

## Paratransit Program Plan Staff Summary Fiscal Year 2026-27

**Planning Area:** North County

**Paratransit Program:** City of Oakland

**Staff Recommendation:** Recommend program plan for approval

- Services provided:
  - Same-Day Transportation (Taxi Scrip and GoGoGrandparent)
  - Specialized Accessible Van Service (Van Voucher Program – Quality and Van Voucher Program – One Access)
  - Group Trips
  - Door-Through-Door/Volunteer Driver Service
  - Meal Delivery
  - Customer Service & Outreach
  - Management / Overhead
- 97% Measure BB
- 91% Reserves
- Cost per trip –
  - Same-Day Transportation (Taxi Scrip): \$51.72
  - Same-Day Transportation (GoGoGrandparent): \$10
  - Specialized Accessible Van Service (Van Voucher – Quality): \$64

- Specialized Accessible Van Service (Van Voucher - One Access): \$74.63
- Group Trips: \$22.06
- Volunteer Driver Service: \$66.67
- Meal delivery: \$1.15
- Trends in registration – registration is expected to increase
- Trends in trip provision – trip provision is expected to increase
- Demographics reporting – all demographic categories were reported
- Elements requiring approval:
  - N/A
- Additional staff notes
  - They are opening a second OPED customer front desk in East Oakland.
  - The City established a Transportation Commission in response to transportation being identified as the top priority need through the citywide Age-Friendly 2.0 needs assessment. The Transportation Committee will identify strategies for addressing mobility barriers. Though no changes are currently planned for OPED's program, there may be proposed new initiatives that involve the Measure BB paratransit program.
  - OPED's primary taxi partner is transitioning away from a traditional taxi fleet model and moving toward a sedan-based service structure more like that of TNCs. Over the next five years, OPED may need to adapt procurement, contracting, fare subsidy mechanisms, and performance

monitoring frameworks to align with this evolving service model.

- OPED is evaluating a transition to more online and smartphone-based systems for its taxi scrip and voucher program and account verification. OPED front desk and customer service staff will provide technical assistance and hands-on support to clients who are less comfortable with technology. Manual payment and voucher options will remain available to ensure equitable access.



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

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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

## Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

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

**Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at [paratransit@alamedactc.org](mailto: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](mailto:paratransit@alamedactc.org).

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

CONTACT INFORMATION	
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**Date Submitted:** February 27, 2026

### TYPES OF SERVICES PROVIDED

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

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

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

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

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

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

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

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

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

- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.

- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

**Important Implementation Guidelines requirements:**

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

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

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

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

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

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

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

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

The City of Oakland's Human Services Department, Aging and Adult Services Division, operates the Oakland Paratransit for the Elderly and Disabled (OPED) program to provide accessible, affordable, and convenient transportation options for seniors aged 70 and older and adults with disabilities to maintain their independence, enhance their quality of life, and promote their health and well-being. The City of Oakland plans to accomplish this goal in Fiscal Year 2026-2027 by providing the following OPED transportation services to eligible residents:

**Same-Day Transportation Services**

OPED will offer on-demand, same-day transportation using taxis and Transportation Network Companies (TNC) through the following services:

1. **Taxi Scrip Program** - enables eligible seniors (70+) and adults with disabilities (18+) to purchase subsidized taxi scrip books for same-day, curb-to-curb transportation within an established service area. The program subsidizes at least 50% of the fare and may apply per-person caps consistent with guidelines.
2. **GoGoGrandparent** – a phone-based transportation concierge service for eligible participants aged 70 and older and adults with disabilities to receive limited monthly ride subsidies applied to their personal accounts for same-day ride coordination via Uber or Lyft. The concierge call center supports riders who do not use smartphone applications.

**Specialized Accessible Van Services**

To meet the demand for wheelchair-accessible and specialized trips for adults 18 years and older with disabilities who are not adequately served by ADA-mandated transportation, same-day taxi, or TNC options, OPED will operate the following Specialized Accessible Van Programs:

1. **Van Voucher Program (Quality)** – eligible participants may purchase subsidized vouchers for pre-scheduled, door-to-door wheelchair-accessible van service.
2. **Van Voucher Program (One Access)** – eligible participants receive limited issuance of special vouchers with no share of cost for same-day or pre-scheduled wheelchair-accessible service, including door-through-door assistance where needed.
3. **City of Emeryville 8-To-Go Co-Sponsorship** – the City of Oakland will continue its collaboration with the City of Emeryville and contribute funding to the Emeryville-operated 8-To-Go specialized accessible van program serving residents within the shared 94608 ZIP code. This partnership ensures same-day and pre-scheduled door-to-door wheelchair-accessible vehicle (WAV) service for eligible Oakland residents in the service overlap area.

OPED will prioritize fulfillment of WAV requests. Cost per trip for pre-scheduled services will not exceed ADA-mandated provider costs, consistent with the ACTC Paratransit Implementation Guidelines.

**Group Trips Service**

OPED will offer subsidized, pre-scheduled accessible shuttle transportation for older persons and adults with disabilities for round-trip outings originating from senior centers and independent living senior housing facilities. Trips support access to community events, shopping, social activities, and local destinations. All group trips will begin and end on the same day.

**Door-Through-Door/Volunteer Driver Service**

OPED will offer the **Taxi Up & Go! Program**, pre-scheduled, door-through-door escorted transportation service to support frail, socially isolated, and high-need participants enrolled in the Senior Companion Program and Multipurpose Senior Services Program (MSSP). Eligible participants are escorted by Senior Companion Volunteers, case managers, or caregivers on taxi trips to medical appointments, grocery shopping, senior centers, and other destinations. The program addresses critical mobility gaps for vulnerable residents who require assistance beyond curb-to-curb service, encourages social and community connection, and increases access to health and social services.

**Meal Delivery**

OPED will support transportation-related costs associated with delivering meals to homebound Oakland residents aged 60 and older through partnership with a local community-based agency providing home-delivered nutrition services. Funding will be limited to allowable transportation-related expenses and will not exceed the 5% cap of DLD Paratransit funds for FY 2026-2027. Measure BB fund balance will also be used to support the delivery of the projected number of meals for home-bound Oakland seniors during this period.

**Management/Overhead**

The City of Oakland's Human Services Department will provide centralized program management, budgeting, fiscal oversight, compliance monitoring, data collection, and annual performance reporting. City of Oakland will have an OPED representative attending Paratransit Technical Advisory Committee and the Paratransit Advisory and Planning Committee meetings, as well as participate in countywide transportation needs assessment and strategic planning efforts. Demographic and utilization data will be collected and reported through the Annual Compliance Report as required.

**Customer Service/Outreach**

In July 2025, the OPED program relocated its public-facing customer service desk at the Downtown Oakland Senior Center as a pilot. This strategy has proven successful in reaching new clients, promoting transportation services, and increasing accessibility and visibility of programs. This strategy will be replicated in FY 2026-2027 by opening an OPED customer service desk at the East Oakland Senior Center. OPED customer service staff conduct eligibility screening, enrollment and registration, distribution of fare media (taxi scrips, vouchers, etc.), individualized assistance, complaint intake and tracking, and public education on transportation resources.

The OPED program will also conduct proactive outreach to increase awareness, facilitate enrollment, educate consumers about available transportation services, and connect older adults and people with disabilities to the resources

they need to travel independently and safely within the community. Key outreach activities include community presentations and information sessions; collaboration with City's Information and Assistance, MSSP, CalAIM, senior centers, and Citywide Community Engagement Working Group; health and resource fairs; marketing and printed materials; and presenting to the Advisory Council on Aging, Mayor's Commission on Aging, and Mayor's Commission on Persons with Disabilities.

Collectively, OPED's FY 2026–2027 program offers a coordinated suite of same-day, pre-scheduled, accessible, volunteer-supported, group, and meal delivery transportation services. The design balances equity, accessibility, fiscal stewardship, and measurable performance outcomes to ensure compliance with Alameda CTC requirements while addressing the mobility needs of Oakland's older adults and people with disabilities.

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

The City of Oakland's OPED program is intentionally structured to address the distinct mobility barriers experienced by older adults (70+) and adults with disabilities (18+) who are unable to use fixed-route transit. Rather than duplicating ADA-mandated services, the City targets documented service gaps, particularly same-day transportation, supplemental wheelchair-accessible vehicle (WAV) capacity, door-through-door assistance, and geographically underserved areas.

**Targeting Community Need**

Oakland's suite of services has been selected based on long-standing consumer feedback, annual rider surveys, direct phone inquiries, and input from consumer advocates and program staff. In the winter/spring of 2025, the City's Aging and Adult Services division and the Mayor's Commission on Aging conducted a needs assessment of Oakland's seniors, adults with disabilities, and family caregivers through survey collection and listening sessions as part of the process of developing a 5-Year Strategic Action Plan for Aging. More than 950 surveys in multiple languages were collected and 13 listening sessions held in strategic underserved neighborhoods (West Oakland, deep East Oakland, Fruitvale, etc.) were attended by more than 380 participants. Listening session participants included monolingual Chinese, Vietnamese, and Spanish-speaking older adults and LGBTQ+ individuals. Transportation came up as the top need in the survey, and listening session participants provided more nuanced insight on this issue. Through these various engagement mechanisms, the need for the following transportation service options were consistently identified:

- Same-day flexibility for urgent medical visits, pharmacy trips, and essential errands that cannot be scheduled in advance.
- Expanded WAV capacity, particularly when taxis and TNCs cannot reliably fulfill accessible trip requests.

- Door-through-door and escort assistance for riders with mobility, cognitive, or frailty-related challenges who require more than curb-to-curb service.
- Transportation in underserved geographic areas, where other public or ADA services may be limited, indirect, less convenient, or inconsistent.

The City has therefore prioritized taxi scrip, TNC concierge access, specialized accessible van vouchers, volunteer-supported door-through-door trips, group trips. Nutritional health was also identified as a priority need, and transportation-related meal delivery would support access to healthy meals for homebound older adults with dementia and those too frail to get groceries or prepare meals.

### **Why These Services Over Other Eligible Types**

The selected services provide flexibility and responsiveness that better align with Oakland consumers' lived mobility patterns and identified needs. For example:

- Same-day taxi and TNC subsidies respond to unplanned or time-sensitive trips.
- Specialized van services ensure equitable access for wheelchair users and riders requiring additional assistance.
- Volunteer-supported escort programs address high-need medical and grocery trips for frail seniors.
- Group trips promote social participation and reduce isolation without requiring individual trip scheduling.
- Meal delivery addresses mobility barriers for homebound older adults who cannot safely travel for food.

These services complement, rather than compete with, ADA-mandated paratransit and fixed-route transit, creating a layered mobility system that matches service intensity to rider need.

### **Enhancing Quality of Life and Meeting Basic Needs**

Collectively, this service suite enhances quality of life by enabling riders to:

- Access medical appointments, dialysis, therapy, and pharmacy services.
- Obtain groceries and nutritious meals.
- Participate in community, cultural, and recreational activities.
- Maintain social connections and reduce isolation.
- Remain independent in their homes and communities.

For transit-dependent residents, these services are essential to sustaining health, safety, and autonomy. Annual satisfaction surveys and ongoing rider communications indicate strong support for the current service mix. The City will continue to evaluate demand trends and emerging needs.

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

The City of Oakland has identified the following most common trip destinations for older adults and people with disabilities, reported by service category:

- **Same-Day Transportation Taxi/TNC:** Non-emergency medical facilities and outpatient clinics, grocery shopping, pharmacies, senior centers
- **Specialized Accessible Van:** Dialysis centers, non-emergency medical facilities, rehab and therapy facilities, and specialty medical providers
- **Group Trip Program:** Grocery shopping centers, museums and cultural institutions, restaurants, movie theaters, fairs and community events, other senior focused activities.

OPED also conducted a client satisfaction survey administered in English, Chinese, Vietnamese, and Spanish from December 2025-February 2025. A total of 458 completed surveys were received. Respondents identified the top 5 reasons for using Oakland Paratransit services in the last 12 months as follows:

1. Medical appointments: 78%
2. Shopping, errands/personal business: tied at 48%
3. Social gatherings: 24%
4. Senior center: 18%
5. Worship (church, temple, etc.): 13%

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

The OPED program does not currently track this information.

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

The OPED program did not implement a waitlist in FY 2025-26 and does not anticipate having a waitlist in FY 2026-27.

**2. Will your agency's program for FY 2026-27 conform to the Paratransit Program Implementation Guidelines, as required?** Yes No**A. If "No", explain below and contact Alameda CTC staff to discuss.** (prior to February 20, 2026)

N/A

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

As of this program plan submission, the City of Oakland is not proposing any service or program changes for FY 2026–27 from the current FY 2025–26 program year. The existing suite of paratransit services will continue without modification. However, the City's Human Services Department, Aging and Adult Services Division—working in partnership with the Mayor's Commission on Aging and the University of San Francisco School of Nursing and Health Professions—is currently developing action steps in response to the 2025 citywide needs assessment and community engagement initiative. The assessment identified **transportation as the highest priority need** for seniors, people with disabilities, and family caregivers over the next five years. In response, the Mayor's Commission on Aging has established a Transportation Committee, scheduled to launch in March 2026, to identify targeted strategies and potential projects to address the mobility barriers identified by community members. Any proposed new initiatives that involve Measure BB paratransit funding will be submitted to Alameda CTC for review and approval prior to implementation. Because no service changes are proposed for FY 2026–27, there will be no immediate impact on current service delivery. The City will continue providing the existing range of services that remain essential to enabling older adults and people with disabilities to access medical care, obtain groceries and meals, maintain social connections, and remain safely and independently in the community.

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

Looking beyond FY 2026–27, the City does not anticipate eliminating major service categories (e.g., same-day transportation, specialized accessible van, group trips, or volunteer-supported services). However, structural changes in the transportation marketplace may significantly affect how same-day services are delivered over the next five years.

The traditional taxi industry continues to decline statewide and nationally. In Oakland, the sole taxi company with sufficient capacity to meet same-day program demand is transitioning away from a traditional taxi fleet model and moving toward a sedan-based service structure that more closely resembles Transportation Network Companies (TNCs). While dispatch and reservation systems remain similar to taxi operations, vehicle types and operational models are increasingly aligned with TNC practices. Due to increasing operating costs, OPED's taxi service vendor has also requested an increase in the flag drop rate to double the current rate starting in FY 2026-27. This is the first rate increase for taxi service reimbursement rate in more than a decade.

This shift reflects a broader market trend in many communities, where taxi services are diminishing and same-day transportation is increasingly provided through hybrid or TNC-like models. Over the next five years, OPED may need to adapt procurement, contracting, fare subsidy mechanisms, and performance monitoring frameworks to align with this evolving service model. While the service category of "same-day transportation" is expected to remain due to its continued popularity among riders, the vehicle types, provider structures, and operational partnerships may continue to shift toward sedan- and app-based or hybrid dispatch systems. Cost adjustments will reflect this evolution in taxi service.

The City will continue to monitor market conditions to ensure service reliability, accessibility (including wheelchair-accessible vehicles), affordability, and consumer protections remain in place as the transportation industry evolves.

## NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2026-27 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2025-26 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
  - A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)

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

No new meal delivery program proposed for FY 2026-27.

## DEVELOPMENT OF PROGRAM PLAN

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

Consumer input was sought through a structured, multi-phase engagement process led by the Mayor's Commission on Aging (MCOA) and the City's Aging and Adult Services Division. The MCOA and the City conducted the Age-Friendly 2.0 strategic planning process starting in the fall of 2024 through early 2025, which included collecting nearly 950 survey responses and conducting 13 listening sessions with more than 380 participants across all Council Districts. Transportation emerged as a top priority and informed the continuation and refinement of OPED services.

OPED also conducts an annual client satisfaction survey to assess service utilization, trip purposes, barriers, and rider experience. Survey findings confirmed high demand for medical and grocery trips and strong impacts on independence and access to essential services.

In FY 2024-2025, OPED outreach activities to engage with consumers to increase awareness about transportation options and to gather feedback about services included: 10 resource fairs (230 attendees), 13 presentations (265 attendees), and 3 tabling at events (600 contacts), reaching a total of approximately 1,518

community members. General outreach activities also included the following presentations and briefings to boards, commissions, and stakeholder groups to solicit feedback and ensure transparency:

- 11/18/2024 – Alameda County Veterans Affairs Commission
- 10/21/2024 – Mayor's Commission for Persons with Disabilities
- 10/01/2025 – Mayor's Commission on Aging (MCOA)
- 10/21/2025 – City of Oakland Community Engagement Working Group
- 12/19/2025 – Alameda County Age-Friendly Council

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

The FY 2026–27 OPED program plan is grounded in a structured, community-informed planning process led by the Mayor's Commission on Aging (MCOA) and the City's Aging and Adult Services Division. As a first step, the MCOA developed a Transportation Issue Brief to frame key policy questions, identify data gaps, and highlight equity concerns affecting older adults and people with disabilities. The brief examined safety, infrastructure, access barriers, and the need to better center seniors and people with disabilities in transportation planning. This analysis served as a foundation for community engagement.

Building on this groundwork, the City launched the Age-Friendly 2.0 planning process, which included nearly 950 survey responses and 13 listening sessions with more than 380 participants across Oakland. Transportation consistently emerged as a top priority and a critical "lifeline" service necessary for accessing healthcare, food, social connection, and other supports that enable aging in place. In addition, OPED conducts an annual client satisfaction survey to assess service utilization, trip purposes, and program impact. Survey results confirm that medical appointments and shopping are the primary trip purposes, and a strong majority of respondents report increased independence and improved access to essential services as a result of OPED transportation. Together, the Issue Brief, citywide engagement process, and ongoing client surveys ensure that the program's service mix is data-driven, equity-focused, and responsive to the lived experience of Oakland's older adults and people with disabilities.

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

Outreach efforts were intentionally designed to promote equity and inclusion by engaging communities that are often underrepresented in traditional planning processes. As part of the Age-Friendly 2.0 strategic planning process led by the Mayor's Commission on Aging and the City's Aging and Adult Services Division, listening sessions were conducted in partnership with trusted, community-based organizations serving linguistically and culturally diverse older adults. Sessions were held with primarily monolingual seniors in their preferred languages at:

- Hong Fook / Family Bridges (Chinatown) – serving Chinese-speaking older adults
- Unity Council (Fruitvale) – serving Spanish-speaking older adults
- Vietnamese Community Development, Inc. (Deep East Oakland) – serving Vietnamese-speaking residents

These sessions ensured language access and culturally responsive engagement. Additionally, a dedicated listening session was conducted with Lavender Seniors, a nonprofit serving LGBTQI older adults, to ensure that the perspectives of LGBTQ+ elders were included. By partnering with trusted community organizations, providing language access, and intentionally engaging marginalized populations, outreach efforts centered equity and ensured that transportation priorities reflect the lived experiences of Oakland's diverse older adult and disability communities.

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

Development of the FY 2026–27 program plan was first guided by findings from OPED's annual client satisfaction survey. Survey results confirmed that medical appointments and grocery shopping remain the primary trip purposes, that Taxi Scrip and accessible van services are the most utilized programs, and that riders report increased independence and improved access to essential services as key outcomes. This feedback ensured that the current mix of same-day, specialized accessible van, volunteer-supported, and group transportation services continues to be relevant, effective, and responsive to consumer needs.

Beyond the client survey, the broader Age-Friendly 2.0 needs assessment process led by the Mayor's Commission on Aging (MCOA) provided a citywide framework for ongoing planning and evaluation. Survey responses and listening sessions identified transportation as a top priority and highlighted equity, safety, and access barriers affecting older adults and people with disabilities. These findings were presented publicly to the MCOA in October 2025, leading to the formation of focused subcommittees—including a Transportation subcommittee—to continue developing action steps and guiding long-term improvements.

Together, the client satisfaction survey ensures services remain responsive to current users, while the citywide needs assessment informs continuous planning, equity-centered evaluation, and future service enhancements.

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

The City's OPED program is exploring modernization efforts during FY 2026–27 that, if successful, may be implemented during the fiscal year and continue in subsequent years. OPED is evaluating a transition from its current manual taxi scrip and voucher sales system to an online and smartphone-enabled platform, aligned with the City's new point-of-sale (POS) system that supports electronic payment methods. This would reduce processing times and improve convenience and accessibility. OPED front desk and customer service staff will provide technical assistance and hands-on support to clients who are less comfortable with technology. Manual payment and voucher options will remain available to ensure equitable access.

OPED is also exploring the development and pilot of a mobile application that could support a future shift from paper taxi scrip to a paperless, account-based verification system. These potential updates would not change the core service

types offered but would modernize fare distribution and trip verification. This will also improve OPED's ability to track service utilization and generate reports that will inform future program planning. Over time, these improvements are expected to increase efficiency, reduce administrative burden, and enhance accessibility, while maintaining the program's focus on meeting essential transportation needs.

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

Yes

No

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

Plan was not shared but will be presented to the Transportation Committee.

## INFORMATION

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

The OPED website: [Transportation Services & Resources | City of Oakland, CA](#) lists all the services available through OPED. The website includes information about ACTC and states, "ACTC Your Transportation Dollars at Work" with attribution of program funding to ACTC. The OPED site also has links to the ACTC home page, Oakland Public Works ACTC/Measure B/BB, and Access Alameda. OPED collateral materials also mentions Alameda ACTC and Measure BB as a funding source.

## ELIGIBILITY AND ENROLLMENT

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

Oakland or Piedmont resident  
Aged 70 or older  
Adults 18-69 with disabilities and enrolled in the East Bay Paratransit

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

Consumers enroll in the OPED program through a simple application process supported by in-person, phone, and online assistance. Since July 2025, OPED's customer service front desk has been relocated to the Downtown Oakland Senior Center, significantly increasing program visibility and accessibility. The senior center location offers easier access, improved walk-in traffic, and direct engagement with older adults already utilizing City services.

#### **Enrollment Process and Timeline**

Eligible seniors (70+) and adults with disabilities (18+) complete an application form and provide required documentation (e.g., proof of age, residency, and enrollment in the East Bay Paratransit). Applications may be submitted in person, by mail, or electronically.

#### **Outreach and Access to Information**

Program information is widely distributed through multilingual brochures available at senior centers and community events; program handbills and flyers; the City's departmental website; the ACTC Access Alameda publication and website; and the division's e-newsletter. Services are also promoted through presentations at senior residential sites, provider meetings, Oakland senior centers, and televised public meetings of the Mayor's Commission on Aging and the Mayor's Commission on Persons with Disabilities. The department's Outreach Developer supports OPED and actively participates in community events and coordinates with other City programs.

## **CUSTOMER SATISFACTION**

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

*Complaint Process:* Participants are provided written instructions in their program enrollment documents about procedures to file complaints. The complainant shall contact the transportation provider directly for resolution. They are asked to record as much information about the experience such as the date, company name, staff or driver's name, vehicle number, destination, other circumstances. If participants do not receive a satisfactory resolution, they are requested to contact the OPED office directly. At that point, staff contacts the vendor about the matter and works with them towards a satisfactory resolution or a plan to avoid future occurrences.

*Commendation Process:* This is an unscripted process where participants may contact the transportation providers directly or they may contact the OPED office. Positive feedback may come by phone or mail that outlines their positive experience with a company or driver. Companies are encouraged to share positive feedback directly with their employees and the OPED staff. In cases where the information is shared with the OPED office, staff ensures the feedback and appreciation are shared with the companies. Acclamation is generally submitted in a written format.

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

Based on results from the OPED Client Satisfaction Survey conducted in January 2025, feedback across service categories reflects both strong commendations and recurring themes for improvement.

**Taxi Scrip (Same-Day Taxi Service)**

*Commendations:* Taxi Scrip is the most utilized service and receives high praise for affordability, driver courtesy, reliability, and supporting independence. Many respondents report that the program allows them to attend medical appointments, shop for groceries, and feel less dependent on others.

*Common Complaints/Suggestions:* Recurring concerns include occasional long wait times, missed or late pickups, inconsistent driver knowledge about accepting scrip, and meter or fare disputes. Some riders suggested improved driver training, expanded hours, and clearer communication regarding booking and cancellations.

**GoGoGrandparent (TNC Concierge Service)**

*Commendations:* Riders appreciate the flexibility, convenience, and ability to book rides without using a smartphone app. The service is valued for expanding transportation options, especially for early morning or airport trips.

*Common Complaints/Suggestions:* Feedback includes concerns about higher costs compared to Taxi Scrip, driver availability, and occasional booking or communication challenges. Some riders requested clearer pricing information and improved reliability during peak times.

**Wheelchair Van Voucher (Specialized Accessible Van Service)**

*Commendations:* Participants value the availability of accessible vehicles and door-to-door assistance. Caregivers noted that the service reduces physical strain and safety risks when transporting wheelchair users.

*Common Complaints/Suggestions:* Common concerns include scheduling limitations, longer advance reservation requirements, and occasional delays. Riders suggested increasing capacity and improving timeliness.

**Taxi Up & Go (Door-Through-Door/Volunteer Escort Service)**

*Commendations:* This program is appreciated for providing escorted assistance for medical and essential trips. Riders highlighted the importance of having support beyond curb-to-curb service.

*Common Complaints/Suggestions:* Suggestions include expanding availability and increasing awareness of the service among eligible participants.

**Group/Bus Trips (Accessible Shuttle)**

*Commendations:* Participants value the opportunity for social engagement,

recreation, and community connection. The program is viewed as important for reducing isolation.

*Common Complaints/Suggestions:* Feedback included requests for more frequent trips, additional destinations, and improved communication about schedules.

**Overall Themes**

Across programs, riders frequently cited increased independence, affordability, and safety as major benefits. Recurring system-wide suggestions include improving on-time performance, expanding service availability (including evenings and weekends), enhancing communication, and continuing culturally responsive outreach. Overall satisfaction remains high, with most respondents reporting positive impacts on their ability to meet essential life needs.

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

Periodic meetings are now scheduled with taxi operator owners and dispatch manager to discuss the issues and come up with solutions. For example, operator is increasingly using sedans, which is less recognizable for clients than the yellow taxis. Based on client input, the sedans are now clearly marked with the operator's company name and logo to ease client concerns about strangers picking them up. Check-in meetings are also scheduled with the TNC, WAV, and other vendors at least once annually.

**EXPECTED DEMAND/USE OF SERVICES**

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

<b>Registrants at beginning of FY 2024-25</b>	1,694
<b>Registrants at end of FY 2024-25</b>	1,984
<b>Current Registrants for FY 2025-26</b>	2,103
<b>Current number of applicants on a waitlist for FY 2025-26</b>	N/A
<b>Projected Registrants for FY 2026-27</b>	2,300

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

The City expects program registration to increase in FY 2026–27 by at least 7% compared to FY 2025–26. This projection is based on sustained growth trends and expanded program accessibility. Registrations increased from 1,984 in FY 2024-25 to 2,103 (a 5% growth) by the 3<sup>rd</sup> quarter of FY 2025-26, with no waitlist. This steady upward trend reflects increasing demand among Oakland's growing older adult population.

Growth is also being driven by the decentralization of OPED's customer service operations starting in July 2025 when OPED relocated its front desk to the Downtown Oakland Senior Center, eliminating prior access barriers. In FY 2026–27, OPED plans to open a second customer service front desk at the East Oakland Senior Center, expanding access in a historically underserved area. Additionally, the West Oakland Senior Center is scheduled to reopen in March 2026 after being closed for approximately 18 months. The reopening is expected to increase participation in senior center programs and generate additional demand for transportation services to and from the center.

Together, improved accessibility, expanded outreach presence, and the reopening of senior centers are expected to result in continued growth in program enrollment and transportation demand in FY 2026–27 and beyond.

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

<b>Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)</b>	
American Indian or Alaska Native	3
Asian	645
Black or African American	802
Hispanic or Latino	79
Native Hawaiian or Other Pacific Islander	3
White	450
Other	122
<b>Disability (include all that apply, individuals may be listed in multiple categories)</b>	
Mobility/Physical	811
Spinal Cord (SCI)	84
Head Injuries (TBI)	13
Vision	161
Hearing	22
Cognitive/Learning	1

Psychological	3
Invisible	1,306
<b>Household Income</b>	
< \$35,500	1,429
\$35,501-\$59,200	186
\$59,201-\$74,000	54
\$74,001-\$89,750	35
> \$89,750	

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

Consistent with state and national trends, Oakland's older adult population is the fastest-growing segment of the city's demographics. As residents advance in age, demand for transportation support is expected to increase to maintain independence, enhance quality of life, and access essential services needed to age successfully in the community. In FY 2025–26, OPED experienced a 10% increase in program registrants and a 12% increase in reported disabilities among enrollees compared to the prior year. The City anticipates this upward trend will continue in the coming years as the baby boomer generation—the largest cohort of older adults in history—moves into advanced age.

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

The total number of one-way trips is expected to increase in FY 2026–27 compared to FY 2025–26. This anticipated growth is primarily driven by expanded outreach efforts and the decentralization of OPED's customer service operations. In July 2025, OPED relocated its customer service front desk from the Human Services Department administrative offices at 150 Frank Ogawa Plaza to the Downtown Oakland Senior Center. The prior location presented barriers for many clients, including limited parking, a long walk from transit drop-off points, and building accessibility challenges.

The new OPED customer service front desk location at the senior center is more accessible, centrally located, and familiar to older adults. The move has improved walk-in access, visibility of services, and direct engagement with seniors already utilizing center programs. In FY 2026-27, OPED plans to open its second customer service front desk at the East Oakland Senior Center, creating more visibility and accessibility for OPED transportation services in a historically underserved community. As such, OPED anticipates increased enrollment, improved ease of purchasing fare media, and higher utilization of taxi, van, and other transportation services in FY 2026–27.

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

- Yes
- No

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

The Taxi Up and Go program includes companions, in partnership with the City's Senior Companion Program volunteers. This makes up less than 5% of total ridership.

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

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2024-25</b>	Not tracked
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024</b>	Not tracked
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2026-27</b>	Not tracked

**VEHICLE FLEET**

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

**SAFETY AND PREPAREDNESS**

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

The City of Oakland has no qualifying recorded safety incidents for FY 2024-25 or to date in FY 2025-26

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

The City of Oakland's Emergency Operations Plan (EOP) was last updated in April 2023 and can be found at:

<https://www.oaklandca.gov/departments/fire#emergency-management-services-division>.

Oakland's paratransit program is included in the EOP as part of the Emergency Support Function 1: Transportation Annex.

## FINANCES: PROGRAM REVENUE AND COST

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

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

### A. Management/Overhead Costs

The Management/Overhead consists of:

- .15 FTE of one Human Services Manager's salary and fringe
- .10 FTE of one Administrative Service Manager
- .75 FTE of one Senior Services Supervisor
- .80 FTE of one Accountant III
- .10 FTE of one Outreach Developer
- .30 FTE of one Senior Services Program Analyst I
- .60 FTE of one Senior Services Program Analyst II
- .10 FTE of one Administrative Assistant I

Also includes purchasing expenses associated with transportation vendor agreements; internal operations charges; staff professional development activities; industry organizational memberships; local and regional meeting expenses and industry conference attendance.

**B. Customer Service and Outreach Costs**

The Customer Service/Outreach consists of salaries and fringe of:

- 2.0 FTE of part-time Office Assistant I (4 or more part-time staff)
- .70 FTE of one Outreach Developer
- .70 FTE of one Senior Services Program Analyst I
- .40 FTE of one Senior Services Program Analyst II
- .90 FTE of one Administrative Assistant I

Also includes program document duplication, plus customer service tools and supplies necessary for business.

**PROGRAM FUNDING RESERVES**

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

The City of Oakland's OPED program has no Measure B funds remaining. Measure B funds were expended in FY 2022-23.

**MISCELLANEOUS**

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

The City of Oakland Paratransit Program had a leadership change mid-year FY 2024-25, followed by a hiring freeze, and vacancies from staff transitioning at the end of the 2025 calendar year. While vacant positions in OPED are not frozen, the Human Services Department currently has a 30% vacancy rate. Recruitment to fill vacant OPED positions, including program lead and administrative support are being pursued. Meanwhile, the Human Services Manager (Aging & Adult Services) continues to support the program and other staff in the department/division have been redeployed to OPED to ensure continued operation and no service interruption. The planned opening of a second OPED customer front desk office in East Oakland in FY 2026-27 will bring more staffing changes to ensure adequate coverage for public-facing functions.

The City of Oakland will also continue to explore opportunities to implement Paratransit DLD funds towards expanding current offerings or implement new

programs informed by the needs assessment data and engagement with the Transportation Committee established by the Mayor's Commission on Aging and the City's Aging and Adult Services Division as part of the citywide planning process for the 5-Year Strategic Action Plan (2025-2030).

Lastly, the City continues to seek new partnerships, which will more than likely lead to the expansion of existing services to expend funds.

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

<b>Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)</b>	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2024-25	\$0
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2024-25	\$4,607,108
FY 2024-25 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$3,070,361
<b>Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$7,677,469</b>
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	\$ 139,674
<b>Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)</b>	<b>\$7,817,143</b>

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	Oakland Paratransit for the Elderly & Disabled	1	Non-applicable		\$ 880,926							\$ 880,926	
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled	1	Non-applicable		\$ 315,755							\$ 315,755	
Same-Day Transportation	Taxi Scrip Program	17,151	Unavailable		\$ 678,684							\$ 678,684	
Same-Day Transportation	GoGo Grandparent	5,458	Unavailable		\$ 49,417							\$ 49,417	
Specialized Accessible Van	Van Voucher Program - Quality	9,440	Unavailable		\$ 472,150							\$ 472,150	
Specialized Accessible Van	Van Voucher Program - One Access	174	Unavailable		\$ 11,103							\$ 11,103	
Specialized Accessible Van	City of Emeryville 8-To-Go	1,596	Unavailable		\$ 37,500							\$ 37,500	
Group Trips	Senior Group Trip Program	15,157	Unavailable		\$ 395,145							\$ 395,145	Number actual one-way trips = 225; number of individual trips = 15,157
Customer Service and Outreach	Taxi Up & Go!	1	Non-applicable		\$ 43,575							\$ 43,575	
Door-through-Door/Volunteer Driver	Taxi Up & Go!	1,481	Unavailable		\$ 71,412							\$ 71,412	
Meal Delivery	SOS Meals on Wheels	258,823	Non-applicable		\$ 600,000							\$ 600,000	
												\$ -	
												\$ -	
												\$ -	
				\$ -	\$ 3,555,667	\$ -	\$ -		\$ -	\$ -		\$ 3,555,667	

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

**Attachment Table B: Description of Planned Program**

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

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <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
Management/Overhead	Oakland Paratransit for the Elderly & Disabled	N/A	Program oversight, planning, budgeting, meetings	N/A	N/A				N/A
Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled	N/A	Customer service, client education, outreach/promotion, answering client complaints/questions	N/A	N/A				N/A
Same-Day Transportation	Taxi Scrip Program	Five Rivers Transit Solutions	Medical, recreational, grocery, social, access community services	\$3 per taxi scrip booklet (\$28 value)	Taxi scrips; exploring online pre-paid account/app	Not Accessible	Same Day	Curb-to-Curb	Oakland & Piedmont residents for primarily North Alameda County travel
Same-Day Transportation	GoGo Grandparent	GoGo Technologies dba GoGo Grandparents	Medical, recreational, grocery, social, access community services	Cost of ride beyond initial \$8 subsidy	Personal credit/debit card	Not Accessible	Same Day	Curb-to-Curb	Oakland & Piedmont residents for primarily North Alameda County travel
Specialized Accessible Van	Van Voucher Program - Quality	Quality Transit & Fiver Rivers Transit Solutions	Dialysis, non-emergency medical, appointments, personal errands	\$3 per 10 mile (\$28 van voucher value)	Van voucher	Accessible	Pre-scheduled	Door-to-Door	Oakland & Piedmont residents for primarily North Alameda County travel
Specialized Accessible Van	Van Voucher Program - One Access	One Access Medical Transportation	Medical appointments, personal errands, any purpose trips	\$0	Van voucher	Accessible	Same Day	Door-through-Door	Oakland & Piedmont residents for primarily North Alameda County travel
Specialized Accessible Van	City of Emeryville 8-To-Go	City of Emeryville	Medical, grocery, recreational, social, other quality of life trips	\$1 per trip	Punch card purchased by cash or check	Accessible	Same Day	Door-to-Door	94608 Oakland & Emeryville zip code with some major destinations just outside the zip code area
Group Trips	Senior Group Trip Program	Bay Area Charters	Social and recreational	\$35 base rate + variable cost based on mileage and hours	Agency invoice paid by check	Accessible	Pre-scheduled	Curb-to-Curb	Oakland & Piedmont locations/sites for local Bay Area travel within 45 miles
Customer Service and Outreach	Taxi Up & Go!	N/A	Customer service, client education, outreach/promotion, answering client complaints/questions	N/A	N/A				N/A
Door-through-Door/Volunteer Driver	Taxi Up & Go!	Five Rivers Transit Solutions	Companionship/volunteer-assisted rides to medical, social, recreational, other trips; prevents isolation	\$0	Taxi scrips; exploring online pre-paid account/app	Not Accessible	Same Day	Door-to-Door	Oakland & Piedmont residents for primarily North Alameda County travel. Ride is door-to-door, and volunteer assists door-through-door.
Meal Delivery	Meals on Wheels	Service Opportunity for Seniors - Meals on Wheels	Delivery of nutritious meals to homebound seniors	Suggested \$4/meal voluntary contribution	Online, cash		Pre-scheduled		Oakland citywide

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	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)
Management/Overhead	Oakland Paratransit for the Elderly & Disabled	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing	1	

Customer Service and Outreach	Oakland Paratransit for the Elderly & Disabled	N/A	N/A	N/A	Monday - Friday, 8:30am-5pm	N/A	Continuing/Ongoing	1	
Same-Day Transportation	Taxi Scrip Program	Trip limits per quarter	N/A	N/A	24/7	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	18,950	
Same-Day Transportation	GoGo Grandparent	Trip limits per month	N/A	N/A	24/7	70+ w/out disability proof; under 70 with disability proof/pre-approved	Continuing/Ongoing	7,500	
Specialized Accessible Van	Van Voucher Program - Quality	Trip limits per quarter	Monday - Friday, 8:30am-5pm	Pre-coordinated scheduling	Monday - Saturday, 8am-5pm	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	10,000	
Specialized Accessible Van	Van Voucher Program - One Access	Trip limits per week	24/7 via live dispatch & answering machine	Up to day of (space allowing)	Monday - Friday, 9am-5pm	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	335	This is a same day & prescheduled service. Prescheduled recommended for door-through-door wheelchair service.
Specialized Accessible Van	City of Emeryville 8-To-Go	Trip limits per month	Monday - Friday, 8:30am-5pm	N/A	Monday - Sunday, flexible	Seniors 70+	Continuing/Ongoing	1,600	
Group Trips	Senior Group Trip Program	N/A	Monday - Friday, 8:30am-5pm	Two weeks suggested	Monday - Friday, 10am-4pm	Seniors 55+	Continuing/Ongoing	16,500	Estimate of individual one-way trips
Customer Service and Outreach	Taxi Up & Go!	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	1	
Door-through-Door/Volunteer Driver	Taxi Up & Go!	Trip limits per month	N/A	N/A	24/7	18-69 w/ mobility disability & EBP registered or 70+ w/out disability proof	Continuing/Ongoing	1,500	
Meal Delivery	Meals on Wheels	1 meal per day. Variances may apply, but no more than 7 meals per week	N/A	N/A	Monday through Friday, mornings (10am-1pm) and afternoons (1pm-4pm)	Seniors 60+ unable to shop, prepare meals and no reliable caregiver	Continuing/Ongoing	260,000	Unit count is based on number of meals delivered.
0	0								
0	0								
0	0								

**Attachment Table C: Program Revenue, Cost and Fund Sources**

Total FY 2026-27 Program Revenue (Measure BB and all other funds available for FY 2026-27)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2025-26 (June 30, 2026)	\$3,614,154
Projected FY 2026-27 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$3,202,298
<b>Total FY 2026-27 Measure BB Paratransit DLD Revenue (Automatically calculated)</b>	<b>\$6,816,452</b>
Total FY 2026-27 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas BB) (should equal Columns E, G, and H)	\$ 134,000
<b>Total FY 2026-27 Program Revenue (Measure BB and all other sources available for FY 2026-27) (Automatically calculated)</b>	<b>\$6,950,452</b>

Service/Program Name		Total FY 2026-27 Program Costs by Fund Source (Measure BB and all other funds planned to be expended during FY 2026-27)							Total Cost	Cost per Trip	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2026-27  Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2026-27 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure BB funds to be EXPENDED	What is the source of these OTHER Measure BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)  <i>Automatically calculated</i>	Cost per Trip or other unit of service (e.g. per training, meal, etc.)  <i>Will automatically calculate</i>	Net Cost per Trip or other unit of service (net of fare revenue)  <i>Will automatically calculate</i>
Oakland Paratransit for the Elderly & Disabled	1	\$ 650,000							\$ 650,000	650000	650000.00
Oakland Paratransit for the Elderly & Disabled	1	\$ 800,000							\$ 800,000	800000.00	800000.00
Taxi Scrip Program	18,950	\$ 600,000	\$ 300,000			\$ 80,000			\$ 980,000	51.72	47.49
GoGo Grandparent	7,500	\$ 75,000							\$ 75,000	10.00	10.00
Van Voucher Program - Quality	10,000	\$ 600,000				\$ 40,000			\$ 640,000	64.00	60.00
Van Voucher Program - One Access	335	\$ 25,000							\$ 25,000	74.63	74.63
City of Emeryville 8-To-Go	1,600	\$ 50,000							\$ 50,000	31.25	31.25
Senior Group Trip Program	16,500	\$ 350,000				\$ 14,000			\$ 364,000	22.06	21.21
Taxi Up & Go!	1	\$ 50,000							\$ 50,000	50000.00	50000.00
Taxi Up & Go!	1,500	\$ 100,000							\$ 100,000	66.67	66.67
Meals on Wheels	260,000	\$ 300,000							\$ 300,000	1.15	1.15
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
0	0								\$ -	#DIV/0!	#DIV/0!
<b>Totals</b>	<b>316,388</b>	<b>\$ 3,600,000</b>	<b>\$ 300,000</b>	<b>\$ -</b>		<b>\$ 134,000</b>	<b>\$ -</b>		<b>\$ 4,034,000</b>		

*Budget check (total revenue less total cost): \$2,916,452*

PARATRANSIT DLD RESERVE BALANCES	Measure BB
Estimated Reserve Balance, June 30, 2026:	\$2,916,452
<b>Reserve balance as percent of FY 2026-27 Revenue*</b>	<b>91%</b>

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

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

Attachment Table D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
Ford	Small Bus	2008	Gas	Lift	22	2	1	Bay Area Charters, Inc. Contractor	Richmond
Chevy	Midsize Bus	2009	Gas	Lift	30	2	1	Bay Area Charters, Inc. Contractor	Richmond
Ford	Large Van	2019	Gas	Lift	3	2	2	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2017	Gas	Lift	3	2	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2017	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Minivan	2018	Gas	Ramp	3	1	1	Quality Transit, LLC - Contractor	Oakland
Ford	Large Van	2019	Gas	Lift	3	2	2	Quality Transit, LLC - Contractor	Oakland

Ford	Large Van	2008	Gas	Lift	4	2	1	One Access Medical Transportation - Contractor	Newark
Ford	Large Van	2015	Gas	Ramp	2	1	1	One Access Medical Transportation - Contractor	Newark
Various	Sedan	Various	Gas	None	4	0	10	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Various	Sedan	Various	Hybrid	None	4	0	10	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Chrysler	Minivan	Various	Gas	None	7	0	3	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Toyota	Minivan	2021	Gas	None	6	0	6	Five Rivers Transit Solutions, Inc. - Contractor	Oakland
Mercury	Sedan	2011	Gas	None	4	0	1	Five Rivers Transit Solutions, Inc. - Contractor	Oakland

