



FY 2025-26 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 2025-26 Program Plan Excel workbook contains a tab to report on FY 2023-24 performance and budget (Attachment Table A). The FY 2023-24 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 2023-24 compliance report.*
3. References:
 - a. FY 2025-26 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2025)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised January 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 28, 2025 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 25-26 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY25-26_Paratransit_Program_Application.doc).

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467 or kpasco@alamedactc.org.

FY 2025-26 Annual Paratransit Program Plan Application Due by February 28, 2025

CONTACT INFORMATION	
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Date Submitted: February 27, 2025

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), Measures B and 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 January 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 "premium" service (e.g. same-day).

- **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 \$30, 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 2025-26 program.

FLEX RIDES Shuttle- Accessible Fixed Route Shuttle:

The City of San Leandro will maintain its core services, which include FLEX RIDES Shuttle (Accessible Fixed Route Shuttle), FLEX RIDES On Demand (Same Day Transportation Program), Travel Training, customer service and outreach, and capital purchase (stop amenities). The goal for FY 2025-2026 is to increase the utilization and frequency of these services while also increasing the quality of services. The City of San Leandro will have more capacity in FY2025-2026 due to the hiring of a full-time Paratransit Program Assistant, which is 100% dedicated to the Paratransit program.

Lastly, through a community-participatory process that included interviews with key community stakeholders, listening sessions and surveys, the City of San Leandro adopted its first Age-Friendly Action Plan on July 15, 2024. The Plan spans the period of July 1, 2024, through June 30, 2029. The goal of the five-year plan is to support the well-being of all seniors in our community. The Plan will serve as a five-year road map to ensure the Mayor, City Council, City departments, and community partners have a plan to achieve the specific goals, projects, and policies identified and prioritized by residents to benefit older adults and persons with disabilities in the city. Residents prioritized the following needs: housing security, health & wellness, social connection, transportation, and personal protection.

Informed by the Age-Friendly Action Plan, the City of San Leandro proposes the following new programs/services through Measure B/BB funding:

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

Meal Delivery: Mercy Brown Bag Program participants who are no longer able to pick up their grocery bag twice a month due to health conditions or mobility limitations will get their grocery bag delivered to their home by staff/volunteer.

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.

Day Trip Program: Provides older adults 50+ day trips to local parks, outdoor areas, shows, and community events.

Capital Expenditure: Replacement of two 14-passenger shuttles.

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 proposed targets older adults and people with disabilities in San Leandro. Eligibility for most of these services includes San Leandro residency, age fifty and older, and/or eighteen years or older with East Bay Paratransit certification. The only exception is the FLEX RIDES on Demand program which includes an age requirement of seventy years of age or older.

These services were selected because older people need transportation support for medical appointments, basic shopping needs, to prevent isolation by staying in contact with loved ones, and to attend to other care-related trips. The City's Senior Community Center is one of the stops and serves as the transfer point for the two routes. This provides transportation to basic needs such as food programs, health education, social programs, and health services. Additionally, these resources help combat isolation and help older adults feel a sense of independence and self-determination.

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 and current assessments to meet the current and future needs of older adults in San Leandro. San Leandro's population over age 60 is expected to increase by between 150 and 199 percent during the period from 2010 to 2060. The increased influence of the 60 and over age group has already been visible with baby boomers retiring over the last ten years, a trend which will continue over the next decade. Residents over the age of 60 currently make up 24% of San Leandro's population. By 2060, that age group will encompass roughly one-third of the city's population, a monumental shift in demographics.

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

Major Shopping Complexes

- Greenhouse Shopping Center (Safeway)
- Bayfair Shopping Center (Target)
- San Leandro's Downtown Plaza (Safeway, CVS)
- 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 Community Library

Transportation

- San Leandro and Bayfair BART Stations

The FLEX RIDES Shuttle routes (North and South) travel in areas where other major destinations are accessible for riders (e.g., US Post Office, San Leandro Main and Branch libraries).

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 and personal care locations.

- 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 to us by GoGo Technologies, the average trip length is 5.1 miles.

Regarding outliers, the rides that were over 30 miles were to and from cities outside of the service areas. For example, one to and from Kaiser in South San Francisco, and the second to and from the Veteran's Affairs Medical Center in Martinez.

2. Will your agency's program for FY 2025-26 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 22, 2025)

3. If proposing any service or program changes in FY 2025-26 from the current year, FY 2024-25, 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.

The following services/programs are being proposed to complement the program's core services.

Door-through-Door/Volunteer Driver Program: The RideCare program provides a caring connection for older adults and individuals with disabilities that coordinates transportation and connects this population to locations throughout greater Alameda County with a special focus area of San Leandro. Volunteers are recruited, vetted and trained so program participants feel comfortable. In addition to getting transportation support to the doctor or to the store, participants are given an opportunity to have a social interaction with another person, get out of the house, and experience a one-on-one connection with a community volunteer. The rider is greeted at their own home by the volunteer, who drives them directly to their destination. During the ride, the driver may accompany the rider into their desired destination, decreasing heightened anxiety that the rider may feel about going into their appointment or activity. The rider is assured that someone is waiting for them and will be available to take them directly back to the comfort of their own home or designated location as soon as the appointment is completed.

Meal Delivery Program: Mercy Brown Bag Program provides program participants with a bag of healthy food twice a month to older adults in Alameda County. Program staff are concerned about a growing trend of existing participants no longer able to pick up their grocery bag twice a month due to either health conditions or increased mobility limitations associated with

aging. Eligible participants will get their bag delivered to their home by a staff/volunteer.

Senior Emergency Evacuation Program: In support of Access and Functional Needs efforts, seniors and people with disabilities will receive evacuation support during an emergency when the City of San Leandro has activated a support shelter/center. This reduces the impact to communities that have traditionally been disproportionately impacted by a natural disaster.

Day Trip Program

Provides older adults 50+ day trips to local parks and outdoor areas. This service combats the epidemic of isolation and loneliness through creative, varied opportunities for trust building, social interaction, and shared learning.

4. **Looking ahead, beyond FY 2025-26, 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.

Future services changes will be informed by ongoing key stakeholder input, commitment to high-quality and results-oriented services, Age-Friendly Action Plan priorities, and FY2025-2026 specific study of the FLEX RIDES Shuttle program design, which includes fixed routes, schedules, operation days and hours, etc.

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 2025-26 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 2024-25 Plan and are unchanged.**

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

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

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

Planned capital expenditure

The program currently utilizes four 14-passenger shuttles to implement the FLEX RIDES Shuttle program. Two vehicles are 2023 and two are 2013. The transportation provider (MV Transportation) strongly recommends that the two 2013 shuttles be replaced this coming Fiscal Year to avoid any disruption to existing services. The Estimated cost is \$334,137 with a 6-month purchasing timeline.

Proposed new Meal Delivery Funding Program

Participants of the Mercy Brown Bag Program, who receive a bag of groceries twice a month at the Senior Community Center or Marina Community Center will now have the option for home delivery if they are unable to pick up their groceries due to health condition or mobility limitations. Staff or volunteers will deliver the bags, ensuring that older adults and individuals with disabilities in San Leandro have equitable, affordable access to healthy food.

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 interviews with key stakeholders, focus groups, and surveys.
- 2) Meetings with City of San Leandro Departments/entities, including Community Development, Recreation and Parks, Public Works, Public Information, and the San Leandro Police.
- 3) Presentations to the local services clubs including Rotary, Kiwanis, and San Leandro Breakfast Club.
- 4) Relevant discussions with the San Leandro Senior Commission during monthly standing meetings.

- 5) Presentations to the following City Commissions:
- Human Services Commission
 - Planning Commission/Board of Zoning Adjustments
 - Recreation and Parks Commission
 - Senior Commission
 - Youth Advisory Commission

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

- 1) Ongoing planning and coordination meetings with paratransit program transportation providers.
- 2) Planning and coordination meetings with the City of San Leandro Public Works Department Transportation and Engineering Division.
- 3) Meetings with other public transportation entities (e.g., Links Shuttle).
- 4) Meetings with community members and leaders (e.g., Resilience Hubs).

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

Conducted two Mono-lingual language presentations. One in Spanish and one in Cantonese. The outcomes were positive, so staff decided to conduct mono-lingual presentations on a quarterly basis. Promotional materials were translated.

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 proposed new programs were directly shaped by the findings from community outreach, surveys, and key stakeholder interviews. Through these engagement efforts, residents and community partners identified critical priorities, including housing security, health and wellness, social connection, transportation, and personal protection. These insights informed the development of targeted programs designed to address the specific needs of older adults and individuals with disabilities in San Leandro. 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.

NA

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.
- Simplicity App – a new platform pushing out notifications regarding City programs.
- Local Newspaper – San Leandro Times.
- Mailed/Online Monthly Services Calendar
- 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 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 phone appointments.
- Human Services Department social media outlets (Facebook)
- Email blasts via Recreation Division's registration software (Active Net)
- Annual Cherry Festival event and participation in parade
- Annual Senior Resource Fair
- Annual In-House Expo
- Local Farmer's Markets
- Local Health Fairs

ELIGIBILITY AND ENROLLMENT

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

Eligibility Requirements for all service types except the Same Day Transportation Program (FLEX RIDES On Demand) include older adults 50+ years old or disabled Adults 18 - 49 years old residing within the incorporated city limits of San Leandro. Disabled adults 18 - 49 years old must be East Bay Paratransit certified.

Eligibility requirements for FLEX RIDES On Demand is 70+ years old or disabled Adults 18 - 69 years old that are East Bay Paratransit certified and residing within the incorporated city limits of San Leandro.

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 participants submit a completed application (in person, via mail, email or online) along with a valid ID, proof of residency and birth date. If the application is submitted online, the customer must provide required documentation by either mail, email, text an image or drop off a copy to the San Leandro Senior Community Center. Once the application has been reviewed, approved, and processed by staff, a card will be created and issued to the individual the same day. If the application is processed via mail or online, then the lead time is normally 3-5 business days.

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

CUSTOMER SATISFACTION

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

Human Services Department Senior Services staff handle complaints on an individual basis, with responses within 24 hours or on the next business day. Riders typically make complaints by calling the Paratransit Program Assistant. Riders can also email FLEX RIDES Program complaints to the Paratransit Program Assistant at humanservices@sanleandro.org

The Paratransit Program Assistant maintains an up-to-date complaint log. 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 a 24-hour response to all complaints. The

transportation provider keeps staff apprised of their findings, and staff typically communicates that information directly to the rider. If requested, complaints will remain anonymous.

Staff also meet with the service providers as needed, but at a minimum, on 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.)

A complaint we have received is that drivers are not stopping at stops. We do not know if it is because the shuttle stops coincide with ACTC stops and drivers do not think participants are waiting for the shuttle.

FLEX RIDES On Demand riders have also complained about the confusion with the service fees outlined in their payment statement.

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

Program staff met with transportation provider (MV Transportation) leadership about drivers not stopping at designated stops. MV Transportation leadership confirmed that drivers will stop at every stop and will address patrons that are waiting to confirm if they are participants.

Regarding the confusion with service fees, program staff met with the transportation provider (GoGo Technologies) management, who confirmed that the dispatch personnel was providing the FLEX RIDES On Demand riders information that is not relevant to them given their participation in the program. GoGo Technologies management confirmed that dispatch personnel will receive proper guidance to prevent future confusion regarding fees.

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 2023-24	203
Registrants at end of FY 2023-24	657
Current Registrants for FY 2024-25	617
Projected Registrants for FY 2025-26	679

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 expect program registration to increase due to the hiring of a Paratransit Program Assistant in April 2025, which will enhance outreach efforts and expand awareness of available services. With dedicated staff support, the program will be better equipped to reach eligible participants, improve accessibility, and increase engagement among older adults and individuals with disabilities in the community.

16. What are the current program registrant demographics for FY 2024-25, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	0
Asian	312
Black or African American	61
Hispanic or Latino	42
Native Hawaiian or Other Pacific Islander	4
White	115
Other	12
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	
Hearing	
Cognitive/Learning	
Psychological	
Invisible	
Household Income	
< \$35,500	300
\$35,501-\$59,200	70

\$59,201-\$74,000	18
\$74,001-\$89,750	9
> \$89,750	18

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2025-26.

We anticipate an increase in Latino and African American participants in FY 2025-26 due to targeted outreach efforts aimed at these communities. By enhancing language accessibility, and partnering with culturally relevant organizations, the program aims to improve awareness and participation among these historically underserved groups.

17. Do you expect the total number of one-way trips provided by your program in FY 2025-26 to increase, decrease or stay the same compared to the current year, FY 2024-25? Why?

We anticipate an increase in the total number of one-way trips provided in FY 2025-26 compared to FY 2024-25. This expected growth is due to enhanced promotional efforts, including expanded outreach, increased awareness campaigns, and the hiring of a Paratransit Program Assistant in April 2025. 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.)

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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 2023-24	242
Number of trips provided to consumers who require an accessible vehicle in FY 2024-25 as of Dec. 31, 2024	54
Number of trips projected to consumers who require an accessible vehicle in FY 2025-26	120

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 2023-24, or to date in FY 2024-25. 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.)*

No safety incidents recorded.

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.

<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.

<https://www.sanleandro.org/civicax/filebank/blobdload.aspx?BlobID=28342>

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 is scheduled to be 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 2025-26 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 B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/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% Paratransit Program Assistant
- 10% of Senior Services Program Coordinator compensation
- Program Design Consultant

B. Customer Service and Outreach Costs

The outreach and marketing budget for FY 2025-2026 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. Expenditures will include, but not be limited to, translation and oral interpretation, culturally relevant traditional media outreach, mass and social media marketing, automated messaging services, incentives, and electronic surveys. With the upcoming year's focus on the disabled community, additional expertise may be

sought from City staff participation in the Alameda County Access and Functional Needs Advisory Committee.

PROGRAM FUNDING RESERVES

25. If your paratransit program currently has a remaining balance of Measure B DLD funding, note the amount remaining as of December 31, 2024. Explain in detail how you plan to finish expending these funds by the June 30, 2026 deadline?

NA

26. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2025-26, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?

The FLEX RIDES Shuttle program currently operates three days/week. A program design study will be conducted in FY 2025-2026 to assess the need and sustainability of a possible five-day/week program. If so, the remaining balance of Measure BB DLD funding at the end of FY2025-26 will be used to pilot the potential new program design.

MISCELLANEOUS

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

Alameda CTC FY2025-26 Annual Paratransit Program Plan Application (July 1, 2025 – June 30, 2026)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY2023-24)

Total FY 2023-24 Program Revenue (Measure B, Measure BB and all other funds available for FY 2023-24)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2023-24	\$389,348
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2023-24	\$1,391,336
FY 2023-24 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$716,392
Total FY 2023-24 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$2,497,076
Total FY 2023-24 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 2023-24 Program Revenue (Measure B, Measure BB and all other sources available for FY 2023-24) (Automatically calculated)	\$2,497,076

Service/Program Type and Name		Performance FY 2023-24		Total FY 2023-24 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2023-24)									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 2023-24 Provide total number of one-way trips or units	On-Time Performance FY 2023-24 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 2023-24 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)
Accessible Shuttle	Flex Rides Shuttle (Fixed Route)	7,381	87%	\$ 239,335	\$ 326,757	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 566,092	
Same-Day Transp. - TNC	FLEX RIDES on Demand	5,569	Unavailable	\$ 49,283	\$ 37,841	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 87,124	
Customer Service and Outreach	Staff/Supplies/Insurance		NA	\$ 593	\$ 2,699	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 3,292	
Management/Overhead	Staff/Program oversight		NA	\$ 100,137	\$ 8,101	\$ -	\$ -	NA	\$ -	\$ -	NA	\$ 108,238	
				\$ 389,348	\$ 375,398	\$ -	\$ -		\$ -	\$ -		\$ 764,746	

Alameda CTC FY2025-26 Annual Paratransit Program Plan Application (July 1, 2025 – June 30, 2026)
Attachment Table B: Description of Planned Program

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 Shuttle (Fixed Route)	MV Transportation	Free shuttle rides for basic life trips medical, shopping, 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, 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/bank account	Accessible	Same Day	Curb-to-Curb	San Leandro, Alameda, Ashland, Castro Valley, Cherryland, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Pleasanton, San Ramon, Union City, San Lorenzo, Berkely, and Fremont.
Customer Service and Outreach	Staff/Supplies/Insurance	NA	Providing equitable program access to multilingual customers, increasing awareness and providing customer service in customers' primary language	NA	NA				San Leandro
Mobility Mgmt/Travel Training	Customer Service and Outreach	Consultant TBD	Project assessment, planning, implementation and evaluation. Program oversight, budget administration, strategic partnerships, policy/protocol development.	NA	NA				San Leandro
Accessible Shuttle	FLEX RIDES Emergency Evacuation	MV Transportation	Medical/emergency	NA	NA	Accessible	Same Day	Door-to-Door	San Leandro
Capital Purchase	Fleet Replacement	NA	"Free shuttle rides for basic life trips - medical, shopping, recreation "	NA	NA				NA
Group Trips	San Leandro Day-Trip Shuttle Service	MV Transportation	Day trips to parks, events, shows	NA	NA	Accessible	Pre-scheduled	Curb-to-Curb	East Bay and San Francisco
Management/Overhead	Professional Services for Program Design	TBD	Program assessment and design	NA	NA				
Meal Delivery	Senior Grocery Delivery Program	Vietnamese American Community Center of the East Bay (VACCCEB)	Equitable Food Access for seniors and persons with disabilities	NA	NA	Not Accessible	Pre-scheduled	Door-to-Door	San Leandro
Door-through-Door/Volunteer Driver	Pilot RideCare Program-- Volunteers Assisting Seniors	CityServe of the Tri-Valley	Medical Appt. transportation and Support Services	NA	NA	Not Accessible	Pre-scheduled	Door-to-Door	San Leandro and surrounding East Bay communities
Capital Purchase	Updates to stop amenities	TBD	Supports health and safety	NA	NA				San Leandro

Alameda CTC FY2025-26 Annual Paratransit Program Plan Application (July 1, 2025 – June 30, 2026)
Attachment Table B (continued): Description of Planned Program

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type	Service/Program/Project Name	Limits on number of trips/ use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
<i>Will automatically populate from rows above</i>	<i>Will automatically populate from rows above</i>								
Accessible Shuttle	FLEX RIDES Shuttle (Fixed Route)	No limit	NA		Mondays, Tuesdays and Thursdays from 8:30 a.m. to 5:30 p.m.	San Leandro residents and 50+ years of age and persons with disabilities ages 18+ who are East Bay Paratransit certified and reside within the incorporated San Leandro limits	Continuing/Ongoing	8,119	
Same-Day Transportation	FLEX RIDES On Demand	24 one-way trips/month	24/7 and 365 days/year	~30 minutes	24/7 and 365 days/year	San Leandro resident and 70+ years of age and persons with disabilities ages 18+ who are East Bay Paratransit certified and reside within the incorporated San Leandro limits	Continuing/Ongoing	6,125	
Customer Service and Outreach	Staff/Supplies/Insurance	NA	NA		NA	NA	Continuing/Ongoing	6	
Mobility Mgmt/Travel Training	Customer Service and Outreach	NA	Quarterly	One Week	NA	NA		4	
Accessible Shuttle	FLEX RIDES Emergency Evacuation	No Limit	NA		TBD	San Leandro residents and 50+ years of age and persons with disabilities ages 18+ who are East Bay Paratransit certified and reside within the incorporated San Leandro limits	To be initiated in FY 23-24		
Capital Purchase	Fleet Replacement	NA	NA	NA	NA	NA	To be initiated in FY 23-24	2	
Group Trips	San Leandro Day-Trip Shuttle Service	NA	TBD	One Week	8:30 a.m. to 5:30 p.m.	San Leandro residents and 50+ years of age and persons with disabilities ages 18+ who are East Bay Paratransit certified and reside within the incorporated San Leandro limits	To be initiated in FY 23-24	24	
Management/Overhead	Professional Services for Program Design	NA	NA	NA	NA	NA	To be initiated in FY 23-24	NA	
Meal Delivery	Senior Grocery Delivery Program	2/month	Bi-monthly	2 Weeks	2nd and Fourth Monday and Tuesday of the month between 10:00 and 5:00 p.m.	San Leandro residents and 50+ years of age and persons with disabilities ages 18+ who are East Bay Paratransit certified and reside within the incorporated San Leandro limits	To be initiated in FY 23-24	360	
Door-through-Door/Volunteer Driver	Pilot RideCare Program-- Volunteers Assisting Seniors	No limit	Monday-Friday, 9:00-5:00 p.m.	14 days in advance	Monday-Friday, 9:00-5:00 p.m.	San Leandro residents and 50+ years of age and persons with disabilities ages 18+ who are East Bay Paratransit certified and reside within the incorporated San Leandro limits	To be initiated in FY 23-24		
Capital Purchase	Updates to stop amenities	NA	NA	NA	NA	NA	To be initiated in FY 23-24		

Alameda CTC FY2025-26 Annual Paratransit Program Plan Application (July 1, 2025 – June 30, 2026)
Attachment Table C: Program Revenue, Cost, and Fund Sources

Total FY 2025-26 Program Revenue (Measure B, Measure BB and all other funds available for FY 2025-26)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2024-25 (June 30, 2025)	\$0
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2024-25 (June 30, 2025)	\$1,087,314
Projected FY 2025-26 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$755,589
Total FY 2025-26 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$1,842,903
Total FY 2025-26 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns F, H, and I)	
Total FY 2025-26 Program Revenue (Measure B, Measure BB and all other sources available for FY 2025-26) (Automatically calculated)	\$1,842,903

Service/Program Name		Total FY 2025-26 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2025-26)								Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2025-26 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2025-26 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/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 Shuttle (Fixed Route)	8,119		\$ 613,327		\$ -	NA	\$ -	\$ -	NA	\$ 613,327
FLEX RIDES On Demand	6,125		\$ 93,205		\$ -	NA	\$ -	\$ -	NA	\$ 93,205
Staff/Supplies/Insurance	6			\$ 195,297	\$ -	NA	\$ -	\$ -	NA	\$ 195,297
Customer Service and Outreach	4			\$ 5,000	\$ -	NA	\$ -	\$ -	NA	\$ 5,000
FLEX RIDES Emergency Evacuation	0			\$ 11,500	\$ -	NA	\$ -	\$ -	NA	\$ 11,500
Fleet Replacement	2		\$ 334,137		\$ -	NA	\$ -	\$ -	NA	\$ 334,137
San Leandro Day-Trip Shuttle Service	24			\$ 11,500	\$ -	NA	\$ -	\$ -	NA	\$ 11,500
Professional Services for Program Design	NA			\$ 10,000	\$ -	NA	\$ -	\$ -	NA	\$ 10,000
Senior Grocery Delivery Program	360			\$ 50,000	\$ -	NA	\$ -	\$ -	NA	\$ 50,000
Pilot RideCare Program-- Volunteers Assisting Seniors	0			\$ 75,000	\$ -	NA	\$ -	\$ -	NA	\$ 75,000
Updates to stop amenities	0		\$ 46,645							\$ 46,645
Totals	14,640	\$ -	\$ 1,087,314	\$ 358,297	\$ -		\$ -	\$ -		\$ 1,445,611

Alameda CTC FY2025-26 Annual Paratransit Program Plan Application (July 1, 2025 – June 30, 2026)
Attachment Table C (continued): Program Revenue, Cost, and Fund Sources

PARATRANSIT DLD RESERVE BALANCES	Measure B NOTE: THIS BALANCE MUST BE \$0 BY JUNE 30, 2026	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2026:	\$0	\$397,292	\$397,292
Reserve balance as percent of FY 2025-26 Revenue*	N/A	53%	53%

Alameda CTC FY2025-26 Annual Paratransit Program Plan Application (July 1, 2025 – June 30, 2026)
Attachment Table D: Vehicle Fleet

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	1	MV Trans	San Leandro
FORD	Bus	2013	GAS	LIFT	14	5	1	MV Trans	San Leandro
FORD	Bus	2021	GAS	LIFT	14	4	1	MV Trans	San Leandro
FORD	Bus	2021	GAS	LIFT	14	4	1	MV Trans	San Leandro