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**WHEREAS**, in November 2000, the voters of Alameda County approved the half-cent transportation sales tax through the passage of Measure B, re-approving the tax measure originally passed in 1986; and

**WHEREAS**, after nearly four decades, Measure B ended in March of 2021 and the program remains funded through Measure BB until 2045; and

**WHEREAS**, Alameda CTC projections indicate that the City of Albany will receive a total of \$97,124.57 to administer the Albany Paratransit Program; and

**WHEREAS**, the City's Paratransit program includes subsidies on taxi rides, shopping trips to local destinations, and recreational group trips throughout the Greater Bay Area.

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**NOW, THEREFORE, BE IT RESOLVED**, that the Albany City Council hereby authorizes the submission of the FY 2025-26 Paratransit application in the amount of \$97,124.57 to the Alameda County Transportation Commission for the continued implementation of the City’s Paratransit program.

  
ROBIN D. LOPEZ, MAYOR

**Attachment:**  
Paratransit Program Application



# FY 2025-26 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 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](mailto: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](mailto:kpasco@alamedactc.org).

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

CONTACT INFORMATION	
Agency:	City of Albany
Contact Name:	Keenan McCarron
Title:	Recreation & Community Services Supervisor
Phone Number:	(510)524-9122
E-mail Address:	<a href="mailto:kmccarron@albanyca.org">kmccarron@albanyca.org</a>

**Date Submitted:** February 28<sup>th</sup> 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.**

**Taxi Program** - The taxi subsidy program provides same-day, on-demand service, available 24 hours per day, seven days per week to Albany residents who are EBP certified or 70 years and older. When taking a taxi, UBER or Lyft ride, participants pay the taxi driver, UBER or Lyft directly. They must get a receipt from the taxi driver to get a 80% reimbursement up to \$25.00, whichever is least. Reimbursement requests are turned in at the Senior Center then forwarded to the City of Albany's Finance Department which issues a check by mail.

**Shopping trips** - Shopping trips include door-to-door component increase accessibility for meeting basic needs. Participants are picked up from their homes (or the senior center), taken to local grocery stores, malls, and then taken home when they are done. Other services include trips to the Albany Senior Center, giving participants the opportunity to come to the congregate lunch program and special events.

**Group trips** - The group trip program provides transportation for recreational outings throughout the greater Bay Area organized by the Senior Center, including senior center classes, and the senior center walking group. Group trips enhance quality of life providing opportunities for social interaction, learning, and fitness.

**Customer Services** - Customer service and outreach activities are crucial components of the program which helps seniors and people with disabilities Learn about available services offered and register for those they are eligible for.

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

The City of Albany provides a wide array of services for seniors and people with disabilities to complement services offered by the regional ADA mandated program to meeting the local transportation needs of seniors and people with disabilities. The suite of services provides safe and reliable transportation to seniors and people with disabilities to:

- improve access to basic needs, health care, community services and activities,
- provide recreational trips that decrease isolation, promotes lifelong learning and encourage fitness
- allow for aging in place and promote independence
- enhance overall quality of life by providing allowing those who cannot drive opportunities to participate in their community.

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

Taxi program is designed to provide trips to local destinations such as pharmacies, medical clinics and hospitals in Albany, Berkeley, Oakland and Richmond.

The Albany shopping trip program offers destinations such as; El Cerrito Plaza, Target in Albany, Safeway in Albany, Ranch 99 in Richmond, Farmer's Market, Grocery Outlet and in Berkeley, Sprouts in Albany and trips to the Albany Senior Center. Additionally, group trips take participants to locations throughout the Bay Area.

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

N/A

**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.**



N/A

**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.

The City of Albany is exploring options to replace our current bus with a newer vehicle, potentially including fully electric, hybrid, or gas-powered options, in alignment with California's environmental goals to reduce greenhouse gas emissions. This upgrade is in accordance with the state's encouragement for public fleets to transition to more eco-efficient vehicles. We anticipate that this change will not affect paratransit services.

**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)

Purchasing a new vehicle to replace our current bus.

## DEVELOPMENT OF PROGRAM PLAN

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

Consumer input included:

- Albany Paratransit survey sent to all registered individuals FY 2024-2025 with notice of Paratransit Workshop in February 2025.
- Albany Paratransit In-Person Workshop (consumer/public meeting) February 14, 2025.
- Recorded material is on our City's Website.
- Information and survey to Tri City Café and Mercy Brown Bag programs distributed on February 21, 2025.
- In-Person Presentation scheduled for The Friends of Albany Seniors community group on March 3, 2025.
- TNC (UBER and Lyft) Virtual Training scheduled to take place on April 17, 2025.
- Program inquiries and questions are addressed over the phone and in person, as requested.

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

- Outreach is offered through our City Website, Senior Center Monthly Chronicles, and the City's ENews (weekly email distribution)
- Surveys were Mailed out to Paratransit users.
- Surveys were available during the Paratransit Workshop and on City Website.
- Surveys were available at the front counter of the Senior Center.
- Feedback was collected over the phone from paratransit users.

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

We have Spanish, Mandarin and Cantonese translators for those that need the information in a different language.

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

The City of Albany is operating with no restrictions and maintaining participation for our paratransit services.

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

N/A

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

☒ Yes

☐ No

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

April 7<sup>th</sup> 2025 – City of Albany Council Meeting Consent Calendar

**INFORMATION**

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

Information on the Albany Paratransit Program is published in the City e-newsletter and website, Senior Center newsletter, through surveys and, and at a yearly workshop. Posters with information are displayed at Albany Senior and Community Center.

## ELIGIBILITY AND ENROLLMENT

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

**Taxi program:** Riders must be Albany residents, EBP certified or 70 years +. If under the age of 70 Individuals under 70 years of age may be eligible with a medical statement from their doctor/physician.

**Group trips:** Open to anyone 50 years + or EBP certified. Riders must register in advance.

**Shopping Trips:** Riders must be Albany residents, EBP certified or 60 years of age or older. All riders must complete Albany Paratransit registration form and provide proof of age, residency or EBP certification.

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

For the Taxi and Shopping programs, applicants are enrolled within 24 hours upon receiving completed application, which is available at our Senior Center, available via email or can be delivered to the resident's home in Albany. For The Group Trips, enrollment is on a first-come, first-serve basis which can be completed in-person, over the phone or online through our website.

## CUSTOMER SATISFACTION

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

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

Taxi and TNC program riders are instructed to report any issues by calling, writing, or informing the program coordinator in person. Group trip evaluations include a section for comments and concerns. Comment cards are always available on the bus. The program manager reviews all feedback, responds appropriately, evaluates the situation and makes any necessary changes to the programs

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

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

Participants appreciate the variety of recreational day trips provided and hiking destinations offered. The bus driver is often complimented for her professionalism, friendliness, and safe driving. The Shopping program is also highly valued, with participants enjoying the wide range of locations available on a weekly basis.

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

Shopping trips (Door-to-Door Shopping) have increased in frequency each month due to growing demand and popularity.

**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 2023-24</b>	100
<b>Registrants at end of FY 2023-24</b>	125
<b>Current Registrants for FY 2024-25</b>	143
<b>Projected Registrants for FY 2025-26</b>	165

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

Based on our registration projections, we expect enrollment to remain consistent with this year. We have a large, committed group of participants who continue to engage with our programs.

**16. What are the current program registrant demographics for FY 2024-25, 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	8
Asian	46
Black or African American	4
Hispanic or Latino	18
Native Hawaiian or Other Pacific Islander	
White	51
Other	
<b>Disability (include all that apply, individuals may be listed in multiple categories)</b>	
Mobility/Physical	45
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	21
Hearing	
Cognitive/Learning	
Psychological	3
Invisible	
<b>Household Income</b>	
< \$35,500	72
\$35,501-\$59,200	25
\$59,201-\$74,000	1
\$74,001-\$89,750	
> \$89,750	

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

N/A. This information is optional for participants, so it is difficult to determine our complete demographics. To accurately infer trends, we would need more data from a larger number of participants.

**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?**

Based on our registration projections, we expect one-way trips to remain consistent with this year. We have a large, committed group of participants who continue to engage with our programs.

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

☐ Yes

☒ No

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

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

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2023-24</b>	88 – Taxi/TNC 46 – Door-to-Door
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2024-25 as of Dec. 31, 2024</b>	59 – Taxi/TNC 36 – Door-to-Door
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2025-26</b>	90 – Taxi/TNC 55 – Door-to-Door

**VEHICLE FLEET**

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



## SAFETY AND PREPAREDNESS

- 21. Describe any safety incidents recorded by your program in FY 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.)*

N/A

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

City's Emergency Operations Plan:

<https://www.albanyca.org/home/showpublisheddocument/41540/636957681965570000>

It is available on our website and by request.

## 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

N/A

**B. Customer Service and Outreach Costs**

Senior Services staff salaries cover the planning and implementation of group trips, outreach, and customer service for all programs. They also respond to recommendations and complaints, distribute, collect, and sort program evaluations, track trips provided, process taxi and TNC reimbursements, oversee the vehicle maintenance schedule, and coordinate necessary repairs.

**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?**

N/A

**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 funds comply with the permissible guidelines for the operating reserve and will be utilized as necessary for operations.

**MISCELLANEOUS**

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



# City of Albany

1000 San Pablo Avenue • Albany, California 94706  
(510) 528-5710 • [www.albanyca.org](http://www.albanyca.org)

## RESOLUTION NO. 2025-15

PASSED AND APPROVED BY THE COUNCIL OF THE CITY OF ALBANY,

The 7th day of April, 2025, by the following votes:

AYES: Council Members Hansen-Romero, Jordan, McQuaid, Miki and

Mayor López

NOES: none

ABSENT: none

ABSTAINED: none

RECUSED: none

WITNESS MY HAND AND THE SEAL OF THE CITY OF ALBANY, this 8th  
day of April, 2025.

Anne Hsu  
CITY CLERK

*Albany is committed to providing a healthy, safe, and accessible city,  
and strives to lift every voice in our community.*