revealed the need for affordable on-demand rides with WAV vehicles for clients who are not ambulatory resulting in the addition of the Via service.

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

Union City Paratransit is an ADA mandated program, and the service is primarily guided by the ADA. Meetings with the Advisory Committee, public comment, periodic Short Range Transit Plans (SRTP), and other service plans help Union City Paratransit develop both ADA and non-ADA components of the service

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

Service is primarily guided by the ADA and follows the guidance developed in Title VI Program and Language Assistance Plan (LAP) as required by the Federal Transit Administration (FTA).

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 program is designed around ADA mandated requirements since Union City Paratransit is an ADA program. This includes eligibility, service hours, reservation guidelines, fares, vehicle accessibility, cancellation and no-show policies, and the prohibition of trip priorities.

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

The Ride-On Tri-City! ride hailing programs like Lyft and Via, clients can use an app on their smartphone to schedule rides. Rides on Lyft are scheduled like all other Lyft users and use a special discount code that gives them the ride subsidy so long as they travel within the Tri-City area between the hours of 8:00 am and 6:00 pm. It also tracks the number of rides they use each month. These operating restrictions are programmed into the Lyft app so there is no staff requirement to book rides. If the rider does not have smartphone access and/or a Lyft account, they can book a TNC ride using a designated call-center.

Via clients use a similar app to Lyft

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.

Union City Paratransit conducts presentations at Union City area senior housing facilities and at Transportation 101 classes to explain the program and the benefits of using the available services for transportation throughout Union City, as well as some parts of the neighboring Tri-Cities. Union City Paratransit also takes part in local area fairs and festivals, by having an information booth available with literature and staff available for questions. Union City Transit's website also has information about all the available services as well as links to other transportation services in the region. Many of Union City's paratransit riders may also learn about services through Ride-On Tri-City! staff, care facilities, and social service agencies.

Our current wheelchair-accessible vans have signage about our program and includes the phone number for community members to call to get assistance with transportation services.

Additionally, program information is included on the City's website.

ELIGIBILITY AND ENROLLMENT

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

Applicants enroll in Union City Paratransit services through an ADA certification process. They must show that they have a disability that will prevent them from using Union City Transit fixed-route transit services. Once certified for ADA paratransit service, the rider is added into a regional database where they are eligible to ride all ADA paratransit services in the San Francisco Bay Area (and upon request their certification can be transferred to any ADA service nationwide).

The Ride-On Tri-City! programs are available to all Union City Paratransit ADA eligible riders as well as any Union City resident age 70+ and to those age 18 to 69 and enrolled in an ADA Paratransit 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.

Clients complete an ADA application based on regional requirements to apply for enrollment in Union City Paratransit. Applications can be completed online, by email, by mail or by fax. Once the completed application is received, it is evaluated to determine if the applicant meets the ADA mandated standards. If they do, an enrollment letter and packet are mailed to them. A response to their application is required within twenty-one (21) days of receipt, or they are given temporary enrollment in the program. Our process typically takes less than two (2) weeks.

If there is an urgent need for a ride in less than one (1) week, notification of enrollment can be sent by email, with a follow-up packet sent in the USPS mail.

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 Union City Paratransit Rider's Guide that is provided to each enrolled participant detail the procedures for submitting comments, complaints, or commendations. Customers can provide feedback to Union City staff in writing or by telephone. Complaints and commendations are documented and tracked by staff. Service compliments are relayed to the Contractor or handled by Union City staff for resolution. All complaints are investigated, and a response is typically provided to the consumer within seven (7) days of receipt of the complaint. All valid comments/complaints/compliments are reported in the Union City Paratransit Monthly Management Reports.

Comments/Complaints/Commendations for Ride-On Tri-City! are forwarded to the City of Fremont and are reported back through periodic reports.

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.)

Paratransit program participants have commented about the professionalism and care that our drivers provide to them. They often say that they prefer the Union City Paratransit drivers to the East Bay Paratransit drivers because of this.

The most common complaint Union City Paratransit receives is that it does not guarantee non-ADA Paratransit Plus service as easily as our ADA

service. Since Union City Paratransit is an ADA program, all ADA intra-Union City trips take priority over non-ADA trips.

Another common complaint is that the rider cannot get a ride reservation at the exact time they request it. Union City Paratransit is required to offer a trip within one (1) hour of the requested time.

For Ride-On Tri-City! there have been some requests for expanded hours of both services beyond 8:00 am to 6:00 pm.

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

As an ADA mandated program, the Union City Paratransit has not made any significant changes because of these complaints. The Paratransit Plus program was limited to service only on the weekend and hours before and after Ride-on Tri-City! hours. It is expected to sunset as a result of input, operation costs, the availability of Ride-On Tri-City!, as well as the expanded coverage of the Union City Flea.

We encourage riders to use East Bay Paratransit for their trips beyond Union City because as an ADA trip service it cannot be denied. East Bay Paratransit also provides these trips well beyond normal Union City Paratransit Plus operating hours. However, many of the riders still prefer to use Union City Paratransit service for inter-City trips because they feel it is a much more reliable, familiar, and comfortable service.

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	796
Registrants at end of FY 2024-25	750
Current Registrants for FY 2025-26	730
Current number of applicants on a waitlist for FY 2025-26	NA
Projected Registrants for FY 2026-27	738

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.

Union City Paratransit's ADA program has a long history, and its enrollment naturally rises and falls as eligible residents move in and out of the service area. Since 2019, Union City's population has declined by about 13.77%, though the decline slowed in 2023. For FY 2026–27, a modest one-percent increase in ADA enrollment is projected.

However, growth in the ADA program has slowed as more older adults choose same-day services that do not require reservations or ADA certification. Programs like Ride-On Tri-City! and microtransit (Flea) allow residents age 70 and older to ride without enrolling in ADA paratransit, and their increasing popularity suggests that some traditional ADA riders are shifting to these more flexible options.

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	NA
Asian	NA
Black or African American	NA
Hispanic or Latino	NA
Native Hawaiian or Other Pacific Islander	NA
White	NA
Other	NA
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	557
Spinal Cord (SCI)	Unknown
Head Injuries (TBI)	Unknown
Vision	Unknown
Hearing	Unknown
Cognitive/Learning	175
Psychological	Unknown
Invisible	Unknown
Household Income	
< \$35,500	NA
\$35,501-\$59,200	NA
\$59,201-\$74,000	NA
\$74,001-\$89,750	NA
> \$89,750	NA

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

We do not foresee any specific demographic 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?

Union City Paratransit anticipating a conservative increase of one percent (1%) in FY 2026-27 due to the growth in popularity in our alternative same-day transportation options like the Flea and Ride-On Tri-City!

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.)*

10%

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	13239
Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024	6661
Number of trips projected to consumers who require an accessible vehicle in FY 2026-27	13370

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 to report

- 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.

Union City's Comprehensive Emergency Management Plan was adopted on January 2, 2014. It provides strategic guidance designed to assist policy makers and City staff in the preventing of, preparing for, mitigating of, responding to, and recovering from, natural, civil, and technological disasters.

It references Union City's paratransit services, but the services offered are not specified in the Plan. The document is not available online but can be provided upon request.

As a Federal Transit Administration (FTA) grantee, Union City Transit is required to publish a Public Transit Agency Safety Plan (PTSAP) with annual updates. The most recent version of the report was approved at the February 28, 2023, City Council meeting.

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 includes Program oversight, planning, budgeting, participation in regional/countywide meetings, etc. Union City Paratransit spends an estimated amount of \$50,000 on Management/Overhead.

B. Customer Service and Outreach Costs

Activities associated with educating consumers about services that are available, answering questions from consumers and taking, tracking, and responding to complaints and commendations, and providing eligibility services. Union City Paratransit spends an estimated amount of \$50,000 is spent on Customer Service and Outreach.

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?

All funds are planned to be spent during the Fiscal Year. No remaining balance is anticipated.

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	\$0
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$556,738
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$556,738
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)	\$ 1,886,161
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$2,442,899

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)
ADA Paratransit	Union City Paratransit	14,788	99.8%	\$ -	\$ -	\$ 481,738		NA	\$ 36,699	\$ 1,849,462	TDA and STA	\$ 2,367,899	
Same-Day Transportation	Ride-On Tri-City! Ride-Hailing Service (Lyft)		NA	\$ -	\$ -	\$ 75,000		NA				\$ 75,000	
Same-Day Transportation	Ride-On Tri-City! Ride-Hailing Service (Wheelchair Rides)		NA	\$ -	\$ -			NA				\$ -	
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				\$ -	\$ -	\$ 556,738	\$ -		\$ 36,699	\$ 1,849,462		\$ 2,442,899	

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

[illegible]

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

[illegible]

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)	\$0
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$553,842
Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)	\$553,842
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)	\$ 1,189,419
Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)	\$1,743,261

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>
Union City Paratransit	0	\$ -	\$ 398,842	\$ -	NA	\$ 37,433	\$ 1,151,986	TDA and STA	\$ 1,588,261	#DIV/0!	#DIV/0!
Ride-On Tri-City! Ride-Hailing Service (Lyft)	0	\$ -	\$ 155,000	\$ -	NA				\$ 155,000	#DIV/0!	#DIV/0!
Ride-On Tri-City! Ride-Hailing Service (Wheelchair Rides)	0	\$ -	\$ -	\$ -	NA				\$ -	#DIV/0!	#DIV/0!
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Totals	0	\$ -	\$ 553,842	\$ -		\$ 37,433	\$ 1,151,986		\$ 1,743,261		

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$0
Reserve balance as percent of FY 2026-27 Revenue*	0%

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

CITY OF UNION CITY PARATRANSIT PROGRAM PLAN

**Transportation Services for
Older Adults and People with Disabilities**

Fiscal Year 2025/2026

Funded by Measure BB



1

Agenda

- Program Overview
- Budget
- FY 2025/26 Status Summary
- FY 2026/27 Proposed Programs
- Planning Process

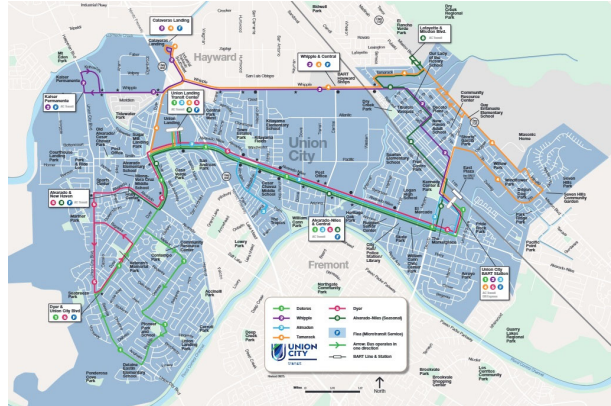


2

Program Overview

UNION CITY TRANSIT:

- Provides mandated ADA Paratransit Service, Paratransit Plus, Microtransit Service, and On-demand TNC Service
- 19.22 sq miles of service area
- WAV Accessible Fleet currently includes
 - 7 paratransit vans
 - 5 microtransit vans



3

Operating Budget

ANNUAL BUDGET FOR PARATRANSIT:

- \$1,983,215 Program cost for Fiscal Year 25-26
- \$1,476,712 Contract cost for Fiscal Year 25-26
- \$2,103,367 Proposed Program cost for Fiscal Year 26-27
- \$1,548,367 Proposed Contract cost for Fiscal Year 26-27

OPERATING REVENUES INCLUDE:

- **Measures BB Funds**
(Projected distribution: \$553,842)
- Transportation Development Act (TDA)
- State Transit Assistance (STA)
- Federal Transit Administration (FTA)
Section 5307 formula grant funds
- Passenger Fares



4

ADA Paratransit Service

UNION CITY ADA PROGRAM

- **An ADA eligibility application is required for all riders of Union City Paratransit.**
 - Certified riders in Union City are eligible to use any ADA paratransit system in the Bay
 - East Bay Paratransit provides ADA service outside of Union City.
- **Paratransit Service Hours mirror fixed-route bus service hours**
 - (5:35am to 10:22pm on weekdays; 7:05am to 7:50pm on Saturdays & Sundays)
- **Service offered everyday except for major holidays**
 - Identified on the transit website, transit brochure, and paratransit rider's guide



5

Transportation Services

UNION CITY PARATRANSIT

\$2.75 cost of one-way trip

\$105 cost of ADA Paratransit Trip (FY 2024-25)

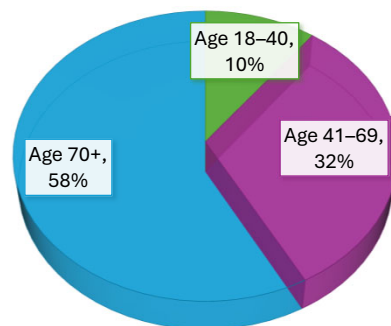
603 clients enrolled (8.5% decrease)

14,788 Rides provided in FY 2024-25

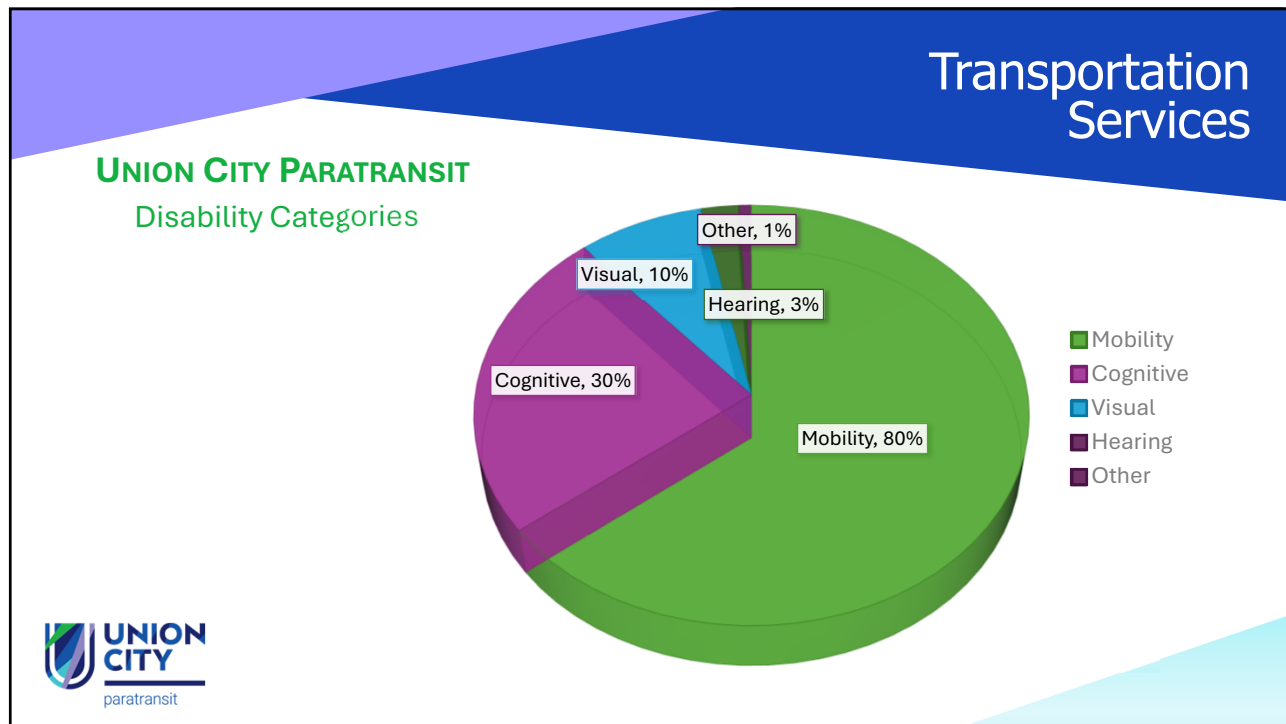
10,910 Rides provided in FY 2025-26 through 3/31/2025

1.6% Decrease in average monthly rides

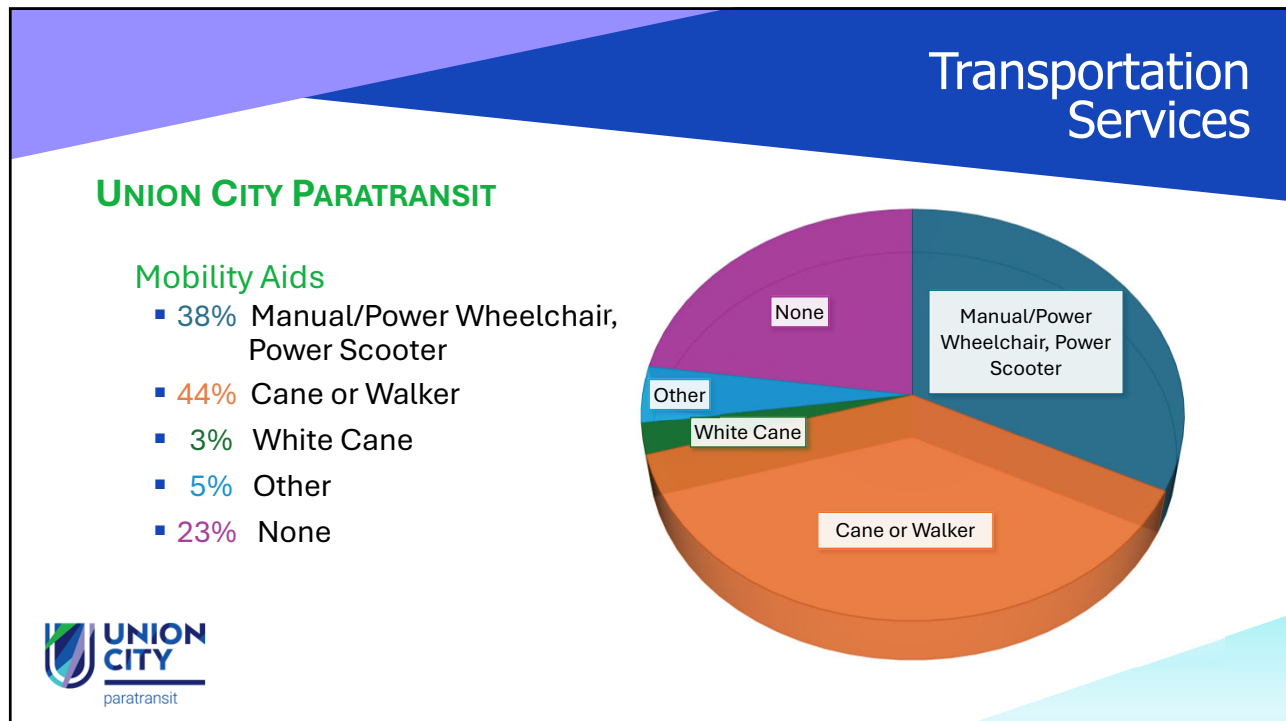
Age Distribution



6



7



8

Transportation Services

PARATRANSIT PLUS

Provides Non-ADA travel outside of Union City to locations in Northern Fremont, Newark, and Southern Hayward on weekends when the Microtransit Service (the Flea) is not available.

- **\$2.75** cost of one-way trip, same as Paratransit
- **ADA Rides take priority over** Paratransit Plus rides.

FY 2026-27

Paratransit Plus Service will sunset when the funding for the Flea service is available seven (7) days a week.



9

Transportation Services

THE FLEA MICROTRANSIT SERVICE

(Flexible, Local, Easy Access)

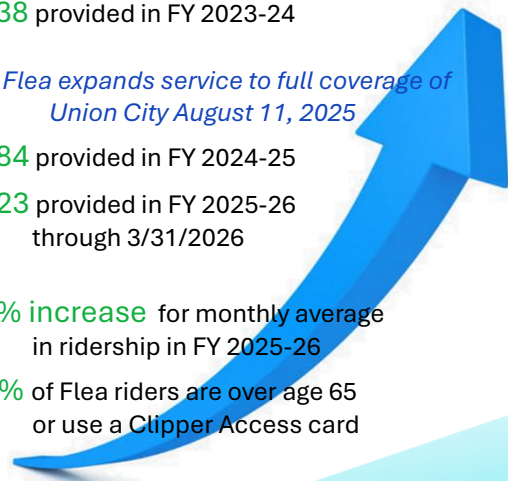
- **WAV accessible**
- **On-Demand shared-ride** service
- **No** Reservation required
- **\$2.00** cost of one-way trip
 - Cash or Clipper Card
 - Same discounts as fixed route service
- **Available** to all residents
- **Monday-Friday:** 5:20 am – 10:35 pm



- **3838** provided in FY 2023-24

The Flea expands service to full coverage of Union City August 11, 2025

- **7084** provided in FY 2024-25
- **15323** provided in FY 2025-26 through 3/31/2026
- **189% increase** for monthly average in ridership in FY 2025-26
- **46%** of Flea riders are over age 65 or use a Clipper Access card



10

Transportation Services

RIDE-ON TRI-CITY!

323 Union City clients

- **37%** clients ages 18 – 69 currently enrolled in Paratransit
- **23%** clients age 70 + enrolled are enrolled in Paratransit



FY 2025-26

227 residents enrolled in Paratransit currently use a wheelchair or scooter are eligible for the new Ride-On Tri-City WAV service.

Only 19 residents who currently use a wheelchair or scooter are enrolled in Ride-On Tri-City!

11

Changes for Fiscal Year 2026-27

PARATRANSIT PLUS

- **Reallocate funding to our ROTC program:** with a 13% decrease in paratransit ridership and eliminating Paratransit Plus Program, we can move funds to pay for a more cost-efficient program.
- **Expand our Microtransit service, the Flea:** By reallocate our Paratransit resources, WAV accessible vehicles, and drivers, we can expand service to city-wide coverage with extended hours from Monday through Friday.
This program is funded by STA and TDA funds, but it provides alternative on-demand WAV accessible service for ADA paratransit certified residents, as well as the general population.



12

Planning Process

- ADA mandated paratransit service
- Outreach to residents, family caregivers, residential caregivers
- Feedback from the Joint Union City and Ride-On Tri-City Accessibility Advisory Committee
- Mobility training courses like Transportation 101
- Participation in public events
- Client feedback

Future Planning Process FY 2026-27:

- Public workshops and community meetings for our Short-Range Transit Plan
- Update our website and create more information brochures



13

Trends and Challenges

- Costs of ADA Paratransit rides are increasing, reallocating resources and funding allows for increase service and options for people with disabilities and older adults.
- Providing services like Ride-On Tri-City! and our microtransit service, the Flea, to supplement the mandated ADA service allows for greater independence to our clients and supports families and caregivers. The demand for these services are increasing and are expected to significantly grow in the coming years.
- Providing cost efficient and reliable WAV service



14

**Thank you for your
time.**

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Steve Adams

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