



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

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

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

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

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

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

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

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

CONTACT INFORMATION	
Agency:	City of San Leandro
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Date Submitted: _____

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.

Accessible Shuttle Service: FLEX RIDES Fixed-Route Shuttle Service

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

Same-Day Transportation Services: FLEX RIDES On Demand

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

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

Group Trips Program: Senior Day Trips

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

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

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

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

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

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

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

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

These services were selected over other service types based on input from key stakeholders (e.g., program users, social service providers, transportation program providers, City of San Leandro Senior Commission, staff) and previous assessments included in the Age-Friendly Action Plan and FLEX RIDES Shuttle Assessment to meet the current and future needs of the growing older adult population in San Leandro. Curb-to-curb rides, door-through-door service,

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

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

Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:

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

Medical Facilities and Appointments

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

Major Shopping Complexes

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

Senior Housing Facilities

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

Community Resources

- San Leandro Senior Community Center
- San Leandro Main Library

Transportation

- San Leandro and Bayfair BART Stations

Same Day Transportation Program - FLEX RIDES On Demand:

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

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

Accessible Fixed Route FLEX RIDES Shuttle:

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

Same Day Transportation Program - FLEX RIDES On Demand:

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

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

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

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

Yes

No

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

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

None at this time.

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

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

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

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

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

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

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)

- F. Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)
- G. Proposed new Meal Delivery Funding Program** (describe the proposed service – traditional or mileage reimbursement – and the population(s) it serves)

None at this time.

DEVELOPMENT OF PROGRAM PLAN

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

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

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

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

- 1) FLEX RIDES Shuttle Assessment methods included a document and data review, focus groups, transit partner interviews, rider survey, and field

observations (October 2025-January 2026). These activities gathered program design input from current, former, and potential riders, caregivers, regional paratransit providers, and staff at local residential housing facilities.

- 2) Completion of the UC Berkeley SafeTREC and Cal Walks Community Pedestrian and Bicycle Safety Program [CBSP] which included local pedestrian/bicyclist safety data analysis, walking and safety assessments, and community action planning sessions.
- 3) Transportation providers.
- 4) Planning and coordination meetings with the City of San Leandro Public Works Department Engineering Division.
- 5) Meetings with other public transportation entities (e.g., Links Shuttle, AC Transit).
- 6) Meetings with community members and leaders (e.g., Resilience Hubs).
- 7) Meetings with local community-based organizations (e.g., CRIL, VACCEB).
- 8) Community tabling events (e.g., VACCEB Health Fairs, San Leandro Improvement Association events, Resource Fairs, Farmer's Markets).

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

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

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

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

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

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

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

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

N/A

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

Yes

No

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

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

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

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

ELIGIBILITY AND ENROLLMENT

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

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

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

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

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

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

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

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

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

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

CUSTOMER SATISFACTION

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

EXPECTED DEMAND/USE OF SERVICES

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

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

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

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

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

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

Head Injuries (TBI)	6
Vision	104
Hearing	110
Cognitive/Learning	21
Psychological	11
Invisible	
Household Income	
< \$35,500	406
\$35,501-\$59,200	99
\$59,201-\$74,000	28
\$74,001-\$89,750	22
> \$89,750	36

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

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

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

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

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

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

- Yes
 No

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

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

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

VEHICLE FLEET

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

SAFETY AND PREPAREDNESS

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

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

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

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

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

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

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

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

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

FINANCES: PROGRAM REVENUE AND COST

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

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

A. Management/Overhead Costs

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

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

B. Customer Service and Outreach Costs

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

PROGRAM FUNDING RESERVES

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

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

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

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

MISCELLANEOUS

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

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

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

Service/Program Type and Name		Performance FY 2024-25		Total FY 2024-25 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2024-25)									Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N
Eligible Service/Program Type <i>Drop-down Menu</i>	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) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Program Staffing		NA	\$ -	\$ 101,859	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 101,859	NA
	Culturally competent marketing/promotion and communications; Supplies	12	NA	\$ -	\$ 4,845	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 4,845	NA
Customer Service and Outreach	TNC FLEX RIDES On Demand	5,990		\$ -	\$ 92,875	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 92,875	NA
Accessible Shuttle	FLEX RIDES Fixed-Route Shuttle	7,903		\$ -	\$ 607,674	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 607,674	NA
Capital Expenditure	Stop Amenities		NA	\$ -	\$ -	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ -	NA
Mobility Mgmt/Travel Training	Travel Training	13	NA	\$ -	\$ 149	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 149	NA
Management/Overhead	Consultancy Services		NA	\$ -	\$ -	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ -	NA
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
												\$ -	
				\$ -	\$ 807,402	\$ -	\$ -		\$ -	\$ -		\$ 807,402	

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

Attachment Table B: Description of Planned Program

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

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

Attachment Table C: Program Revenue, Cost and Fund Sources

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

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
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>
FLEX RIDES (Fixed-Route)	8,525	\$ 718,040	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 718,040
FLEX RIDES On Demand	6,431	\$ 103,561	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 103,561
Program Supplies and Marketing	20	\$ 10,000	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 10,000
Personnel	0	\$ 239,803				\$ -			\$ 239,803
FLEX RIDES Emergency Evacuation	0	\$ 15,840	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 15,840
San Leandro Day Trips Shuttle Service	30	\$ 15,956	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 15,956
RideCare Program - Volunteers assisting seniors	576	\$ 100,000	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 100,000
Senior Grocery Delivery Program	480	\$ 44,043	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 44,043
Updates to stop amenities	0	\$ 50,000	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 50,000
Professional services for Program Design	0	\$ 10,000	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 10,000
0	0								\$ -
0	0								\$ -
0	0								\$ -
0	0								\$ -
Totals	16,062	\$ 1,307,243	\$ -	\$ -		\$ -	\$ -		\$ 1,307,243

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

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

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

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

Attachment Table D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
FORD	Bus	2013	Gas	Lift	14	5	3	MV Transp.	San Leandro
FORD	Bus	2016	Gas	Lift	14	5	1	MV Transp.	San Leandro
FORD	Bus	2021	Gas	Lift	16	2	2	MV Transp.	San Leandro