

Claimant	Program 15	Program 20B	Recommendation (Approve, Approve with Conditions, Withhold / Defer)	Subcommittee Recommendations: The Subcommittee recommends approval of all eight FY 2026-27 Program 15 claims. The following summarizes the Subcommittee's findings and any conditions or follow-up actions associated with each recommendation.
City of Richmond	\$932,593	\$341,092	Approve	Richmond has demonstrated meaningful progress in cost reduction, lowering van service costs from over \$300 per ride to under \$200 per ride in the most recent quarter while maintaining service quality. The AAC recommended withholding 25 percent of Richmond's funds pending audit compliance. The city has since met the majority of audit requirements, leading to the recommendation of the release of 75 percent of previously withheld funds. Given this documented progress, additional withholding is not warranted at this time. CCTA will continue to provide oversight and support. The remaining 25 percent of withheld audit funds will continue to be held pending resolution of outstanding audit compliance items. Staff will return to the AAC next year with a recommendation on releasing the remaining withheld funds.
City of El Cerrito	\$174,297	\$58,204	Approve with condition	El Cerrito's claim merits approval based on a concrete service expansion plan that includes restoring operations from two to four days per week, lowering senior eligibility from age 65 to 60, and developing TNC partnerships to address unmet medical transportation needs outside city boundaries. The agency faces driver recruitment challenges common to small transit programs but is actively pursuing regional coordination through CCTA's quarterly provider meetings. The Subcommittee requests that El Cerrito present to the AAC in approximately on its new Lyft program partnership, implementation progress, EV fleet transition, and any service quality findings from the initial rollout.
City of San Pablo	\$274,055	\$103,893	Approve	San Pablo's claim is approved with no conditions. During the agency interview, the Subcommittee addressed questions regarding administrative cost allocation, vehicle procurement costs, and ridership data changes resulting from a software transition and database cleanup. All questions were satisfactorily resolved.
WestCAT (Transit Agency)	\$445,076	\$118,913	Approve	WestCat provides ADA paratransit service throughout its service area with an accessible fleet and stable operations. The Subcommittee found no service delivery concerns or financial issues that would warrant withholding or conditioning funds. The Subcommittee encourages WestCat to continue outreach efforts to grow program utilization.
BART (Transit Agency)	\$127,900	\$48,794	Approve	East Bay Paratransit demonstrates strong operational performance including low no-show rates, minimal trip denials, and successful FTA audit compliance. The agency recently modernized its technology infrastructure with new scheduling software and an accessibility-compliant website.
AC Transit (Transit Agency)	\$284,680	\$108,606	Approve	The Subcommittee acknowledges the agency's continued full participation in the claims process and AAC engagement, and its provision of extended service hours in West County beyond minimum ADA obligations.
County Connection (Transit Agency)	\$2,686,319		Approve with condition	County Connection uses Program 15 funds to cover approximately 20 to 25 percent of its ADA paratransit operating costs, with the agency absorbing the remaining balance from its operating budget. The agency demonstrates stewardship through ongoing service improvements informed by rider feedback, including call center optimization and expanded outreach for its LIFE Program. County Connection's services provide coverage beyond minimum ADA requirements to meet the transportation needs of older adults and people with disabilities in Central County. The Subcommittee requests that County Connection provide its FY 2026-27 Measure X maintenance allocation plan for staff review.
Tri Delta Transit (Transit Agency)	\$1,471,080		Approve with condition	Tri Delta Transit's claim supports critical ADA paratransit, senior paratransit, Med Van, and mobility on demand services in East County. The agency is navigating significant financial pressures, including a new operations contract with a 10 percent cost increase effective July 1, 2026, and increased administrative costs following a reduction in fixed route service. Despite these pressures, Tri Delta is maintaining paratransit service levels to continue serving its most vulnerable riders. The Subcommittee requests that Tri Delta provide its FY 2026-27 Measure X maintenance allocation plan for staff review.



## **FORM B: Narrative**

### **Measure J Paratransit Program 15/20B Claim**

### **FY 26-27 Project Description**

**AGENCY NAME: City of El Cerrito**

#### **SECTION A: SERVICE OVERVIEW**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

#### **TYPES OF SERVICE:**

1. Check the box for each type of service you provide.

**ADA Paratransit Service**

Taxi/TNC

Excursion Service

**Meal trips**

Dial-A-Ride

Volunteer Driver Program

Other

2. For each service that you checked above, please provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, fares, etc. Include attachments if appropriate. You may use bullet points for this.

#### **ADA Paratransit Service (Door-to-Door Transportation):**

The City of El Cerrito Easy Ride ADA Paratransit Service provides shared, door-to-door transportation for eligible participants. Eligibility is for El Cerrito seniors (age 60 and over) as well as El Cerrito adults (age 18 and over) with disabilities (doctors note required). Service is intended to meet local mobility needs and reduce transportation barriers for seniors and persons with disabilities.

Service is primarily within the city limits of El Cerrito, with limited pre-approved destinations up to 1-mile outside the city limits, including:

- Richmond Annex Senior Center (Richmond)
- West Contra Costa Adult School (Richmond)
- Costco (Richmond)
- Pacific East Mall/Ranch 99 (Richmond)
- Target (Richmond)
- Albany Oral Surgery (Albany)
- Sutter East Bay Medical Center (Albany)

Easy Ride service supports access to:

- Medical, dental, physical therapy and personal care appointments
- Grocery and personal shopping
- BART stations and regional transit connections
- Social and recreational visits
- Neighboring Senior Centers:
  - El Cerrito Community Center – Senior Programs (M-Th)
  - Christ Lutheran Senior Center (M)
  - St. John’s Senior Center (Tu)
  - Richmond Annex Senior Center (M-Th)
  - Social engagement and enrichment activities (e.g., Senior Social Open Game Play, Coffee and Conversation, Senior Presentations)

Rides for both Meal Trips and Easy Ride Paratransit, are subsidized to/from the Community Center to attend:

- Fitness and enrichment classes
- Alzheimer’s Respite Programming
- Social wellness activities
- Café Costa Congregate Lunch Program

### **Meal Trips**

El Cerrito’s Meal Trip service provides subsidized, shared-ride, door-to-door transportation to and from the El Cerrito Café Costa Senior Lunch Program on Tuesdays, Wednesdays, and Thursdays. This service supports access to the Café Costa Senior Nutrition Program and social wellness programming.

Participants utilize the Meal Trip service to attend:

- Café Costa Congregate Lunch Program
- Alzheimer’s Respite Program

### **Program Objectives**

- Increase access to nutritious meals
- Reduce social isolation
- Support healthy aging and community participation
- Enhance access to preventative wellness programming

### **Service Delivery**

- Service is delivered by city staff and drivers (in-house program model)
- Trips are scheduled:
  - By telephone or in person
  - Up to two weeks in advance
- Service operates on a pre-scheduled, shared-ride basis



### Service Hours

- Monday – Thursday (except holidays)
- 9:30am – 3:00pm

### Fares (Easy Ride)

- \$2 per one-way trip
- Tickets are sold in booklets of 10 rides for \$20.00
- Subsidized rides are provided for transportation to/from the Community Center, to/from the seniors home for program participation and meal access.

### Fares (Meal Trips)

- Subsidized fares for trips from/to the senior's home, to/from the El Cerrito Café Costa Lunch program.
- The County Senior Nutrition Program reimburses the city \$1/one-way boarding to/from Café Costa up to 2,400 one-way rides annually.
- Program 15/20B funds subsidize an additional \$1/one-way boarding to/from Café Costa up to 2,400 one-way rides annually and \$2/one-way boarding for every meal trip above the 2,400 one-way rides annual cap.
- Program 15/20B funds subsidize \$2/one-way boarding for trips to/from the Community Center, to/from senior fitness, social wellness, and enrichment programming.

### Driver Training

Driver training is a combination of structured on-boarding and supervised hands-on training. Training includes:

- Program-specific training in basic scheduling and dispatch procedures
- Internal operating procedures for service delivery
- Completion of logs and reports
- Incident/accident response protocols
- Pre-trip inspections, operational check-ins and safety briefings
- CPR and First Aid certification
- Distracted driving prevention
- Passenger assistance & wheelchair securement (hands-on training)
- Sensitivity Training (older adults & disabilities)
- Periodic safety refreshers and operational updates
- Harassment prevention training (citywide training)
- Incident Command System (ICS) training (citywide training)
- Diversity, Equity, Inclusion training (citywide training)

### Service Monitoring and Performance Evaluation

Program effectiveness is monitored through:

- Rider feedback and satisfaction reporting (typically verbal or written)
- Driver feedback and operational reporting (daily logs)
- Ongoing administrative review of scheduling efficiency and service demand



**Monitoring on-time performance and trip fulfillment**

- Ridership tracking for meal and Community Center program trips
- Rider and staff feedback regarding service reliability and accessibility.

Program adjustments are made based on observed demand patterns, rider needs, driver/vehicle availability, and feedback from staff and participants.

**Program Outreach and Marketing**

The Easy Ride Paratransit Program is promoted through multiple communication channels to ensure accessibility and awareness, including:

- Recreation Activity Guide (rEC Guide) mailed three times annually to households in:
  - El Cerrito
  - Kensington
  - Richmond Annex
  - East Richmond Heights
- Printed flyers and informational materials
- Electronic newsletters and City communications
- Community Center bulletin board postings

**STAFFING:**

3. Please complete the table below.

Position	Total FTEs	Total PTEs
Drivers	0	.82
Dispatch	.32	0
Admin	.34	0
Other	0	0

4. For 'Admin' and 'Other' staffing positions noted in the chart, please provide a brief description of the functions performed.

**Administrative staff oversee:**

- Rider application and annual renewal process.
- Maintain records including approved rider master list, updated rider accounts in database (contact details, emergency contact, annual waiver, assistive devices, etc.).
- Send reminders or follow-ups as needed by mail, email and phone calls.
- Answer phones and provide customer service for the program.
- Track rider activity requirements of participation (minimum one ride taken every six months to be considered active in the program).
- Track unmet needs (including requests for rides when there is no driver availability or ride capacity, requests for rides outside our service area, etc.)

- Manage ticket sales and validation.
- Log performance indicators including canceled rides, no shows and on time performance.
- Prepare reports and submit reimbursement requests for Meal Trips and Community Center rides.
- Support driver oversight, including scheduling, annual driver evaluation, training, and approving timecards.
- Attend relevant coordination meetings (e.g., Paratransit, Committee on Aging, and Café Costa Manager meetings).
- Staff prepare, present and participate in events to promote transportation services including El Cerrito’s Annual Senior Resource Fair and Senior Presentations related to transportation services.
- Prepare and distribute marketing outreach materials.

Dispatch staff:

- Schedule rides for both Easy Ride ADA Paratransit service and Meal Trips,
- Coordinate schedules
- Monitor on-time performance
- Respond to participant requests for rides and record rider and driver feedback.
- Prepare, update, and print daily dispatch reports for drivers, including relevant service notes.
- Conduct tailgate check-ins with drivers before and after each shift
- Review maintenance checklists and daily performance indicator forms for accuracy and program needs.
- Coordinate regular vehicle maintenance and cleaning.
- Fill-in as backup driver when part-time drivers are unavailable.

5. If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.

- Budget management and oversight
- Payroll processing
- Preparing and reviewing reporting
- Purchasing and procurement
- Staff recruitment and onboarding

**SERVICE AREA:**

6. Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who are geographically eligible to ride your service and where your service will take and pick up those eligible riders.

The service area encompasses all pick-ups within El Cerrito city limits and pre-approved locations within 1-mile of city limits. Pick-up and drop-off locations support access to essential destinations such as medical and personal care appointments, grocery stores,



community and senior centers, and other services that promote independence and quality of life.

## **SECTION B: SERVICE DESCRIPTION (MIN. 300 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

### **SERVICE NARRATIVE:**

7. Please provide a narrative describing your existing services and any proposed service changes for FY 2026–27. Use this section to tell the story behind your data from Form A and help reviewers understand your program’s operations, challenges, and impacts.

The City of El Cerrito has operated a paratransit program since 1978, originally launched as a Dial-A-Ride service supported by a community partnership with the local Bridge Club and volunteer drivers. Over time, the program expanded to include the current Easy Ride ADA Paratransit and Meal Trip services as well as rEC Treks (Day-trip excursions). Budget and staffing cuts during the pandemic resulted in rEC Treks (Day-Trip Excursions) being put on hold and staff instead focused on rebuilding the Easy Ride ADA Paratransit and Meal Trip services.

El Cerrito’s Easy Ride Paratransit Programs receive funding support through Measure J funds, Program 20B funds, and City General Fund. This long-standing investment reflects the City’s commitment to maintaining accessible, community-based transportation for seniors and individuals with disabilities.

Today, Easy Ride provides shared door-to-door transportation for eligible seniors aged 60+ and adults 18+ with disabilities. Services operate Monday through Thursday (excluding holidays), from 9:30 a.m. to 3:00 p.m. Trips focus on essential mobility needs such as medical and personal care appointments, grocery shopping, social engagement, and access to BART stations for regional transit connections. The service area is within El Cerrito city limits, with limited access to pre-determined destinations within one mile of the boundary.

The program demonstrated adaptability during the COVID-19 pandemic. Beginning in March 2020, services pivoted to a single-rider model focused on essential trips, while the Meal Trip program transitioned to home-delivered meals through the Café Costa Senior Nutrition Program. As public health restrictions eased, in-person congregate dining and transportation services resumed in 2022, alongside an expanded service area. Since then, service levels have steadily increased—from two days per week to four days per week by 2025—while eligibility has expanded from age 65+ to 60+ to better align with senior program requirements.

Program data (Form A) reflects increased access to nutrition, fitness and wellness, and social programming. In 2026, the city further enhanced impact by subsidizing rides to/from the Community Center, enabling participation in fitness classes, Alzheimer’s respite programming, and social engagement activities that reduce isolation and support healthy aging.



Despite these successes, the program has faced operational challenges, particularly driver recruitment and retention and changes in administrative support staff. Between

2023 and 2025, the City had turnover with administrative support for the program as well as trouble retaining and hiring Class B licensed drivers (required for larger vehicles). In response, the City restructured driver classifications (Van Driver I and II). This increased the number of eligible driver applicants by creating a Van Driver II position for Class C drivers. Staff then incorporated smaller vehicles into service, improving flexibility and reliability of service. Administrative tasks were also redistributed to improve service delivery.

To continue improving and expanding services, staff are proposing strategic enhancements in FY2026–27. These include:

- purchasing smaller, electric, transit vehicles (9 passenger transit vans as well as a 5 passenger ADA minivan). This eliminates the need for Class B drivers, which have been difficult to hire, and allows staff to increase capacity for service delivery.
- establishing a partnership with GoGoGrandparent (or similar vendor) to expand service hours and address unmet needs for El Cerrito seniors requesting rides to go to destinations for medical appointments at Kaiser Permanente Medical Center (Richmond and Berkeley offices) and Alta Bates Summit Medical Center (Berkeley), which are outside the current service area.
- establishing a dedicated part-time Transportation Specialist position (0.4-0.5 FTE) to improve consistency in program coordination, data tracking, and service delivery. This position would include oversight of the proposed new mobility platform (GoGoGrandparent), would be responsible for researching and implementing new dispatch procedures including use of dispatch software (currently using an excel sheet for dispatch) and improved participant relations.
- Staff anticipate proposed program enhancements will improve service efficiency, expand access to services, and ensure the program continues to meet evolving community needs while maximizing the impact of Measure J funding.
- Translating program materials (marketing materials and rider application) into Spanish and Mandarin.

**UNSPENT FUNDS** *(Complete only if applicable):*

8. If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation, please indicate the amounts in the spreadsheet and for any reason, provide details here for how the funds will be spent.

Measure J Program 15 will support the continued development and proposed expansion of the City of El Cerrito’s transportation program for seniors and individuals with disabilities. These funds will address identified service gaps, enhance program delivery and flexibility, and support both operating and capital needs necessary to sustain and improve service delivery.



Funds will be used in the implementation of a supplemental on-demand program in partnership with GoGoGrandparent. This service will complement existing City-operated and ADA paratransit services by providing flexible, same-day and advance-scheduled trips through Transportation Network Companies (TNCs), including Lyft. This will help expand service hours beyond current City-operated service windows and provide increased mobility options without requiring participants to have access to a smartphone.

Using the GoGoGrandparent program, participants will access the service via a dedicated phone number and may book rides through an automated system or with a live operator. Program features include advance fare notification, ride reminders, and rider profiles that allow for storage of frequently visited destinations and accommodation of mobility needs. GoGoGrandparent vets drivers and ensures that drivers match the needs of the riders. Service is available 24 hours per day, seven days per week. The City is also exploring a fare-match component for participants, allowing riders dollars to go a little further, giving them more access to the service.

The service area will include trips within El Cerrito city limits and up to one mile beyond. To address unmet needs identified through prior program evaluation and community feedback, trips to regional medical facilities—including Kaiser Permanente Medical Center and offices located in Richmond and Berkeley, and Alta Bates Summit Medical Center in Berkeley.

Implementation will occur in phased stages, including:

- contract development and execution
- program setup, staff training, pilot enrollment
- full program launch

Program performance will be using data provided by GoGoGrandparent as well as City database reports and tracking systems. Areas that will be evaluated include ridership levels, trip purposes, cost efficiency, hours of service, and service quality metrics.

Our initial goal will be to enroll up to 75 riders in the GoGoGrandparent program by the end of the first year of operation.

To ensure continued improvement and success in our transportation programs, staff recommends hiring a dedicated part-time Transportation Specialist position (0.4-0.5 FTE). This position would improve consistency in program oversight and coordination of day-to-day operations including, research, acquisition and implementation of dispatch software, data tracking (including unmet needs), customer satisfaction, improve efficiency of service delivery and preparation of marketing materials including working with translation services vendor to make marketing materials and rider application available in Spanish and Mandarin. This position would also be responsible for overseeing the proposed GoGoGrandparent (or similar vendor) on-demand ride service program including establishing relations with vendor and developing contract for desired



service model in El Cerrito. Staff believe having a dedicated staff member focused solely on our transportation programs rather than responsibilities being divided amongst multiple staff members, will improve communication, data tracking, program efficiency, and accountability of service delivery.

The Transportation Specialist would be responsible for all aspects of rider recruitment including marketing, eligibility screening, application review, program enrollment and account management. They would monitor fare subsidies, provide customer service, establish relationships, contract, and coordination with GoGoGrandparent and with transportation dispatch software vendor. They would be responsible for ensuring accurate and consistent reporting in compliance with Measure J and Program 20B requirements including performance indicator tracking and processing invoices for Café Costa and GoGoGrandparent. They would be responsible for tracking and coordinating driver training and regular vehicle maintenance

Funds will be used for translation services to translate program materials (marketing/outreach and application) into Spanish and Mandarin to better access potential residents who would benefit from transportation services.

Staff propose replacing an existing non-accessible vehicle (Honda Odyssey, purchased with funds from the City's General Fund) with an ADA-accessible minivan to improve service for riders with mobility devices.

Staff propose replacing the 14-passenger paratransit bus with a 9-passenger electric paratransit van. This would eliminate the need for a Class B driver. Eliminating the need for Class B drivers, expands the possible driver applicant pool, and improve operational efficiency due to smaller vehicles being able to navigate El Cerrito city streets more efficiently than larger vehicles.

If approved, funds will support program operations, expansion, driver recruitment, program visibility, and rider outreach. Including:

- Purchase of driver uniforms (2-3 drivers), such as weather-resistant jackets, to improve driver visibility, safety, and professionalism.
- Pay for mobile advertising through vehicle wraps that display program branding and contact information, increasing public awareness and facilitating access for potential riders.
- Pay for training for drivers and operation staff related to transportation program delivery.

These proposed investments ensure that previously unspent Program 15 funds are used to enhance mobility services, improve access to essential services, and strengthen the long-term sustainability and effectiveness of the City's transportation program.

## **SECTION C: STAFF TRAINING**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

9. What initial training is provided to staff (admin and drivers) when they become part of your service team? This can be provided by the agency or the contractor.

Staff training delivered in a combination of structured onboarding and informal, supervised, hands-on training. As a small operation, the City does not have a fully standardized or comprehensive training program for our drivers or administrative staff. Staff are working to establish consistent best practices through the development of a Standard Operating Procedures (SOP) manual for the transportation programs.

Staff are required to complete pre-employment requirements, including:

- Live Scan background checks
- Pre-employment physical examination
- Class B drivers are required to be enrolled in the random drug and alcohol testing program and the DMV pull notice program.

Onboarding includes required Citywide training such as harassment prevention, Incident Command System (ICS), and Diversity, Equity, and Inclusion (DEI). Drivers are required to obtain and maintain CPR and First Aid certification.

Program-specific training includes:

- Basic scheduling and dispatch procedures
- Internal software programs (esuite (timesheets), whentowork (scheduling), rec trac (database), etc.)
- Staff are trained in how to complete daily performance indicator logs, vehicle inspection reports, and incident response protocols.
- When first hired, drivers participate in approximately two weeks of ride-along training with experienced staff to learn routes, rider needs, and service expectations including passenger assistance, wheelchair securement, and sensitivity when working with older adults and individuals with disabilities.

The City recognizes that more structured and specialized training is needed and would be interested in partnering with other agencies or accessing regional resources to enhance driver-specific training opportunities.

10. What on-going training or certification does your staff participate in to qualify for the job (admin and drivers)? This can be provided by the agency or the contractor.

Staff maintain certifications in CPR and First Aid and participate in safety and operational tailgate training. Staff complete periodic refresher courses in harassment prevention, and Diversity, Equity, and Inclusion (DEI).



Ongoing training includes daily tailgate meetings to reinforce program procedures, including scheduling software use, dispatch coordination, operational needs, and reporting requirements.

Staff continually develop familiarity with programming operations through hands-on experience and periodic shadowing or peer support as needed. Safety topics are covered regularly during tailgate meetings at the start and end of each shift.

City staff are interested in partnering with other agencies to access more formal training resources that would enhance driver-specific training.

11. What training do Customer Service staff receive? Attach training curriculum if you have it.

The current approach relies on informal methods, including self-guided online customer service training and peer-mentorship. The City is working towards a stronger, more formal approach to ongoing training and professional development and would be open to receiving guidance and support in this area for both drivers and administrative staff.

#### **SECTION D: SAFETY, LIABILITY & INCIDENT MANAGEMENT**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

12. What insurance liabilities do you have to protect staff and passengers?

The City of El Cerrito is self-insured through the Municipal Pooling Authority of Northern California (MPA), which provides comprehensive liability coverage for City operations, including transportation services. This coverage protects both staff and the public in the event of incidents involving City-operated vehicles or services.

Passenger coverage is provided in cases where injury or harm occurs due to negligence or fault attributable to the City. This structure ensures appropriate risk management while maintaining fiscal responsibility. The city adheres to applicable safety, training, and operational standards to minimize risk and protect both passengers and employees.

13. Are staff subject to drug and alcohol testing. If so, under what circumstances?

All Van Driver II staff (Class B licensed drivers) are enrolled in the City's random drug and alcohol testing program, which is administered by the City's Human Resources division through a contracted third-party provider. When a driver is selected for random testing, Human Resources notifies the program supervisor, and the driver is required to complete testing prior to resuming regular duties.

As of August 2025, the program no longer employs Van Driver II (Class B) drivers due to lack of qualified applicants. Due to ongoing staffing challenges, staff made operational adjustments and moved towards hiring Van Driver I in the position, which only requires a Class C license.



Van Driver I staff (Class C licensed drivers) are not subject to a formal drug and alcohol testing program. The city continues to evaluate staffing models and compliance requirements as part of ongoing program improvements.

14. Describe how your program handles accidents and incidents when they occur. Include how events are reported, documented, and reviewed, and what support or training staff receive to respond appropriately.

City-operated vehicles are all equipped with accident kits that provide step-by-step instructions for drivers on how to respond to incidents. These kits include guidance on required documentation, key contacts, and information gathering procedures.

In the event of an accident or incident, drivers are required to complete a formal report documenting the circumstances, parties involved, and any relevant observations. Reports are reviewed by the Program Coordinator, Supervisor, Recreation Director, and Human Resources to ensure proper follow-up, compliance, and risk management.

Drivers receive training on accident and incident response during initial onboarding, including reporting protocols and safety procedures. This training is reinforced annually through refresher sessions and ongoing safety briefings to ensure staff remain prepared to respond effectively and consistently.

15. How many vehicle accidents involving your service vehicles were documented this fiscal year? Please provide the number and brief description of the nature of those incidents.

There have been zero vehicle accidents involving City-operated paratransit service vehicles reported during this fiscal year.

#### **SECTION E: SERVICE AWARENESS (MIN. 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

16. Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI.

Outreach methods include the City's Recreation Activity Guide (rEC Guide), which is mailed three times annually to households in El Cerrito, Kensington, and the Richmond Annex. Additional outreach includes printed flyers, Community Center postings, electronic newsletters, and City website updates. Staff also conduct in-person outreach through community events such as senior resource fairs, program presentations, and partnerships with local service providers.



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TRANSPORTATION  
AUTHORITY

The city is committed to compliance with Title VI of the Civil Rights Act and ensuring meaningful access to services for individuals with Limited English Proficiency (LEP). Staff provide in-person support to assist applicants with completing forms and understanding program requirements, and interpretation services can be arranged through City resources when necessary. Staff are trained in Diversity, Equity, and Inclusion (DEI) principles to support culturally responsive engagement.

17. Please share your public-facing promotional materials, including your website address.

Public-facing promotional materials for the Easy Ride and Meal Trip programs include:

- The City's Recreation Activity Guide (rEC Guide) mailed three times annually to all households in El Cerrito.
- Program flyers and application packets available at the Community Center.
- Information posted on bulletin boards and distributed at outreach events
- Digital communications, including City newsletters, email updates, and social media posts (Instagram and Facebook).

Program information is also available on the City's official [website](#):

- [City of El Cerrito \(Transportation and Senior Services sections\)](#)

These materials provide details on eligibility, services offered, scheduling procedures, and contact information.

18. Are your outreach materials available in languages other than English? If so, what languages?

Outreach and program materials are produced in English. When needed, the city utilizes interpretation and translation support services to assist individuals with Limited English Proficiency on a case-by-case basis. Staff are available to provide direct assistance to ensure applicants understand program requirements and can access services.

19. Are there languages you would like to translate materials to but do not have the resources to do so?

The city recognizes the value of expanding language access and would benefit from additional resources to translate outreach materials into languages commonly spoken within the community. Priority languages in El Cerrito include Spanish and Mandarin. Expanding translated materials would improve equitable access to transportation services and enhance outreach to underserved communities.

**SECTION F: RIDER FEEDBACK (MIN. 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

Please provide a summary of customer feedback collected from riders, including:

20. What are your most common complaints? These don't need to come from a formal system, phone calls, conversations at pickup, comments to drivers, and notes from front desk staff all count.
- Common complaints include frustration at inability to accommodate same-day, or on-demand trip requests due to constraints in vehicle capacity, driver availability and scheduling windows. This is particularly frustrating for riders wishing to book Easy Ride trips during lunch hours. Another frustration is limited-service area for riders wishing to go to medical appointments at Kaiser or Alta Bates.
  - Concerns with pick up/drop off locations during Community Center construction (March-June 2026) has been a concern recently.
21. Describe how riders can share feedback with your program and what happens after they do. How are complaints logged, who follows up, and how do you close the loop with the rider?
- Riders are encouraged to share feedback verbally or in writing with drivers or administrative staff. All concerns received are communicated to the Program Coordinator and Supervisor, who review each issue and determine appropriate follow-up actions. When necessary, staff communicate directly with riders to clarify concerns and identify solutions, while also consulting with drivers to address operational issues. Adjustments are often made in real time when feasible, and follow-up phone calls are conducted to ensure concerns have been resolved and to close the feedback loop.
22. Have any service changes, policy updates, or operational adjustments come from rider feedback in the past year?
- Rider eligibility age was changed from 65 and older to 60 and older to align with eligible rides for Café Costa Senior Lunch Program.
  - Service delivery was expanded to designated locations within 1-mile of El Cerrito City Limits to meet the needs of our riders, including regular trips to the Richmond Annex Senior Center and the Pacific East Mall.
  - Admin and Dispatch staff were retrained on the importance of accuracy on daily dispatch manifests after a few incidents with reported discrepancies on daily dispatch manifests. Discrepancies included incorrect pick-up/drop-off address, no notes regarding special needs of riders resulting in refused boarding (seatbelt extenders, wheelchair tie downs, etc).
  - Concerns related to parking lot construction at the Community Center and how to safely load and unload the Easy Ride Vans led to staff creating and

communicating a plan to drivers, staff and riders to ensure safe access to/from the Community Center while construction work is happening (March – June 2026).

- New stricter annual application renewal and waiver requirements, and improved tracking of active riders were implemented to ensure accurate and up-to-date program records and real-time list of active riders.

23. Does your program present to or receive input from any advisory body, such as a commission on aging, a disability advisory committee, a social services council, or a rider advisory group? If so, what concerns or themes have come up in those conversations recently?

Staff provide annual transportation program updates and challenges to the EL Cerrito Committee on Aging Advisory Body. Concerns that have come up include limited availability of service and how to increase capacity for seniors, particularly those wishing to go to medical appointments and those wishing to attend one-day-per-week senior centers in El Cerrito (Christ Lutheran Senior Center and St. John's Senior Center).

24. *(Complete only if applicable):* If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive?

N/A

## **SECTION G: PROGRAM 20B WEST COUNTY OPERATORS NEED (MIN 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 20b in West County Only*

Describe how your agency will use program 20b funds by answering the following questions.

1. **SERVICE OVERVIEW & JUSTIFICATION:** Is this a new or continuing service? Describe the service (area, population, and key features). Explain how it provides "added value" by either addressing specific gaps that go beyond baseline requirements or by closing critical funding shortfalls required to maintain existing service levels.

- Funds will support continuing Easy Ride ADA Paratransit and Meal Trip Service, acquiring and implementing the use of dispatch software, as well as the proposed GoGoGrandparent on-demand ride service partnership.
- Program 20B funds support trips to Café Costa through the County's Senior Nutrition Program. The County reimburses \$1 per one-way boarding and Program 20B funds provide an additional \$1 subsidy. Due to a newly implemented annual cap, Program 20B funds will cover the full \$2 cost per one-way boarding for trips exceeding the cap, ensuring continued access to meals.
- Program 20B funds also subsidize transportation to Community Center programs that promote health and social engagement.
- To address service gaps, staff proposes translating materials and application into Spanish and Mandarin as well as implementing a new on-demand program in partnership with GoGoGrandparent using TNC providers such as Lyft. Staff propose offering fare subsidies to riders using this service to increase

accessibility to trips charged at the standard TNC rates which include surge pricing. This service will expand hours, increase flexibility, and provide access to key medical destinations, including Kaiser Permanente Medical Centers (Richmond & Berkeley) and Alta Bates Summit Medical Center. This program adds value by addressing unmet needs related to capacity, service hours, and geographic limitations.

## **2. PERFORMANCE, DATA & IMPACT**

- For continuing service: provide a summary of recent performance (trips, ridership, and cost-effectiveness)
- For new services: provide a description of expected outcomes.
- For both continuing and new services, include supporting data (e.g., waitlists, denials, or survey results) to demonstrate the specific unmet need this service addresses and its impact on riders.

Easy Ride has been in a rebuilding phase over the past year due to driver turnover and staffing limitations. Staff removed its 14-passenger bus from service due to the lack of a Class B licensed driver and shifted operations to one ADA-accessible 5-passenger minivan and one non-ADA minivan. In September, a second part-time driver was hired, allowing for expanded service hours and increased availability for non-Café Costa trips. Staff also improved rider application, renewal, and trip tracking processes to strengthen program administration and data collection.

Despite these improvements, demand continues to exceed capacity some days. Reservations are often filled several days in advance, and staff regularly receive requests that cannot be accommodated due to vehicle, driver or capacity availability.

Requests for group excursions to shopping centers from Eskaton Hazel Shirley Manor, as well as individual rider requests for trips to medical appointments and social outings, remain unmet due to limited vehicles, service hours, and service area.

Demand remains strong across core services, Café Costa meal trips consistently operate at current capacity, with anticipated growth if driver and vehicle capacity allow. The County Senior Nutrition Program reimbursement cap creates a funding gap that limits subsidized trip availability once reached. Participation in Community Center programs is also increasing, driving additional transportation demand for subsidized trips to/from the Community Center.

Unmet needs include:

- Trip denials due to limited capacity
- Requests for rides outside service hours and for same-day trips
- Medical trips beyond the service area
- Group and social excursion trips

Proposed Expansion and Outcomes:

Staff is hopeful that the proposed GoGoGrandparent program will provide subsidized, on-demand trips to expand capacity and flexibility. Staff is hopeful that the proposed



acquisition of dispatch software will improve efficiency, accuracy and effectiveness of service delivery. Staff are hopeful that having program materials translated to Spanish and Mandarin will result in better access to program services.

Expected outcomes include:

- Increased access to program information and participation.
- Increased operational efficiency and effectiveness by implementing use of dispatch software
- Increased trip availability and reduced denials
- Expanded access to medical appointments (currently outside service area)
- Same-day and after-hours trip options
- More efficient use of City-operated services

Performance Goals (Year 1):

- Increase total trips by 15%
- Increase marketing and outreach efforts
- Reduce unmet requests by 20%
- Ensure 20% of TNC trips are for medical purposes (outside current service area)
- Distribute rider satisfaction survey and aim to achieve 90% rider satisfaction rating

**3. BUDGET, COORDINATION & SUSTAINABILITY:** Provide a high-level breakdown of how Program 20B funds will be used alongside other funding sources. Additionally, describe how the service coordinates with other providers to improve efficiency and your plan for long-term sustainability.

Program 20B funds will be used to support eligible, operating, capital, and administrative costs that directly benefit seniors and individuals with disabilities, along with Measure J, County Nutrition Program subsidies, and City General Fund.

Program 20B funds support subsidies, including transportation to/from Café Costa meal services and to/from the El Cerrito Community Center for senior wellness, fitness, and enrichment programs. This includes covering the gap between the County's \$1 per trip reimbursement and the full cost (up to an annual cap of 2,400 one-way rides), as well as subsidizing the full \$2 per one-way boarding for trips exceeding the County's annual reimbursement cap. These subsidies ensure continued access to essential nutrition and social services.

Funds will also support the implementation of the GoGoGrandparent on-demand transportation program, which expands service hours, geographic coverage, and access to medical destinations. Program 20B funds will be applied to eligible service costs associated with trip provisions and program operation including fare subsidies.

Funds will support the acquisition and implementation of transportation software to improve efficiency, accuracy and effectiveness of service delivery.



Administrative costs will include a dedicated, part-time Transportation Specialist (0.4-0.5 FTE), with Program 20B funds supporting only the proportionate share of time dedicated to administering eligible services, including marketing, enrollment, coordination, performance indicator tracking, database management, and reporting.

Funds will support the replacement of existing vehicles with smaller ADA-accessible vehicles to improve efficiency and service reliability and increase potential driver pool.

Additional eligible expenses include driver uniforms (2-3 drivers) to enhance professionalism, safety and visibility, and vehicle wraps as a targeted outreach strategy to increase awareness among eligible riders.

The City will maintain clear cost allocation across funding sources and monitor performance to ensure compliance, cost effectiveness, and long-term sustainability.



**Measure J Countywide Transportation for Seniors and People with Disabilities Program FY 2026-27**

Date	4/29/2026
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Agency	City of El Cerrito
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Key Point of Contact	Bridget Cooney
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Phone	(510) 559-7008
-------	----------------

Email	<a href="mailto:bcooney@elcerrito.gov">bcooney@elcerrito.gov</a>
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**For Internal Use Only**

Received:	
Revised Submission:	
Modifications Requested:	
Subcommittee Reviewed:	
Final Status:	



**Table A - Measure J Claim Summary - CITY**

	FY 2025 Actual	FY 2026 Projected	FY 2027 Estimate
<b>Program Sources (Revenues)</b>		<b>100% allocation</b>	<b>100% allocation</b>
Measure J Prog 15	\$ -	\$ 165,003	\$ 174,297
Measure J Prog 20	\$ -	\$ 56,755	\$ 58,204
Measure J Local Reserves			
Fares from Paratransit Service	\$ -	\$ 2,100	\$ 4,000
Fares from Excursion Services	\$ -	\$ -	\$ -
Outside Provider Fare Ticket Sales	\$ -	\$ -	\$ -
City General Fund			
Nutrition Program	\$ -	\$ 4,500	\$ 7,500
Other -			
Other -			
Other -			
Other -			
Total Other	\$ -	\$ -	\$ -
<b>TOTAL PROGRAM SOURCES</b>	<b>\$ -</b>	<b>\$ 228,358</b>	<b>\$ 244,001</b>
<b>Program Uses (Expenditures)</b>			
General Administration	\$ -	\$ 15,000	\$ 34,000
Paratransit Operations	\$ -	\$ 85,000	\$ 139,000
Excursion Operations	\$ -	\$ -	\$ -
Fare Subsidy Operations	\$ -	\$ -	\$ -
Fare Subsidy - Taxi/TNC	\$ -	\$ -	\$ 50,000
Fare Subsidy - Paratransit	\$ -	\$ -	\$ -
Other - Fare Subsidy Trips to/from Com. Center		\$ 2,600	\$ 5,000
Other -		\$ -	\$ -
<b>TOTAL PROGRAM USES</b>	<b>\$ -</b>	<b>\$ 102,600</b>	<b>\$ 228,000</b>
<b>Capital Expenditures</b>		\$ 135,000	\$ 60,000
<b>NET OPERATING BALANCE</b>	<b>\$ -</b>	<b>\$ (9,242)</b>	<b>\$ (43,999)</b>
<b>Measure J Funds: Changes in Reserve Balance</b>			
Beginning Reserve Balance		\$ -	\$ (9,242)
Annual Revenue	\$ -	\$ 228,358	\$ 244,001
Annual Operating Expenditures	\$ -	\$ 102,600	\$ 228,000
Annual Capital Expenditures	\$ -	\$ 135,000	\$ 60,000
Ending Reserve Balance	\$ -	\$ (9,242)	\$ (53,241)

Please review the directions for the definitions of the above terms and the appropriate formulas.

**Table B - Capital Needs and Acquisition Forecast**

Anticipated Purchases	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate	FY 2027 Estimate
Ford E-Trnsit Gamechanger			\$ 135,000	
Dodge Grand Caravan SE (ADA mini-van)				\$ 60,000
<b>TOTAL</b>	\$ -	\$ -	\$ 135,000	\$ 60,000

2023

# MobilityTrans

## Ford E-Transit 350 Gamechanger

Prepared for

**[City of El Cerrito]**

**CONTACT**

Date Issued: **[05/01/2026]**

Name: **[JR Castro]**

Phone: **[909-731-5274]**

Email: **[jcastro@model1.com]**



Whether you need to fill a spot in your fleet or create an entirely new vehicle, your Model 1 experts have a single top priority: *you*. With a clear understanding of your needs, we find ways to deliver – starting with deep relationships all the way back at the manufacturer level. And with the nation’s largest inventory of commercial vehicles, you’ll never be short on the best choices to make for your business.

**SALES EXPERIENCE**

550+ Years of Collective Bus Sales Experience Servicing Over 1,500 Customers Annually

**COMPETITIVE PRICING**

Volume Discounts  
Fixed Contract Pricing

**IN-HOUSE FINANCING**

Seamless Transactions  
Flexible Solutions

**NATIONWIDE NETWORK**

21 Full-Service Locations  
Nationwide Partners with 25+ Top Manufacturers

# IMAGES & FLOORPLAN



# SPECIFICATIONS

## CHASSIS

- 2023 Ford Transit 350, High roof, Extra Long Length
- Power: Ford OEM Electric Motor
- GVWR: 9,500 lbs.
- Fuel Type: Electric

## EXTERIOR

- Exterior Color: White
- Wheelbase: 148"
- Rear Curb Side Lift Doors
- Stainless Steel Assist pole at Right and Left Entry
- Front End Alignment
- 8" Stainless Steel driver, co-pilot, passenger running boards
- Single rear wheel

## INTERIOR

- Insulate headliner, walls, doors
- AMF Bruns SmartFloor System

## A/C & HEAT

- E-Transit Twin Air Tie-In Heat/Cool Floor Mount - 28K BTU Heat/31K BTU Cool

## ELECTRICAL

- Intermotive Flex Tech Electrical System

## AUDIO / VISUAL

- Deluxe AM/FM/CD with clock & 4 speakers PA ready
- Rosco back-up camera system w/ 7" rearview monitor/mirror combo

## WHEELCHAIR ACCESSIBILITY

- 34" x 54" Braun wheelchair lift located in the rear of the unit
- Intermotive Gateway Transit Fast Idle with lift interlock

## ACCESSORIES

- Additional QRT Deluxe Tiedowns, Lap & Shoulder Belt (2)
- Retractable Shoulder Harness w/ Height Adjustment (3)
- Tiedown Storage Box

## SAFETY

- Back-up alarm
- Rear view camera
- 5lb Fire Extinguisher, First Aid Kit, Triangle Reflectors
- ADA sign package-Emergency Exit, No Smoking, Low Clearance, Preferred Seating

## PASSENGER SEATING OPTIONS

- 7 Ambulatory, 1 Wheelchair (including co-pilot)
- 3 Ambulatory, 2 Wheelchair (including co-pilot)
- 1 Ambulatory, 3 Wheelchair (including co-pilot)

## SEATING

Passenger Seating:

- Seat Fabric: Level 6 Jordan Blue
- (3) 2 passenger GO-ES Forward facing fold away seat – 35" Wide
- (6) Seat Top Mounted Grab Handle – Black
- (3) US Armrest, Black Molded – Aisle Seats Only

(1) OEM Co-Pilot, Driver's Seat

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# WARRANTY

Manufacturer Warranty	Electrical Components: 8 Years / 100,000 Miles Bumper to Bumper: 3 Years / 36,000 Miles Safety Restraint System: 5 Years / 60,000 Miles Corrosion (Perforation Only): 5 Years / Unlimited Miles
Chassis Warranty	3 year / 36,000 Miles

All vehicles come with warranty, but Model 1 offers more value without the added cost.

Our coverage and support come with each of our new vehicles – *standard*.

## ***WE PROCESS ALL THE WARRANTY REGISTRATIONS***

We register all of your bus parts for you, no more pesky warranty cards to fill out. This includes *all* parts, wheelchair lift, electronics, HVAC, etc.

## ***WE HANDLE ALL THE PAPERWORK***

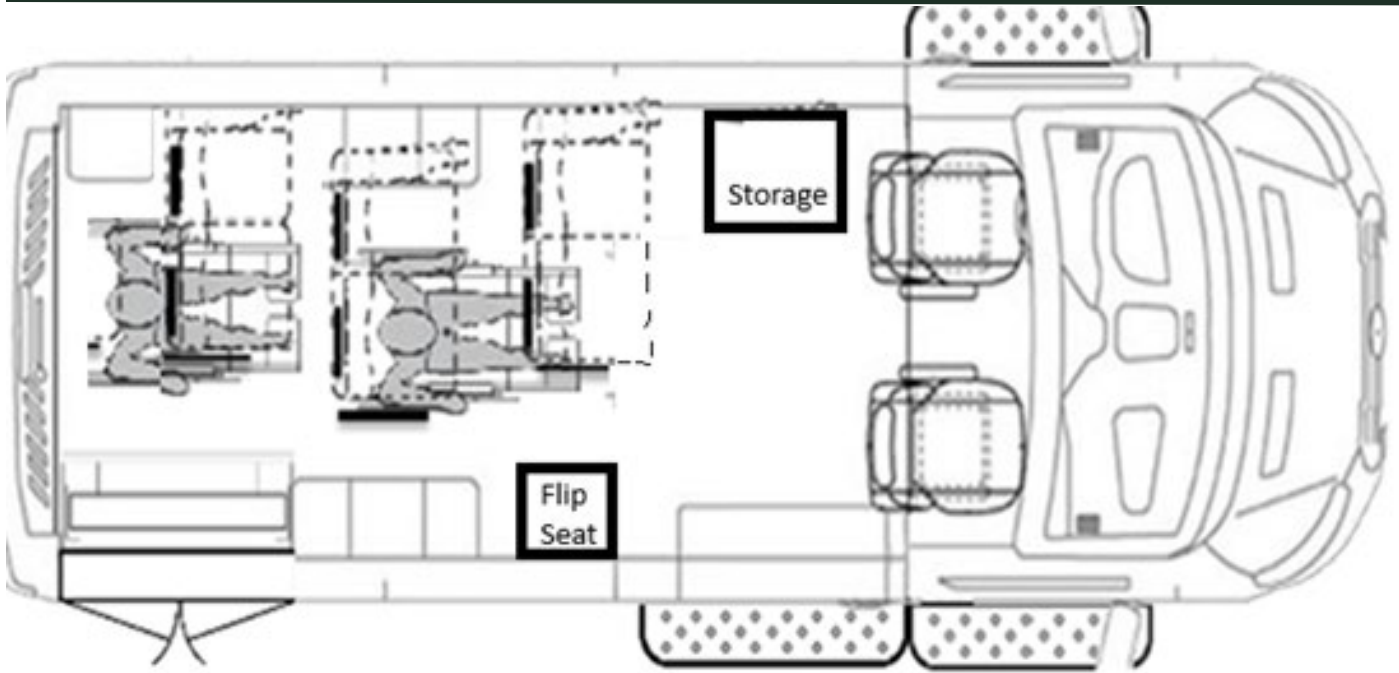
We administer and coordinate any warranty work. You make one call to our warranty department, and they take it from there.

## ***REPAIR FACILITIES NEAR YOU***

When warranty work is needed, we use service repair facilities near the bus location. We have over 3200 authorized centers and growing. You will never have to drive far to get repairs completed.

## ***NO MORE CLAIM FORMS***

Model 1 handles all parts of the claim process, you will have no out of pocket expenses, no reimbursements, and the service facility will be paid directly by us.





Vehicle Type:	Class Z1 - Z-1 E-Transit		Date:	5/1/2026																																																	
Contact:	Bridget Cooney		Type of Lift:	<input checked="" type="checkbox"/> Braun <input checked="" type="checkbox"/> Side <input type="checkbox"/> Rear																																																	
Agency:	City of El Cerrito		Seat Material Level:	Level 4																																																	
Address:	7007 Moeser Lane		Seat Color:	Blue																																																	
City, State, Zip:	El Cerrito, CA 94530		Floor Color :	Grey Altro Floor																																																	
Phone:	510-559-7008		Salesperson:	JR Castro																																																	
E-Mail:	<a href="mailto:bcooney@elcerrito.gov">bcooney@elcerrito.gov</a>		Salesperson Cell:	909-731-5274																																																	
NOTE:	<b>PER THE PURCHASING COOPERATIVE, PRICING SUBJECT TO CHANGE DUE TO PPI (PRODUCER PRICE INDEX) ESCALATION AND/OR MANUFACTURER PRICE INCREASES. PLEASE CONTACT YOUR SALES REPRESENTATIVE TO CONFIRM QUOTED PRICING IS STILL VALID PRIOR TO ISSUANCE OF PURCHASE ORDER.</b>																																																				
Quantity:	Description	Price	Ext. Price	ADA																																																	
1	Class Z1 - Z-1 E-Transit (Basic) 109" Hicroof EL W3X 148" WB 6+copilot, driver and WC	\$101,767.48	\$101,767.48	\$9,800.00																																																	
<b>Published Options</b>																																																					
1	2 - Modular Track Floor System	Std	Std																																																		
1	25 - Qstraint Deluxe (8100) credit per set of 4 (In Lieu of specified 360)	Std	Std																																																		
1	27 - Delivery Zone 1	821.60	821.60	821.60																																																	
1	84 - WC Lift installed behind curbside rear axle (Pending Altoona test or concurrence testing is not necessary)	9,756.50	9,756.50	9,756.50																																																	
<b>Non-Published Options</b>																																																					
1	68kwh Battery Credit	-\$19,500.00	(19,500.00)																																																		
1	Pivot Seat-Blue	\$1,850.00	1,850.00																																																		
1	Storage Bin	\$850.00	850.00																																																		
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>***SOURCEWELL CONTRACT # 081325-CRE***</p> <p>The Non-Taxable Amount is the ADA Equipment in the Base and Added as Options</p> <p>The Taxable Amount Includes the Mobility Rebate of \$1,000.00 For Ford Chassis</p> </div> <table border="1" style="width: 35%;"> <tr> <td>Class Z - Base Price</td> <td>\$101,767.48</td> <td></td> </tr> <tr> <td>Published Options</td> <td>\$10,578.10</td> <td></td> </tr> <tr> <td>Non-Published Options</td> <td>-\$16,800.00</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td><b>\$95,545.58</b></td> <td><b>\$20,378.10</b></td> </tr> <tr> <td>Doc Prep Fee</td> <td>\$85.00</td> <td></td> </tr> <tr> <td>Non-Taxable</td> <td>\$20,378.10</td> <td></td> </tr> <tr> <td>Taxable Amount</td> <td>\$75,252.58</td> <td></td> </tr> <tr> <td><b>Tax Total</b></td> <td><b>\$8,089.65</b></td> <td><b>10.750%</b></td> </tr> <tr> <td>Sub-Total</td> <td>\$103,720.23</td> <td></td> </tr> <tr> <td>DMV E-File Fee:</td> <td>\$33.00</td> <td></td> </tr> <tr> <td>DMV Fee</td> <td>\$1,150.00</td> <td>(Estimated)</td> </tr> <tr> <td>Tire Fee</td> <td>\$12.25</td> <td></td> </tr> <tr> <td>Local Delivery</td> <td>\$0.00</td> <td></td> </tr> <tr> <td><b>Total</b></td> <td><b>\$104,915.48</b></td> <td></td> </tr> <tr> <td>Number of Units</td> <td>1</td> <td></td> </tr> <tr> <td><b>Final Total</b></td> <td><b>\$104,915.48</b></td> <td></td> </tr> </table> </div>						Class Z - Base Price	\$101,767.48		Published Options	\$10,578.10		Non-Published Options	-\$16,800.00		<b>Total</b>	<b>\$95,545.58</b>	<b>\$20,378.10</b>	Doc Prep Fee	\$85.00		Non-Taxable	\$20,378.10		Taxable Amount	\$75,252.58		<b>Tax Total</b>	<b>\$8,089.65</b>	<b>10.750%</b>	Sub-Total	\$103,720.23		DMV E-File Fee:	\$33.00		DMV Fee	\$1,150.00	(Estimated)	Tire Fee	\$12.25		Local Delivery	\$0.00		<b>Total</b>	<b>\$104,915.48</b>		Number of Units	1		<b>Final Total</b>	<b>\$104,915.48</b>	
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		El Cerrito*	484																																																		
		92845.58																																																			



## Annual Easy Ride Enrollment Packet 2026

To remain active in the Easy Ride Senior & Disabled Paratransit Service, you will need to complete and return your forms annually. Your prompt attention ensures we can continue providing safe and reliable service.

### Renewal Checklist

#### Step 1: Review Your Renewal Packet

Ensure your packet includes:

- ✓ **Updated Program Forms**
- ✓ **Annual Liability Waiver**
- ✓ **Assistive device information** (cane, walker, wheelchair, scooter, ramp needs, Personal Attendant, etc.)
- ✓ **Emergency contact confirmation**

#### Step 2: Complete the Forms

- ✓ Fill out all required forms.
- ✓ **Need help?** Call 510-559-7000 or email [recreation@elcerrito.gov](mailto:recreation@elcerrito.gov) for assistance.

#### Step 3: Submit Your Renewal Forms

You may submit forms:

- **By mail:**
  - El Cerrito Community Center, Attention: Easy Ride Renewal, 7007 Moeser Lane, El Cerrito, CA 94530
- **By email:**
  - [recreation@elcerrito.gov](mailto:recreation@elcerrito.gov), subject: Easy Ride Renewal
- **In person at:**
  - Recreation Office, 7007 Moeser Lane, M-Th, 9 a.m.-5 p.m.

#### Step 4: Maintain Eligibility

- ✓ Take **at least one ride every six months** to remain eligible in the program.

#### Step 5: Office Location & Hours

- **Recreation Office: 7007 Moeser Lane, El Cerrito**
- **Hours:** Monday – Thursday, 9am – 5pm.

# CITY OF EL CERRITO PARATRANSIT SENIOR & DISABLED TRANSPORTATION



7007 MOESER LANE || EL CERRITO, CA 94530  
PHONE: (510) 559.7000 || Email: recreation@ci.el-cerrito.ca.us

**Office use only:** Resident  Lunch Program  Volunteer  Staff Initial: \_\_\_\_\_  
Entered Date: \_\_\_\_\_ First time  Renewal

## Applicant Information

**Full Name:** \_\_\_\_\_  
Last First Middle Initial

**Address:** \_\_\_\_\_  
Street Address Apartment/Unit #

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_ **email:** \_\_\_\_\_

If applicant is 18 and older but under 65 years old, it is required to submit a doctor's note verifying medical disability. Please check the box stating you have included the documents with the application.

Check Box if Documents Are Attached

To determine if applicant is an El Cerrito resident a photo I.D. or a utility bill with current address is required. Please check the box stating you have included the documents with the application.

Check Box if Documents Are Attached

### Emergency Contact Information:

**Name:** \_\_\_\_\_ **Relationship:** \_\_\_\_\_

**Address & Phone Number:** \_\_\_\_\_

### Verification of Personal Care Attendant:

I certify that due to my disability. I require the service of a personal care attendant to assist me on a regular basis and travel with me on shuttle. I understand that fraudulently claiming to travel with an attendant to avoid paying a fare for a companion may result in suspension of service.

Brief explanation how attendant will assist you: \_\_\_\_\_

Attendant Name & Contact: \_\_\_\_\_

Personal Care Attendant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# CITY OF EL CERRITO PARATRANSIT SENIOR & DISABLED TRANSPORTATION



7007 MOESER LANE || EL CERRITO, CA 94530  
PHONE: (510) 559.7000 || Email: recreation@ci.el-cerrito.ca.us

## Personal Information

### Please select any of the following mobility aids or specialized equipment:

Cane:  Walker:  Manual Wheelchair:  Electric Wheelchair:   
Portable Oxygen Tank:  Service Animal:  Electric Scooter:   
Other: \_\_\_\_\_

I understand and acknowledge that my mobility device is within the dimension capacity of 42 inches' long, 30 inches' wide and is weight limit of less than 600 pounds.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Gender Identity:

Female  Male  Gender Expansive  Decline to state

### Race:

White  Black or African American  American Indian or Alaska Native   
 Asian  Native Hawaiian or Other Pacific Islander  Decline to state

### Ethnicity:

Hispanic or Latino  Not Hispanic or Latino

## City of El Cerrito Waiver

I, the undersigned, to the extent permitted by law, waive, release, and discharge any and all claims for personal injury, death or property damage that is a direct result of or is in any way connected or associated with my participation in the City of El Cerrito Recreation Department's Easy Ride Paratransit Senior and Disabled Transportation Program. To the extent permitted by law, this agreement is intended to discharge the City of El Cerrito, including but not limited to its Recreation Department, and all of El Cerrito's officers, employees, agents or contractors from any and all liability arising out of or in any way connected with the transportation of myself including such liability which may arise out of the negligence or carelessness on the part of persons or entities mentioned above, except as provided herein.

Behavior Policy: I understand that I am expected to follow all rules established by the City of El Cerrito and must be able to follow instructions specific to the health and safety of myself and others. Any failure to comply may result in dismissal from the program.

Photo Release: I acknowledge that the City of El Cerrito takes photographs and videotapes of its activities and events for publicity purposes and authorize the use of my image by the City for such purposes. I understand I will not be compensated for use of photos or videos.

**I HAVE READ AND UNDERSTAND THIS RELEASE.**

Print Name

Signature

Date



**Annual Liability Waiver**

**Effective Dates: January 1, 2026 through December 31, 2026**

This liability waiver covers all activities, classes, camps, and programs provided by the City of El Cerrito Recreation Department from January 1, 2026 through December 31, 2026.

**Additional waivers, permission slips, or other forms may be required for specific programs and services.**

**Participant's Information**

Minors can only be registered by their legal guardian(s). Each person aged 18 and over in the household, listed in the Participant's Information below, must sign and date this form. Use one line for each person and class.

First & Last Name	Date of Birth (mm/dd/yy)	Gender (optional)
1.		
2.		
3.		
4.		
5.		

**Household Information – Primary Contact**

Parent/Head of Household: \_\_\_\_\_  
(Last Name) (First Name)

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Primary Phone: (\_\_\_\_) \_\_\_\_\_ Additional Phone: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_  
(Last Name) (First Name)

Emergency Contact Phone: (\_\_\_\_) \_\_\_\_\_ Relation: \_\_\_\_\_

**Policies & Liability Release**

**REFUNDS, CANCELLATIONS & TRANSFERS POLICY:** I understand that cancellations, transfers and/or refunds by participants will only be permitted with two weeks' notice (unless otherwise specified), except for medical reasons supported by a doctor's note. All cancellations and transfers will incur a \$26 fee. Cancellation fee is subject to change every July 1<sup>st</sup>.

I understand the City has the right to cancel or change programming based on inclement weather, mosquito spraying, poor air quality and/or any other natural factors that may alter outdoor programming. I further acknowledge and agree that the City reserves the right to cancel the programming if, in the City's sole discretion, circumstances beyond its control including, without limitation, acts of the government, riots, fires, floods, or other casualty, epidemics, earthquakes, Public Safety Power Shut Offs, or unusually severe weather,



**CONTINUE TO NEXT PAGE, SIGNATURE(S) REQUIRED**



necessitate such a cancellation. The City shall provide notice of cancellation under this provision as soon as is practicable and will provide a refund, if applicable.

The City is not responsible for children following the dismissal of a program (except as otherwise noted in specific program areas).

**BEHAVIOR POLICY:** I understand I, and the above named minor participant(s), am expected to follow all rules established by the Recreation Department and class instructors/staff. Failure to comply may result in dismissal from the program without a refund.

**EMERGENCY PROCEDURE:** I understand that in the case of a medical emergency, 911 will be called and I, or the above-named minor participant(s), may be transported by ambulance to a nearby hospital at the discretion of emergency personnel. The City is not responsible for any costs incurred.

**CONSENT TO PHOTOGRAPH, FILM OR TAPE:** I agree to have photographs, films, or tape recordings taken of me or the above-named minor participant(s) registered under my signature while participating in City of El Cerrito programs and I permit these photographs, films, or tapes to be released for use in publications, promotional materials, web site, and for other public information purposes by the City of El Cerrito only.

**LIABILITY RELEASE:** To the greatest extent permitted by law, the undersigned shall hold harmless, defend and indemnify the City of El Cerrito and its subordinate and affiliated agencies, officers, officials, employees, sponsors, instructors, contractors and volunteers (collectively "Indemnities") from and against any and all liability, loss, damage, expense and costs (including without limitations costs and fees of litigation) of every nature arising out of or in connection with the participation by any of the above-listed Participants in any activity for which such Participant is being registered, except such loss or damage which is caused by the sole negligence or willful misconduct of the Indemnities. Furthermore, I hereby agree that I, my successors and assignees will not make claim against, sue, attach the property of, or prosecute any of the Indemnities for any injury, liability, loss, damage, expense or costs arising out of or resulting from participation by any of the above-listed Participants in any activity, class, camp, or program through the El Cerrito Recreation Department, for which such Participant is registered between January 1, 2026 to December 31, 2026.

If any Participant named above is a minor, I certify that I am the legal parent or guardian of the above participant or otherwise authorized to execute this form on his/her behalf that he/she is in good physical condition and I give my permission for him/her to participate in the City of El Cerrito Recreation activities, classes, camps, and programs. A signature is required by each adult Participant on this form. One authorized parent/guardian may sign for all minors. I understand that I am authorized to sign this form on behalf of all Participants listed above.

Participant waives and releases the City from any and all claims, causes of action, allegations, or assertions that may arise relating to infection of any person by any communicable disease that occurs, or is alleged to occur, during the Activity(ies). Participant also agrees to defend, indemnify, and hold the City of El Cerrito harmless from any and all claims, causes of action, allegations, or assertions made against the City of El Cerrito or El Cerrito Indemnities arising from or relating to actual or alleged communicable disease infection(s) occurring during the Activity(ies), except where caused by the sole negligence or willful misconduct of the City of El Cerrito.

### Signatures of Adult(s) in Household

**SIGNATURE INDICATES AGREEMENT TO AND UNDERSTANDING OF POLICIES AND RELEASE LISTED ABOVE.**

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

City of El Cerrito

# Easy Ride Senior & Disabled Transportation Service



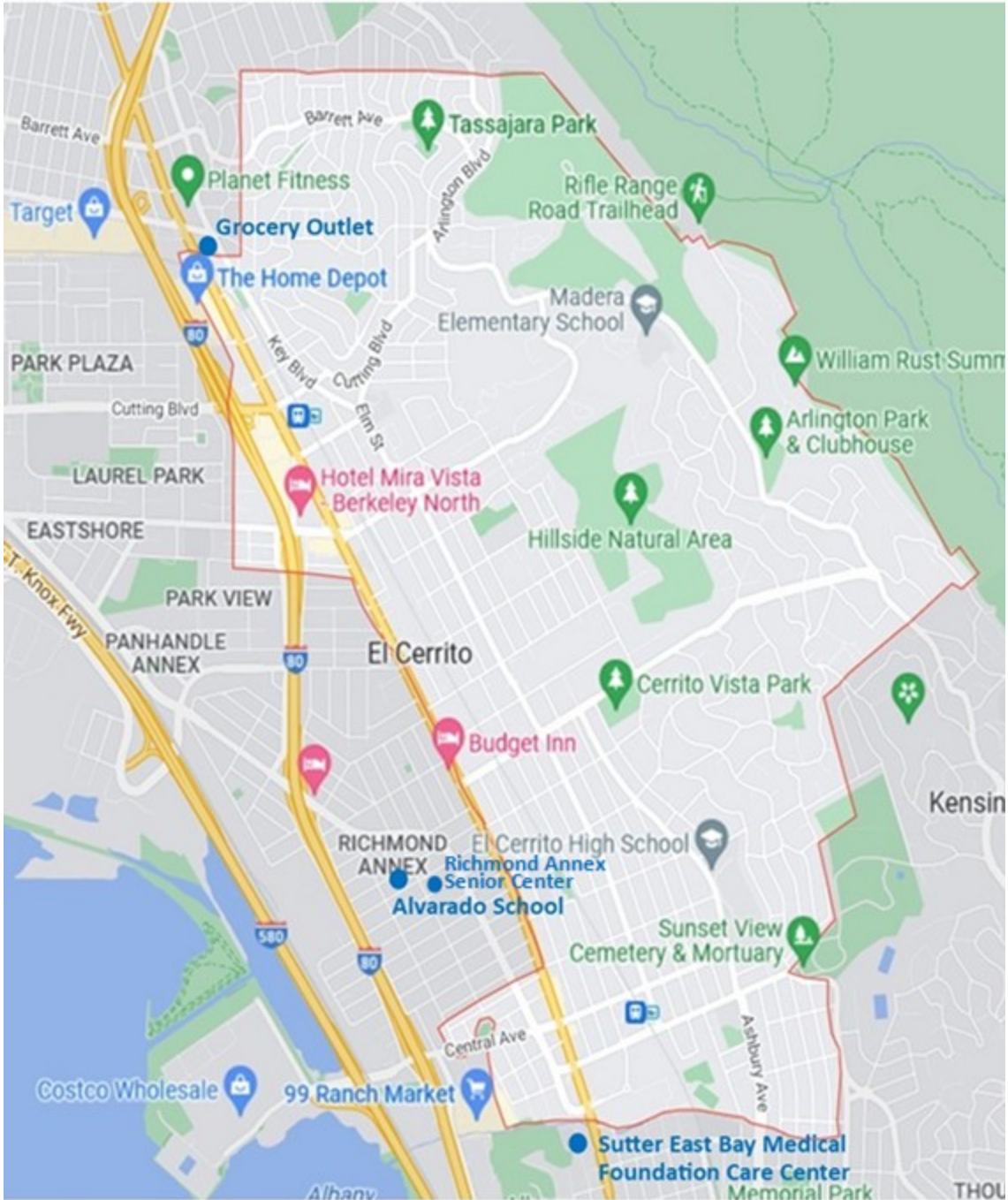
***El Cerrito  
Residents  
Ages 60+***



**Do you live in El Cerrito? Are you 60 or older, or an adult with a disability? Need transportation? We are here for you! Easy Ride provides low cost rides within El Cerrito city limits, by appointment.**

---

**Call (510) 559-7000 or email  
[recreation@elcerrito.gov](mailto:recreation@elcerrito.gov)**



# ***EASY RIDE SENIOR & DISABLED TRANSPORTATION***

**THIS AFFORDABLE DOOR-TO-DOOR PARATRANSIT SHUTTLE SERVICE OPERATES MON-THURS  
AVAILABLE FOR SENIORS AGES 60+ &  
ADULTS 18+ WITH A DISABILITY**

- Must reside in El Cerrito (service available within city limits and select nearby destinations)
- \$2 per ride
- Riders must register annually and purchase tickets at the El Cerrito Community Center
- Call (510) 559-7000 for more information





# EASY RIDE

## Senior & Disabled Transportation Service

**El Cerrito  
Residents Only**

**Ages 60+  
or 18+ with  
a disability**

**M - Th  
9:30am-3pm**

**\$2 per ride**



### **Rides available to:**

Run errands, go shopping, for medical & personal appointments, to attend classes, make social visits, and more! Rides anywhere within El Cerrito city limits.

New expanded service area includes limited locations outside El Cerrito: Sutter East Bay Medical Center & Albany Oral Surgery in Albany as well as Pacific East Mall, Costco, Grocery Outlet and Target in Richmond.

**CLICK HERE to download the application**  
Call (510)559-7000 or email [recreation@elcerrito.gov](mailto:recreation@elcerrito.gov)

## **FORM B: Narrative**

### **Measure J Paratransit Program 15/20B Claim**

#### **FY 26-27 Project Description**

##### **CITY OF RICHMOND**

#### **SECTION A: SERVICE OVERVIEW**

##### **1. Types of Service**

The City of Richmond proposes to continue three programs that enhance the mobility of seniors and the disabled. These include a paratransit van program, a ride-hailing program, and a microtransit shuttle program.

##### **2. Description of Programs, Performance, Audit, and Richmond Improvement Plan**

###### **Paratransit Van**

The R-Transit van program provides door-to-door demand-response trips for seniors (age 55+) and individuals with disabilities (age 18+) who live in Richmond, North Richmond, Kensington, and El Sobrante, subject to the City's review and acceptance of supporting documentation. R-Transit's service area extends beyond our client's communities and include the cities of El Cerrito, San Pablo, and Pinole, and the unincorporated communities adjacent to Richmond.

Services are provided Monday through Friday, 8:30 am to 5:00 pm. Reservations can be made up to thirty days in advance. Same-day service is available. Rides cost \$4 per trip or \$5 per trip for same day rides. R-Transit coupon books cost \$20, and drivers only accept coupons as fare. Rides may be requested by calling a phone number, answered by city employees who work with clients to schedule their rides. More information can be found at <https://www.ci.richmond.ca.us/2880/R-Transit-Paratransit>.

Richmond's in-house service utilizes City drivers (2 FTEs) and dispatchers (0.5 FTE). When needed, the City has access to an outside vendor (Trans Metro) that will pick up rides that Richmond's drivers are unable to fill. Our current R-Transit drivers have worked in those positions for over 10 years each and have great rapport with our clients.

The R-Transit van program uses the data management system by Via to schedule rides and collect information. Via's Paratransit Solution consists of integrated rider, driver, and operator tools to help maximize on-time performance, minimize missed trips, and reduce costs per passenger. The software provides data to enable the City to address compliance and efficiency requirements while balancing unique community challenges and individual rider needs.

Each month the City compiles a report that includes client, performance, and financial data. That report is reviewed during the regular meeting of the City's transit team to identify and address issues, and determine how we can use the data to make informed decisions to meet patron needs.

###### **Ride-Hailing**

Individuals who are registered in the R-Transit paratransit program can qualify for the City's ride-hailing curb-to-curb service. An applicant uses a smart phone or similar device to download the company's app and completes the application on-line. Once enrolled clients may schedule rides immediately. The sole ride-hailing company has been Lyft. Clients receive up to 40 rides per month for a fixed cost of \$3.00 per ride. Low-income clients ride

for free. The service is available 24 hours per day, 7 days per week and may be used to travel anywhere in the R-Transit service area and the Contra Costa Regional Medical Center, the Veterans' hospital, and government offices in Martinez. Staff also reviews program monthly data provided by Lyft and has access to Lyft staff to discuss needs. More information about Lyft is available at: <https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft>.

Each month a report is compiled that includes client, performance, and financial data. That report is reviewed during the regular meeting of the City's transit team to identify and address issues. In FY 2024-25, LYFT provided approximately 26,000 one way passenger trips. We are on track to exceed that amount in FY 2025-26 and anticipate the trend to continue in FY 2026-27. The City has seen a consistent interest and uptick in the number of eligible participants that are interested in using LYFT instead of or in addition to the van service. City staff often hear from seniors how much they appreciate the LYFT program and how it allows them the freedom and flexibility to move around the City.

### Microtransit

Richmond Moves is an on-demand public shuttle service designed to reduce pollution caused by greenhouse gas emissions. The entire fleet of vehicles are plug-in hybrid electric vans, including wheelchair accessible vans, operated by the City's contractor, Via Transportation. The service is available to the public age 13 and older for trips that begin and end within the service area. During the past 4 years this area has expanded and now covers the entire City of Richmond.

Services are provided Monday through Friday from 7:00 am – 7:00 pm. Rides cost \$2 and are free for students and seniors 55 and older. Rides are booked through the Richmond Moves app., or by phone. More information can be found at <https://www.ci.richmond.ca.us/4199/Richmond-Moves-On-Demand-Shuttle>.

Richmond Moves uses the data management system by Via to collect information. The system enables the City to monitor the performance of the program and to identify and address issues. Each month a report is compiled that includes performance and financial data.

While the service is primarily "corner-to-corner", "door-to-door" service is provided to wheelchair riders. Due to different pricing options and larger window of time travel, the Richmond Moves program is an attractive alternative and/or supplement to the R-Transit van program. The wheelchair rides are equal in the quality of service provided through the R-Transit van program. In FY 2024-25, Richmond Moves provided approximately 2,300 trips to individuals using wheelchairs. Currently, Via is unable to provide the number of seniors that utilize the service, so the 2,300 wheelchair boardings does not include seniors (not using wheelchairs) that use this service. We anticipate reaching or exceeding the 2,300 metrics in FY 2026-27.

### Monitoring Performance

A monthly report is prepared that includes performance and financial information for each of the City's three mobility programs. That information is reviewed by the members of the transit team and provided to the City's management. The raw data for the monthly reports comes from the Via Operations Center, the Lyft transactional report, the fiscal report for the City's Transportation Operation Fund, the invoices from Trans Metro, Lyft, and Via Transportation, and a customer service report from City staff. The raw data is filtered and consolidated to create a monthly report that enables staff to monitor the operational and fiscal performance of the mobility programs.

### CCTA Audit and Improvement Plan

In fiscal years 22, 23, and 24 Richmond’s Measure J funds were withheld due to issues with the City’s claims. To address these issues the CCTA conducted an audit of the City’s paratransit program. The audit identified improvements that led to key deliverables and performance targets. Throughout 2025 the City worked diligently on making improvements. Over a 12-month period the City submitted to the CCTA staff monthly performance reports, and quarterly progress reports. The final progress report is included in the Appendix. In 2026 the City worked with the CCTA staff to complete a formal review of the deliverables and the performance targets. In April the Accessibility Advisory Committee considered the City’s accomplishments and approved the release of 75% of the withheld Measure J funds now, and the remaining 25% when two pending items are completed. The pending items include the actual deployment of new 8-passenger EV vans and obtaining the City’s analysis of options in the delivery of van service.

### **3. Staffing**

There are 4.5 full-time equivalent positions that directly deliver the services funded by Measure J, as shown in the chart below. Another position, the Project Coordinator, once hired, will provide administrative oversight of the Measure J funded programs.

Position	Total FTEs	Total PTEs
R-Transit Drivers	2.0	
Dispatch		0.5
Paratransit Coordinator	1.0	
R-Transit Driver Lead worker	1.0	

### **4. Administrative Position**

The Project Coordinator position was recently created in the Department of Public Works to lead the Transportation Services Division (Funded through General Fund). The City is currently in the process of filling this position. Responsibilities include the overall operations, funding, and financial management of the City’s mobility programs (R-Transit van, R-Transit ride-hailing (aka Lyft) and microtransit (aka Richmond Moves)), EV accessibility, bicycling, walking, parking, and other related services. In addition, the R-Transit program is also supported by an administrative team within Public Works that help with contracts, budgets, etc. These positions are not currently funded through Measure J funds but provide immeasurable support to the program. The Transportation Services Website is at <https://www.ci.richmond.ca.us/2876/Transportation-Services>.

### **5. City Cost Pool**

The City’s support staff and a reserve for general liability are funded through a cost pool system. The responsibilities of the support staff are in the areas of human resources, finance, information technology, facilities maintenance, equipment services, city manager office, city clerk and city attorney. For fiscal year 2025-26 the cost pool for Measure J was capped at \$67,950 for administrative support and \$67,950 for general liability. The total of \$135,900 was 11% of the \$1.23 million Measure J claim. This amount offsets overage in cost pool in fiscal year 2024-25. The cap for fiscal year 2026-27 will be \$71,400 for general liability and \$102,049 for administrative support.

6. A. Map of the R-Transit service area



B. Table showing who, geographically, is eligible to ride service and the service areas

Program	Residence of Client	Service Area
R-Transit Van	Richmond, North Richmond, Kensington, and El Sobrante	Client's community and the cities of El Cerrito, San Pablo, and Pinole, and the unincorporated communities adjacent to Richmond.
R-Transit TNC (Lyft)	Richmond, North Richmond, Kensington, and El Sobrante	Same as R-Transit Van plus the Contra Costa Regional Medical Center, the Veterans' hospital, and government offices in Martinez.
Richmond Moves	Anybody who is at least 13 years old	City of Richmond

**SECTION B: SERVICE DESCRIPTION (MIN. 300 WORDS)**

7. Potential Service Changes

Richmond's existing paratransit service, as described in Section A, was continuously monitored and evaluated throughout Fiscal Year 2025-26. A key indicator of the service's success is the growth in the paratransit ridership of 14% (all programs) from fiscal year 2024-25 to fiscal year 2025-26. The City plans to start Fiscal Year 2026-27 with the existing trio of programs including (1) the R-Transit Van, (2) the R-Transit Ride-Hailing (aka Lyft),

and (3) the Wheelchair Van component of the microtransit shuttle (aka Richmond Moves). With, however, the overall growth in ridership and the constraints in available funding, the need to deliver rides as efficiently as possible has become even clearer.

There is a significant difference between the cost per ride between the three programs. For the R-Transit Van program the cost is above \$200. For the Lyft program the cost is approximately \$11. And for the wheelchair van component of the Richmond Moves program the cost is estimated to be \$60. Based on a recent assessment of its paratransit service, the City plans to engage all stakeholders in the discussion of options in the delivery of the R-Transit van program. To the extent that service delivery changes affect the Fiscal Year 2026-27 Measure J claim, the City will inform and engage, as needed, the Contra Costa Transportation Authority and/or the West Contra Costa Transportation Commission. It is envisioned that any change would result in a lower cost per ride and therefore the ability to provide more rides.

#### **8. Use of Unspent Measure J Funds (past three funding cycles)**

During the past three funding cycles, Richmond did not receive Measure J program 15 or 20B funds for FY 2024 (see the above section titled CCTA Audit). For fiscal years 2025 and 2026 the City was awarded its full allotment of Measure J program 15 and 20B funds. Up to \$70,000 is projected to be unspent at the end of FY 2026. The actual ending balance, if there is any, will be used for services in FY 2027.

### **SECTION C: STAFF TRAINING**

#### **9. Initial Training of Paratransit Staff**

Richmond's R-Transit drivers and dispatcher have worked for over 10 years each, are experienced and have great rapport with their clients. If Richmond were to hire new staff, the training plan would include:

- Onboarding with Human Resources to review city policies and procedures
- On-site job training within the department regarding manuals, coupon books, customer service, answering phones, addressing walk-ins, overview of the City of Richmond, internal software and platforms such as Outlook, Teams, MUNIS, VOC, etc.
- On-the-job training where staff would be trained for 2-3 weeks with an experienced staff person in the same position (ride-along for drivers or sit-along for dispatchers). The ride along would include in-depth overview of how to work vans and support passengers entering the vehicle. The trainer ensures all paperwork is completed and presented to Human Resources who maintain the driving records. The sit-along for dispatchers would include but not limited to information regarding the Lyft and Richmond Moves programs and outreach.
- In-depth training on the Via Operations Center system that could be provided by R-Transit staff and/or Via staff
- The City's Human resources Department is developing a comprehensive training program for staff in specific classifications, including paratransit drivers, to include training such as back & lifting safety, bloodborne pathogens, emergency action plan, first aid/CPR/AED, hazard communication, and driver safety. In addition, all city staff must take mandatory anti-harassment training.

**10. On-going Training and Certification of Staff**

City employees who drive as part of their jobs must have appropriate driver’s licenses and certifications and be in good standing with the Department of Motor Vehicles. The City is currently working with the drivers to obtain a P-Certification, to drive the 8-passenger EV vans.

City employees who drive as part of their jobs must have appropriate driver’s licenses and certifications and be in good standing with the Department of Motor Vehicles. All drivers are in enrolled in the DMV Pull Notice program. The City is currently working with the drivers to obtain a P (Passenger) Endorsement, to drive the 8-passenger EV van. The City also provides safety trainings pertaining to defensive driving and other related safety protocols. <https://www.ci.richmond.ca.us/1123/Table-of-Contents#docaccess-a2f5094be1099c7dc3681c7251e0d973928032a6139ff302baccbe7b3b8a2301>

**11. Customer Service Training**

There is no paratransit specific training for customer service staff. However, when available, staff receive city-wide training provided through Richmond’s Human Resources Department tailored to staff that work out in the field. Paratransit staff work in cubicle settings, which allow experienced staff to listen to and critique customer interactions, if necessary.

**SECTION D: SAFETY, LIABILITY & INCIDENT MANAGEMENT**

**12. Insurance Coverage**

City vehicles have automobile insurance that covers passengers and city staff.

**13. Drug and Alcohol Protocol**

The City performs random drug and alcohol testing in accordance with State of California Department of Transportation Protocol . There is drug and alcohol testing if there is an accident.

**14. Handling of Accidents and Incidents**

Following a traffic crash involving a paratransit vehicle an incident report is filed with the Risk Management Division and the City Attorney’s Office. All City employees are provided with incident report documentation and open lines of communication with the City’s Human Resources and Risk Management staff. <https://www.ci.richmond.ca.us/1123/Table-of-Contents#docaccess-0a88ff96eccb6cb63cfd1fa8203785c4>

**15. Vehicle crashes in FY 2025-26**

There were no reported crashes involving paratransit vehicles in FY 2025-26.

**SECTION E: SERVICE AWARENESS (MIN. 250 WORDS)**

**16. Promotion and Marketing**

All services (R-Transit van and ride-hailing and Richmond Moves) are marketed through numerous outlets. Transportation services are shared by word of mouth, the Richmond City Manager’s Weekly Report, through WCCTC, the City of Richmond’s websites, and sharing information with interested parties, as requested. Information on transportation services in both English and Spanish is also available in the lobby area of city hall, City senior centers and other local community facilities. City staff has presented information to seniors through virtual and/or in-person sessions. Information is also shared with the community at City

events such as Juneteenth and Cinco de Mayo. Below are some examples of outreach events:

- Commission on Aging meetings
- Fred Jackson Community Senior Heritage Center
- North Richmond Senior Center
- Richmond Senior Center

The Richmond Commission on Aging (COA) has also partnered with R-Transit staff to share information about the services offered. In collaboration with the COA, several workshops have been conducted to inform potential clients of what we have to offer and assist them with applying. These workshops are ongoing. The city notifies the Richmond Neighborhood Coordinating Councils (RNCC), a body that includes representatives from the City's 20+ distinct neighborhood councils, if information needs to be shared. The RNCC meets once a month for an update on all City information.

A new "Paratransit Outreach Plan" and a "Client Orientation Guide" in both English and Spanish were developed in 2025. Please see Appendix. Spanish translation is currently being provided in person and by phone.

### 17. Public-Facing Promotional Materials

The web addresses for Richmond's paratransit services are listed below.

R-Transit Van	<a href="https://www.richmondca.gov/3129/R-Transit-Paratransit">https://www.richmondca.gov/3129/R-Transit-Paratransit</a>
R-Transit Lyft	<a href="https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft">https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft</a>
Richmond Moves	<a href="https://www.ci.richmond.ca.us/4199/Richmond-Moves-On-Demand-Shuttle">https://www.ci.richmond.ca.us/4199/Richmond-Moves-On-Demand-Shuttle</a>

### 18. Material Available in Spanish

The Client Orientation Guide was translated into Spanish in 2025.

### 19. Need for Additional Translations

We currently do not have plans for further translations but will address any need that is brought to our attention.

## **SECTION F: RIDER FEEDBACK (MIN. 250 WORDS)**

### 20. Most Common Complaints

The most common complaint relates to late or missed pick-ups. There are, however, very few complaints due to the overlap of services provided through the City's R-Transit van program, R-Transit ride-hailing program, and the Richmond Moves microtransit program.

### 21. Rider Feedback of City Service

R-Transit van riders have the option of registering their complaints through an on-line survey, through phone calls or emails with operations and administrative staff, and in-person conversations with drivers. Most complaints are handled immediately by city staff or contractor (Trans Metro). For those complaints that are not immediately handled the complaint is recorded and included for review in the regular meeting of the transit team, where appropriate action is determined and assigned to staff. For the van program the total number of complaints per client boarding ranges between 0% to 2% per month.

R-Transit ride hailing riders have the option of expressing their complaints directly with the provider – Lyft. The riders also have the option to express their concern directly with the City staff. Staff will then consult with Lyft.

Richmond Moves wheelchair van riders have the option of completing a rating of their experience following each ride. About one-half of the wheelchair riders complete the rating that is reviewed by the program provider, Via Transportation. The rating, on a scale of 1 to 5, with 5 being the highest, ranges between 4.6 and 4.9 each month. The riders also have the option to express their concern directly with the City staff. Staff will then consult with Via Transportation.

The above information is reported in the monthly progress report that is reviewed by City staff.

## **22. Impact of Rider Feedback**

In the R-Transit van program the City's contractor (Trans Metro), who provides trips when the City is unable to, was either late or did not pick-up riders on several occasions in one month. Following the City's investigation the service issues were addressed and the on-time and no-show performance improved.

## **23. Advisory Bodies**

The Commission on Aging (COA) hosts monthly meetings. Each member of the City Council has an appointee on the Commission. Upon request, City transportation staff will attend a Commission meeting to provide an update on paratransit services. The COA is a very vocal and active group and is interested and involved in supporting R-Transit's population in receiving transportation services. They often share feedback with city staff. The Richmond Neighborhood Coordinating Councils (RNCC), a body that includes representatives from the City's 20+ distinct neighborhood councils, is notified of information that needs to be shared.

## **24. Rider Feedback of Vendor Service**

We have three vendors delivering services on the City's behalf. They are advised to report any complaints that they cannot resolve to City staff. In addition, riders can contact the City staff directly. The City vendors include Trans Metro (back-up van service), Via Transportation (microtransit van shuttle), and Lyft (ride-hailing). For the R-Transit programs (van and ride-hailing) and the Richmond Moves Wheelchair Van service, all complaints that cannot be handled by the contractor are forwarded to the City staff.

## **SECTION G: PROGRAM 20B WEST COUNTY OPERATORS NEED (MIN 250 WORDS)**

### **1. Service Overview and Justification**

The Richmond ride-hailing program is a continuing service that started through Program 20B funds. It offers all registered R-Transit clients 55 years of age and older along with disabled persons 18 years of age and older who reside in the City of Richmond or the unincorporated areas of El Sobrante, Kensington, and North Richmond subsidized rides to and from areas in the R-Transit service area and to medical and government facilities in Martinez. A map of the service area, except Martinez, is shown in Section 6 of this claim.

To register with Lyft, an applicant enrolls through the Lyft portal or receives assistance from R-Transit staff. Once approved (normally 3 - 5 business days), Lyft will provide the new

client with a secure ridership code that recognizes them in the Lyft program as a recipient of the City’s reduced rates.

Clients use a smart phone and the Lyft app for scheduling rides. However, during normal business hours Monday – Friday 9:00am - 4:00pm clients can receive assistance with scheduling a ride. Clients pay \$3 for one-way trips, while the city picks up the remaining balance up to a maximum of \$20 for each one-way trip. For low-income residents (\$50,000 or less annual income), there is no co-payment. Clients are allocated a maximum of 40 rides per month.

The ride-hailing service attracts a broader range of clients than the R-Transit van program by offering 24-hour, 7-day a week service, including holidays, and lower or no fares. It is a curb-to-curb service and does not include wheelchair vans.

Referrals from satisfied customers and “word of mouth” have been and continue to be the best forms of marketing. Ride-hailing brochures are available at senior centers, government offices, senior housing complexes, doctor/dentist offices and other sites seniors frequent. The Lyft website is at <https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft>.

Based on the actual ridership in FY 2025-26 to date, it is estimated that the annual ridership in FY 25-26 will be 30,500. The City subsidy is estimated to be \$337,000, which equates to \$11/ride. The “added value” of this program is that it goes beyond the baseline of the traditional van program at an extraordinarily low cost. Program 20B funds are needed to continue the ride-hailing program.

## 2. Ride Hailing Program Performance

The chart below shows the projected performance for FY 25-26, based on the actual data to date.

Activity	Description	Projection
Clients	Residents in the City of Richmond and the unincorporated areas of North Richmond, El Sobrante, and Kensington who are eligible for the Lyft program	690
Number of clients that used service	Sum of Richmond and unincorporated clients who used service	520
Client boardings	A count of each time a client boards a vehicle to complete a one-way trip	30,450
Low-income client boardings	Client boardings that are low income and are exempted from fare	16,780
Co-pay client boardings	Client boardings that are co-pay	13,670
Average passenger trip distance	Total revenue service miles divided by the total passenger boardings	3.1
Cost of service	Lyft's total revenues from service (payment from clients and subsidy from City)	\$387,160
City subsidy of service	City's total subsidy for Lyft service	\$336,980
City subsidy of	Total subsidy of program divided by total number of client boardings	\$11.07

service/client boarding		
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### 3. Budget and Sustainability

The following chart includes the breakdown of how Program 20B funds will be used alongside other funding sources.

Funding Source	Use	Amount of Funding	
		FY 2026 Projected	FY 2027 Estimate
Measure J Program 20B	R-Transit Ride-Hailing	\$332,602	\$341,092
Measure J Program 15	R-Transit Van	\$898,982	\$932,593
Fares		\$10,350	\$10,500
Grants	Richmond Moves Microtransit	\$1,250,000	\$1,250,000
Other (new)		400	400
Total		\$3,742,334	\$3,784,585

The long-term sustainability of the above programs, along with modifications in the delivery of services will be evaluated by the City, as described in the above item 7 in this claim. In summary the City plans to start Fiscal Year 2026-27 with the existing trio of programs including (1) the R-Transit Van, (2) the R-Transit Ride-Hailing (aka Lyft), and (3) the Wheelchair Van component of the microtransit shuttle (aka Richmond Moves). With, however, the overall growth in ridership and the constraints in available funding, the need to deliver rides as efficiently as possible has become even clearer.

There is a significant difference between the cost per ride between the three programs. For the R-Transit Van program the cost is above \$200. For the Lyft program the cost is approximately \$11. And for the wheelchair van component of the Richmond Moves program the cost is estimated to be \$60. The City plans to engage all stakeholders in the discussion of options in the delivery of the R-Transit van program. To the extent that service delivery changes affect the Fiscal Year 2026-27 Measure J claim, the City will inform and engage, as needed, the Contra Costa Transportation Authority and/or the West Contra Costa Transportation Commission. It is envisioned that any changes would result in a lower cost per ride and therefore the ability to provide more rides.



**Measure J Countywide Transportation for Seniors and People with Disabilities Program FY 2026-27**

Date	4-May-26
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Agency	City of Richmond
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Key Point of Contact	Gabino Arredondo
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Phone	510-620-6606
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Email	<a href="mailto:gabino_arredondo@ci.richmond.ca.us">gabino_arredondo@ci.richmond.ca.us</a>
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**For Internal Use Only**

Received:	
Revised Submission:	
Modifications Requested:	
Subcommittee Reviewed:	
Final Status:	



**Table A - Measure J Claim Summary - CITY**

	FY 2025 Actual	FY 2026 Projected 100% allocation	FY 2027 Estimate 100% allocation
<b>Program Sources (Revenues)</b>			
Measure J Prog 15	\$ 888,115	\$ 898,982	\$ 932,593
Measure J Prog 20	\$ 332,602	\$ 332,602	\$ 341,092
Fares from Paratransit Service	\$ 10,466	\$ 10,350	\$ 10,500
Nutrition Program	\$ 226	\$ 400	\$ 400
TIRCP Grant	\$ 1,200,000	\$ 1,250,000	\$ 1,250,000
ECIA Grant	\$ 1,200,000	\$ 1,250,000	\$ 1,250,000
Other - General Fund Subsidy As Needed			
<b>TOTAL PROGRAM SOURCES</b>	<b>\$ 3,631,409</b>	<b>\$ 3,742,334</b>	<b>\$ 3,784,585</b>
<b>Program Uses (Expenditures)</b>			
General Administration	\$ 326,198	\$ 136,000	\$ 173,450
Paratransit Operations	\$ 661,866	\$ 624,320	\$ 913,596
Fare Subsidy - TNC (Lyft)	\$ 277,958	\$ 350,000	\$ 400,000
Contract: Compliance with Audit	\$ 86,875	\$ 114,400	\$ 50,000
Micro-Transit Operations	\$ 2,400,000	\$ 2,500,000	\$ 2,500,000
<b>TOTAL PROGRAM USES</b>	<b>\$ 3,752,897</b>	<b>\$ 3,724,720</b>	<b>\$ 4,037,046</b>
<b>Capital Expenditures</b>	\$ -	\$ -	\$ -
<b>NET OPERATING BALANCE</b>	<b>\$ (121,489)</b>	<b>\$ 17,614</b>	<b>\$ (252,461)</b>
<b>Measure J Funds: Changes in Reserve Balance</b>			
Beginning Reserve Balance			
Annual Revenue			
Annual Operating Expenditures			
Annual Capital Expenditures			
Ending Reserve Balance			

Please review the directions for the definitions of the above terms and the appropriate formulas.

**Table B - Capital Needs and Acquisition Forecast**

<b>Anticipated Purchases</b>	<b>FY 2024 Actual</b>	<b>FY 2025 Projected</b>	<b>FY 2026 Estimate</b>	<b>FY 2027 Estimate</b>
None				
<b>TOTAL</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

**Table C - Performance Indicators CITY**

Activity	FY 2025 Actual	FY 2026 Projected	FY 2027 Estimate
<b>PARATRANSIT OR DIAL-A-RIDE (DAR)</b>			
Total Registered Clients	706	690	750
Total Clients in Unincorporated Areas	92	90	100
Total Active Clients (last 6 months of fiscal year)	68	75	80
Total Passenger Boardings	2,812	3,520	4,500
Total Revenue Service Hours (RSHr)	1,867	2,090	2,200
Passenger Boardings per Revenue Service Hour (RSHr)	1.51	1.69	1.70
Total Revenue Service Miles (RSM)	8,053	5,900	7,000
Average Passenger Trip Distance	2.9	2.6	2.7
Number of Wheelchair Passenger Boardings	602	910	1,000
Number of No-Shows	10	8	10
Number of Cancellations	882	770	800
Number of Trip Denials	0	0	0
Percent of On-Time Performance (%)	94.0%	95.0%	95.0%
<b>TNC (Lyft)</b>			
Total Passenger One Way Trips	25,825	30,500	31,500
Average Trip Distance	3.2	3.1	3.1
<b>FARES AND SUBSIDIES (ACROSS ALL PROGRAMS)</b>			
Number of Tickets Sold (Coupon Books for R-Transit Vans)	NA	NA	NA
Total Value of Tickets Sold (\$) (R-Transit Van)	\$10,467	\$8,900	\$9,000
Total Value of Subsidies (\$) (R-Transit Lyft)	\$276,804	\$337,000	\$341,000
<b>PROGRAM REFFERALS</b>			
One Seat Ride Program (# referred)	0	0	0
LIFE Program (# referred)	0	0	0
<b>OTHER PROGRAMS (Wheelchair component of Richmond Moves Micro-transit program)</b>			
Total Passenger Boardings on Richmond Moves	76,106	83,000	85,000
Number of Active Wheelchair Participants (last 6 months of fiscal year)	147	42	50
Total Passenger Boarding on Wheelchair Vans	2,277	1,200	2,200

**Please review the directions for the definitions of the above terms and the appropriate formulas.**

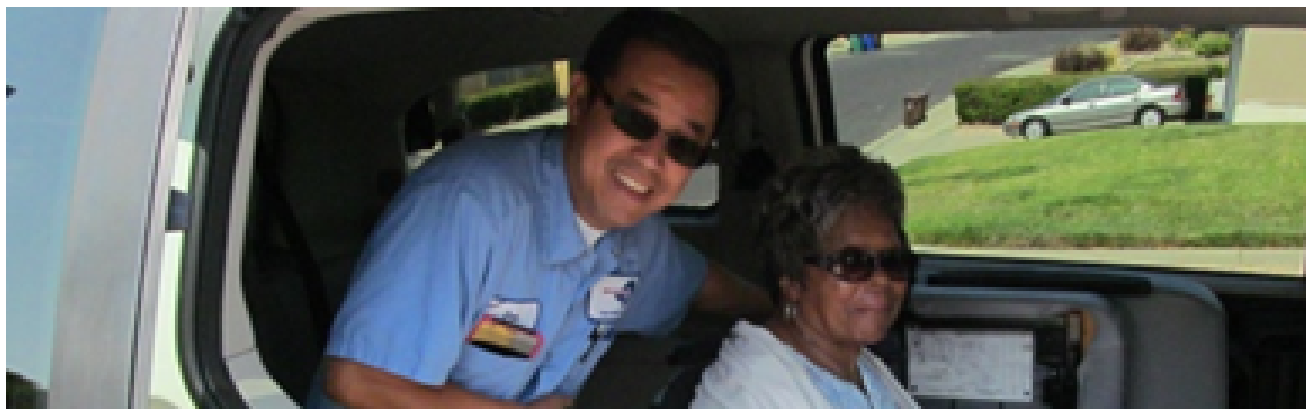


**Table E - Unmet Needs CITY (Data for FY 2025-26)**

	<i>Quantitative</i>	<i>Qualitative</i>
Total requests for transportation beyond current service area or route.	5	A few requests by new users not familiar with service area. Requests are currently not recorded. Estimate based on known calls.
People outside your service area requesting rides	0	Very few requests. Requests not recorded.
Number of same-day ride denials due to capacity	0	Very few requests. Incidents not recorded.
Number of overflow rides referred to a second contracted service / operator due to primary service capacity (if applicable)	1,300	Applies to R-Transit Van program. The overflow is due to availability of city drivers.
Unmet demand due to vehicle or driver shortages	0	The demand is met through the "back-up" contractor, TransMetro.
Requests for on-demand / flexible routing services not currently available	0	The micro-transit shuttle service through Richmond Moves meets request for service and Lyft subsidy option.
Requests for improved technology (apps, scheduling systems) to access services more efficiently	0	Training for new staff on existing VOC.
Opportunities to improve regional coordination beyond current service	0	Open to opportunities such as certifications for drivers.
Please share any other unmet needs that are relevant (optional).		Shortage in funding the Richmond Moves micro-transit shuttle program beginning in calendar year 2027. Please see Form B of claim for more details.

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# R-TRANSIT



# 2026 CLIENT ORIENTATION GUIDE

R-Transit Center  
450 Civic Center Plaza, 2<sup>nd</sup> Floor  
Richmond, CA 94804  
Phone: 510-307-8026

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# Welcome to the City of Richmond R-Transit

The City of Richmond has provided specialized transportation, called R-Transit, for seniors (55 and older) and adults with disabilities for nearly 50 years. The term paratransit is commonly used to describe this service. Our goal is to improve our clients access to community services and activities, to decrease their experience of social isolation, and to enhance their abilities to live independently.

R-Transit offers two types of paratransit services. The first is the use of specialized vans that pick-up and drop-off clients at the doorways of a trip's origin and destination. Trips are scheduled in advance by city staff. The other type of service is ride-hailing (RAPID), or travel in a private vehicle driven by its owner as part of an arrangement made using a website or app. The driver picks up and drop-off clients at the curb of a trip's origin and destination. Lyft is currently the company providing this service.

## Client Eligibility

You need to be at least 55 years old or be at least 18 years old and be disabled; and be a resident of Richmond, or the unincorporated communities of North Richmond, El Sobrante, Kensington, East Richmond Heights, Tara Hills, Bayview-Montalvin Manor, Hasford Heights, or Rollingwood.

## Where can I go?

Our clients can travel anywhere within the area shown on the below map and to the following destinations in the City of Martinez.

1. Contra Costa Regional Medical Center (travel with ride-hailing (RAPID))
2. Veterans Hospital (travel with ride-hailing (RAPID))



# Which is the right service for you?

As a client, you can choose to use one or both services – specialized vans or ride-hailing.

## Specialized Van Service (R-Transit)

The specialized van service is designed for clients who require the assistance of the driver and/or depend on mechanical aids such as crutches, walkers, and wheelchairs. Van drivers will assist clients carry a small load of personal belongings.



## Ride-hailing (RAPID) Service

The ride-hailing service is best suited for clients who are comfortable with boarding vehicles (including sedans and SUVs) without driver assistance. Drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstruction of the driver's view will be accommodated. R-Transit clients, or their assistant, who are able to fold and store their wheelchair on board without the assistance of the driver can use this service.

## Comparison of Services

	Van Service (R-Transit)	Ride Hailing (RAPID)
Type of Service	Door-to-door. Drivers will assist client from/to the doorway of a building	Curb-to-curb. Clients will be picked up and dropped off at the curb. The driver is not required to assist passengers
Vehicle	Wheelchair accessible van	Private sedan/SUV
Operating Hours	M-F, 8:30 am -5 pm, excluding city holidays	24/7
Scheduling	Up to 30 days in advance. Limited same day availability	On demand through the Lyft app
Client Co-pay	\$4/ride \$5/ride same day service	City will cover the cost that exceeds the \$3/ride co-pay up to \$20/ride. The client is responsible for the overage.
Low income - Free	Not Available	City will cover the cost up to \$20/ride. The client is responsible for the overage.
Co-passengers	Personal care attendant - free Guest – same as Client co-pay	Personal care attendant – free Guest - free
Method of payment	Purchase of coupon books	Payable directly to Lyft via Lyft account
Limitation on number of rides	None	40 rides/month (20 R-Transit / 20 RAPID)

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## Steps to register and use R-Transit

**Step 1** - Fill out an online application to be an R-Transit client at the following address:

<https://www.ci.richmond.ca.us/FormCenter/City-Manager-6/RTransit-Online-Application-43>.

**Step 2** - Once approved, you can begin the van service immediately. The following sections of the Guidelines provide instructions on how to use the service.

**Step 3** - If you would like to use the ride-hailing (RAPID) service, you will register with Lyft and then follow the instructions on the use of this service.

## Ride Scheduling

To schedule a ride, dial 510-307-8026. Please have the following information ready:

- Passenger First and Last Name
- Requested pick-up and/or drop off time
- Pick-up address and destination address.
- If you will be using a wheelchair or other mobility device.
- If someone will be accompanying you, i.e. care assistant or guest(s).

In the event that you desired pick up time is not available, an alternate time may be offered. The first pick up is at 8:45 am, and last pick up is at 4:15 pm. After providing the above information, staff will route and schedule each trip request at the time the reservation is placed. Ride confirmation and "ready times" will be provided at the time of booking.

## Cancellations

To avoid penalties, cancellations must be made at least one business day prior to the date of travel. For example, if you wish to cancel a ride you scheduled for 10 am Monday morning, you must cancel on or before 10 am on Friday. This allows the opportunity for someone else to reserve a ride. If you fail to cancel your ride in advance, you will be charged a fee of \$5.00. Should you forget or consciously choose to forgo your scheduled ride for whatever reason, the trip will be considered a "No-Show" and will also be charged a fee of \$5.00. Any trip that is reserved the same day and is cancelled or is a no-show will be charged a fee of \$5.00.

## Personal Care Attendant, Guests, and Service Animals

Our drivers will assist clients board, ride and disembark from the van. Drivers, however, are unable to provide services that exceed "door-to-door" service (e.g. go beyond the doorway into a building to assist a passenger). Drivers cannot leave their vehicles unattended for a lengthy period and cannot lose the ability to keep their vehicles under visual observation. Therefore, clients are required to inform R-Transit in advance if additional assistance to board or disembark the vehicles will be necessary. Clients are required to notify R-Transit if they must travel with an attendant and may be reminded to bring one along at the time of making a reservation. The same is true for service animals.

A personal care attendant accompanying a client to and from the same origin and destination will be allowed at no additional charge, provided R-Transit is notified at the time of scheduling the trip. A guest is a person of any age that travels with the client but is not an attendant. The guest will be required to pay the same cost per scheduled trip as the client. Personal care attendants and guests must board the vehicle after the client.

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## Accessibility at your residence

The pick-up area at your residence must be safe and easy to access. Drivers do not enter driveways without prior approval. The property owner must work with the City to ensure that the driveway is safe. Service will be provided at curbside if no safe access exists. In this instance, a personal care attendant is strongly advised.

## Use of Wheelchairs and the Van Lift

Wheelchairs shall not exceed 30 inches in width and 48 inches in length when measured 2 inches above the ground; and 30 inches in height when measured 2 inches above the ground; and that does not weigh more than 600 pounds when occupied. Wheelchairs and their users shall always be secured during boarding, disembarking, and transport operations. All wheelchairs must have footrests. Clients who use scooter-type wheelchairs who can transfer to a vehicle seat are strongly urged to do so during transport. It is a requirement that all clients must use a seatbelt system regardless of if they are ambulatory or in a mobility device.

R-Transit will not transport clients in transport chairs. Transport chairs are ideal for airports, shopping centers and are designed for safe and efficient transport with someone pushing the chair. Transport wheelchairs are not intended for independent use by wheelchair bound individuals. The design does not allow maneuvering by the occupant.

Clients who need the lift to board, but are not wheelchair users, may use the lift standing accompanied by driver. If a boarding chair is available, clients are strongly encouraged to use it.

R-Transit is committed to providing the safest transportation service possible. As part of our safety program, we request that clients using wheelchairs keep them in good working condition. This means that wheelchairs must have a seat belt and properly adjusted brakes. Wheelchairs deemed unsafe by staff will not be transported. Wheelchairs and mobility devices should be maintained and clean.

## Payment Method

The van program (R-Transit) utilizes a coupon system to collect fares. The cost of service is as follows:

- One-way trip scheduled from 1 to 30 days in advance – coupon value of \$4.00
- One-way trip scheduled the same-day – coupon value of \$5.00

Drivers do not accept cash and are limited to the acceptance of R-Transit coupons only. Clients can purchase an unlimited number of coupons. The price for a coupon book is \$20.00. Each book has eight \$2 coupons and four \$1 coupons inside. The coupon books are non-refundable and can be purchased in person or by mail.

Purchase Method	Location	Hours
<b>In Person:</b> Using cash, credit card (Visa & MasterCard), debit card, personal check, money order, cashier's check, or	Cashier's Window, 2nd Floor 450 Civic Center Plaza Richmond, CA 94804	Monday – Friday 8:30 am – 4 pm excluding holidays
<b>Mail:</b> Contact R-Transit staff at (510) 307-8026 for instructions	R-Transit 450 Civic Center Plaza Richmond, CA 94804	

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**Van Drivers will:**

- Assist clients with safely boarding and disembarking from the vehicle.
- Carry a single small load of packages to or from the vehicle (i.e. two grocery bags).
- Operate the vehicle and lift in a safe manner and safely secure wheelchairs on the vehicle.
- Keep the vehicle parked in sight if other riders are aboard.
- Collect coupons listed on their schedule or manifest.
- Carry only riders assigned to them along with attendants and guests who have reservations.
- Go only to destinations listed on their manifest or as notified by their dispatcher.

**Drivers are NOT allowed to:**

- Enter the client's residence or go past the lobby of a public building.
- Perform any personal care assistance such as assisting riders to dress.
- Take information from the rider about cancellations or changes in the reservations.
- Lift riders or carry wheelchairs up and down steps.

## Complaints and comments

Your feedback as to the quality of service you are receiving is very important to us. Should you have any problems with any trip, take down the vehicle number, date and time of the incident, the driver's name and immediately contact the R-Transit Office at (510) 307-8026. You may also report service compliments. Take the Paratransit satisfaction Survey:

<https://www.ci.richmond.ca.us/FormCenter/City-Manager-6/Paratransit-Satisfaction-Survey-38>

## Disruptive Behavior

Service will be denied to clients, personal care attendants, and guests who engage in violent, seriously disruptive, or illegal conduct. This includes, but is not limited to: threats; physical or verbal abuse; unlawful harassment (including unwelcome verbal, nonverbal, or physical behavior having sexual or racial connotations); unauthorized use of equipment on the vehicle; voluntarily and repeatedly violating vehicle riding rules (including smoking in the vehicle, standing while it is in motion, eating or drinking without medical indication, or defacing equipment); refusing to comply with other requirements specified in the policies above; or providing false information in order to qualify for certification.

## Misuse of R-Transit Services

Clients must not engage in activities which misuse the system unnecessarily using capacity that could otherwise go to people who need rides and increasing costs. Examples of misuse include but are not limited to failing to show up for scheduled rides ("no shows"), failing to board the vehicle immediately upon arrival, wasting reservation-taking capacity by establishing a pattern of unwanted trip making (excessive cancellations), or providing late cancellation notice.

A 30-day suspension will be imposed after three documented occurrences within a 30-day period caused by conditions within the client's control that are not related to his or her disability. Prior to any suspension, a written warning of the proposed suspension period and the reason (s) for it will be provided to the client. Clients who appeal against the proposed suspension may continue to ride pending a decision on the appeal.

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## Service Delivery Options

R-Transit reserves the sole and exclusive right to determine whether it will deliver transportation services using its own drivers and vehicles or contracted services. Clients will be expected to ride on the assigned vehicle and with the assigned operator.

## City Holidays

The van service does not operate on city holidays. The dates of the holidays can be obtained on the web (<https://www.ci.richmond.ca.us/2078/Holiday-Schedule>), by calling the city at 510 -307-8026, or sending an email to [paratransitservices@ci.richmond.ca.us](mailto:paratransitservices@ci.richmond.ca.us).

# Thank You for Considering R-TRANSIT

Connecting People to Places

## Contact Us:

### In Person or By Mail

R-Transit Center  
450 Civic Center Plaza, 2<sup>nd</sup> Floor  
Richmond, CA 94804

**Phone:** (510) 307-8026

**Fax:** (510) 307-8080

**E-mail:** [paratransitservices@ci.richmond.ca.us](mailto:paratransitservices@ci.richmond.ca.us)

**Website:** <https://www.ci.richmond.ca.us/3129/R-Transit-Paratransit>

### Hours:

Monday – Friday  
8:30 am – 5:00 pm  
Excluding weekends & holidays

# CITY OF RICHMOND PARATRANSIT OUTREACH PLAN

<p><b><u>PARATRANSIT PROGRAM OVERVIEW</u></b></p>	<p>Currently the R-Transit provides safe and reliable transportation for seniors (55 and older) and individuals with disabilities to improve their access to community services and activities, to decrease their experience of social isolation, and to enhance their abilities to remain living independently in their chosen communities.</p>
<p><b><u>GOAL OF OUTREACH PLAN</u></b></p>	<p>Acknowledge and address any historical or systemic trust issues that the population may have. Building trust is crucial for successful outreach, and the paratransit such as:</p> <ul style="list-style-type: none"> <li>- Identify the specific demographic groups that are likely to benefit from the paratransit program, such as seniors, individuals with disabilities, and those with limited mobility.</li> <li>- Partner with local community centers, senior centers, disability advocacy groups, and healthcare facilities to reach potential users</li> <li>- Create social media profiles for the paratransit program on platforms such as Facebook, Twitter, and Instagram.</li> <li>- Build a user-friendly website with information about the paratransit program, eligibility criteria, application process, and contact details.</li> <li>- Design and distribute brochures, flyers, and posters in key community locations such as libraries, community centers, and medical offices</li> <li>- Collaborate with trusted community organizations, leaders, and influencers who already have connections within the hard-to-reach population.</li> <li>- Collaborate with local government officials to incorporate information about the paratransit program in community newsletters and official communications</li> </ul>
<p><b><u>TARGET AUDIENCE/STAKEHOLDERS</u></b></p>	<ul style="list-style-type: none"> <li>- Local Government Officials</li> <li>- Senior Citizens</li> <li>- Local community-based organizations</li> <li>- Local health providers</li> </ul>
<p><b><u>OUTREACH MESSAGE (S)</u></b></p>	<p>The City of Richmond is committed to ensuring seniors and individuals with disabilities are consistently informed on the services and programs provided by R-Transit.</p>
<p><b><u>INCENTIVES FOR PEOPLE AND ORGANIZATIONS</u></b></p>	<p><i>Paratransit Targeted Audience</i> - discounts, promotional items, or exclusive access to certain services. Training sessions on basic technology use, including smartphones and computers</p> <p><i>Paratransit Staff</i> - staff and drivers are well-trained to assist individuals with disabilities and provide excellent customer service. Additionally allowing staff to serve as peer educators or outreach workers</p>
<p><b><u>OUTREACH METHODS</u></b></p>	<p><b>Mobile Outreach Units</b> - Use mobile outreach units or vans to bring services and information directly to underserved areas or communities.</p> <p><b>Door-to-Door Campaigns</b> - Conduct door-to-door outreach campaigns in specific neighborhoods or areas where the hard-to-reach population resides</p> <p><b>In-Person Engagement</b> - attend local events, markets, and gatherings where the target population is likely to be present</p> <ul style="list-style-type: none"> <li>- Community centers and senior living facilities</li> <li>- Health fairs and wellness events</li> </ul>

# CITY OF RICHMOND PARATRANSIT OUTREACH PLAN

	<ul style="list-style-type: none"> <li>- Senior-specific events</li> </ul> <p><b>Regular Community Outreach Sessions</b> - conduct regular community outreach sessions specifically for seniors.</p> <p><b>Local Media Outreach</b> - issue press releases to local newspapers, radio stations, and community newsletters.</p> <p><b>Workplace Outreach</b> - collaborate with local businesses to spread awareness</p> <p><b>Community Events</b> - attend local community events, fairs, and festivals to promote the paratransit program</p> <p><b>Collaborate with Healthcare Providers</b> - partner with healthcare providers, clinics, and hospitals to share information about the paratransit program</p> <p><b>Word of Mouth</b> - leverage word of mouth through community influencers and leaders.</p> <p><b>Personalized Communication</b> - personalized outreach through phone calls, letters, or in-person visits</p> <p><b>Simplify Processes</b> - streamline application processes and paperwork to make it as simple and accessible as possible. Help with filling out forms if needed.</p> <p><b>Utilize Existing Networks</b> - tap into existing networks, such as religious institutions, community centers, and local clubs, to disseminate information about your services.</p>
<p><b>IDENTIFY STAFF AND RESPONSIBILITIES</b></p>	<ul style="list-style-type: none"> <li>- LaShonda White <b>Deputy City Manager – Community Services</b></li> <li>- Lori Reese-Brown <b>Project Manager II</b></li> </ul>
<p><b>TOOLS OR MEASURE TO ASSESS PROGRESS</b></p>	<p><b>Feedback Mechanism</b> - Establish a feedback mechanism for users to share their experiences and suggestions.</p>
<p><b>MEDIA OUTLETS</b></p>	<p><b>Local Media</b> - Local radio stations, community newspapers, and other media outlets that cater specifically to the hard-to-reach population.</p> <p><b>Printed Materials and Mailings</b> - Printed materials such as brochures, newsletters, and mailings.</p> <p><b>Public Transportation Centers</b> - Public transportation centers, where seniors may frequent. This includes bus stops, train stations, and transportation hubs.</p> <p><b>Senior-Specific Media</b> - Advertise in media outlets that are popular among seniors, such as local newspapers, radio stations, and television programs</p>
<p><b>COMMUNICATION &amp; OUTREACH ALTERNATIVE STRATEGIES</b></p>	<p><b>Flexible Service Hours</b> - Offer services during non-traditional hours to accommodate those with busy schedules or unconventional work hours</p> <p><b>Accessible Websites and Hotlines</b> - Ensure that information about the paratransit program is easily accessible on a user-friendly website. Provide a dedicated hotline for inquiries.</p> <p><b>Safety and Security Messaging</b> - Emphasize the safety and security features of the paratransit program. Address concerns that seniors may have about using public transportation.</p>

## CITY OF RICHMOND PARATRANSIT OUTREACH PLAN

	<p><b>Multilingual Communication</b> - ensure that outreach materials are available in multiple languages to address language barriers. This includes printed materials, websites, and community presentations.</p> <p><b>Culturally Tailored Messaging</b> - customize outreach messages to resonate with the cultural norms, values, and preferences of the target population</p>
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# R-TRANSIT APPLICATION FOR SERVICES



**Connecting People to Places**

**SUBMIT**

**In Person or by Mail:**

R-Transit Program  
440 Civic Center Plaza  
Richmond, CA 94804

**Hours:**

Monday – Friday  
8:30 am – 5:00 pm  
excluding weekends & Holidays

**Phone:** (510) 307-8026

**E-mail:** [paratransitservices@ci.richmond.ca.us](mailto:paratransitservices@ci.richmond.ca.us)

**Website:** [www.rtransit.com](http://www.rtransit.com)

**REGISTER, RESERVE, RIDE & REACH YOUR DESTINATION WITH R-TRANSIT**

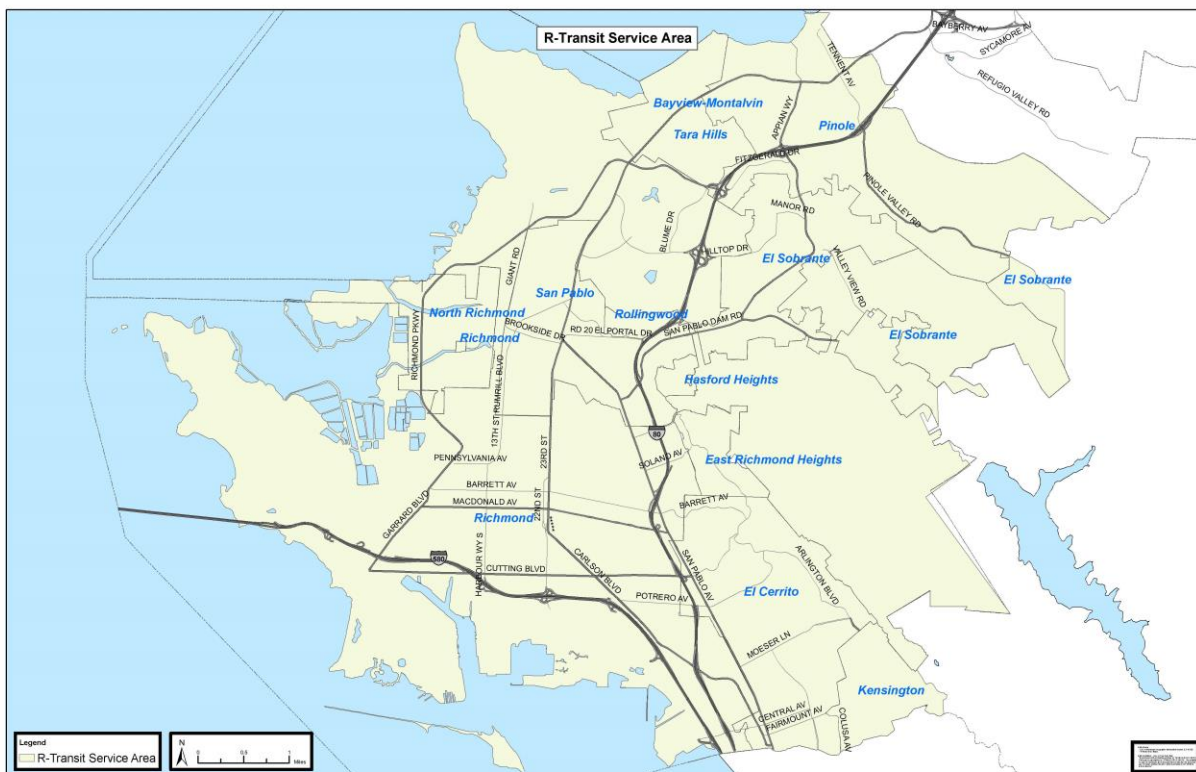
Dear Applicant,

Thank you for your interest in the R-Transit program. This application form will assist R-Transit in establishing your eligibility for services. To qualify for R-Transit service, applicants must meet the criteria below:

1. Applicant must be a resident of one of the following Cities/areas: Richmond, Kensington, El Sobrante, unincorporated communities of East Richmond Heights, Hasford Heights, Rollingwood, or North Richmond.
2. Applicants between the ages of 18-54 must provide proof of disability and meet the residency requirement; applicants ages 55 or older qualify as long as the residency requirement is satisfied.

Using the eligibility requirements established by R-Transit, you will either be certified eligible for all services, eligible on a temporary basis or denied eligibility altogether.

Once certified, you will be able to travel to destinations within our service area:



Upon receipt of a completed application form, supporting documents, your application will be processed within seven to ten business days. You will be notified by mail regarding your eligibility status. If eligible for service, you will receive an orientation guide with program details by mail.

You may complete the application yourself or obtain assistance from anyone familiar with you and your condition. Incomplete applications will be returned without being processed, so please be sure to complete yours in its entirety before submission. If no one is available to help you, and you would like our assistance, please contact R-Transit staff at (510) 307-8026.



**R-TRANSIT**  
 440 Civic Center Plaza  
 Richmond, CA 94804  
 (510) 307-8026

**APPLICATION FOR SERVICES**

It is important to **complete all parts of this form** - type or please print legible.  
**Applications that are not complete or clearly written will be returned, which will delay the eligibility determination process.**

DATE \_\_\_\_\_

NAME \_\_\_\_\_

TELEPHONE # \_\_\_\_\_

ADDRESS \_\_\_\_\_

BIRTHDATE \_\_\_/\_\_\_/\_\_\_  
 MM DD YY

MALE     FEMALE

**SECTION I**

**VALID IDENTIFICATION & PROOF OF RESIDENCY**

Please provide a color copy of an acceptable form of identification, and proof of residency:

<b>Acceptable forms of Identification</b>	<b>Acceptable forms of Proof of residency</b>
<p><i>Provide a <b>color</b> copy of one of the following:</i></p> <ul style="list-style-type: none"> <li>• An identification card or driver's license issued by the California Department of Motor Vehicles.</li> <li>• An identification card or driver's license issued by another state.</li> <li>• Valid Passport or Passport Card.</li> <li>• U.S. Active Duty/Retiree/Reservist Military ID Card.</li> <li>• Richmond Municipal ID Card</li> </ul>	<p><i>Provide a copy of one of the following:</i></p> <ul style="list-style-type: none"> <li>• Any piece of mail showing your name &amp; address (i.e. utility bill)</li> <li>• Post Office (P.O. Box) addresses are not acceptable.</li> </ul>

**SECTION II**

**EMERGENCY CONTACT INFORMATION**

Please provide a name and telephone number of a contact person in the event of an emergency.

NAME: \_\_\_\_\_

DAY PHONE :(\_\_\_\_) \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

EVE. PHONE :(\_\_\_\_) \_\_\_\_\_

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### SECTION III

Please answer the following questions - your specific answers to the questions will help us in determining your eligibility

1. What is your disability or health related condition that prevents you from using public transportation?  
\_\_\_\_\_
2. Explain how your disability or health related condition prevents you from independently using the public transit services (BART, AC Transit...etc.)  
\_\_\_\_\_
3. How do you currently travel to your destinations? Check all that apply.  
 Public Buses       Someone Provides Transportation       Drive Myself  
 Paratransit       Taxi       Ferry  
 BART       Lyft/Uber       Other
4. Do you use any of the following mobility aids or specialized equipment? Check all that apply.  
 Cane       Power Wheelchair       Communication Board  
 White Cane       Large Power Wheelchair       Service Animal  
 Walker       Power Scooter (3-wheeler)       Crutches  
 Leg Braces       Manual Wheelchair       Other Aid
5. If the passenger uses a wheelchair or scooter, does your residence have a ramp?  
 Yes       No
6. Does the wheelchair or scooter have a seatbelt?  
 Yes       No
7. If the passenger has a manual wheelchair, can it be folded?  
 Yes       No
8. Can the passenger transfer into a vehicle with minimal assistance?  
 Yes       No
9. Does a personal care attendant accompany you when you travel outside your home?  
 Yes       No
10. Have you recently applied for paratransit services with **EAST BAY PARATRANSIT**?  
 Yes       No  
If yes, what is the status of your application?  
 Pending       Denied
11. Are you currently certified with **EAST BAY PARATRANSIT**?  
 Yes       No
12. Have you terminated your eligibility status with **EAST BAY PARATRANSIT**?  
 Yes       No  
If yes, what is your reason for the termination? \_\_\_\_\_

**SECTION IV**

Check the applicable box below:

- I am age 55 or older. **Skip section below and proceed to Section V.**
- I am between the ages of 18-54. **Applicants between the ages of 18-54 must provide proof of disability. Submit a copy of one of the following:**
  - Medicare card, federally issued red, white and blue card;
  - California DMV Disabled Placard Registration Parking placard receipt;
  - Regional Transit Connection (RTC) Clipper Card;
  - Proof of certification with East Bay Paratransit;

If you are unable to provide any of the proofs listed above, you may complete the Authorization for Use or Disclosure of Patient Health Information below. This form authorizes R-TRANSIT to obtain information from your healthcare provider regarding your disability. This authorization form will be sent to healthcare provider along with a disability verification form.

AUTHORIZATION FOR USE OR DISCLOSURE OF PATIENT HEALTH INFORMATION			
I, _____, hereby authorize the following licensed professional (doctor, therapist, social worker, etc), who can verify my disability or health related condition, to release this information to R-Transit. This information will be used only to verify my eligibility for Paratransit services. I understand that I have the right to request a copy of this authorization, and that I may revoke it at any time.			
This authorizes the following Medical Center(s) to complete <b>Disability Verification form:</b>			
Medical Center: _____	Physician Fax #: _____		
Physician Name: _____	Physician Phone #: _____		
Address: _____			
Street Address	Suite	City, State	Zipcode
PATIENT INFORMATION			
Patient Name: _____		Patient Phone #: _____	
Medical Record #: _____		Date of Birth: _____	
Address: _____			
Street Address	Suite	City, State	Zipcode
MEDICAL CENTER MAY DISCLOSE THIS INFORMATION TO:			
Recipient Name: <u>R-TRANSIT</u>		Phone #: <u>510-307-8026</u>	Fax #: <u>510-307-8080</u>
Address: <u>440 Civic Center Plaza, Richmond CA 94804</u>			
DURATION: This authorization shall remain in effect for one year from the date of signature unless a different date is specified here: _____ Date: _____			
I certify that the information on this form is true and correct. I understand all information will be kept confidential and only information required to provide the service will be disclosed to those who perform the service. I understand that it will be necessary to contact a physician familiar with my functional abilities to use public transit in order to assist in the determination of eligibility.			
_____		_____	_____
Print Name		Signature	Date

**SECTION V**

**RAPID: ON DEMAND SERVICE WITH LYFT**

The City of Richmond has contracted with Lyft to provide on demand transportation service for registered R-Transit clients. The R-Transit program’s newest addition, **RAPID**, will offer R-Transit clients a subsidy to use Lyft. Lyft is a ridesharing application that connects people with a nearby driver and transports them to their destination. Lyft is not a replacement for an ambulance, and should not be used as a means of emergency transport.

Lyft is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of Lyft, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstruction the driver's view will be accommodated by the Lyft driver. R-Transit clients who are able to fold and store their wheelchair on board without the assistance of drivers and able to transfer in and out of the vehicle independently or with the assistance of an accompanying assistance can use Lyft.

To use the RAPID, R-Transit clients will need a smart phone, and a credit/debit card. RAPID will allow R-Transit clients to receive a subsidy to use Lyft for a maximum of forty (40) one way trips per month. R-Transit clients will pay \$3.00 for each one-way trip within the service area and the City of Richmond will cover the remaining fare up to \$17.00 per one-way trip. If the total cost of the trip exceeds \$20.00, the client will be responsible for the overage. R-Transit's service area includes: Richmond, El Cerrito, North Richmond, Kensington, El Sobrante, San Pablo, and Pinole. RAPID will also expand service to and from the Regional Contra Costa Medical Center and Veterans Hospital in Martinez, CA.

1. Do you plan on using Lyft?  
( ) Yes ( ) No

**If no, skip questions below and proceed to Section VII**

2. Do you currently use or have you used a ride sharing service (Lyft, Uber, Go Go Grandparent, etc.)?  
( ) Yes ( ) No

If yes, which one? \_\_\_\_\_

3. Have you installed the Lyft app on your smart phone?  
( ) Yes ( ) No  
If yes, the phone number associated with my Lyft app is: \_\_\_\_\_

If no, do you need assistance with installing the Lyft app on your smart phone?  
( ) Yes ( ) No

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## SECTION VI

### WAIVER OF LIABILITY

I agree to unconditionally waive and release the City of Richmond / R-Transit program (collectively "City"), its officers, agents, employees and volunteers, from and against any claims, costs, liabilities, expenses or judgments, including attorney's fees and court costs arising out of my participating in the *City of Richmond's R-Transit Program with Lyft (RAPID)*, that I, \_\_\_\_\_, my personal representatives, assigns, heirs and next of kin, may have for any loss, damage, or injury to person or property, whether caused by negligence or otherwise of the City. I certify that I am in good physical condition and able to participate in the above transportation services.

I agree to indemnify and hold harmless the City from and against any and all claims, except for illness and injury resulting directly from gross negligence or willful misconduct on the part of the City or its employees.

I expressly agree that this Release and Waiver is intended to be as broad and as inclusive as permitted by the laws of the State of California, and that if any portion thereof is held invalid, it is agreed that the remainder shall continue in full force and effect.

I certify that the enclosed information is true and correct to the best of my knowledge, and that this information will be used to determine my eligibility for the program. I acknowledge and understand that any misconduct (such as booking rides for someone other than myself [leading to instant account termination], frequent ride cancellations, having the driver wait for me to complete my activity, and/or use of the service in emergency situations) while using the *City of Richmond's R-Transit Program with Lyft (RAPID)* will lead to the termination/suspension of my account after three strikes.

I agree to accept all responsibility and/or fees for Lyft app user error if I choose to use the Lyft app on my own smart phone. I acknowledge and understand that all accidental charges will not be reimbursed.

I agree to abide by all rules and directions from staff, and to treat the people and facilities connected to the program with respect.

I have carefully read the foregoing release and waiver and know the contents thereof and have signed this release and waiver as my own free act.

Print Name: \_\_\_\_\_ (Last, First)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## SECTION VII

### APPLICANT CERTIFICATION

I certify that the information in this application is true and correct. I understand that falsification of the information may result in denial of service. I understand all information will be kept confidential and only the information required to provide the services will be disclosed to those who perform the service

\_\_\_\_\_  
Applicant's Name (print)  
**Be sure to attach the following**

color copy of Identification

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

proof of Residency

Disability proof or complete Section IV (*applicable to ages 18-54*)

# R-Transit with Lyft

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The City of Richmond's paratransit (R-Transit) program is partnering with transportation network company Lyft to provide on demand transportation. Lyft is a ridesharing application that connects people with a nearby driver and transports them to their destination.

The R-Transit program's newest addition, **RAPID**, offers R-Transit clients a subsidy to use Lyft for on-demand trips in the cities of Richmond, El Cerrito, North Richmond, El Sobrante, Kensington, San Pablo, and Pinole. RAPID will also expand service to and from the Contra Costa Regional Medical Center and Veterans hospital in Martinez, CA.

Lyft is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of Lyft, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view will be accommodated by the Lyft driver. R-Transit clients who are able to fold and store their wheelchair on board without the assistance of drivers and able to transfer in and out of the vehicle independently or with the assistance of an accompanying assistant can use Lyft.

R-Transit clients who require additional assistance of the drivers and/or depend on mechanical crutches, walkers, and wheelchairs cannot use the R-Transit program. R-Transit clients can use both RAPID and R-Transit paratransit service. R-Transit will continue to provide service with wheelchair accessible

Select Language ▼

Google Translate

Hi 🙌, how can I help?

vehicles to all R-Transit clients. R-Transit clients have the option to use both RAPID, and service provided by the R-Transit program. Clients have the freedom to select a service based on individual mobility needs.

To use the RAPID service, clients will need a:

1. Smart phone
2. Credit/debit card
3. Completed registration and waiver of liability forms on file with R-Transit

R-Transit staff will send clients a RAPID Rider Guide once the registration and waiver of liability forms are received and processed. The guide will provide further instructions on setting up and using the RAPID service.

RAPID will allow each R-Transit client a maximum of forty (40) subsidized trips per month. The customer will pay the first \$3.00 of each one way trip within the service area and the City of Richmond will cover the next \$17.00 of the ride. If the total cost of a one way trip in the service area exceeds \$20.00, the client will be responsible for the overage. Clients will not be able to use existing coupon books to pay for rides booked with RAPID. Clients can continue to use and purchase coupon books to pay for rides with the R-Transit program.

## **SERVICE COMPARISON**

Service	RAPID: R-Transit service in partnership with Lyft	Service with R-Transit vehicles provided by R-Transit staff
Operating Hours	24-7/ 7 days a week	Monday – Friday, 8:30 am – 5 pm, excluding City Holidays
Booking Timeframe	On demand, instant request to dispatch	Up to 30 days in advance. Limited same day availability.
Payment Method	Payable directly to Lyft: Credit/Debit card, pre-paid debit card	Payable to the City: Coupon system using cash, check, credit/debit card, and pre-paid debit card.
Service Area	Cities of: <ul style="list-style-type: none"> <li>• Richmond</li> <li>• El Cerrito</li> <li>• Kensington</li> <li>• El Sobrante</li> <li>• San Pablo</li> <li>• Pinole</li> <li>• North Richmond</li> <li>• 2 hospitals in Martinez, CA</li> </ul>	Cities of: <ul style="list-style-type: none"> <li>• Richmond</li> <li>• El Cerrito</li> <li>• Kensington</li> <li>• El Sobrante</li> <li>• San Pablo</li> <li>• Pinole</li> <li>• North Richmond</li> </ul>
Type of Service	Curb-to-curb. Clients will be picked up and dropped off at the curb. The Lyft driver will not be required to assist passenger.	Door-to-door service. R-Transit drivers can go to the doorway of a building to assist a passenger while maintaining visual contact with their vehicle.
Trip Cost	Most trips that originate and end in Richmond, El Cerrito, Kensington, El Sobrante, San Pablo, Pinole, and North Richmond will cost the client a minimum of \$3.00. The client will pay the first \$3.00 of each one way trip, and the City will provide a subsidy to cover the next \$17.00 of the ride. When the total cost of a one way trip exceeds \$20.00, the customer is responsible for the overage. Trips that originate or end in Martinez will be at a higher cost.	\$4.00 one way for trips booked at least one day in advance, and \$5.00 for same day requests.
Maximum # of trips	40 Lyft trips: 20 classic Lyft rides and 20 shared rides.	Unlimited

If you need assistance with registration, have questions about your specific travel needs, or simply wish to learn more about RAPID, we recommend that you attend an upcoming workshop. The City of Richmond invites you to the next workshop on **November 18, 2019** at the Richmond Senior Center located at 2525 Macdonald Avenue, Richmond CA 94804 from 9 am – 12 pm. To expedite registration for RAPID, you can bring completed registration and waiver of liability form(s) to the upcoming workshop.



# Form Center

By signing in or creating an account, some fields will auto-populate with your information.

## Paratransit Satisfaction Survey

Sign in to Save Progress

Please take a moment to help us improve our services.

### Overall Experience

Thinking about your experience during the last year, which of the following best describes your rating of the services?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Undecided

How vital is the service to meet your transportation needs?

- Very Important
- Important
- Moderately Important
- Of Little Importance
- Unimportant
- Don't Know

How likely are you to recommend others?

- Extremely Likely
- Very Likely
- Somewhat Likely
- Not very Likely
- Not Likely at all
- Don't Know

How often do you use the service?

- Very Frequently
- Frequently
- Occasionally
- Rarely
- Very Rarely
- Never

### Reservations

**Take a moment to think about your experience with reserving a ride. How would you rate the reservation service:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**In the past month, were you able to reserve a ride for the date and time requested?**

- Yes
- No
- Don't Know

---

**Courtesy of the Reservationist in meeting your needs:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**In the last month, indicate the length of time you had to wait on hold before speaking to a Reservationist:**

- Less than 1 minute
- 1 to 3 minutes
- 3 to 5 minutes
- More than 5 minutes
- Don't Know

### **Trips**

**When you make a reservation, R-Transit gives you a 20 minute time period or "window" during which they will pick you up. Please rate the average on-time performance of the service:**

- Early
- On Time
- Late
- Don't Know

**What is the primary purpose of your trip(s):**

Check all that apply:

- Medical / Dental Services
- Shopping
- Social / Recreation
- Errands
- Family / Personal / Religious
- Work / School

---

**How would you rate your R-Transit trip in terms of costs:**

- Too High
- Slightly High
- Affordable
- Low

**Please rate the overall quality of your trips:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

### **Drivers**

**Please rate the courtesy of the drivers:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Please rate the drivers performance with assisting you in/out of the vehicle:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

---

**Please rate the drivers performance in safely operating the vehicle:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Please rate the overall performance of the drivers:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Vehicles**

**Please rate the cleanliness of vehicles**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Please rate the comfort of riding in teh vehicles:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

---

**Please rate the accessibility of the vehicles:**

- Very accessible
- Good
- Fair
- Poor
- Don't Know

**Please rate the overall condition of the vehicles:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**All survey responses are anonymous. Please feel free to add additional comments:**

**First Name**

**Last Name**

### Additional Comments

Please feel free to provide any additional feedback.

protected by reCAPTCHA

[Privacy](#) - [Terms](#)

Receive an email copy of this form.

 Government Websites by CivicPlus®

**Email address**

This field is not part of the form submission.

**Submit**

# Frequently Asked Questions

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## What is Lyft?

The City of Richmond's paratransit (R-Transit) program is partnering with transportation network company Lyft to provide on demand transportation. Lyft is a ridesharing application that connects people with a nearby driver and transports them to their destination.

## What is RAPID?

The R-Transit program's newest addition, RAPID, offers R-Transit clients a subsidy to use Lyft for on-demand trips in the cities of Richmond, El Cerrito, North Richmond, El Sobrante, Kensington, San Pablo, and Pinole. RAPID will also expand service to and from the Contra Costa Regional Medical Center and Veterans hospital in Martinez, CA.

## What do I need to use RAPID?

To use RAPID, R-Transit clients will need a:

1. Smart phone
2. Credit/Debit card
3. Completed [registration and waiver of liability form](#) on file with R-Transit.

## When can I use RAPID?

Once you are registered, you can use RAPID 24/7. RAPID will allow each R-Transit client a maximum of 10 subsidized trips per month.

Select Language ▼

Google Translate

Hi 🙌, how can I help?

## **Can I use RAPID?**

Lyft is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of Lyft, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Lyft provides curb-to-curb service.

Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view will be accommodated by the Lyft driver.

## **Can I use both RAPID and R-Transit?**

R-Transit clients who are able to fold and store their wheelchair on board without the assistance of drivers and able to transfer in and out of the vehicle independently or with the assistance of an accompanying assistant can use Lyft.

R-Transit clients who require additional assistance of the drivers and/or depend on mechanical aids such as crutches, walkers, and wheelchairs can continue to use the R-Transit program. R-Transit will continue to provide service with wheelchair accessible vehicles to all R-Transit clients. R-Transit clients can use both RAPID and R-Transit paratransit service. Clients have the freedom to select a service based on individual mobility needs.

## **How much is the subsidy?**

Clients will pay the first \$3.00 of each one way trip within the service area and R-Transit will cover the next \$17.00 of the ride. If the total cost of a one way trip in the service area exceeds \$20.00, the client will be responsible for the overage.

## Can I still use R-Transit coupons?

R-Transit clients can continue to use and purchase coupon books to pay for rides provided by the R-Transit service. Clients will not be able to use coupons as a payment source for rides booked with RAPID. To book rides with RAPID, clients will need a credit/debit card.

## What do I do next?

If you wish to use RAPID, you must complete a registration and waiver of liability form(s) to register for the service and receive the subsidy. You will receive further instructions from R-Transit staff once your forms are received and processed. If you have additional questions, R-Transit staff invites you to an upcoming workshop on **November 18, 2019** from 9 am—noon at the Richmond Senior Center located at 2525 Macdonald Ave., Richmond CA. You can also register for RAPID in person at the workshop. If you cannot attend, please contact staff at (510) 307-8026 to learn about upcoming workshops.

 Government Websites by [CivicPlus®](#)

Vehicle ID								
Date	Run Name	Garage Start	First Pickup Odometer	Last Dropoff Odometer	Garage Stop	Revenue Miles	Non-Revenue Miles	Service Miles
1/26/2023	Veh:22 (Minivan)	80,275	80,220	80,274	80,275	54	0	54
1/27/2023	Veh:22 (Minivan)	80,275	80,277	80,331	80,332	54	0	54
1/30/2023	Veh:22 (Minivan)	80,332	80,337	80,387	80,390	50	0	50
1/31/2023	Veh:22 (Minivan)	80,390	80,393	80,439	80,440	46	0	46
2/1/2023	Veh:22 (Minivan)	80,440	80,442	80,502	80,502	60	0	60
2/2/2023	Veh:22 (Minivan)	80,502	80,508	80,571	80,578	63	0	63
2/3/2023	GUARDIAN ADULT DAY	80,578	80,583	80,640	80,647	57	0	57
2/3/2023	Veh:22 (Minivan)	80,578	80,593	80,640	80,647	47	0	47
2/7/2023	NUTRITION LUNCH	80,648	80,679	80,680	80,706	1	0	1
2/7/2023	Veh:22 (Minivan)	80,648	80,651	80,703	80,706	52	0	52
2/8/2023	Veh:22 (Minivan)	80,708	80,714	80,738	80,739	24	0	24
2/9/2023	Veh:22 (Minivan)	80,739	80,740	80,794	80,795	54	0	54
2/10/2023	Veh:22 (Minivan)	80,795	80,808	80,854	80,855	46	0	46
2/13/2023	Veh:22 (Minivan)	80,855	80,858	80,909	80,915	51	0	51
2/14/2023	Veh:22 (Minivan)	80,915	80,918	80,996	80,998	78	0	78
2/15/2023	Veh:22 (Minivan)	80,998	80,999	81,034	81,035	35	0	35
4/6/2023	Veh:22 (Minivan)	81,103	81,105	81,108	81,111	3	0	3
4/7/2023	Veh:22 (Minivan)	81,111	81,113	81,126	81,128	13	0	13
4/13/2023	Veh:22 (Minivan)	81,128	81,134	81,144	81,147	10	0	10
4/14/2023	Veh:22 (Minivan)	81,147	81,149	81,150	81,153	1	0	1
4/17/2023	Veh:22 (Minivan)	81,153	81,158	81,169	81,174	11	0	11
4/19/2023	Veh:22 (Minivan)	81,174	81,177	81,210	81,212	33	0	33
4/21/2023	Veh:22 (Minivan)	81,228	81,231	81,243	81,246	12	0	12
4/24/2023	Veh:22 (Minivan)	81,246	81,248	81,262	81,264	14	0	14
4/25/2023	Veh:22 (Minivan)	81,264	81,266	81,271	81,278	5	0	5
		<b>Sub Total:</b>				<b>20,880</b>	<b>0</b>	<b>20,880</b>
<b>27 (Minivan)</b>								
8/1/2022	Veh:27 (Minivan)	64,881	64,882	64,961	64,962	79	0	79
8/2/2022	Veh:27 (Minivan)	64,962	64,966	65,007	65,015	41	0	41
8/3/2022	Veh:27 (Minivan)	65,015	65,016	65,067	65,071	51	0	51
8/4/2022	Veh:27 (Minivan)	65,071	65,075	65,121	65,124	46	0	46
8/5/2022	Veh:27 (Minivan)	65,124	65,125	65,166	65,168	41	0	41
8/8/2022	Veh:27 (Minivan)	65,168	65,169	65,234	65,234	65	0	65
8/9/2022	Veh:27 (Minivan)	65,234	65,238	65,288	65,290	50	0	50

Vehicle ID								
Date	Run Name	Garage Start	First Pickup Odometer	Last Dropoff Odometer	Garage Stop	Revenue Miles	Non-Revenue Miles	Service Miles
11/23/2022	Veh:27 (Minivan)	68,765	68,766	68,807	68,809	41	0	41
11/28/2022	Veh:27 (Minivan)	68,809	68,824	68,866	68,867	42	0	42
11/29/2022	NUTRITION LUNCH	68,867	68,890	68,891	68,916	1	0	1
11/29/2022	Veh:27 (Minivan)	68,867	68,870	68,911	68,916	41	0	41
11/30/2022	Veh:27 (Minivan)	68,916	68,933	68,959	68,961	26	0	26
12/1/2022	Veh:27 (Minivan)	68,961	68,964	68,999	69,002	35	0	35
12/2/2022	Veh:27 (Minivan)	69,002	69,007	69,055	69,057	48	0	48
12/4/2022	Veh:27 (Minivan)	0	0	0	0	0	0	0
12/5/2022	Veh:27 (Minivan)	69,057	69,071	69,092	69,096	21	0	21
12/6/2022	Veh:27 (Minivan)	69,096	69,100	69,161	69,163	61	0	61
12/7/2022	Veh:27 (Minivan)	69,163	69,164	69,214	69,216	50	0	50
12/8/2022	Veh:27 (Minivan)	69,216	69,217	69,265	69,266	48	0	48
12/9/2022	Veh:27 (Minivan)	69,266	69,268	69,352	69,354	84	0	84
12/12/2022	Veh:27 (Minivan)	69,354	69,356	69,402	69,404	46	0	46
12/13/2022	Veh:27 (Minivan)	69,404	69,407	69,449	69,457	42	0	42
12/14/2022	Veh:27 (Minivan)	69,457	69,458	69,486	69,487	28	0	28
12/15/2022	Veh:27 (Minivan)	69,487	69,488	69,535	69,536	47	0	47
12/16/2022	GUARDIAN ADULT DAY	69,536	69,543	69,547	69,589	4	0	4
12/16/2022	GUARDIAN ADULT DAY	69,536	69,582	69,586	69,589	4	0	4
12/16/2022	Veh:27 (Minivan)	69,536	69,537	69,577	69,589	40	0	40
12/19/2022	Veh:27 (Minivan)	69,589	69,599	69,619	69,620	20	0	20
12/20/2022	Veh:27 (Minivan)	69,620	69,623	69,680	69,688	57	0	57
12/21/2022	Veh:27 (Minivan)	69,688	69,692	69,739	69,746	47	0	47
12/22/2022	Veh:27 (Minivan)	69,810	69,749	69,807	69,810	58	0	58
12/27/2022	Veh:27 (Minivan)	69,810	69,814	69,846	69,851	32	0	32
12/28/2022	Veh:27 (Minivan)	69,851	69,859	69,866	69,870	7	0	7
12/29/2022	Veh:27 (Minivan)	69,870	69,875	69,922	69,927	47	0	47
1/3/2023	Veh:27 (Minivan)	69,927	69,937	69,981	69,981	44	0	44
1/4/2023	Veh:27 (Minivan)	69,982	69,984	70,044	70,045	60	0	60
1/5/2023	Veh:27 (Minivan)	70,045	70,049	70,082	70,087	33	0	33
1/6/2023	Veh:27 (Minivan)	70,087	70,088	70,173	70,178	85	0	85
1/9/2023	Veh:27 (Minivan)	70,178	70,185	70,235	70,236	50	0	50
1/10/2023	NUTRITION LUNCH	0	0	0	0	0	0	0
1/10/2023	Veh:27 (Minivan)	70,236	70,246	70,289	70,290	43	0	43
2/16/2023	Veh:27 (Minivan)	70,378	70,379	70,432	70,433	53	0	53
2/17/2023	Veh:27 (Minivan)	70,433	70,436	70,479	70,482	43	0	43

Vehicle ID								
Date	Run Name	Garage Start	First Pickup Odometer	Last Dropoff Odometer	Garage Stop	Revenue Miles	Non-Revenue Miles	Service Miles
2/21/2023	NUTRITION LUNCH	70,482	70,501	70,502	70,525	1	0	1
2/21/2023	Veh:27 (Minivan)	70,482	70,485	70,521	70,525	36	0	36
2/22/2023	Veh:27 (Minivan)	70,525	70,528	70,576	70,585	48	0	48
2/23/2023	Veh:27 (Minivan)	70,586	70,589	70,673	70,680	84	0	84
2/24/2023	Veh:27 (Minivan)	70,680	70,681	70,745	70,747	64	0	64
2/27/2023	Veh:27 (Minivan)	70,740	70,749	70,802	70,805	53	0	53
2/28/2023	Veh:27 (Minivan)	70,805	70,808	70,815	70,826	7	0	7
3/1/2023	Veh:27 (Minivan)	70,826	70,831	70,877	70,880	46	0	46
3/2/2023	Veh:27 (Minivan)	70,880	70,883	70,932	70,939	49	0	49
3/3/2023	Veh:27 (Minivan)	70,939	70,944	70,975	70,977	31	0	31
3/6/2023	Veh:27 (Minivan)	70,977	70,978	71,011	71,013	33	0	33
3/7/2023	Veh:27 (Minivan)	71,013	71,019	71,068	71,074	49	0	49
3/8/2023	Veh:27 (Minivan)	71,074	71,076	71,115	71,122	39	0	39
3/9/2023	Veh:27 (Minivan)	71,122	71,125	71,190	71,191	65	0	65
3/10/2023	Veh:27 (Minivan)	71,191	71,194	71,235	71,241	41	0	41
3/13/2023	Veh:27 (Minivan)	71,245	71,244	71,297	71,302	53	0	53
3/14/2023	Veh:27 (Minivan)	71,302	71,304	71,337	71,350	33	0	33
3/15/2023	Veh:27 (Minivan)	71,350	71,351	71,385	71,392	34	0	34
3/16/2023	Veh:27 (Minivan)	71,392	71,394	71,431	71,433	37	0	37
3/17/2023	Veh:27 (Minivan)	71,433	71,435	71,475	71,476	40	0	40
3/20/2023	Veh:27 (Minivan)	71,476	71,477	71,522	71,523	45	0	45
3/21/2023	Veh:27 (Minivan)	71,523	71,525	71,564	71,569	39	0	39
3/22/2023	Veh:27 (Minivan)	71,569	71,572	71,597	71,599	25	0	25
3/23/2023	Veh:27 (Minivan)	71,599	71,603	71,651	71,652	48	0	48
3/24/2023	Veh:27 (Minivan)	71,652	71,659	71,713	71,717	54	0	54
3/27/2023	Veh:27 (Minivan)	71,717	71,718	71,736	71,738	18	0	18
3/28/2023	Veh:27 (Minivan)	71,738	71,743	71,760	71,763	17	0	17
3/29/2023	Veh:27 (Minivan)	71,763	71,765	71,788	71,789	23	0	23
3/30/2023	Veh:27 (Minivan)	71,789	71,792	71,823	71,824	31	0	31
3/31/2023	Veh:27 (Minivan)	71,825	71,826	71,861	71,864	35	0	35
4/3/2023	Veh:27 (Minivan)	71,864	71,865	71,898	71,877	33	0	33
4/4/2023	Veh:27 (Minivan)	71,899	71,901	71,943	71,946	42	0	42
4/5/2023	Veh:27 (Minivan)	71,944	71,947	71,975	71,977	28	0	28
4/6/2023	Veh:27 (Minivan)	71,977	71,979	72,031	72,032	52	0	52
4/7/2023	Veh:27 (Minivan)	72,032	72,039	72,114	72,120	75	0	75

## How Lyft works

### 1. Request a ride

With just one tap, get matched with a friendly, background checked driver.

### 2. Get picked up

Track your driver's ETA in the app.

You'll see their photo so you know who you're riding with.

### 3. Get there fast

When the ride ends, just pay with your phone. Done!

Get a ride in minutes.



## Contact Us

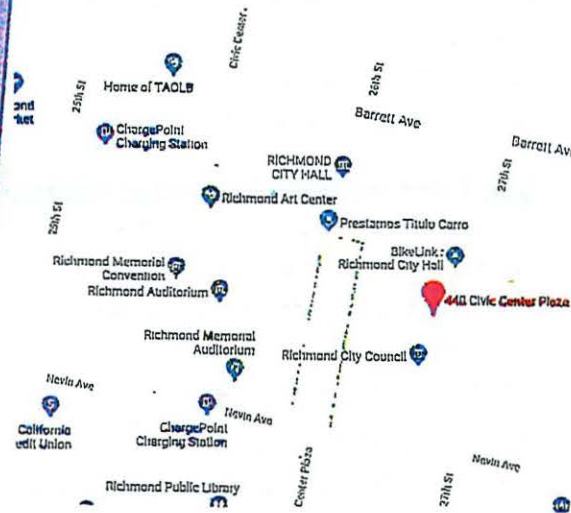
R-Transit Program

440 Civic Center Plaza, 2nd Floor

Richmond, CA 94804

Phone: (510) 307-8026

Fax: (510) 307-8080

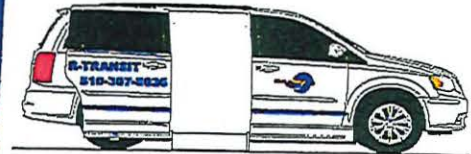


## Hours of Operation

Monday – Friday

8:30 am – 5:00 pm

Closed on City holidays



# R-TRANSIT

In partnership  
with

# Lyft

Register • Reserve • Ride • Reach

## **What is Lyft?**

The City of Richmond's paratransit (R-Transit) program is partnering with transportation network company Lyft to provide on demand transportation. Lyft is a ridesharing application that connects people with a nearby driver and transports them to their destination.

## **What is RAPID?**

The R-Transit program's newest addition, RAPID, offers R-Transit clients a subsidy to use Lyft for on-demand trips in the cities of Richmond, El Cerrito, North Richmond, El Sobrante, Kensington, San Pablo, and Pinole. RAPID will also expand service to and from the Contra Costa Regional Medical Center and Veterans hospital in Martinez, CA.

## **What do I need to use RAPID?**

To use RAPID, R-Transit clients will need a:

1. Smart phone
2. Credit/Debit card
3. Completed registration and waiver of liability form on file with R-Transit.

## **When can I use RAPID?**

Once you are registered, you can use RAPID 24/7. RAPID will allow each R-Transit client a maximum of forty (40) subsidized trips per month.

## **Can I use RAPID?**

Lyft is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of Lyft, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Lyft provides curb-to-curb service.

Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view will be accommodated by the Lyft driver.

## **Can I use both RAPID and R-Transit?**

R-Transit clients who are able to fold and store their wheelchair on board without the assistance of drivers and able to transfer in and out of the vehicle independently or with the assistance of an accompanying assistant can use Lyft.

R-Transit clients who require additional assistance of the drivers and/or depend on mechanical aids such as crutches, walkers, and wheelchairs can continue to use the R-Transit program. R-Transit will continue to provide service with wheelchair accessible vehicles to all R-Transit clients. R-Transit clients can use both RAPID and R-Transit paratransit service. Clients have the freedom to select a service based on individual mobility needs.

## **How much is the subsidy?**

Clients will pay the first \$3.00 of each one way trip within the service area and R-Transit will cover the next \$17.00 of the ride. If the total cost of a one way trip in the service area exceeds \$20.00, the client will be responsible for the overage.

## **Can I still use R-Transit coupons?**

R-Transit clients can continue to use and purchase coupon books to pay for rides provided by the R-Transit service. Clients will not be able to use coupons as a payment source for rides booked with RAPID. To book rides with RAPID, clients will need a credit/debit card.

## **What do I do next?**

If you wish to use RAPID, you must complete a registration and waiver of liability form(s) to register for the service and receive the subsidy. You will receive further instructions from R-Transit staff once your forms are received and processed. R-Transit will host several workshops to assist clients and answer questions about the RAPID program. If you need one on one assistance with registering or have questions, we invite you to attend a workshop. Workshops will be held on the third Monday of each month of the remainder of 2019. All workshops will be held at the Richmond Senior Center located at 2525 Macdonald Ave., from 9 am—noon. If you have questions, please contact our office at 510-307-8026.



## ABOUT US

Since 1976, the mission of R-Transit is to provide safe, reliable, and low-cost transportation for seniors (55 and older) and individuals with disabilities so as to improve their access to community services and activities, to decrease their experience of social isolation, and to enhance their abilities to remain living independently in their chosen communities.

The R-Transit program is available to persons who reside in the City of Richmond and the unincorporated areas of East Richmond Heights, El Sobrante, Kensington, North Richmond, Hasford Heights and Rollingwood.

## WE'RE READY TO ASSIST

For more information and to check eligibility please use contact listed below.



## CONTACT US :

Phone : (510) 307-8026

Website :

<https://www.ci.richmond.ca.us/2880>

440 Civic Center Plaza, 2nd Floor  
Richmond, CA 94804

# R-TRANSIT

Your Destination for Safe and  
Reliable Transportation

**BOOK NOW AND GET MOVING  
TODAY!**



## ELIGIBILITY

R-Transit services are available for residents 55+ in the City of Richmond and the unincorporated areas of East Richmond Heights, El Sobrante, Kensington, North Richmond, Hasford Heights and Rollingwood. We also accept residents who are disabled starting at age 18. Applicants between the ages of 18-54 must provide proof of disability

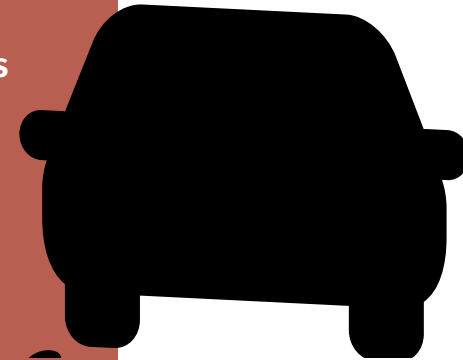
Check eligibility and apply online @ <https://www.ci.richmond.ca.us/2899>



## OUR SERVICES



- Medical appointments
- Grocery shopping
- Family visits
- Park outings
- Public transit (Bart/Bus station)
- Group excursions
- Banking errands
- Commutes to work



## SERVICE AREA

R-Transit's service area includes: Richmond, El Cerrito, San Pablo, North Richmond, El Sobrante, Kensington, and Pinole.

Clients can travel as far North as Pinole and as far South as El Cerrito.



# SENIOR TRANSPORTATION

## Richmond Moves

Transportation service is provided by the City of Richmond with services anywhere within our service zone from the Richmond and El Cerrito BART, to the ferry, parks, and more. When you are ready to go book a shared ride, book right from your phone and get picked up, with a price of \$2 (students and seniors ride FREE). Hours of operations, M – F, 7am – 7pm.  
<https://city.ridewithvia.com/richmond-moves>



1

2



## R-Transit/ Paratransit

A low-cost transportation program provided by the City Manager's Office provides services to seniors (55 and older) and persons with disabilities (18+ w/ proof of disability) who reside in Richmond and unincorporated areas of East Richmond Heights, El Sobrante, Kensington, North Richmond, Hasford Heights, and Rollingwood. With the hours of operations M – F, 8:45 am – 4:00 pm  
<https://www.ci.richmond.ca.us/2880/R-Transit-Paratransit>

## LYFT with Paratransit

The City of Richmond's paratransit (R-Transit) program partners with Lyft to provide on-demand transportation. Lyft is a ridesharing application that connects people with a nearby driver and transports them to their destination. Seniors could qualify for up to 40 subsidized rides each month. For more information visit  
<https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft>



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## AC Transit

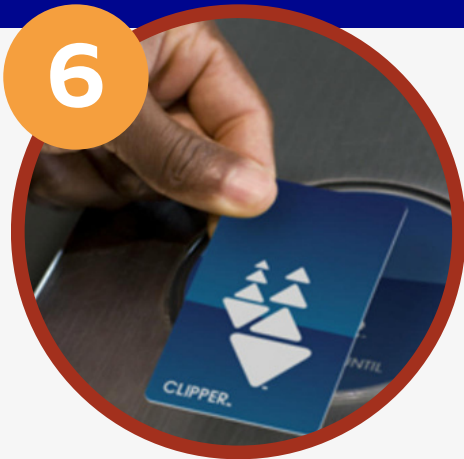
AC Transit serves the western portions of Alameda and Contra Costa counties in the East Bay portion of the San Francisco Bay Area. Apply for the Senior card by following this link <https://www.actransit.org/discounts> or by visiting an AC Transit location in person.

For more information: Dial 511, then say "AC Transit" or visit [www.actransit.org](http://www.actransit.org)

# Bay Area Rapid Transit (BART)

The San Francisco Bay Area Rapid Transit (BART) is a heavy-rail public transit system that extends as far as Millbrae, Richmond, Antioch, Dublin/Pleasanton, and Berryessa/North San José. BART operates in five counties (San Francisco, San Mateo, Alameda, Contra Costa, and Santa Clara) with 131 miles of track and 50 stations. Seniors can access free/discounted BART rides by applying for a free Senior Clipper Card.

<https://www.bart.gov/>



## Clipper Card

The Clipper Card is a reloadable all-in-one transit card used for electronic transit fare payment for the San Francisco Bay Area. Clipper Card is used for BART, the Ferry, AC Transit, and many more transportation entities. People ages 65 and older are eligible for a free Senior Clipper card. Senior clipper cards allow seniors to receive discounts on monthly passes, ride books, tickets, cash-value fares, and transfers.

For more information visit:

<https://www.clippercard.com/ClipperWeb/discounts.html>

## Contact Us:

### Richmond Moves

Mon-Fri; 7 am to 7 pm  
Phone: 510-937-3657

### R-Transit/Paratransit/Lyft

440 Civic Center Plaza  
Richmond, CA 94804  
Phone: 510-620-6561

### AC Transit

Mon-Fri; 6 am to 7 pm  
Sat-Sun; 9 am to 5 pm  
Phone: 510-891-4777

### Bay Area Rapid Transit (BART)

Mon-Fri; 8 am to 6 pm  
Phone: 510-464-6000

### Clipper Card

Mon-Fri; 7 am to 7 pm  
Sat; 7 am to pm  
Phone: 877-878-8883

For more information about our Senior Transportation Services, please visit us online @

<https://www.ci.richmond.ca.us/2876/Transportation>





# Via Paratransit Solution Overview



# Paratransit.

Via's Paratransit Solution consists of natively integrated rider, driver, and operator tools that maximize on-time performance, minimize missed trips, and reduce cost per passenger.



## Your Logo

Hi, we're Your Service Name!

We make getting around easy and efficient.

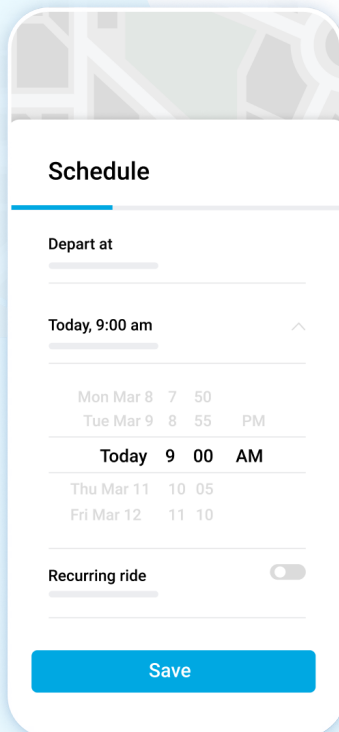


Get Started

Operated by  
Your Logo

Powered by  
VIA

Delight your riders with flexible booking on a custom-branded app.



## The Via Value.

Our Paratransit software solution adapts to solve compliance and efficiency requirements while balancing unique community challenges and individual rider needs at scale. Agencies that partner with Via experience, shorter trip times, better on-time performance, reduced operating costs, and happy riders.

# Rider experience.

No matter how a passenger prefers to book a ride, Via's technology is easy-to-use for all. Riders can book, modify, and track trips through a custom-branded Rider app, web browser, or by phone. Riders also receive updates about their trip based on their preferred communication style.

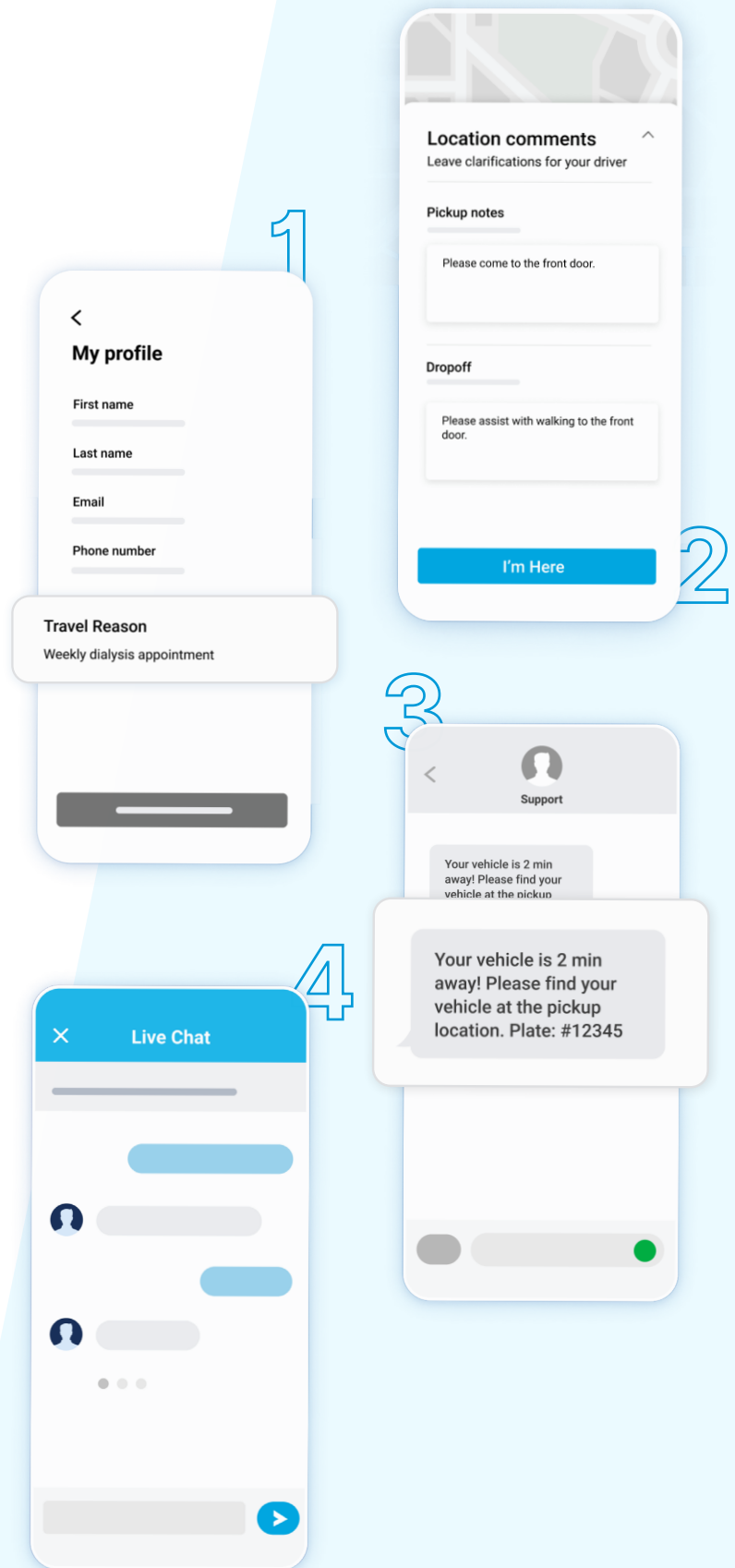
These tools allow agencies to easily plug into the Via system and seamlessly launch a reliable, user-friendly paratransit network that factors in eligibility requirements, driver and dispatcher communication, specific rider needs, and real-time trip updates.

## Features

- 1 Register and enlist eligibility status
- 2 Manage recurring rides; add notes or additional instructions
- 3 Get personalized ride updates and information via text or phone call
- 4 Talk to support

“Our new paratransit service is revolutionary for our area. Riders are already sharing how easy it is to book a ride and get where they need to go with no fuss.”

— **Laura St. Louis**, Community Organizer with Disability Advocates of Kent County, Michigan



# Driver experience.

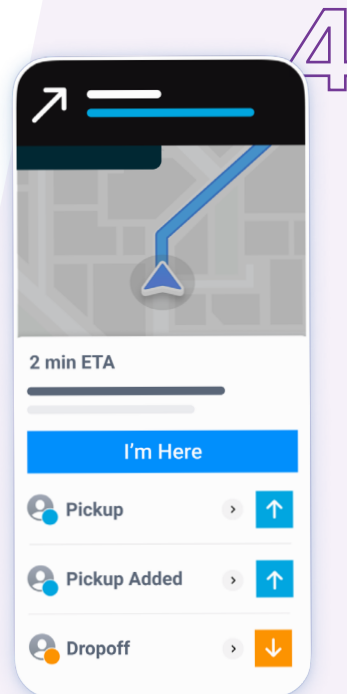
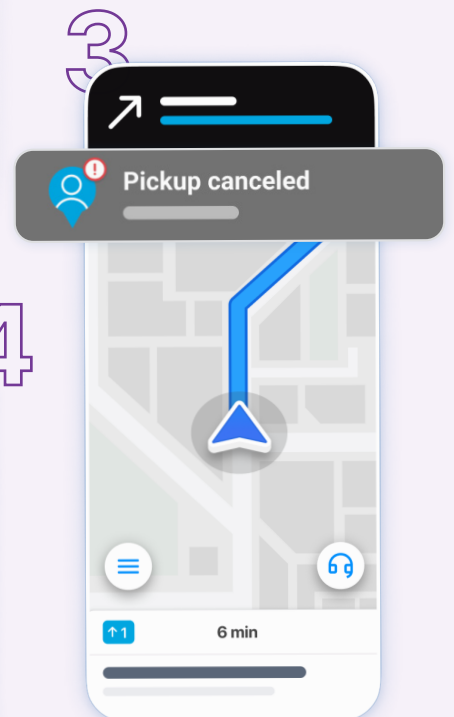
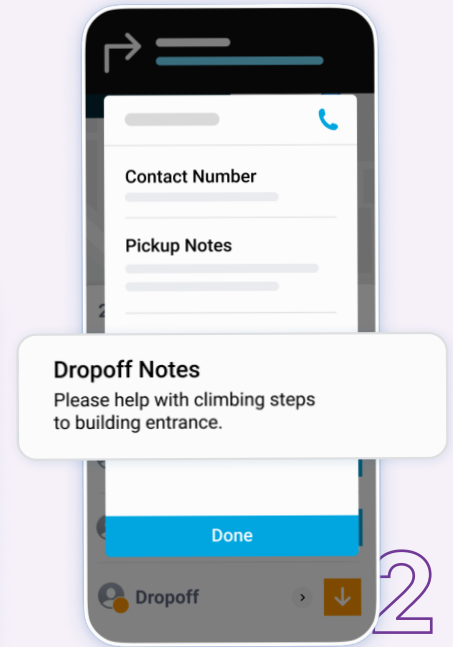
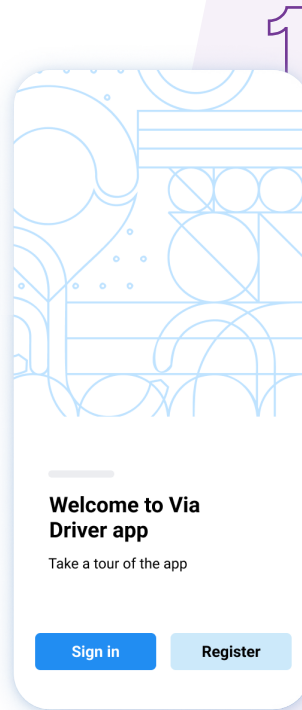
Drivers are critical to the success of a paratransit service, providing individualized and caring service to all riders. Via's Driver app allows drivers to easily view rider-specific preferences such as level of hands-on assistance needed or preferred pickup locations. Access to information helps build trust and comfort for passengers and by providing safe and reliable service.

## Features.

- 1 Onboard easily
- 2 Receive detailed notes about riders and routes
- 3 Stay up-to-date about service disruptions and other notifications
- 4 Deliver safe, on-time rides that factor in real-time road conditions

“ I am so satisfied with our service and love the drivers who are so on time and professional.”

— Paratransit rider, HRT  
(Hampton, Virginia)



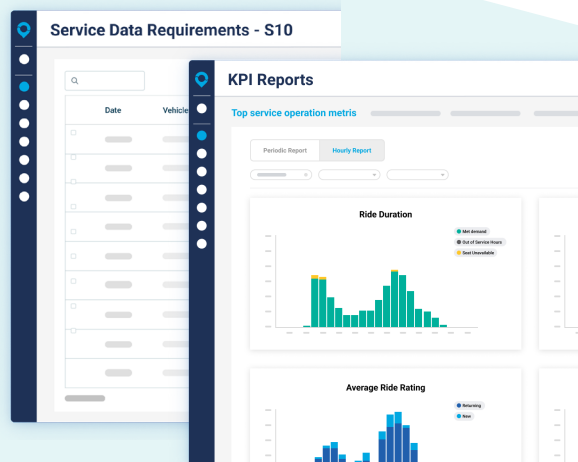
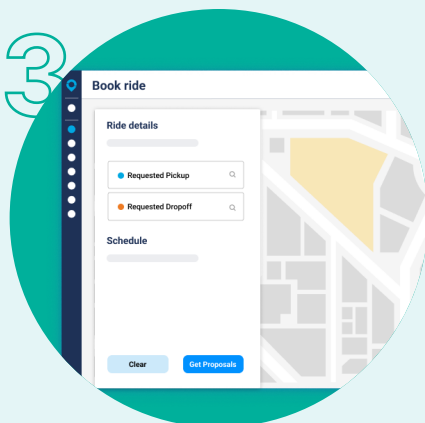
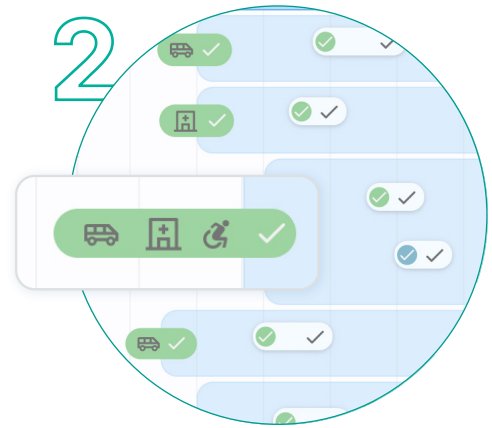
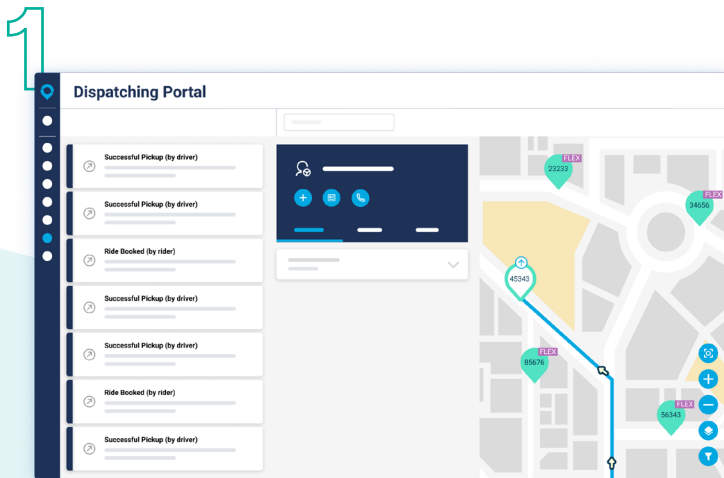
# Operator experience.

Save dispatch time, increase cost efficiency, and improve on-time performance while staying compliant — all within the Via Operations Center (VOC). Our advanced algorithm aggregates riders into the minimum number of vehicles, ensuring that all eligible paratransit trips are fulfilled efficiently and with the flexibility required to meet the personalized needs of riders.

## Features.

- 1 See a timeline-based view of live service
- 2 Optimize the ride plan and maximize OTP
- 3 Book/edit/manage rides for riders that phone in
- 4 See regular insights about your service KPIs

Within two months of implementing Via Paratransit, Tyler Transit in Texas saw a **50% reduction in the number of overflow trips** dispatched to third parties.

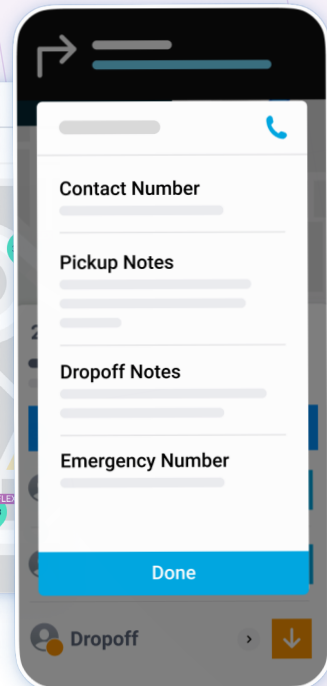
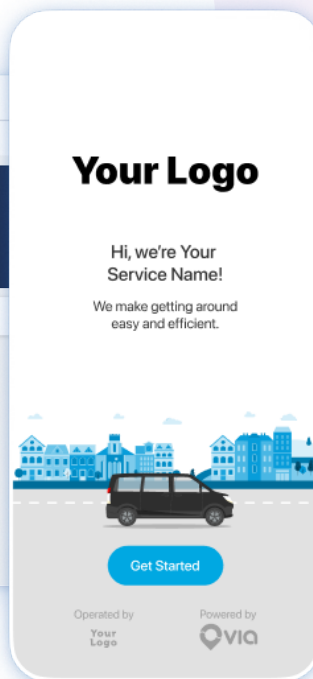
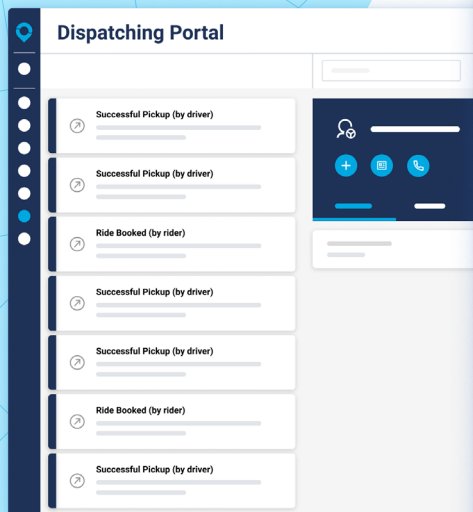


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# About Via.

Via offers paratransit, microtransit, and transportation planning solutions that help you transform your transportation network to improve quality of life, reduce environmental impact, and achieve more equitable outcomes by expanding access.

Reach out to learn more about Via's microtransit and paratransit solutions. [partnerships@ridewithvia.com](mailto:partnerships@ridewithvia.com)





CONTRA COSTA  
TRANSPORTATION  
AUTHORITY

**Measure J Countywide Transportation for Seniors and People with Disabilities Program FY 2026-27**

Date	April 16, 2026
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Agency	City of San Pablo
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Key Point of Contact	Jean Clark
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Phone	510-215-3091
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Email	JClark@sanpabloca.gov
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**For Internal Use Only**

Recieved:	
Revised Submission:	
Modifications Requested:	
Subcommittee Reviewed:	
Final Status:	

**Table A - Measure J Claim Summary - CITY**

	FY 2025 Actual	FY 2026 Projected	FY 2027 Estimate
<b>Program Sources (Revenues)</b>	<b>100% allocation</b>		<b>100% allocation</b>
Measure J Prog 15	\$ 362,915	\$ 261,608	\$ 274,055
Measure J Prog 20	\$ -	\$ 101,307	\$ 103,893
Measure J Local Reserves			
Fares from Paratransit Service	\$ 9,478	\$ 10,000	\$ 11,000
Fares from Excursion Services	\$ 2,875	\$ 8,225	\$ 3,500
Outside Provider Fare Ticket Sales	\$ -	\$ -	\$ -
City General Fund	\$ -		
Nutrition Program	\$ -	\$ -	\$ -
Measure J Interest	\$ 42,815	\$ 40,000	\$ 43,000
Other -			
Other -			
Other -			
Total Other	\$ 42,815	\$ 40,000	\$ 43,000
<b>TOTAL PROGRAM SOURCES</b>	<b>\$ 418,083</b>	<b>\$ 421,140</b>	<b>\$ 435,448</b>
<b>Program Uses (Expenditures)</b>			
General Administration (20 % of total salaries)	\$ 58,579	\$ 62,729	\$ 66,000
Paratransit Operations	\$ 262,119	\$ 294,941	\$ 328,389
Excursion Operations (25 % of S & S)	\$ 9,267	\$ 14,674	\$ 12,327
Fare Subsidy Operations	\$ -	\$ -	\$ -
Fare Subsidy - Taxi/TNC	\$ -	\$ -	\$ -
Fare Subsidy - Paratransit	\$ -	\$ -	\$ -
Other -		\$ -	\$ -
Other -		\$ -	\$ -
<b>TOTAL PROGRAM USES</b>	<b>\$ 329,965</b>	<b>\$ 372,344</b>	<b>\$ 406,716</b>
<b>Capital Expenditures</b>		\$ 103,000	\$ 170,000
<b>NET OPERATING BALANCE</b>	<b>\$ 88,118</b>	<b>\$ (54,204)</b>	<b>\$ (141,268)</b>
<b>Measure J Funds: Changes in Reserve Balance</b>			
Beginning Reserve Balance	\$ 742,375.00	\$ 830,493	\$ 776,289
Annual Revenue	\$ 418,083	\$ 421,140	\$ 435,448
Annual Operating Expenditures	\$ 329,965	\$ 372,344	\$ 406,716
Annual Capital Expenditures	\$ -	\$ 103,000	\$ 170,000
Ending Reserve Balance	\$ 830,493	\$ 776,289	\$ 635,021

**Please review the directions for the definitions of the above terms and the appropriate formulas.**

**Table B - Capital Needs and Acquisition Forecast**

Anticipated Purchases	FY 2024 Actual	FY 2025 Projected	FY 2026 Estimate	FY 2027 Estimate
New Software System			\$ 103,000	
7 Passanger Vehicle				\$ 170,000
<b>TOTAL</b>	\$ -	\$ -	\$ 103,000	\$ 170,000

**Table C - Performance Indicators CITY**

Activity	FY 2025 Actual	FY 2026 Projected	FY 2027 Estimate
<b>PARATRANSIT OR DIAL-A-RIDE (DAR)</b>			
Total Registered Clients	551	220	275
Total Clients in Unincorporated Areas	276	85	106
Total Active Clients	135	90	120
Total Passenger Boardings	5,011	5,117	5,355
Total Revenue Service Hours (RSHr)	2,306	2,410	2530
Passenger Boardings per Revenue Service Hour (RSHr)	2.17	2.12	2.12
Total Revenue Service Miles (RSM)	15,724	16,175	17,075
Average Passenger Trip Distance	3	3	3
Number of Wheelchair Passenger Boardings	443	473	501
Number of No-Shows	34	40	35
Number of Cancellations	225	132	115
Number of Trip Denials	180	165	80
Percent of On-Time Performance (%)	90%	95%	95%
<b>TNC (UBER/LYFT/GoGo)/TAXI SERVICE</b>			
Total Taxi Passenger One Way Trips			
Total TNC (Uber, Lyft, GoGo) Passenger One Way Trips			
Average Trip Distance			
<b>EXCURSION OR GROUP TRIP OPERATION</b>			
Number of Group Trips Made	8	11	12
Number of Total Passengers Boardings	75	219	132
Number of Wheelchair Passenger Boardings	6	9	12
Average Trip Distance	32	40	35
<b>FARES AND SUBSIDIES (ACROSS ALL PROGRAMS)</b>			
Number of Tickets Sold	170	140	180
Total Value of Tickets Sold (\$)	\$3,600	\$2,900	\$3,780
Total Value of Subsidies Given (\$)			
<b>PROGRAM REFFERALS</b>			
One Seat Ride Program (# referred)			
LIFE Program (# referred)			
<b>OTHER PROGRAMS (Fill In - TNC Service, Medical Transport, Senior Service, etc)</b>			
Number of Active Participants			
Quantity of Service			
Other			

**Please review the directions for the definitions of the above terms and the appropriate formulas.**



**Table E - Unmet Needs CITY**

**Responses should include a mix of quantitative and qualitative information. If you have not collected or documented this information, please note that instead of leaving the response blank.**

Total requests for transportation beyond current service area or route.	Approximately 3–5 requests per month are received for trips outside our current service area, primarily for medical destinations such as Martinez, Berkeley, and Oakland.
People outside your service area requesting rides	Regular inquiries are received from individuals residing outside the 94806 zip code who are not eligible for the program. When this occurs, staff provide referrals to the appropriate transportation providers serving their area.
Number of same-day ride denials due to capacity	Approximately 2–3 same-day ride requests per week are unable to be accommodated due to the program’s advance reservation policy (24-hour notice) although same-day requests are accommodated when scheduling allows.
Number of overflow rides referred to a second contracted service / operator due to primary service capacity (if applicable)	N/A
Unmet demand due to vehicle or driver shortages	While the program is currently fully staffed, unmet demand occurs during peak morning hours (9:00 a.m. – 1:00 p.m.) when all vehicles are in service and capacity is reached. During these times, approximately 1–3 trip requests per week cannot be scheduled.
Requests for on-demand / flexible routing services not currently available	Approximately 2 requests per week are received for same-day or on-demand trips that cannot be accommodated under the program’s advance reservation and application requirements. Many of these inquiries come from individuals who are not yet registered and are unfamiliar with the program’s pre-scheduled service model.
Requests for improved technology (apps, scheduling systems) to access services more efficiently	Approximately 2–3 inquiries per month are received from riders asking whether the program offers website or app-based scheduling, real-time trip tracking, or the ability to purchase tickets online or with credit cards.
Opportunities to improve regional coordination beyond current service	When riders request trips outside the service area or operating hours, they are referred to other regional transportation providers. Additional coordination between services would help riders more easily access transportation for trips beyond current program limits.
Please share any other unmet needs that are relevant (optional).	

**Please review the directions for the definitions of the above terms and the appropriate formulas.**

## **FORM B: Narrative**

### **Measure J Paratransit Program 15/20B Claim**

### **FY 26-27 Project Description**

**AGENCY NAME: City of San Pablo**

#### **SECTION A: SERVICE OVERVIEW**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

#### **TYPES OF SERVICE:**

1. Check the box for each type of service you provide.
  - Excursion Service
  - Meal trips
  - Paratransit Service
2. For each service that you checked above, please provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, fares, etc. Include attachments if appropriate. You may use bullet points for this.

#### **Paratransit Service**

- Door-to-door transportation for residents age 50+ and adults with disabilities within the 94806 zip code
- Service provided in-house by City staff
- Operates Monday–Friday, 9:00 a.m. – 4:00 p.m.
- Riders are picked up at their residence and transported to destinations within San Pablo and select areas of Richmond and Pinole
- Primary trip purposes include medical appointments, grocery shopping, and essential errands
- Reservations must be made at least 24 hours in advance and no more than 3 days prior to the desired date
- Fares: \$2 one-way for San Pablo residents; \$4 for non-residents
- Drivers complete onboarding through the City’s Human Resources Department, including employee orientation and required documentation. All job-specific training including field training and ongoing safety and customer service training, is provided by program staff
- Service effectiveness is monitored through Novus software, driver manifests, and review of on-time performance and rider feedback

#### **Excursion Service**

- Organized excursions for seniors and people with disabilities, offering access to recreational, cultural, and social venues

- Operated in-house using City vehicles
- Trips are scheduled monthly and advertised through the Senior Center newsletter and Department Activity Guide
- Destinations include local and regional attractions (e.g., museums, performances, seasonal events)
- Fees vary depending on destination and admission costs
- Provides opportunities for social engagement and community connection

**Meal Trips**

- Transportation provided for seniors attending the County congregate meal / nutrition program at the San Pablo Senior Center
- Includes home pick-up, transport to the Senior Center, and return trips
- Operates Monday–Friday during designated program hours
- Scheduled through the same system as Paratransit service
- Fares: \$2 one-way for residents; \$4 for non-residents
- We also have a twice-monthly food delivery service for eligible seniors unable to attend in person
- We receive a \$1 reimbursement from the County for each ride we provide up to \$2,000 annually. The County’s contract is annual Jan – Dec
- In 2025, we exceeded the \$2,000 reimbursement cap by the end of the third quarter but continued to provide service. The 2026 contract is also limited to \$2,000

**STAFFING:**

3. Please complete the table below.

Position	Total FTEs	Total PTEs
Drivers	2	
Dispatch	1	
Admin		1
Other		

4. For ‘Admin’ and ‘Other’ staffing positions noted in the chart, please provide a brief description of the functions performed.

**A part-time administrative staff member supports daily operations, including processing client applications, responding to program inquiries, preparing and distributing welcome packets, conducting client follow-up, and developing marketing and outreach materials. The Admin is a combination of part-time and full-time staff hours, totaling to approx. 25 hours per week.**

5. If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.

**We allocate 10% of the Community Services Manager’s salary to Measure J. The Manager provides overall supervision of the transportation program and staff and may occasionally serve as a driver, but is not regularly involved in day-to-day service delivery.**

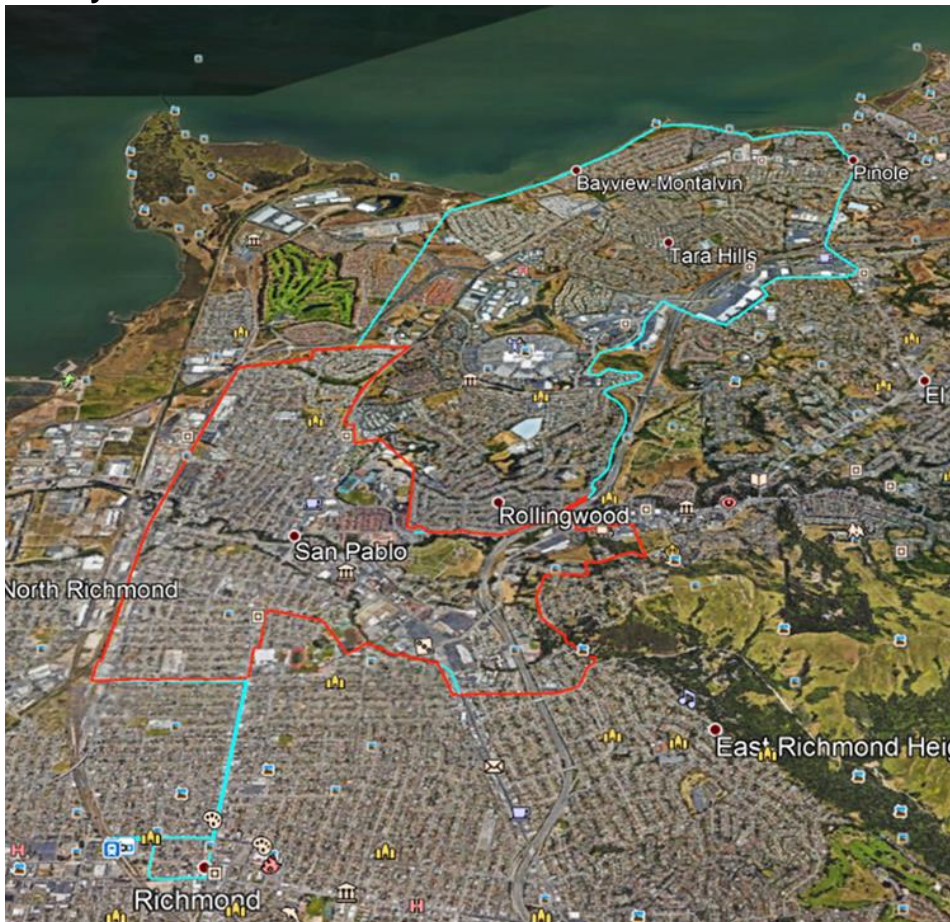
**SERVICE AREA:**

6. Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who are geographically eligible to ride your service and where your service will take and pick up those eligible riders.

**Eligibility is limited to applicants residing within the 94806 zip code, as determined by the map below. Those within the red boundary are classified as San Pablo residents, while those within the blue boundary are non-residents in unincorporated San Pablo.**

**Service is available for travel within San Pablo (red boundary) and select areas of Pinole and Richmond (blue boundary). Routes extend between Kaiser Richmond and Kaiser Pinole, generally not exceeding Kaiser Pinole to the north or Macdonald Avenue in Richmond to the south.**

**Common destinations include Kaiser Pinole, Kaiser Richmond, and the West County Health Center.**



**SECTION B: SERVICE DESCRIPTION (MIN. 300 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

**SERVICE NARRATIVE:**

7. Please provide a narrative describing your existing services and any proposed service changes for FY 2026–27. Use this section to tell the story behind your data from Form A and help reviewers understand your program’s operations, challenges, and impacts.

**The San Pablo Senior & Disabled Transportation (SPSDT) program provides door-to-door transportation Monday through Friday, from 9:00 a.m. to 4:00 p.m. Service is available to residents within the 94806 zip code, including the City of San Pablo and unincorporated areas, with trips to destinations in San Pablo and select areas of Richmond and Pinole. Due to the lack of major medical facilities within San Pablo, a significant portion of trips are for medical appointments, particularly to Kaiser Permanente facilities in Pinole and Richmond. Other common trip purposes include grocery shopping, banking, and essential errands.**

**During FY 2025, the program experienced staffing challenges when one full-time driver went out on FMLA in December and subsequently resigned. This resulted in reduced service capacity for a portion of the fiscal year, which is reflected in lower service levels and lower staffing expenditures compared to FY 2026 projections (Table A and C). Staffing has since been restored with the hiring of a new full-time driver in July 2025, allowing the program to increase service availability.**

**In November 2025, SPSTDT implemented the NOVUS scheduling and maintenance software system. This transition replaced manual processes with a fully digital system for scheduling, fare tracking, and daily manifests. The \$103,000 capital expense in FY 2026 (Table A) reflects the purchase, implementation, training, tablets, and associated data plans required for this upgrade. The new system has significantly improved operational efficiency and reduced administrative workload, allowing staff to dedicate more time to outreach and program development.**

**During this transition, the program also conducted a comprehensive database cleanup, removing inactive or duplicate client records. This is reflected in the reduced number of registered and active clients and represents a more accurate count of current program participants rather than a decline in service demand. (Table C)**

**Demand for social and excursion trips continues to grow. During FY 2026, four trips exceeded available vehicle capacity or required weekend service, which is currently limited due to driver scheduling constraints under the labor MOU. To meet this demand, the Senior Advisory Board contributed \$6,000 to fund contracted transportation services, allowing these trips to proceed. Recent trips have had waitlists, indicating unmet demand.**



The increase in excursion ridership in FY 2026 (Table C) reflects the use of chartered buses to accommodate high-demand trips and weekend service. These chartered services were supported by one-time funding and are not expected to continue at the same level in FY 2027, resulting in a projected adjustment in excursion ridership.

For FY 2027, the program plans to expand both the number of excursion trips offered and overall capacity without the use of chartered buses. A new 7-passenger vehicle is proposed, which can be operated by a standard Class C driver. This will increase flexibility in staffing, support additional mid-day service for the congregate meal program, and expand opportunities for social and weekend trips. The program is also exploring the development of a volunteer driver program to further enhance service capacity.

Additionally, SPSDT is evaluating the potential implementation of premium services for an increased fee, such as assistance with grocery shopping and door-through-door support for riders who require limited assistance but do not qualify for a full-time attendant. These enhancements aim to better meet the evolving needs of the community while maintaining efficient and sustainable operations.

**UNSPENT FUNDS** *(Complete only if applicable):*

8. If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation, please indicate the amounts in the spreadsheet and for any reason, provide details here for how the funds will be spent.

The City of San Pablo has historically maintained a surplus of Measure J funds. Prior to COVID-19, this surplus was drawn down, as the annual Measure J allocation covered approximately 80% of our operating costs. Since COVID-19, annual Measure J allocations have increased. Combined with staffing challenges, this has resulted in a growing surplus.

We anticipate a spend-down of approximately \$54,000 in FY 2026 and \$141,000 in FY 2027 with a new 7-passenger vehicle purchase as indicated above. These funds will be used to support program operations, including staffing and expanded service delivery. We are currently fully staffed in our full-time positions and are in the process of refilling a part-time administrative position, which will also contribute to reducing the surplus.

The paratransit program is 100% supported by Measure J funds, with no City General Fund contributions. As with many agencies, we maintain a reserve to address unforeseen needs and to support larger capital expenditures such as software, vehicles, and other program improvements.

**SECTION C: STAFF TRAINING**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

9. What initial training is provided to staff (admin and drivers) when they become part of your service team? This can be provided by the agency or the contractor.

**All full-time and part-time drivers complete onboarding through the City's Human Resources Department, covering City policies, employee rights, and core job functions. New drivers also participate in a two-week field training with an experienced driver to learn routes, service procedures, and program expectations.**

10. What on-going training or certification does your staff participate in to qualify for the job (admin and drivers)? This can be provided by the agency or the contractor.

**Drivers maintain regular communication with dispatch for real-time support. Monthly staff meetings are held to address rider concerns, review operations, and provide ongoing training. Drivers are offered annual CPR and First Aid certification and complete online safety and customer service training modules twice per year.**

11. What training do Customer Service staff receive? Attach training curriculum if you have it.

**Customer service staff are trained on the job, including a thorough review of the Customer Guidebook and program rules and regulations for service delivery.**

## **SECTION D: SAFETY, LIABILITY & INCIDENT MANAGEMENT**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

12. What insurance liabilities do you have to protect staff and passengers?

**We are insured through the Municipal Pooling Authority (MPA) and provide workers' compensation insurance.**

13. Are staff subject to drug and alcohol testing. If so, under what circumstances?

**Yes. Staff are subject to random DOT drug and alcohol testing through a pull program administered by the City's Human Resources Department.**

14. Describe how your program handles accidents and incidents when they occur. Include how events are reported, documented, and reviewed, and what support or training staff receive to respond appropriately.

**Accidents and incidents are handled in accordance with procedures established by the City's Human Resources Department in coordination with MPA. Each vehicle is equipped with an accident report packet with step-by-step instructions. In the event of an accident, staff must notify the San Pablo Police Department or Sheriff's Office to obtain an official report. The report is then reviewed by MPA for future action and changes in policies or procedures. Any driver involved in an**

accident completes an online driver safety course and is observed by program staff for a minimum of one shift.

Incident reporting procedures are also in place. Staff receive bi-annual training on completing incident reports, and most incidents are reviewed with the Program Coordinator to ensure proper documentation and determine next steps. All reports are submitted to Human Resources, which assesses whether escalation to MPA is required.

15. How many vehicle accidents involving your service vehicles were documented this fiscal year? Please provide the number and brief description of the nature of those incidents.

**NONE**

### **SECTION E: SERVICE AWARENESS (MIN. 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

16. Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI.

**The program is promoted through a variety of channels, including the City of San Pablo website, social media, the Senior Center newsletter, local community outreach, and City publications such as the quarterly Activity Guide and City Manager's Weekly Report. Program information is also included in regional resources such as 211, the Way to Go Contra Costa! Transportation Resource Guide, and the Contra Costa County Area Agency on Aging Senior Resource Directory.**

**Outreach efforts are designed to be inclusive and accessible. Materials are developed in accordance with Title VI guidelines to ensure equitable access to information. Staff also provide direct assistance to individuals with limited English proficiency through in-person support at the Senior Center.**

17. Please share your public-facing promotional materials, including your website address.

**Public-facing materials include the City of San Pablo website, Senior Center newsletter, Activity Guide, and informational flyers distributed at the Senior Center and community locations.**

**[www.sanpabloca.gov/2715/paratransit](http://www.sanpabloca.gov/2715/paratransit)**

**[San Pablo Senior & Disabled Transportation](#)**

18. Are your outreach materials available in languages other than English? If so, what languages?

**Yes. Outreach materials are available in both English and Spanish.**

19. Are there languages you would like to translate materials to but do not have the resources to do so?

**Additional languages such as Tagalog and Chinese would help improve access to program information for segments of the community; however, current resources limit the ability to expand translations at this time.**

#### **SECTION F: RIDER FEEDBACK (MIN. 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

Please provide a summary of customer feedback collected from riders, including:

20. What are your most common complaints? These don't need to come from a formal system, phone calls, conversations at pickup, comments to drivers, and notes from front desk staff all count.

**Common feedback includes scheduling limitations in service hours and days of operation, occasional late pick-ups due to traffic or extended loading times, and requests for expanded destinations or increased service availability. Increased use of mobility devices has also contributed to longer boarding times and slightly reduced daily trip capacity.**

21. Describe how riders can share feedback with your program and what happens after they do. How are complaints logged, who follows up, and how do you close the loop with the rider?

**Riders can share feedback through comment cards available in vehicles, by phone, in person at the Senior Center, or directly with drivers and front desk staff. Because the transportation office is co-located within the Senior Center, staff receive frequent in-person input. All feedback is documented and reviewed by the Program Coordinator. Issues are addressed promptly, often through direct follow-up with the rider. More complex concerns are discussed during monthly staff meetings to identify solutions. When appropriate, feedback is shared with Human Resources. Staff make efforts to communicate resolutions or updates back to the rider to ensure concerns are addressed.**

22. Have any service changes, policy updates, or operational adjustments come from rider feedback in the past year?

**Rider feedback has led to ongoing service refinements, including minor route and scheduling adjustments, improved communication with riders, and operational changes to better accommodate mobility needs. The program continues to adapt based on both rider input and staff observations.**

23. Does your program present to or receive input from any advisory body, such as a commission on aging, a disability advisory committee, a social services council, or a rider advisory group? If so, what concerns or themes have come up in those conversations recently?

**Yes. The program receives input from a Senior Advisory Board that meets monthly and includes Senior Center members and program participants. Additional feedback is gathered through participation in regional and local groups such as WCCTAC, the Advisory Council on Aging (ACOA), and the Accessibility Advisory Committee. Recent discussions have focused on service demand, accessibility needs, and transportation challenges for older adults in the community. Additionally, the Community Services Department Standing Committee conducts quarterly meetings during which staff deliver regular updates regarding paratransit programs and services.**

24. *(Complete only if applicable):* If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive?  
**N/A**

## **SECTION G: PROGRAM 20B WEST COUNTY OPERATORS NEED (MIN 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 20b in West County Only*

Describe how your agency will use program 20b funds by answering the following questions.

**1. SERVICE OVERVIEW & JUSTIFICATION:** Is this a new or continuing service? Describe the service (area, population, and key features). Explain how it provides "added value" by either addressing specific gaps that go beyond baseline requirements or by closing critical funding shortfalls required to maintain existing service levels.

**This is a continuing service. The San Pablo Senior & Disabled Transportation (SPSDT) program provides door-to-door transportation for residents age 50 and older and adults with disabilities residing within the 94806 zip code. Riders are picked up at their homes and transported to destinations within San Pablo and select areas of Richmond and Pinole, with a strong emphasis on access to medical care, including Kaiser facilities and the West County Health Center.**

**The program provides added value beyond baseline transit services by offering personalized, demand-response transportation with assistance for riders using mobility devices and flexible routing to meet individual needs. Due to the limited availability of medical services within San Pablo, many riders rely on this program to access essential healthcare outside the City of San Pablo's boundaries.**

**Measure J funding is critical to sustaining this service. The program addresses key mobility gaps by serving individuals who may not be able to use fixed-route transit and by providing access to essential services that would otherwise be difficult or impossible to reach. Without this funding, the program would be significantly reduced, limiting access to critical services for vulnerable populations.**

## 2. PERFORMANCE, DATA & IMPACT

- For continuing service: provide a summary of recent performance (trips, ridership, and cost-effectiveness)
- For new services: provide a description of expected outcomes.
- For both continuing and new services, include supporting data (e.g., waitlists, denials, or survey results) to demonstrate the specific unmet need this service addresses and its impact on riders.

**As a continuing service, SPSDT maintains consistent ridership and continues to experience steady demand for transportation, particularly for medical appointments and essential services. The program serves a large base of registered clients, with a significant portion actively using the service on a regular basis.**

**Performance is monitored through trip tracking, driver manifests, and ongoing review of on-time performance, loading times, and service reliability. Staff have observed an increase in riders using mobility devices, which has contributed to longer boarding times and reduced daily trip capacity.**

**Unmet needs include requests for expanded service hours, earlier pick-up times, and transportation to medical facilities outside the current service area. Riders also frequently request additional destinations for healthcare, shopping, and essential services.**

**The program has recently strengthened operations with the addition of a full-time driver, increasing service availability and helping to better meet demand. SPSDT continues to provide reliable transportation and plays a critical role in connecting riders to healthcare, food access, and community resources, supporting independence and overall quality of life.**

**3. BUDGET, COORDINATION & SUSTAINABILITY:** Provide a high-level breakdown of how Program 20B funds will be used alongside other funding sources. Additionally, describe how the service coordinates with other providers to improve efficiency and your plan for long-term sustainability.

**Measure J funds are the primary funding source supporting the SPSDT program and are essential to maintaining all aspects of service delivery, including staffing, operations, and vehicle maintenance. The program relies on these funds to sustain current service levels and meet ongoing demand. The program receives no City General Fund monies.**

**Measure B funds have allowed us to extend services to the two Kaiser Medical services in Pinole and Richmond. We have also extended services to the Pinole Shopping area which provides riders multiple grocery shopping options and access to Target which is not in the San Pablo area.**

**Recent investments have focused on strengthening operations and increasing capacity, including the addition of key staff positions and the transition to a new scheduling and dispatch software system with GPS capabilities to improve efficiency and service reliability. The program is also planning for the future purchase of an additional vehicle to support continued growth.**

**SPSDT coordinates with regional partners through participation in WCCTAC, the Advisory Council on Aging (ACOA), and the Accessibility Advisory Committee to stay aligned with broader transportation efforts and to refer riders to other providers when trips fall outside the service area.**

**Long-term sustainability depends on continued Measure J funding, as well as ongoing efforts to improve efficiency, manage demand, and adapt services to meet the evolving needs of seniors and individuals with disabilities in the community.**

FY 25 final

General Ledger  
Summary Trial Balance



User: LindaL@sanpabloca.gov  
 Printed: 04/21/2026 - 1:21PM  
 Period: 01 to 15, 2025  
 Include: (ALL)  
 Account From: 263  
 Account To: 263

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
Fund 263	Paratransit					
<b>ASSETS</b>						
263-0000-10199	Cash Balance	0.00	708,280.78	420,315.07	333,898.04	794,697.81
263-0000-10400	Interest Receivable LAIF	0.00	0.00	0.00	0.00	0.00
263-0000-11510	Accounts Receivable	0.00	35,147.90	0.00	35,147.90	0.00
263-0000-12600	Due From Other Governments	0.00	0.00	36,621.80	0.00	36,621.80
	<b>ASSETS Totals:</b>	<b>0.00</b>	<b>743,428.68</b>	<b>456,936.87</b>	<b>369,045.94</b>	<b>831,319.61</b>
<b>LIABILITIES</b>						
263-0000-20200	Accounts Payable	0.00	-1,053.79	43,355.34	43,128.08	-826.53
	<b>LIABILITIES Totals:</b>	<b>0.00</b>	<b>-1,053.79</b>	<b>43,355.34</b>	<b>43,128.08</b>	<b>-826.53</b>
<b>FUND BALANCE</b>						
263-0000-24500	Reserve for PY Encumbrances	0.00	0.00	0.00	0.00	0.00
263-0000-25320	Fund Balance Unreserved	0.00	-742,374.89	0.00	0.00	-742,374.89
	<b>FUND BALANCE Totals:</b>	<b>0.00</b>	<b>-742,374.89</b>	<b>0.00</b>	<b>0.00</b>	<b>-742,374.89</b>
<b>REVENUE</b>						
263-0000-33509	Paratransit Measure J	350,000.00	0.00	0.00	362,915.00	-362,915.00
263-0000-33704	MTC Fare Box	0.00	0.00	0.00	0.00	0.00
263-0000-36102	Interest	8,000.00	0.00	0.00	34,701.95	-34,701.95
263-0000-36107	GASB31 Market Value Adjustment	0.00	0.00	0.00	8,113.54	-8,113.54
263-0000-39202	Sale of vehicles	0.00	0.00	0.00	0.00	0.00
263-0000-39999	Transfers In	0.00	0.00	0.00	0.00	0.00
Dept 5410	Paratransit					

Beg Balance

\$42,815 Interest

FY 25

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
263-5410-33704	MTC Fare Box	0.00	0.00	0.00	12,353.00	-12,353.00
263-5410-39906	Other Revenue	0.00	0.00	0.00	0.00	0.00
263-5410 REVENUE Totals:		0.00	0.00	0.00	12,353.00	-12,353.00
REVENUE Totals:		358,000.00	0.00	0.00	418,083.49	-418,083.49
<b>EXPENSE</b>						
Dept 5410	Paratransit					
263-5410-41000	Salary	255,777.61	0.00	196,301.80	0.00	196,301.80
263-5410-41001	Part Time Salary	56,620.00	0.00	17,963.17	0.00	17,963.17
263-5410-41105	Workers Compensation	0.00	0.00	0.00	0.00	0.00
263-5410-41200	PERS Retirement	20,906.48	0.00	16,819.35	0.00	16,819.35
263-5410-41205	PARS Retirement	0.00	0.00	231.94	0.00	231.94
263-5410-41310	Medical Insurance	76,931.72	0.00	48,725.93	3,379.06	45,346.87
263-5410-41312	Retiree Health Savings Plan	1,830.00	0.00	955.93	0.00	955.93
263-5410-41400	Dental Insurance	3,786.12	0.00	5,007.82	148.88	4,858.94
263-5410-41500	Flexible Spending Account	1,426.50	0.00	1,268.15	0.00	1,268.15
263-5410-41800	LTD Insurance	1,867.39	0.00	1,443.10	0.00	1,443.10
263-5410-41900	Medicare	3,673.98	0.00	3,044.41	0.00	3,044.41
263-5410-41903	Employee Assistance Program	0.00	0.00	0.00	0.00	0.00
263-5410-41904	Life Insurance	566.28	0.00	422.39	0.00	422.39
263-5410-41905	Benefits in Lieu	0.00	0.00	3,500.00	0.00	3,500.00
263-5410-41990	Other Benefits	1,041.60	0.00	741.60	0.00	741.60
263-5410-42000	Uniforms/Safety Equipment	1,200.00	0.00	738.08	0.00	738.08
263-5410-42001	Communications	2,300.00	0.00	2,110.09	0.00	2,110.09
263-5410-42005	Network Applications/Expenses	9,388.00	0.00	9,825.69	0.00	9,825.69
263-5410-43000	Vehicle, Equipt Maint & Repair	13,350.00	0.00	5,431.44	177.54	5,253.90
263-5410-43100	Gasoline / Diesel Fuel	18,000.00	0.00	11,512.18	0.00	11,512.18
263-5410-43300	Memberships/Subscriptions	600.00	0.00	840.00	0.00	840.00
263-5410-43500	Program Costs & Supplies	8,600.00	0.00	4,847.10	0.00	4,847.10
263-5410-43510	Meeting & Sundry Supplies	2,100.00	0.00	0.00	0.00	0.00
263-5410-43520	Copies/Printing/Shipping/Xerox	3,715.00	0.00	0.00	0.00	0.00
263-5410-43550	Central Office Supplies	2,000.00	0.00	412.11	0.00	412.11
263-5410-44100	Pre-Employment Expenses	850.00	0.00	158.50	0.00	158.50
263-5410-44320	Travel/Training Staff	3,870.00	0.00	1,370.00	0.00	1,370.00
263-5410 EXPENSE Totals:		490,400.68	0.00	333,670.78	3,705.48	329,965.30

Fares

\$292,1897 Staffing

S&S \$37,068

FY 25

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
	EXPENSE Totals:	490,400.68	0.00	333,670.78	3,705.48	329,965.30
	Fund 263 Totals:	-132,400.68	0.00	833,962.99	833,962.99	0.00
	Report Totals:	-132,400.68	0.00	833,962.99	833,962.99	0.00

FY 26 - March 2026

General Ledger  
Summary Trial Balance



User: LindaL@sanpabloca.gov  
 Printed: 04/21/2026 - 1:22PM  
 Period: 01 to 10, 2026  
 Include: (ALL)  
 Account From: 263  
 Account To: 263  
 Include Uncommitted JE's: True

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
Fund 263	Paratransit					
<b>ASSETS</b>						
263-0000-10199	Cash Balance	0.00	794,697.81	273,406.42	390,533.74	677,570.49
263-0000-10400	Interest Receivable LAIF	0.00	0.00	0.00	0.00	0.00
263-0000-11510	Accounts Receivable	0.00	0.00	0.00	0.00	0.00
263-0000-12600	Due From Other Governments	0.00	36,621.80	0.00	36,621.80	0.00
	<b>ASSETS Totals:</b>	<b>0.00</b>	<b>831,319.61</b>	<b>273,406.42</b>	<b>427,155.54</b>	<b>677,570.49</b>
<b>LIABILITIES</b>						
263-0000-20200	Accounts Payable	0.00	-826.53	137,757.65	136,931.12	0.00
	<b>LIABILITIES Totals:</b>	<b>0.00</b>	<b>-826.53</b>	<b>137,757.65</b>	<b>136,931.12</b>	<b>0.00</b>
<b>FUND BALANCE</b>						
263-0000-24500	Reserve for PY Encumbrances	0.00	0.00	0.00	0.00	0.00
263-0000-25320	Fund Balance Unreserved	0.00	-830,493.08	0.00	0.00	-830,493.08
	<b>FUND BALANCE Totals:</b>	<b>0.00</b>	<b>-830,493.08</b>	<b>0.00</b>	<b>0.00</b>	<b>-830,493.08</b>
			<i>Beg Balance</i>			
<b>REVENUE</b>						
263-0000-33509	Paratransit Measure J	357,000.00	0.00	0.00	210,195.60	-210,195.60
263-0000-33704	MTC Fare Box	0.00	0.00	0.00	0.00	0.00
263-0000-36102	Interest	8,000.00	0.00	0.00	14,483.20	-14,483.20
263-0000-36107	GASB31 Market Value Adjustment	0.00	0.00	7,229.42	0.00	7,229.42
263-0000-39202	Sale of vehicles	0.00	0.00	0.00	0.00	0.00
263-0000-39999	Transfers In	0.00	0.00	0.00	0.00	0.00

Interest

FY 26

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
Dept 5410	Paratransit					
263-5410-33704	MTC Fare Box	0.00	0.00	30.00	11,917.00	-11,887.00
263-5410-39906	Other Revenue	0.00	0.00	0.00	0.00	0.00
	<b>263-5410 REVENUE Totals:</b>	<b>0.00</b>	<b>0.00</b>	<b>30.00</b>	<b>11,917.00</b>	<b>-11,887.00</b>
	<b>REVENUE Totals:</b>	<b>365,000.00</b>	<b>0.00</b>	<b>7,259.42</b>	<b>236,595.80</b>	<b>-229,336.38</b>
<b>EXPENSE</b>						
Dept 5410	Paratransit					
263-5410-41000	Salary	226,091.78	0.00	176,342.33	0.00	176,342.33
263-5410-41001	Part Time Salary	56,620.00	0.00	9,206.33	0.00	9,206.33
263-5410-41002	Overtime	7,500.00	0.00	40.02	0.00	40.02
263-5410-41105	Workers Compensation	0.00	0.00	0.00	0.00	0.00
263-5410-41200	PERS Retirement	21,458.50	0.00	15,271.57	0.00	15,271.57
263-5410-41205	PARS Retirement	0.00	0.00	119.70	0.00	119.70
263-5410-41310	Medical Insurance	76,931.72	0.00	17,386.26	0.00	17,386.26
263-5410-41312	Retiree Health Savings Plan	1,830.00	0.00	1,499.23	0.00	1,499.23
263-5410-41400	Dental Insurance	3,786.12	0.00	3,120.19	97.46	3,022.73
263-5410-41500	Flexible Spending Account	1,426.50	0.00	1,185.62	0.00	1,185.62
263-5410-41800	LTD Insurance	1,916.18	0.00	1,180.14	0.00	1,180.14
263-5410-41900	Medicare	3,769.95	0.00	2,705.38	0.00	2,705.38
263-5410-41903	Employee Assistance Program	0.00	0.00	0.00	0.00	0.00
263-5410-41904	Life Insurance	566.28	0.00	333.33	0.00	333.33
263-5410-41905	Benefits in Lieu	0.00	0.00	6,500.00	0.00	6,500.00
263-5410-41990	Other Benefits	1,041.60	0.00	444.60	0.00	444.60
263-5410-42000	Uniforms/Safety Equipment	1,000.00	0.00	125.03	0.00	125.03
263-5410-42001	Communications	3,200.00	0.00	2,325.05	0.00	2,325.05
263-5410-42005	Software/Network Applications	145,289.00	0.00	116,280.36	0.00	116,280.36
263-5410-43000	Vehicle, Equipmt Maint & Repair	11,350.00	0.00	7,381.75	0.00	7,381.75
263-5410-43100	Gasoline / Diesel Fuel	16,747.82	0.00	6,733.32	0.00	6,733.32
263-5410-43300	Memberships/Subscriptions	620.00	0.00	0.00	0.00	0.00
263-5410-43500	Program Costs & Supplies	13,300.00	0.00	11,433.21	64.36	11,368.85
263-5410-43510	Meeting & Sundry Supplies	1,100.00	0.00	0.00	0.00	0.00
263-5410-43520	Copies/Printing/Shipping/Xerox	2,365.00	0.00	750.08	0.00	750.08
263-5410-43550	Central Office Supplies	2,000.00	0.00	21.89	27.00	-5.11
263-5410-44100	Pre-Employment Expenses	700.00	0.00	148.00	0.00	148.00
263-5410-44320	Travel/Training Staff	3,870.00	0.00	1,914.40	0.00	1,914.40

Fares

Staffing \$313,104.7

S & S \$58,109.7

FY 20

Account Number	Description	Budget Amount	Beginning Balance	Debit This Period	Credit This Period	Ending Balance
	263-5410 EXPENSE Totals:	604,480.45	0.00	382,447.79	188.82	382,258.97
	EXPENSE Totals:	604,480.45	0.00	382,447.79	188.82	382,258.97
	Fund 263 Totals:	-239,480.45	0.00	800,871.28	800,871.28	0.00
	Report Totals:	-239,480.45	0.00	800,871.28	800,871.28	0.00

# TripSpark Manifest

**Driver:** Jashanae Huey

**Date:** 3/19/2026

**Route:** 14

**Vehicle:** 14

**Start Time** \_\_\_\_\_

**End Time** \_\_\_\_\_

**Total Time** \_\_\_\_\_

**Beginning Mileage** \_\_\_\_\_

**End Mileage** \_\_\_\_\_

**Total Mileage** \_\_\_\_\_

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tvne	Space Tvne	Pass Count	Fare Tvne	Signature	Actual Arrive/ Depart/ Odo
08:45AM	08:47AM Pullout			CITY HALL, 1000 Gateway Ave San Pablo CA 94806								
09:00AM 08:45AM to 09:15AM	Pickup		ANA ZAZUETA 181	1911 Sutter Ave, 1911 Sutter Avenue San Pablo California 94806  (510) 472-4290	Cane	2.00	Senior	AM	1	Cash		
	09:02AM Dropoff		ANA ZAZUETA 181	West County Health Clinic, 13601 San Pablo Ave San Pablo CA 94806	Cane		Senior	AM	1	Cash		
09:15AM 09:00AM to 09:30AM	Pickup		IRENE SEMPER 137	252 Michele Dr San Pablo CA 94806  (510) 375-1178 Volunteer		0.00	Senior	AM	1	Free		

Route: 14

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tvne	Space Tvne	Pass Count	Fare Tvne	Signature	Actual Arrive/ Depart/ Odo
	09:35AM Dropoff		IRENE SEMPER 137	Senior Center, 1943 Church Ln San Pablo CA 94806			Senior	AM	1	Free		
09:30AM 09:15AM to 09:45AM	09:39AM Pickup		ANU PAINTEL 77	5918 Wyman St San Pablo CA 94806 (510) 367-5374 Volunteer		0.00	Senior	AM	1	Free		
	09:49AM Dropoff		ANU PAINTEL 77	Senior Center, 1943 Church Ln San Pablo CA 94806			Senior	AM	1	Free		
09:45AM 09:30AM to 10:00AM	09:52AM Pickup		ANA ZAZUETA 181	West County Health Clinic, 13601 San Pablo Ave San Pablo CA 94806	Cane	2.00	Senior	AM	1	Cash		
	09:58AM Dropoff		ANA ZAZUETA 181	1911 Sutter Ave, 1911 Sutter Avenue San Pablo California 94806 (510) 472-4290	Cane		Senior	AM	1	Cash		

Route: 14

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tvne	Space Tvne	Pass Count	Fare Tvne	Signature	Actual Arrive/ Depart/ Odo
10:00AM 09:45AM to 10:15AM	10:10AM Pickup		GEORGE AVENT 9	2732 Del Camino Dr San Pablo CA 94806  (510) 374-6378 10:30am Appt / Wants to buy a book of tickets	Walker	2.00						
							Senior PCA	AM AM	1 1	Ticket \$2 Free		
	10:20AM Dropoff		GEORGE AVENT 9	2089 Vale Rd, 2089 Vale Road San Pablo California 94806	Walker							
							Senior PCA	AM AM	1 1	Ticket \$2 Free		
10:15AM 10:00AM to 10:30AM	10:39AM Pickup		RENATE WUNDERLICH 110	1409 Miner Ave San Pablo CA 94806  (510) 214-5315		2.00						
							Senior	AM	1	Ticket \$2		
10:30AM 10:15AM to 10:45AM	10:40AM Pickup		GUMERCIND O URETA 100	2406 Merritt Ave San Pablo CA 94806  (415) 577-0101 Lunch Bunch		2.00						
							Senior	AM	1	Cash		
10:30AM 10:15AM to 10:45AM	10:52AM Pickup		PORFIRIA TORRES 157	2450 21st St, 2450 21st Street San Pablo California 94806  (510) 975-6511		2.00						
							Senior	AM	1	Cash		

Route: 14

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tyne	Space Tyne	Pass Count	Fare Tyne	Signature	Actual Arrive/ Depart/ Odo
	10:52AM Dropoff		PORFIRIA TORRES 157	Senior Center, 1943 Church Ln San Pablo CA 94806			Senior	AM	1	Cash		
	10:52AM Dropoff		RENATE WUNDERLICH 110	Senior Center, 1943 Church Ln San Pablo CA 94806			Senior	AM	1	Ticket \$2		
	10:52AM Dropoff		GUMERCINDO URETA 100	Senior Center, 1943 Church Ln San Pablo CA 94806			Senior	AM	1	Cash		
10:40AM 10:40AM to 12:00PM	10:56AM Break											
11:15AM 11:00AM to 11:30AM	11:05AM Pickup		GEORGE AVENT 9	2089 Vale Rd, 2089 Vale Road San Pablo California 94806	Walker	2.00	Senior PCA	AM AM	1 1	Ticket \$2 Free		

Route: 14

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tyne	Space Tyne	Pass Count	Fare Tyne	Signature	Actual Arrive/ Depart/ Odo
	11:17AM Dropoff		GEORGE AVENT 9	2732 Del Camino Dr San Pablo CA 94806  (510) 374-6378 10:30am Appt / Wants to buy a book of tickets	Walker					Senior AM 1 Ticket \$2 PCA AM 1 Free		
11:30AM 11:30AM to 12:00PM	Lunch											
12:05PM 11:50AM to 12:20PM	Pickup		PORFIRIA TORRES 157	Senior Center, 1943 Church Ln San Pablo CA 94806		2.00				Senior AM 1 Cash		
12:05PM 11:50AM to 12:20PM	Pickup		RENATE WUNDERLICH 110	Senior Center, 1943 Church Ln San Pablo CA 94806		2.00				Senior AM 1 Ticket \$2		
12:05PM 11:50AM to 12:20PM	Pickup		GUMERCINDO URETA 100	Senior Center, 1943 Church Ln San Pablo CA 94806  Lunch Bunch		2.00				Senior AM 1 Cash		

Route: 14

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tyne	Space Tyne	Pass Count	Fare Tyne	Signature	Actual Arrive/ Depart/ Odo
	12:18PM Dropoff		PORFIRIA TORRES 157	2450 21st St, 2450 21st Street San Pablo California 94806 (510) 975-6511			Senior	AM	1	Cash		
	12:25PM Dropoff		GUMERCIND O URETA 100	2406 Merritt Ave San Pablo CA 94806 (415) 577-0101			Senior	AM	1	Cash		
	12:30PM Dropoff		RENATE WUNDERLIC H 110	1409 Miner Ave San Pablo CA 94806 (510) 214-5315			Senior	AM	1	Ticket \$2		
12:30PM 12:30PM to 02:45PM	01:25PM Break											
01:30PM 01:15PM to 01:45PM	01:40PM Pickup		DOROTHY GANTT 38	13831 San Pablo Ave #302 San Pablo CA 94806 (650) 776-4124	Walker	2.00	Senior	AM	1	Cash		
	01:47PM Dropoff		DOROTHY GANTT 38	Kaiser Richmond, 901 Nevin Ave Richmond CA 94806	Walker		Senior	AM	1	Cash		

Route: 14

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tyne	Space Tyne	Pass Count	Fare Tyne	Signature	Actual Arrive/ Depart/ Odo
02:30PM 02:15PM to 02:45PM	02:46PM Pickup		DOROTHY GANTT 38	Kaiser Richmond, 901 Nevin Ave Richmond CA 94806	Walker	2.00						
							Senior	AM	1	Cash		
	02:54PM Dropoff		DOROTHY GANTT 38	13831 San Pablo Ave #302 San Pablo CA 94806  (650) 776-4124	Walker							
							Senior	AM	1	Cash		
04:15PM	03:01PM Pullin			CITY HALL, 1000 Gateway Ave San Pablo CA 94806								

# TripSpark Manifest

**Driver:** Kuldip Kumar

**Date:** 3/19/2026

**Route:** 325

**Vehicle:** 325

**Start Time** \_\_\_\_\_

**End Time** \_\_\_\_\_

**Total Time** \_\_\_\_\_

**Beginning Mileage** \_\_\_\_\_

**End Mileage** \_\_\_\_\_

**Total Mileage** \_\_\_\_\_

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tvne	Space Tvne	Pass Count	Fare Tvne	Signature	Actual Arrive/ Depart/ Odo
08:45AM	10:04AM Pullout			CITY HALL, 1000 Gateway Ave San Pablo CA 94806								
08:30AM 08:30AM to 10:45AM	10:04AM Break											
10:15AM 10:00AM to 10:30AM	10:09AM Pickup		JUANITA CACHO 21	2411 Church Lane #22 San Pablo CA 94806  (510) 215-5543 Lunch Bunch	VI	0.00						
	10:26AM Dropoff		JUANITA CACHO 21	Senior Center, 1943 Church Ln San Pablo CA 94806	VI					Senior AM 1 Free		
10:30AM 10:15AM to 10:45AM	10:26AM Pickup		FRANK JORDEN 56	2014 22nd St San Pablo CA 94806  (510) 207-5564		2.00						
										Senior AM 1 Ticket \$2		

Route: 325

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tyne	Space Tyne	Pass Count	Fare Tyne	Signature	Actual Arrive/ Depart/ Odo
	10:26AM Dropoff		FRANK JORDEN 56	Senior Center, 1943 Church Ln San Pablo CA 94806								
							Senior	AM	1	Ticket \$2		
11:00AM 10:45AM to 11:15AM	Pickup		CIREENA DETRO 130	2655 Merritt Ave San Pablo CA 94806 (510) 447-0948	Cane	2.00						
							Senior	AM	1	Ticket \$2		
	11:13AM Dropoff		CIREENA DETRO 130	Eastbay Physical Therapy, 3571 San Pablo Dam Rd Richmond CA 94803	Cane							
							Senior	AM	1	Ticket \$2		
11:00AM 10:45AM to 11:15AM	Pickup		LEAH WAGNER 129	929 Lake St San Pablo CA 94806 (510) 617-6663 one way		2.00						
							Senior	AM	1	Ticket \$2		
	11:17AM Dropoff		LEAH WAGNER 129	Empire Buffet, 700 San Pablo Towne Center San Pablo CA 94806								
							Senior	AM	1	Ticket \$2		
11:30AM 11:30AM to 12:00PM	Lunch											

Route: 325

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tyne	Space Tyne	Pass Count	Fare Tyne	Signature	Actual Arrive/ Depart/ Odo
12:05PM 11:50AM to 12:20PM	12:25PM Pickup		JUANITA CACHO 21	Senior Center, 1943 Church Ln San Pablo CA 94806  Lunch Bunch	VI	0.00	Senior	AM	1	Free		
12:05PM 11:50AM to 12:20PM	12:26PM Pickup		FRANK JORDEN 56	Senior Center, 1943 Church Ln San Pablo CA 94806		2.00	Senior	AM	1	Ticket \$2		
	12:26PM Dropoff		FRANK JORDEN 56	2014 22nd St San Pablo CA 94806 (510) 207-5564			Senior	AM	1	Ticket \$2		
	12:26PM Dropoff		JUANITA CACHO 21	2411 Church Lane #22 San Pablo CA 94806 (510) 215-5543	VI		Senior	AM	1	Free		
12:30PM 12:30PM to 02:45PM	12:26PM Break											
01:30PM 01:15PM to 01:45PM	12:26PM Pickup		ANU PAINTEL 77	Senior Center, 1943 Church Ln San Pablo CA 94806  Volunteer		0.00	Senior	AM	1	Free		

Route: 325

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tyne	Space Tyne	Pass Count	Fare Tyne	Signature	Actual Arrive/ Depart/ Odo
01:30PM 01:15PM to 01:45PM	12:26PM Pickup		IRENE SEMPER 137	Senior Center, 1943 Church Ln San Pablo CA 94806		0.00						
							Senior	AM	1	Free		
	12:26PM Dropoff		ANU PAINTEL 77	5918 Wyman St San Pablo CA 94806 (510) 367-5374								
							Senior	AM	1	Free		
	12:26PM Dropoff		IRENE SEMPER 137	252 Michele Dr San Pablo CA 94806 (510) 375-1178 Volunteer								
							Senior	AM	1	Free		
02:00PM 01:45PM to 02:15PM	01:49PM Pickup		ALICE TUCKER 180	70 Villa Dr San Pablo CA 94806 (510) 237-4821		2.00						
							Senior	AM	1	Ticket \$2		
	02:02PM Dropoff		ALICE TUCKER 180	Kaiser Richmond, 901 Nevin Ave Richmond CA 94806								
							Senior	AM	1	Ticket \$2		
02:30PM 02:15PM to 02:45PM	02:28PM Pickup		CIREENA DETRO 130	Eastbay Physical Therapy, 3571 San Pablo Dam Rd Richmond CA 94803	Cane	2.00						
							Senior	AM	1	Ticket \$2		

Route: 325

Date: 3/19/2026

Sch.Time / Window	Est.Time /Activity	Req.Early /Late	Client Name / ID	Address / phone/Comment	Disability /	Fare	Pass Tyne	Space Tyne	Pass Count	Fare Tyne	Signature	Actual Arrive/ Depart/ Odo
	02:28PM Dropoff		CIREENA DETRO 130	2655 Merritt Ave San Pablo CA 94806  (510) 447-0948	Cane							
							Senior	AM	1	Ticket \$2		
03:45PM 03:30PM to 04:00PM	Pickup		ALICE TUCKER 180	Kaiser Richmond, 901 Nevin Ave Richmond CA 94806  (510) 237-4821		2.00						
							Senior	AM	1	Ticket \$2		
	03:29PM Dropoff		ALICE TUCKER 180	70 Villa Dr San Pablo CA 94806  (510) 237-4821								
							Senior	AM	1	Ticket \$2		
04:15PM	03:29PM Pullin			CITY HALL, 1000 Gateway Ave San Pablo CA 94806								



# San Pablo

**SENIOR & DISABLED**

# Transportation



**Are you a San Pablo resident or living in unincorporated San Pablo?  
If so, you may be eligible—apply today!**

• Affordable fares • Friendly, professional staff • Convenient door-to-door service • Reliable, timely transportation

**Application approval is required prior to scheduling a reservation.**

**Contact us for more information or to  
request an application:**

- In person
- By mail or email
- Online at our website

**Office Location & Contact Information:**

**Address:** 1943 Church Lane, San Pablo, CA. 94806  
**Office Hours:** Monday-Friday, 9:00 a.m. - 4:00 p.m.  
**Phone Number:** (510) 215-3095  
**Email:** [paratransit@sanpabloca.gov](mailto:paratransit@sanpabloca.gov)  
**Website:** [www.sanpabloca.gov/Transportation](http://www.sanpabloca.gov/Transportation)

*This program is supported by Contra Costa County Measure J funds.*



# Transporte

PARA PERSONAS MAYORES Y  
DISCAPACITADAS DE

# San Pablo



*¿Es usted residente de San Pablo o vive en la zona no incorporada de San Pablo?  
Si es así, puede ser elegible—¡solicite hoy mismo!*

- Tarifas accesibles • Personal amable y profesional • Servicio conveniente de puerta a puerta • Transporte confiable y puntual

**La solicitud debe ser aprobada antes de programar una reservación.**

Comuníquese con nosotros para  
obtener más información o para  
solicitar una solicitud:

- En persona
- Por correo o correo electrónico
- En línea en nuestro sitio web

**Ubicación de la Oficina e Información de Contacto:**

Dirección: 1943 Church Lane, San Pablo, CA. 94806  
Horario de Oficina: Lunes a viernes, 9:00 a.m. - 4:00 p.m.

Número de Teléfono: (510) 215-3095  
Correo Electrónico: [paratransit@sanpabloca.gov](mailto:paratransit@sanpabloca.gov)  
Sitio Web: [www.sanpabloca.gov/Transportation](http://www.sanpabloca.gov/Transportation)

*Este programa es apoyado por fondos de la Medida J del Condado de Contra Costa.*

# CIRQUE DU SOLEIL ECHO™

Registration opens  
November 3rd!

Sunday, November 23rd

## Trip Itinerary

- Boarding: 8:30 AM at SP Towne Center (2415 San Pablo Dam Rd)
- Departure: 8:45 AM
- Brunch at Black Bear Diner: 9:15 AM (Self Pay)
- Departure to San Francisco: 11:30 AM
- 12:30 Arrival Time- Show begins at 1PM
- Return to San Pablo 3:30 PM
- Estimated Arrival: 4:30 PM

Members: \$80\*

Non-Members: \$90\*

**\*Only Transportation and Ticket included in fee**

**\*\*Credit/refund requests must be submitted by**

**Tues. November 18th by 3:00 PM.**

**\$30 cancellation fee.**

**NO EXCEPTIONS.**

**SAN PABLO SENIOR CENTER**

**1943 CHURCH LN, SAN PABLO, CA 94806 | PHONE: 510-215-3090**





CONTRA COSTA  
TRANSPORTATION

## FORM B: Narrative

### Measure J Paratransit Program 15/20B Claim

### FY 26-27 Project Description

**AGENCY NAME:** East Bay Paratransit, on behalf of AC Transit and BART

#### **SECTION A: SERVICE OVERVIEW**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

#### **TYPES OF SERVICE:**

**1. Check the box for each type of service you provide.**

- ADA Paratransit Service
- Taxi/TNC
- Excursion Service
- Meal trips
- Dial-A-Ride
- Volunteer Driver Program
- Other

**2. For each service that you checked above, please provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, fares, etc. Include attachments if appropriate. You may use bullet points for this.**

System overview:

- ADA mandated paratransit service in the overlapping service areas of AC Transit and BART for certified riders who are determined eligible to ride via an ADA eligibility process .
- East Bay Paratransit is directed by the East Bay Paratransit Consortium, a joint powers authority comprised of AC Transit and BART.
- One firm (Transdev) is contracted to provide Paratransit Broker management, administrative, finance, eligibility, dispatch, and customer service call center functions. Five firms (AP3, Bell Transit, Transdev/First Transit, MV Transportation, and RydeTrans) are subcontracted to provide ADA paratransit transportation services.

Unless otherwise noted, all information and data presented includes East Bay Paratransit's service in both Contra Costa and Alameda Counties.

Driver Training:

Within the contract between Transdev and each Service Provider is a driver training program requirement which addresses all staff positions, including drivers. The program

is approved by the Broker prior to implementation. The training program includes, but is not limited to, the following areas:

- Job function, Operation of equipment, and Emergency Preparedness
- Driver training that meets Federal and State requirements for ADA service and vehicle type
- ADA requirements: defensive and safe driving, passenger assistance; First-aid, and CPR training
- EBP history and policies
- Disability and aging awareness and sensitivity
- Diversity awareness and sensitivity, including cultural, racial, sexual orientation, age, and gender
- Recognizing and reporting harassment

Monitoring:

Financial and operational information is compiled, verified, and reviewed monthly by agency staff. In addition, a performance report of key indicators is available for public review and is distributed in conjunction with EBPC's rider advisory committee meetings, the East Bay Paratransit Access Committee (EBPAC).

EBPC contracts for an independent annual telephone survey of a random sample of 400+ riders. This Customer Satisfaction Survey asks questions about many aspects of the service including overall customer satisfaction. Other methods to obtain customer feedback include:

- Call East Bay Paratransit and speak with a Customer Service Representative
- Call East Bay Paratransit and leave a message in the Service Comments Mailbox
- Write to the East Bay Paratransit Administration Office
- Submit a comment through the website: [www.eastbayparatransit.org](http://www.eastbayparatransit.org)

Customer complaints received by the Broker's Office by telephone, letter, or in person and are categorized, responded to and tracked. The numbers of complaints are reported to staff and to the EBPAC by category. Complaint statistics and details are used to determine areas of the service needing attention from staff. Information uncovered in the complaint process is used to improve the service most often through specific attention to individual employees or through modification of service practices.

EBPC data is audited by MTC (TDA Performance), and the BART internal audit department conducts periodic reviews. EBPC is also included in the FTA's Triennial Review of both AC Transit and BART.

EBPC staff also participates regularly in paratransit rider-based committees, such as Alameda County Transportation Commission's Technical Advisory Committee (ParaTAC) and Paratransit Advisory and Planning Committee (PAPCO), the Contra Costa County Paratransit Coordinating Council (PCC), AC Transit's General Manager's Access Committee (GMAC), and the BART Accessible Task Force (BATF).

Fares:

EBPC fares are distance based and can be paid either in cash, the East Bay Paratransit Contactless Payment App, or tickets. Books of ten tickets are available for purchase by mail from East Bay Paratransit, at the AC Transit and BART ticket offices and at a kiosk

at EBPC's office in downtown Oakland. There is no fare for personal care attendants, but a companion traveling with the paratransit rider pays the same fare as the rider. The Customer Services Agent quotes the fare for the trip when the ride is scheduled. Fares are calculated as follows for each one-way trip and are currently described in the table below:

<b>For service in the East Bay</b>	
<i>Fare</i>	<i>Distance</i>
\$4.00	0 to 12 miles
\$6.00	>12 miles, up to 20 miles
\$7.00	>20 miles

<b>For service to/from San Francisco*</b>			
<b>1) If your trip starts or ends in:</b>	<b>2) And your pick-up or drop-off is:</b>		
	<i>Up to Civic Center BART</i>	<i>Beyond Civic Center BART</i>	<i>Any Daly City address</i>
	<b>3) Your fare is</b>		
<u>Zone 1:</u> Alameda, Berkeley, Emeryville, Piedmont, Oakland	\$6.00	\$7.00	\$8.00
<u>Zone 2:</u> Albany, Castro Valley, El Cerrito, El Sobrante, Kensington, Orinda BART, San Leandro, San Lorenzo, Richmond, San Pablo	\$7.00	\$8.00	\$9.00
<u>Zone 3:</u> Fremont, Hayward, Hercules, Milpitas, Newark, Pleasanton BART, Pinole, Union City	\$8.00	\$9.00	\$10.00

\* San Francisco trips which go beyond the BART service territory

**STAFFING:**

3. Please complete the table below.



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Note: The service is fully contracted, there are no dedicated staff. However, please see below for the contracted staffing levels:

Position	Total FTEs	Total PTEs
Drivers	269	0
Dispatch	13	1
Admin	8	1
Other	39	4

**4. For 'Admin' and 'Other' staffing positions noted in the chart, please provide a brief description of the functions performed.**

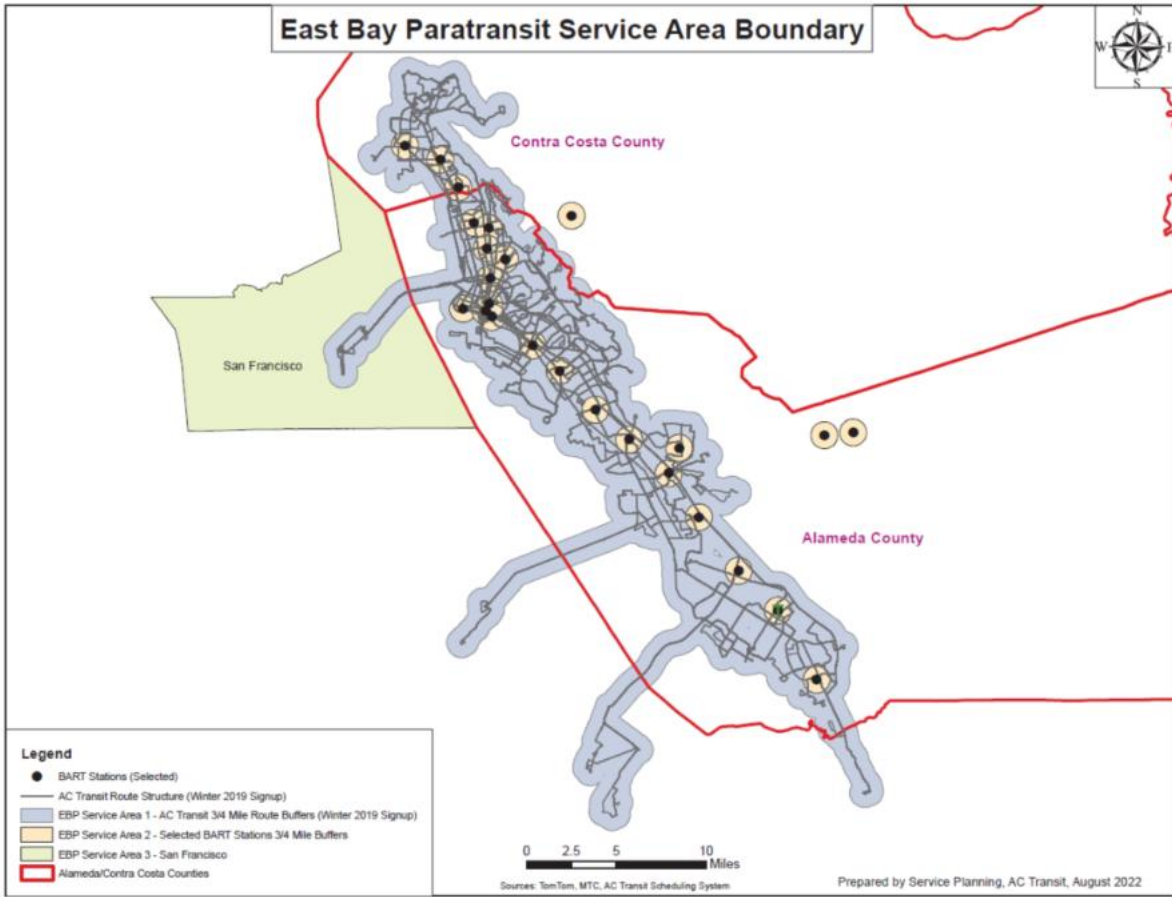
- Customer Service
- Reservations
- Billing/Trip Reconciliation
- Paratransit Eligibility Processing
- Complaint Response
- Reception
- IT
- Dispatching
- Road Supervision
- Route optimization
- Team supervision
- Drug & Alcohol Policy Processing/Enforcement

**5. If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.**

N/A

**SERVICE AREA:**

**6. Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who are geographically eligible to ride your service and where your service will take and pick up those eligible riders.**



**East Bay Paratransit serves the following cities:**

Alameda	Albany
Berkeley	Castro Valley
El Cerrito	El Sobrante
Emeryville	Fremont
Hayward	Kensington
Milpitas (part)	Newark
Oakland	Piedmont
Pinole (part)	Richmond
San Leandro	San Pablo
Union City	

ADA paratransit-certified *Riders* can also go to and from any of these cities to anywhere in San Francisco, and elsewhere in the Bay Area, beyond these cities by transferring to other ADA paratransit services.

**SECTION B: SERVICE DESCRIPTION (MIN. 300 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

**SERVICE NARRATIVE:**

- 7. Please provide a narrative describing your existing services and any proposed service changes for FY 2026–27. Use this section to tell the story behind your data from Form A and help reviewers understand your program’s operations, challenges, and impacts.***

In order to use EBPC’s ADA services, a person has to be certified. EBPC uses both a written application form and a mandatory in-person interview. In some cases, the Certification Department will request information from the applicant’s health care professional. An applicant who is found eligible is certified for three years. At the end of that period, the rider must recertify with EBPC, although further interviews are not required in the vast majority of cases.

EBPC comprises the overlapping fixed service areas of AC Transit and BART, which serves the East Bay communities of Western Contra Costa County and Western Alameda County; covering approximately 400 square miles. Service is also provided into and out of San Francisco. In most cases, EBPC coordinates long distance “Regional” trips outside of the EBPC service area. These require a transfer from EBPC to a second service. Riders can make a reservation for the entire trip through EBPC if the second ADA service provider coordinates reservations with EBPC.

EBPC operates during the same days and hours as AC Transit and BART’s regular fixed-route services. All trips are by reservation, which can be made from 8:00 am to 5:00 p.m. daily, seven days per week. Reservations are taken up to 7 days in advance. Standing order reservations can be set up for recurring trips in certain circumstances. Trips are provided in accessible lift vans. Service is a shared ride. In compliance with the ADA, EBPC does not impose limitations on the number of trips a rider can take, nor are trip requests prioritized.

**UNSPENT FUNDS** *(Complete only if applicable):*

- 8. If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation, please indicate the amounts in the spreadsheet and for any reason, provide details here for how the funds will be spent.***

N/A- All funds expended

**SECTION C: STAFF TRAINING**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

- 9. What initial training is provided to staff (admin and drivers) when they become part of your service team? This can be provided by the agency or the contractor.***

*Driver Training:* Within the contract between Transdev and each Service Provider is a driver training program requirement which addresses all staff positions, including drivers. The program is approved by the Broker prior to implementation. The training program shall include but not be limited to the following areas:

- Job function, Operation of equipment, and Emergency Preparedness
- Driver training that meets Federal and State requirements for ADA service and vehicle type
- ADA requirements: defensive and safe driving, passenger assistance; First-aid, and CPR training
- EBP history and policies
- Disability and aging awareness and sensitivity
- Diversity awareness and sensitivity, including cultural, racial, sexual orientation, age, and gender
- Recognizing and reporting sexual harassment

Admin staff receive ADA Paratransit, Transportation Management Software (StrataGen ADEPT and/or Spare Labs, Inc.), and East Bay Paratransit service training during the initial onboarding. Additionally, admin staff receive customer service training, disability sensitivity & awareness training, and ongoing trainings and workshops to ensure service level expectations are being met and departments are up to date on industry standards and best practices.

**10. What on-going training or certification does your staff participate in to qualify for the job (admin and drivers)? This can be provided by the agency or the contractor.**

- Minimum one (1) hour safety/ongoing training every month for every driver employed. Service Provider to present proposed meeting agenda for the Broker's approval prior to each session.
- Driver Evaluations. Each driver employed shall be evaluated by a qualified instructor at least once every six (6) months, including in-service evaluation and license and medical certificate checks.

**11. What training do Customer Service staff receive? Attach training curriculum if you have it.**

Customer Service staff receive the same above training for admin staff. Please see attachment 3A- Customer Service Workshop for additional training information.

**SECTION D: SAFETY, LIABILITY & INCIDENT MANAGEMENT**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

**12. What insurance liabilities do you have to protect staff and passengers?**

See attachment 3B- Insurance Requirements.

**13. Are staff subject to drug and alcohol testing. If so, under what circumstances?**

All candidates are subject to pre-employment drug testing. Random drug tests are administered to employees in safety-sensitive positions. Drug and alcohol testing is also administered to operator staff post-accident if a vehicle was towed. Reasonable suspicion may also result in testing.

**14. Describe how your program handles accidents and incidents when they occur. Include how events are reported, documented, and reviewed, and what support or training staff receive to respond appropriately.**

Accidents and incidents are recorded using designated forms by both the SPs and EBP. Service Providers are responsible for completing the initial accident packet then forwarding it to EBP. Broker Dispatch also records accidents and incidents as reported by driver and SP window dispatch. The information is stored in EBPs Adept SAFETY and Security folder

**15. How many vehicle accidents involving your service vehicles were documented this fiscal year? Please provide the number and brief description of the nature of those incidents.**

In Fiscal Year 25-26 through February, there have been 129 accidents involving EBP revenue vehicles, which is approximately 3.84 accidents per 100,000 revenue miles.

The accidents breakdown as follows:

One (1) Major Accident ( > \$25,000 prop dam., +/- 2 persons requiring immediate med attention, +/- a fatality)

Four (4) Non-Major Accidents (\$7,500 - \$24,999 property damage +/- 1 person needing immediate med attention)

124 Other Accidents.

**SECTION E: SERVICE AWARENESS (MIN. 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

**16. Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI.**

EBPC informs potential users of ADA services through brochures and Rider's Guides, which have been widely distributed to individuals, Senior Centers, social workers, dialysis centers, city program managers, adult day health centers and others. Information about EBPC is mentioned on both BART's and AC Transit's websites and in written materials about the agencies. EBPC has its own website at [eastbayparatransit.org](http://eastbayparatransit.org).

EBPC staff organizes or participates in numerous rider committee meetings, discussions with Social Service agency representatives, senior and disabled fairs, and paratransit and public transportation forums.

EBPC has made significant efforts to accommodate non-English speaking clients. All applications are available in both Spanish and Chinese in addition to English.



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Additionally, on-site Spanish and Chinese speaking customer service representatives are available during business hours. Should a rider or potential client need assistance in a language other than Spanish or Chinese, all customer service representatives are trained to access language link, a service that connects representatives with translators.

**17. Please share your public-facing promotional materials, including your website address.**

[eastbayparatransit.org](http://eastbayparatransit.org)  
[All About East Bay Paratransit](#)  
[Travel Training](#)

**18. Are your outreach materials available in languages other than English? If so, what languages?**

**Yes, all are available in English, Spanish, and Chinese.**

**19. Are there languages you would like to translate materials to but do not have the resources to do so?**

NO

## **SECTION F: RIDER FEEDBACK (MIN. 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

Please provide a summary of customer feedback collected from riders, including:

**20. What are your most common complaints? These don't need to come from a formal system, phone calls, conversations at pickup, comments to drivers, and notes from front desk staff all count.**

In Fiscal Year 25-26 through February, the top three complaint categories are:

1. Driver complaints
2. Provider timeliness
3. Broker dispatch

**21. Describe how riders can share feedback with your program and what happens after they do. How are complaints logged, who follows up, and how do you close the loop with the rider?**

EBPC contracts for an independent annual telephone survey of a random sample of 400+ riders. This Customer Satisfaction Survey asks questions about many aspects of the service including overall customer satisfaction. Other methods to obtain customer feedback include:

- Call East Bay Paratransit and speak with a Customer Service Representative
- Call East Bay Paratransit and leave a message in the Service Comments Mailbox

Write to the East Bay Paratransit Administration Office

- Submit a comment through the website: [www.eastbayparatransit.org](http://www.eastbayparatransit.org)

**22. Have any service changes, policy updates, or operational adjustments come from rider feedback in the past year?**

East Bay Paratransit and County Connection have begun using an additional transfer location at Dublin/Pleasanton BART station, for transfer rides where it makes more operational sense and provides a shorter ride time to complete the transfer there as opposed to the other transfer location at Orinda BART station.

**23. Does your program present to or receive input from any advisory body, such as a commission on aging, a disability advisory committee, a social services council, or a rider advisory group? If so, what concerns or themes have come up in those conversations recently?**

EBPC staff works with its rider committee, the East Bay Paratransit Access Committee (EBPAC) who advises management staff on a variety of items including changes to procedures or policies, reviewing budgets and funding claims, and outreach to people with disabilities. Comments and support for changes are obtained prior to implementation.

The EBPAC consists of 16 members: 12 EBPC riders from all over the service area & 4 members from city programs and Social Service Agencies with ADA riders as clients. The EBPAC also advises the Service Review Committee (SRC) comprised of the AC Transit and BART General Manager and/or their designees, on matters relating to the provision of paratransit services. The EBPAC meets every other month, the meetings are publicly noticed, and public comment is welcome. An announcement about the EBPAC is included in phone hold messages and on [eastbayparatransit.org](http://eastbayparatransit.org) so interested individuals may attend. Meeting materials are sent to everyone who requests them.

**24. (Complete only if applicable): If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive?**

East Bay Paratransit (EBP) centralizes the collection and resolution of complaints regarding its third-party service providers. All feedback, whether received by telephone, letter, or in person, is categorized, tracked, and directed to the Quality Assurance Manager, where they are entered into a tracking system.

East Bay Paratransit (EBP) centralizes the collection and resolution of complaints about its third-party service providers. All feedback, whether received by telephone, letter, or in person, is categorized, tracked, and directed to the Quality

Assurance Manager, where it is entered into a tracking system. The information gathered during this process is used to address issues with specific contract employees or to adjust service practices among the providers.

## **SECTION G: PROGRAM 20B WEST COUNTY OPERATORS NEED (MIN 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 20b in West County Only*

Describe how your agency will use program 20b funds by answering the following questions.

**1. SERVICE OVERVIEW & JUSTIFICATION:** Is this a new or continuing service? Describe the service (area, population, and key features). Explain how it provides "added value" by either addressing specific gaps that go beyond baseline requirements or by closing critical funding shortfalls required to maintain existing service levels.

This is a continuing service. See Sections A and B describing the service. Program 20B funds help to fund East Bay Paratransit to maintain existing service levels.

### **2. PERFORMANCE, DATA & IMPACT**

- For continuing service: provide a summary of recent performance (trips, ridership, and cost-effectiveness)
- For new services: provide a description of expected outcomes.
- For both continuing and new services, include supporting data (e.g., waitlists, denials, or survey results) to demonstrate the specific unmet need this service addresses and its impact on riders.

As an ADA paratransit service, there are no waitlists, and all demanded trips are served.

**3. BUDGET, COORDINATION & SUSTAINABILITY:** Provide a high-level breakdown of how Program 20B funds will be used alongside other funding sources. Additionally, describe how the service coordinates with other providers to improve efficiency and your plan for long-term sustainability.

Program 20B funds are included in EBPC's total operating revenue. These funds support maintaining EBPC's existing ADA paratransit services. Measure J Program 20B funds represent approximately 0.2% of EBPC's operating revenue. The remainder are comprised of Measure J Program 15 (0.5%), Alameda Measure BB (30%), Customer fares (3%), and AC Transit and BART general funds (67%).

Please note, the Measure J Form A Tab A that was provided by CCTA did not include a separate line item for us to input Program 20B funds, so instead we combined Program 15 and 20B funds on the line titled "Measure J Prog 15".



**Measure J Countywide Transportation for Seniors and People with Disabilities Program FY 2026-27**

Date	4/30/2026	
Agency	East Bay Paratransit Consortium (AC Transit/BART)	
Key Point of Contact	Mallory Nestor-Brush	Kevin McDonald
Phone	510-891-7213	510-874-7351
Email	mnestor@actransit.org	kevin.mcdonald@bart.gov

**For Internal Use Only**

Received:	
Revised Submission:	
Modifications Requested:	
Subcommittee Reviewed:	
Final Status:	



**Table A - Measure J Claim Summary TRANSIT**

	FY 2025 Actual	FY 2026 Projected	FY 2027 Estimate
<b>Program Sources (Revenues)</b>		<b>100% allocation</b>	<b>100% allocation</b>
Measure J Prog 15	\$ -	\$ 521,969	\$ 569,980
Measure J Local Reserves			
Paratransit Service Fares	\$ 1,975,385	\$ 1,986,065	\$ 2,063,921
TDA			
STA			
FTA			
Other - AlaCounty Meas BB - AC Transit	\$ 16,637,495	\$ 16,700,904	\$ 17,118,427
Other - AlaCounty Meas BB - BART	\$ 5,545,832	\$ 5,566,968	\$ 5,706,142
Other - AC Transit General Funds	\$ 25,218,074	\$ 29,886,230	\$ 34,085,441
Other - BART General Funds	\$ 13,409,807	\$ 15,363,484	\$ 17,380,859
Total Other	\$ 38,627,881	\$ 45,249,714	\$ 51,466,300
<b>TOTAL PROGRAM SOURCES</b>	<b>\$ 62,786,592</b>	<b>\$ 70,025,620</b>	<b>\$ 76,924,771</b>
<b>Program Uses (Expenditures)</b>			
Administration	\$ 430,935	\$ 418,147	\$ 422,879
Paratransit Operations	\$ 59,704,999	\$ 66,553,164	\$ 73,355,953
Fare Subsidy Operations			
Other - Outreach / Education	\$ 2,650,658	\$ 3,054,310	\$ 3,145,939
Other -			
<b>TOTAL PROGRAM USES</b>	<b>\$ 62,786,592</b>	<b>\$ 70,025,620</b>	<b>\$ 76,924,771</b>
<b>Capital Expenditures</b>			
<b>NET OPERATING BALANCE</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>
<b>Measure J Funds: Changes in Reserve Balance</b>			
<b>Beginning Reserve Balance</b>		\$ 0	\$ 0
Annual Revenue	\$ 62,786,592	\$ 70,025,620	\$ 76,924,771
Annual Operating Expenditures	\$ 62,786,592	\$ 70,025,620	\$ 76,924,771
Annual Capital Expenditures	\$ -	\$ -	\$ -
<b>Ending Reserve Balance</b>	<b>\$ 0</b>	<b>\$ 0</b>	<b>\$ 0</b>

Please review the directions for the definitions of the above terms and the appropriate formulas.



**Table C - Performance Indicators TRANSIT**

Activity	FY 2025 Actual	FY 2026 Projected	FY 2027 Estimate
<b>PARATRANSIT or DIAL-A-RIDE (DAR)</b>			
Total Registered Clients	12,140	11,877	12,174
Total Clients in Unincorporated Areas			
Total Active Clients	6,998	7,159	7,324
Total Passenger Boardings	519,603	520,808	560,326
Total Revenue Service Hours (RSHr)	363,333	360,434	387,783
Passenger Boardings per Revenue Service Hour (RSHr)	1.4	1.4	1.4
Average Passenger Trip Distance	11.5	11.4	11.4
Number of Wheelchair Passenger Boardings	117,136	122,355	126,177
Cost per Passenger Boarding (\$)	120.69	134.46	137.82
Number of No-Shows	8,690	9,157	9,386
Number of Cancellations	126,598	129,488	132,725
Number of Trip Denials	75	36	37
One Seat Ride Program (# referred)			
LIFE Program (# referred)			
Number of One Seat Ride Trips Provided			
Number of Active LIFE Program Users			
On-Time Performance (%)	94.8%	94.7%	95.0%
<b>OTHER PROGRAMS (Fill In If Applicable - TNC Service, Medical Transport, Senior Service, etc)</b>			
Number of Active Participants			
Quantity of Service			
Other			

**Please review the directions for the definitions of the above terms and the appropriate formulas.**



**Table E - Unmet Needs TRANSIT**

*responses should include a mix of quantitative and qualitative information. If you have not collected or documented this information, please note that instead of leaving the response blank.*

Total requests for transportation beyond current service area or route.	These are not tracked. EBP will continue to provide ADA complementary paratransit.
People outside your service area requesting rides	These are not tracked.
Requests for improved technology (apps, scheduling systems, easier fare payment) to access services more efficiently	New software platform launched on May 1. Phase 2 will include customer facing uses, for example the ability to book a trip via the EBP website or mobile app and on-line eligibility applications.
Opportunities to improve regional coordination beyond required ADA service	EBP will continue to provide ADA complementary paratransit.
Please shared any other unmet needs that are relevant ( <i>optional</i> ).	

**Please review the directions for the definitions of the above terms and the appropriate formulas.**

## EXHIBIT 2-INSURANCE REQUIREMENTS

Broker and Service Providers must register and provide proof of insurance coverage in the District's myCOI online insurance tracking system at [support@mycoitracking.com](mailto:support@mycoitracking.com).

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office *Form CG 00 01* covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$7,500,000.00 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (*ISO CG 25 03* or *25 04*) or the general aggregate limit shall be twice the required occurrence limit. Policies shall include coverage for Premises and Operations; Products/Completed Operations; Broad Form Property damage; Contractual Liability, Cross-liability and Severability of Interest, and Independent Contractors.  
*Sexual Abuse or Molestation (SAM) Liability:* If the CGL policy referenced above is not endorsed to include affirmative coverage for sexual abuse or molestation, Broker and Service Providers shall obtain and maintain a policy covering Sexual Abuse and Molestation with a limit no less than \$2,000,000.00 per occurrence or claim.
2. **Automobile Liability:** Insurance Services Office *Form Number CA 0001* covering, *Code 1* (any auto), or if Broker has no owned autos, *Code 8* (hired) and *Code 9* (non-owned), with limit no less than \$10,000,000.00 per accident for bodily injury and property damage. Taxis/Community Service Providers by subcontract shall be required to provide coverage limits per *Appendix 4*.
3. **Workers' Compensation** insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000.00 per accident for bodily injury or disease. (*Not required if Contractor provides written verification it has no employees*).
4. **Professional Liability Errors and Omissions Insurance** appropriate to Broker's and Service Providers' profession and services hereunder, with limits not less than \$3,000,000.00 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Broker and/or Service Providers.
5. **Cyber Liability Insurance**, with limits not less than \$2,000,000.00 per occurrence or claim, \$2,000,000.00 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Broker and Service Providers in this Contract and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information. The policy shall provide coverage for breach response costs, regulatory fines and penalties as well as credit monitoring expenses.
6. **Fidelity Bond and/or Crime Insurance**, with limits of not less than \$100,000.00 per occurrence for each loss of money or other property belonging to or held for the AC Transit and BART, AC Transit, and/or BART. Covering any loss of money or property.
7. **Property Insurance:** Broker and Service Providers shall provide all risk replacement cost valuation coverage on all property whether purchased by the Broker or Service Providers for use under this Contract or provided by the member agencies.
8. **Other Insurance Provisions:** The insurance policies are to contain, or be endorsed to contain, the following provisions, copies of which endorsements shall be attached to Certificates of Insurance submitted to AC Transit and BART:
  - a. **Additional Insured Status:** The EBPC, AC Transit, BART, the members of their respective Boards of Directors, their officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL and Auto Liability policies with respect to liability arising out of work or operations performed by or on behalf of Broker and Service Providers including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to Broker's and Service Provider's insurance (at least as broad as *ISO Form CG 20 10 11 85* or both *CG 20 10*, *CG 20 26*, *CG 20 33*, or *CG 20 38*; & *CG 20 37* forms if later revisions used).
  - b. **Primary Coverage:** For any claims related to this contract, Broker's and Service Provider's CGL and Auto Liability insurance coverage shall be primary insurance. primary CGL coverage shall at least be as broad as *ISO CG 20 01 04 13* as respects to the EBPC, AC Transit, BART, the members of their respective Boards of Directors, their officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by

- AC Transit, BART, the members of their respective Boards of Directors, their officers, officials, employees, or volunteers shall be excess of Contractor's insurance and shall not contribute with it.
- c. **Notice of Cancellation:** Each insurance policy required above shall be endorsed to state that the coverage shall not be suspended, voided, canceled by either party, reduced in coverage's or limits except *after thirty (30) calendar days* prior written notice by certified mail, return receipt requested, has been given to AC Transit and BART.
  - d. **Waiver of Subrogation:** Broker and Service Providers hereby grants to EBPC, AC Transit and BART a waiver of any right to subrogation which any insurer of said Broker or Service Provider may acquire against AC Transit and BART by virtue of the payment of any loss under such insurance. Broker and Service Providers agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not AC Transit and BART has received a waiver of subrogation endorsement from the insurer.
  - e. **Self-Insured Retentions:** Self-insured retentions must be declared to and approved by AC Transit and BART. AC Transit and BART may require Broker and Service Providers to provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or AC Transit, or BART.
  - f. **Acceptability of Insurers:** Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to AC Transit and BART.
  - g. **Claims Made Policies:** If any of the required policies provide coverage on a claims-made basis:
    - i. The Retroactive Date must be shown and must be before the date of the contract or the beginning of Services.
    - ii. Insurance must be maintained and evidence of insurance must be provided for *at least five (5) years* after completion of Services.
    - iii. If coverage is canceled or non-renewed, & not replaced with another claims-made policy form with a Retroactive Date prior to the Contract Effective Date, Broker and Service Providers must purchase "extended reporting" coverage for *at least five (5) years* after completion of Services.
  - h. **Verification of Coverage:** Broker and Service Providers shall furnish AC Transit and BART with original Certificates of Insurance including all required amendatory endorsements (or copies of the applicable policy language affecting coverage required by this clause) and a copy of the Declarations and Endorsement Page of the CGL policy listing all policy endorsements to AC Transit and BART before services begins. However, failure to obtain the required documents prior to services beginning shall not waive the Contractor's obligation to provide them.
  - i. **Subcontractors:** Unless otherwise stated, Broker and Service Providers shall require and verify that all subcontractors of any tier maintain insurance meeting all the requirements stated herein or Broker and Service Providers may insure the subcontractors under its own policies. Broker and Service Providers shall ensure that EBPC, AC Transit and BART are additional insureds on insurance required from subcontractors.
  - j. **Special Risks or Circumstances:** AC Transit and BART reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.
  - k. **Certificates of Insurance & Notices:** Broker and Service Providers shall annually submit to AC Transit and BART, certificates confirming that the insurance required has been renewed and continues in place for the term of the Contract.
    - i. AC Transit notices shall be submitted through *myCOI* at [support@mycoitracking.com](mailto:support@mycoitracking.com).
    - ii. BART notices shall be sent to San Francisco Bay Area Rapid Transit District, c/o Director of Risk & Insurance, P.O. Box 12688 Oakland, CA 94604-2688.
- 9. Special Provisions:**
- a. These insurance requirements are not intended to and shall not in any manner limit or otherwise qualify the liabilities and obligations otherwise assumed by the Broker and Service Providers under this Contract, including but not limited to the provisions concerning indemnification.
  - b. Compliance with these insurance requirements is considered a material part of the Contract, and breach of any such provision may, at the option of AC Transit and BART, be considered a material breach of the Contract, and result in action by AC Transit and BART to withhold payment and/or terminate the Contract.
  - c. **If the same entity/organization is awarded both the Roles of Broker and Service Provider, they must provide double the required coverage limits for Commercial General Liability as stated in Section 1 of Exhibit 2 and Auto Liability as stated in Section 2 of Exhibit 2.**

## East Bay Paratransit Customer Service Workshop



1

## Workshop Agenda

- Part 1
  - Agenda
  - Learning Objectives
- Part 2
  - Disability Etiquette
  - Effectively Managing Calls – Best Practices and Call Examples
  - Role Play Exercises

2

## Learning Objectives

- Refresher on ADA guidelines
- Understand regulatory requirements, policies, and passenger expectations
- Learn about creating customer experience excellence
- Put ourselves in our passengers' shoes and identify their needs
- Understand disability etiquette and best approaches to improve passenger satisfaction
- Feel comfortable using tools and scripts
- Ensure empowerment to resolve

3

## Americans With Disabilities Act

Understanding Your Role

4

## What is the ADA?

- ADA
  - The Americans with Disabilities Act of 1990 (ADA) prohibits discrimination and ensures equal opportunity and access for persons with disabilities.
  - The ADA requires public transit agencies that provide fixed-route service to provide "complementary paratransit" service to people with disabilities who cannot use the fixed-route bus or rail service because of a disability. The ADA regulations specifically define a population of customer who are entitled to this service as a civil right. The regulations also define minimum service characteristics that must be met for this service to be considered equivalent to the fixed-route service it is intended to complement.

5

## ADA Scenario

- Caller demands they are picked up at their home at 10:00am today for their appointment. They say that you have to accommodate them because of the ADA law.
  - What do you do? How do you answer this question and manage this call?

6

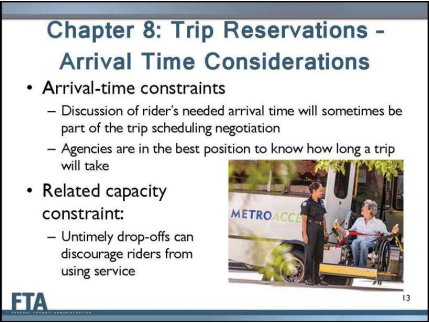
### ADA Scheduling Scenario

- Caller wants to schedule a pick-up for a doctor’s appointment at 11:00am. They ask to be picked up at 10:45am from their home. However, you know the driver will take at least 15 minutes without traffic and they should have a time buffer to ensure they make their appointment.
  - What do you do? How do you answer this question and manage this call?

7

### Chapter 8: Trip Reservations - Arrival Time Considerations


- **Arrival-time constraints**
  - Discussion of rider’s needed arrival time will sometimes be part of the trip scheduling negotiation
  - Agencies are in the best position to know how long a trip will take
- **Related capacity constraint:**
  - Untimely drop-offs can discourage riders from using service



8

## Call Center Goals


What are the Expectations?



9

### What You’re Currently Doing...

- Taking reservations and scheduling trips
- Scheduling subscriptions
- Dispatching rides and supporting drivers with their routes
- Answering customer questions about rides and schedules
- Managing no-show and cancellations
- Addressing issues with trips



10


### Discussion – What’s Missing?

- Do you have all the tools you need to be successful?
- What tools would you like to have?
- What would you like to see changed?
- What information would you like passengers to have?
- Do you have any other suggestions?

11

### Our Promise to East Bay Paratransit


- Provide excellent customer service and communicate correct information
- Answer all calls professionally
- Ensure rides and subscriptions are scheduled properly
- Dispatch and manage trips effectively
- Support drivers in making their trips on time and handling issues
- Make safety a priority



12

### Call Center Goals

- Deliver excellent customer service, with kindness and care
- Achieve a call abandonment rate of less than 4%
- Answer calls in less than 2 minutes (avg queue hold)
- Handle calls efficiently and eliminate chat
- Address and resolve concerns on the first attempt
- Create a respectful and professional environment



13

## Being Customer Driven

What do customers really want?




14

### Caring About the Customer Experience

It all starts...


By putting ourselves (and our team) into the customer's shoes and to better understand their point of view.

Before we look at the East Bay Paratransit Customer Experience, let's take a different example... just to get used to thinking this way...



15

### We are ALL Customers!





16

### Exercise

What happens when I'm a customer?

- When you are a customer what do you LOVE and HATE about your experience in different service industries?
  - Bank, leisure center, restaurant...





17

### PART ONE: Working on customer pathways

**MEET TINA:** Tina is a 30-year-old woman who has just move to the area with her daughter. She needs to use EBPT to get to her office. She will be riding for the very first time.

1. Discuss major **STAGES** along the customer pathway for bus and paratransit passengers.
2. For each **STAGE**, brainstorm a list of **EVENTS**



18

### Put Yourself in the Customer's Shoes

- This will help give insight and understanding of what the passenger is going through and may help you not to take passenger responses and emotions personally. The customer pathways shown below describes the entire passenger journey from start to finish.

19

### The Customer's Expectations

**I EXPECT SERVICE**

- > To have access to the service
- > To be informed
- > To be serviced
- > To get answers, advice
- > To get help
- > To find a solution
- > ...

80% Operational processes

**I EXPECT A POSITIVE EXPERIENCE**

- > To be welcomed
- > To be listened to
- > To be able to trust
- > To be reassured
- > To feel that it is my transportation system
- > ...

20% Customer care

**QUALITY OF SERVICE**

20

### THREE EMOTIONAL ENVIRONMENTS

**FOR OUR PASSENGERS, THIS MEANS**

The passenger wants to travel with us and feel comfortable

**TAKE CARE**

Something is not clear or correct travelling with us and passengers feel unsure

**KEEP CONTACT**

An incident happens with the service and the passenger is upset and angry

**TAKE INITIATIVE**

21

### Identify Emotional Environments that Impact Customer Reactions

- By recognizing emotions, you will have the tools to help assess situations from the passenger's point of view and respond appropriately.
- You may not be able to control things that happen on daily routes (traffic, accidents, etc.), but you can influence every experience with passengers based on what you say, how you say it and what you do.

22

### Shine the Light on the Customer

- See the situation from the passenger point of view
- Asses the emotional state (green yellow, red)
- Act accordingly to keep them at green or get them to green

23

### TO SUM UP WHAT WE HAVE TO DO...

Take care of the customers

**TAKE CARE**

Keep contact with the customers to reassure them

**KEEP CONTACT**

Quickly fixing the situation is your first priority

**TAKE INITIATIVE**

**... AND WE WILL CHANGE THE CUSTOMER EXPERIENCE**

24

## TAKE CARE OF THE CUSTOMER

IN A GREEN ENVIRONMENT



**TAKE CARE**


- > **Recognize:** make contact, show they are heard
- > **Respect:** be polite, greet the customer, treat them as you'd like to be treated
- > **Empathy:** go the extra mile

25

## Green Environment: Let's Recap

- > What does the green environment give the customer?  
**A feeling of well being – they are recognized, cared for**
- > How do we create a green environment?  
**Initial contact, anticipate, be pleasant and helpful**
- > What attitudes is care made of?  
**Recognize, show Respect, show Empathy**
- > What's in it for me?  
**A job well done, commendation, a happy customer, feeling successful**
- > And on the days I'm not sure I feel like it?  
**I can choose from myself to enjoy the day and feel "Green"!**

**EXERCISE**


 Group work
  5'

26

## KEEP CONTACT WITH THE CUSTOMER

IN A YELLOW ENVIRONMENT



**KEEP CONTACT**




- > **1 Be "on the case" immediately**
- > **2 Explore** the situation by asking questions: show you genuinely care
- > **3 Propose a solution** and check the customer is OK with it
- > **4 Demonstrate your presence** throughout the whole process

27

## Yellow Environment: Let's Recap

- > What does the customer in "Yellow" really need?  
**To be reassured**
- > What's the most important thing to do?  
**Communicate**
- > What are the four stages to "Keep Contact"?  
**Demonstrate your presence, Propose a solution, Explore the situation, Be "on the case" immediately**
- > What's important about how I communicate?  
**Voice, words**
- > What's in it for me?  
**Customer avoids "Red", we're both feeling "Green"!**

**EXERCISE**


 Group work
  5'

28

## COMMUNICATE AND RESTORE TRUST

YELLOW ENVIRONMENT



**ACTIVE LISTENING**

You must be active, and show you are listening and truly concerned.  
Less communication = More stress  
More communication = Less stress

- > **Asking questions**
- > **Silence**
- > **Reformulating/rephrasing**
- > **Summarizing**
- > **Tone of Voice** (smile when you're talking)
- > **Neutrality**

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## HANDLING CHALLENGING SITUATIONS



**TAKE INITIATIVE**

Quickly fixing the situation is your first priority

30

**GETTING OUT**  
OF A RED ENVIRONMENT

---




**TAKE INITIATIVE**

- > Be the first to take action
- > Restore calm
- > Offer solutions
- > FFF: the Friendly, Factual and Firm approach

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**ATTITUDE AND METHOD**  
RED ENVIRONMENT

---




**RESTORE CALM**

- > Approach disruptive passengers by **putting yourself in the position of a "partner"**
- > **Explore the situation:** what is the problem ?  
*(questions, questions, questions...)*
- > **Never confuse the problem and the person:** it is about what people do and not about who people are
- > **Be specific** about expected behavior and rules on the system *(see FFF approach)*
- > Balance the impersonal nature of rules with **personal interaction**

32

**ATTITUDE AND METHOD**  
RED ENVIRONMENT

---



**OFFER SOLUTIONS**

**Once you have explored the situation, try offering a "way out"**

- > A **concrete solution:**
  - Correct the information, repeat their request and repeat the directions clearly.
  - I have contacted operations; a vehicle will be here in ten minutes. We apologize for the inconvenience.
- > A "psychological" solution:
  - I understand your confusion, anger... I will personally inform the manager of your problem, if you will please leave us your preferred contact information....
  - Please contact East Bay Paratransit customer service, and we will try to resolve the issue as best we can.

33

**FRIENDLY, FACTUAL, FIRM APPROACH**  
RED ENVIRONMENT

---



**FFF**

- > **Friendly**
  - Make contact and keep a friendly, understanding attitude
    - *I don't want to spoil your good mood...*
- > **Factual**
  - Link the **FRIENDLY** and the **FIRM** by ways of a factual statement
    - *...But the fact is that ...*
- > **Firm**
  - Remind there the rule to observe is the company's, *(or municipality's, or the law's)* decision and not your personal one
    - *...drinking alcohol isn't allowed on board.*

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**FFF Approach**

USE THE TWO-PART APPROACH TO TRANSLATE THESE "CRUDE" STATEMENTS


- There isn't any smoking in my bus!
- Where did you learn to put your feet on the seats like that?!
- You're not going to drink on the bus, are you?!
- Quiet back there! Don't make so much noise!
- You don't have to yell at me! Stop it!

35

**Emotional Environments - Review**


- **There are three emotional environments identified:**
  - Green Passengers: Connect – welcome, engage & empathize
  - Yellow Passengers: Inform – respond, ask, check, manage
  - Red Passengers: Act – assist, take charge, restore

**CONNECT**




The passenger is a regular rider and feels comfortable.

**INFORM**



The passenger feels unsure; could be first time riding.

**ACT**




The passenger is upset or angry. Could be due to an incident or delay.

36

**IT'S UP TO YOU...**

- Make your own job easier by:
  - Staying in the Green Zone
  - Going for Care (using problem solving methods)
  - Sharing ideas for improving customer service



37

**Disability Etiquette**

Ensuring appropriate, caring communication



38

**Disability Etiquette**


- Basic disability etiquette involves treating people with disabilities with respect.
- Use **people-first language**. Avoid referring to a caller's particular disability unless it is necessary. Always put the person first. For example, say "customer who uses a wheelchair" or "person who is blind."



39

**Disability Etiquette**


- **Provide clear, organized instructions** for customers with cognitive disabilities (e.g., traumatic brain injury, Dementia, and neurological conditions). When providing instructions, break down steps into smaller segments.
- **Repeat and ask for verification.** Clarification is very important when speaking with a customer who has a speech impairment (or any customer). Ask for verification of their request.



40

**Scripts**


Tools for Clear, Consistent Calls



41

**Scripts**

- **Best Practices:**
  - Always say "please" and "thank you" when asking for information and receiving information from a client.
  - Do your best to resolve the client's request quickly and politely.
  - Always acknowledge their request and remain calm, polite, and understanding if they had a bad or challenging experience.



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## Scripts

- **Greetings:**
  - Thank you for calling East Bay Paratransit, this is (Name).
- **Hold:**
  - May I place you on hold for a moment?
  - Thank you for holding.
- **Call Closings:**
  - Thank you for calling, have a great day!

43

## Effectively Managing Calls

Expectations of a Professional Call Center Agent

44

## Expectations of a Professional Call Center Agent

- **Think about your body language and verbal reactions.**
  - A relaxed, smiling person is more likely to have a calm, controlled voice and can speak freely. A caller is more likely to feel comfortable and less upset when staff is keeping the tone professional and positive.
- **Keep customer informed.**
  - Let your customer know what you are doing and how long it might take. You may need to explain that you need to speak with someone else to get an answer. Let the customer know approximately how long it will take.

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## Expectations of a Professional Call Center Agent

- Always ask the customer if you can put them on hold.
  - It is polite to ask their permission before placing them on hold. Try to let them know how long they can expect to hold.
- Provide accurate information.
  - If you are unsure about a questions, or aren't confident of your answer, ask to put the call on hold and ask a colleague or manager.
- Avoid negative language.
  - Stay calm and use positive language. It will create a positive experience for you and the customer.
- Treat each caller as an individual.
  - You play an important role in helping customers feel valued and appreciated. Use the caller's name when answering their questions.

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## Expectations of a Professional Call Center Agent

- **Take detailed notes if you're handling a question or complaint.**
- **Reassure the customer.**
  - Let the customer know you're listening and value their feedback when handling a concern or complaint.
- **Don't over promise.**
  - If the customer is requesting a response, let them know you will take their complaint/questions, and someone will respond.
- **Know the business.**
  - Ensure you are up to date about information including operational practices, areas of service, ADA policies, and hours of operation.

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## Expectations of a Professional Call Center Agent

- **Know how to apologize.**
  - The caller may not always be right, but kindness toward the situation will help the call reach its conclusion or help you and the caller find a solution to the issue or request.
- **Abuse is never acceptable.**
  - Professionally set limits with customers who are verbally abusive and remain calm.
- **Ensure the reservation details are correct before closing the call.**
  - Repeat the information to the customer to ensure all details – times, pick-up locations, and drop-off locations.

48

## Call Examples

### Example 1

- What could the agent have done for a different outcome?
- What are some of the techniques you could apply to better support the customer?

### Example 2

- What did the agent do well?
- How did this experience impact the client?



49

## Call Center Exercises

Agent/Customer Conversations

6

50

## Scenarios – Role Play Exercise

### Scenario 1

- Rider calls in and is upset because the bus is not there at the scheduled time, and they'll be late to their appointment.
  - Your goal is to calm the rider down, explain where the vehicle is currently, and provide an estimated pick-up time.

### Scenario 2

- Rider calls to complain about the bus leaving before they are ready – they need help to get home.
  - Apologize to the rider (even though it isn't our fault) and work with dispatch to arrange for a pick-up.
  - Work with the rider to determine what may have happened (options: didn't understand the rules, was having trouble getting to the pick-up location, delayed at the appointment).

51

## Scenarios – Role Play Exercise

### Scenario 3

- Driver calls to let you know that the other agency's vehicle has not arrived yet and they've been waiting for 30 minutes. The passenger is very upset.
  - Your goal is to support the driver in getting the passenger to yellow, find out where the other vehicle is (or if it's even coming), provide an estimated pick-up time and let the rider know that if the other agency does not show up, we'll take them back to their pick-up location.

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## Role Play Exercise Questions

- What was good or bad about the interaction?
- How could the interaction have gone better?
- Did you have all the information you needed to help the caller?
- What state (Green-Yellow-Red) was the caller in when they called?
- What state was the caller in when the call ended?
- Do you have any other thoughts or comments about this interaction?

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## Thank you!



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**Driver Training for East Bay Paratransit**


Cynthia Lopez, GM  
Transdev NA  
Oakland, CA

1

**Transdev- IntelliRide**



- Transdev (Broker) contracts with 3 dedicated Service Providers (331) active drivers
- First Transit – Oakland
- MV Transportation – San Leandro
- A-Paratransit – San Leandro



2


**What does it take to drive for East Bay Paratransit?**

- Class B (P endorsement) required
- Pre-employment drug screen (DOT regulated)
- Pass Criminal Background check
- Have a current DMV report or pull notice (with no more than 3 points in the past 3 years)
- No license suspensions (with 2 yrs., no DUIs)
- Have to be an experienced, licensed driver for at least 3 years
- Pass a DOT – physical by a DOT certified Doctor
- Subjected to random DOT drug screens
- Certified in CPR & First Aid
- VTT certificate




3


**Classroom Basics**



**Start to finish – all Providers average:**

- 2 or 3 days (16-24 hrs) CDL prep
- Drivers take written CDL test Class B and obtain permit
- 40 hours of classroom (operations)
- 16 hours learning basic skills (backing, turning the vehicle, driving in a confined area (coned off area in a empty parking lot)
- 24 hours (BTW) – driving with an instructor on City streets, freeways and in traffic
- Drivers scheduled to take drive test (DMV-ETP certified instructor on an approved DMV course)
- 16 hours cadetting (in service), but with another driver to assist


**Total: 100-120 hours**



4

**Other key items learned:**

- Pre-Trip Inspections
- Smith System or LLLC Defensive Driving
- Accident avoidance/prevention
- WC securement and operating bus equipment lifts and ramps
- Conflict management
- Difficult locations (BART stations, hospital or location loading areas, avoiding overhangs and awnings)
- MSlate training (MDC unit)
- Map or GPS training




**P.A.S.S.** - CTAA's Passenger Assistance, Safety and Sensitivity (PASS) driver training program is the recognized industry standard when it comes to ensuring that passengers are transported in the most safe, sensitive and careful manner possible. ... PASS trained drivers know how to safely and sensitively transport everyone.


- Intro to ADA & Disability sensitivity
- Original certification and annual re-certification

5

**Transdev (IntelliRide) Broker Responsible for:**



- Contract Basics (What is East Bay Paratransit)
- Expectations of service (Door to door, passenger assistance)
- Incident/Accident Reporting Protocol
- Communication Basics w/ Dispatch
- What to do when you need assistance (help)
- Compliance
  - Road Supervision (spots checks, road observation, some ride-a-longs), audit training records, accident reporting, oversee D/A compliance provide training for drivers working for EBPT contract as part of training class



6





CONTRA COSTA  
TRANSPORTATION  
AGENCY

## FORM B: Narrative

### Measure J Paratransit Program 15/20B Claim

### FY 26-27 Project Description

AGENCY NAME: WestCAT

#### **SECTION A: SERVICE OVERVIEW**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

#### **TYPES OF SERVICE:**

1. Check the box for each type of service you provide.
  - ADA Paratransit Service
  - Taxi/TNC
  - Excursion Service
  - Meal trips
  - Dial-A-Ride
  - Volunteer Driver Program
  - Other
  
2. For each service that you checked above, please provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, fares, etc. Include attachments if appropriate. You may use bullet points for this.

**WCCTA Dial A Ride service began in September 1979, serving the Cities of Hercules and Pinole and the unincorporated communities of Crockett, Rodeo, Port Costa, Tara Hills, Montalvin Manor, and Bayview in Western Contra Costa County. WestCAT’s commitment to providing service to riders with disabilities pre-dates the passage of the Americans with Disabilities Act. WCCTA has offered direct trips within and outside its service boundaries for passengers with disabilities for many years, and our system continues to offer services beyond the scope necessary under the ADA. Eligibility for these services is extended to anyone 65 years or older, regardless of ADA eligibility status.**

**WestCAT Paratransit Service operates six days a week, from 6:00 AM to 8:00 PM (weekdays) and from 9:00 AM to 7:00 PM on Saturdays. The service provides the ADA-mandated complementary service for WestCAT’s fixed route system. However, WestCAT does not limit service to a ¾ mile corridor boundary around operating fixed routes. Instead, it provides service to all locations within its service area boundaries during paratransit hours of operation. Outside of these hours,**

and on Sundays and Holidays, WestCAT has a cooperative agreement with East Bay Paratransit to provide ADA-mandated services. At these times, locations served are limited to those within the ¾ mile ADA corridor. This agreement is currently under discussion with WestCAT and East Bay to potentially change how these trips are provided. There is no update on potential changes at this time at this time. WestCAT has no plan to modify the current policy of not implementing the ¾ mile limit on service provision.

**STAFFING:**

3. Please complete the table below.

Position	Total FTEs	Total PTEs
Drivers	7	
Dispatch	5	
Admin	1	0.5
Other-Mech/ Utility	2	

4. For 'Admin' and 'Other' staffing positions noted in the chart, please provide a brief description of the functions performed.

**-Mechanics / Utility Workers are responsible for maintaining the paratransit fleet. They service and clean our vehicles to ensure they are in good condition to operate our service safely and inspect for cleanliness.**

**-Admin is responsible for overseeing the paratransit and ADA passenger database. Keeping up with eligibility, registering new clients, incoming applications, and making reservations.**

5. If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain. *N/A*

**SERVICE AREA:**

6. Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who are geographically eligible to ride your service and where your service will take and pick up those eligible riders.

**Map attached. Trips for all eligible riders are available throughout our service area, with limited direct trips outside our boundaries for passengers with disabilities. Service within the service area is available to anyone aged 65 or older, regardless of ADA eligibility.**

**SECTION B: SERVICE DESCRIPTION (MIN. 300 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

**SERVICE NARRATIVE:**

**7. Please provide a narrative describing your existing services and any proposed service changes for FY 2026–27. Use this section to tell the story behind your data from Form A and help reviewers understand your program’s operations, challenges, and impacts.**

No service changes are currently planned. There are ongoing discussions with East Bay about potentially collaborating on either a One Seat Ride pilot with WestCAT, or having them join the East Bay One Seat Ride Pilot. WestCAT continues to provide ADA trips to ALL eligible residents of the service area, regardless of their geographical distance to a fixed route, we also offer Senior trips within the same geographical boundary. WestCAT also offers limited Senior trips to medical facilities in San Pablo and El Cerrito.

Ridership has remained relatively flat over the past few years, while costs to provide the service have continued to increase. It should be noted that the contractors' Driver Union is currently in negotiation, and this may further increase the direct cost to provide service. WestCAT is entering into its last year of agreement with the current Operational and Maintenance contractor, and would anticipate a new contract in effect on July 1 2027 will also see cost increases.

**UNSPENT FUNDS** *(Complete only if applicable):*

- 8. If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation, please indicate the amounts in the spreadsheet and for any reason, provide details here for how the funds will be spent.**

N/A

### **SECTION C: STAFF TRAINING**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

9. What initial training is provided to staff (admin and drivers) when they become part of your service team? This can be provided by the agency or the contractor.  
Using MV Transportation’s instructor-guided program, drivers are provided with classroom and behind-the-wheel training. The training covers 33 core training modules covering all necessary components of safe and courteous vehicle operation. Each new hire is required to complete 116 hours of training. Consists of 28.5 hours of classroom, 4.5 hours of pre-driving, 6 hours of closed course, 25.5 hours of behind-the-wheel training, 36 hours of observation, and 16 hours of cadet driving.
10. What on-going training or certification does your staff participate in to qualify for the job (admin and drivers)? This can be provided by the agency or the contractor.  
Customer Service/ Dispatchers all receive the same training as above, along with ongoing training regarding booking appointments, hold times, empathy, and call-doctor.

11. What training do Customer Service staff receive? Attach training curriculum if you have it.

Contractor provides customer service training to all front-line employees, including ongoing training throughout the year. The contractor has an online portal tracking and providing training, WestCAT is launching Fixed Route Service changes as part of the ongoing Comprehensive Operational Analysis (WestCAT Evolution). Part of this rollout will include additional customer service training and guidelines.

## **SECTION D: SAFETY, LIABILITY & INCIDENT MANAGEMENT**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

12. What insurance liabilities do you have to protect staff and passengers?

WCCTA maintains its primary Vehicular and General Liability Coverage through the California Transit Indemnity Pool (CalTIP). Currently, WCCTA's self-insured retention level under the CalTIP coverage is \$100,000, and WCCTA currently maintains coverage for the first \$100,000 of any loss through its contract with MV Transportation. The CalTIP program requires that all incidents and potential losses be immediately reported to CalTIP's third-party adjusting firm (currently Sedgwick) and that CalTIP's TPA will be responsible for administering all covered claims. WCCTA also secures physical damage coverage for the full replacement value of all vehicles in its fleet through CalTIP. Proposers shall provide coverage for all physical damage losses within the deductible amount of the CalTIP coverage (\$5,000 per occurrence per vehicle). CalTIP's third-party adjusting firm is responsible for administering any physical damage claim and pursuing subrogation recovery for any physical damage claim exceeding \$2,500.

13. Are staff subject to drug and alcohol testing. If so, under what circumstances?

Yes, all contracted safety-sensitive employees are drug tested upon employment, after at-fault accidents, for reasonable suspensions, and randoms.

14. Describe how your program handles accidents and incidents when they occur. Include how events are reported, documented, and reviewed, and what support or training staff receive to respond appropriately.

When needed, the Road Supervisors respond to all Accidents/Incidents. Road Supervisors and Managers received Accident Investigation Training upon initial placement and received ongoing training regarding investigation, reporting, and testing. CalTIP also provides accident investigation training, which we use frequently. Key personnel are provided with the needed materials (Incident, FTA Decision to Test, Preventability, Testing Notification, Comment Cards), as well as other forms. Everyone responding to incidents has a Smartphone for photos.



15. How many vehicle accidents involving your service vehicles were documented this fiscal year? Please provide the number and brief description of the nature of those incidents.  
**We had a total of 5 vehicle accidents this fiscal year.**

### **SECTION E: SERVICE AWARENESS (MIN. 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

16. Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI.

**WestCAT continues to promote and market our programs through our website ([www.westcat.org](http://www.westcat.org)), social media, text alerts, and community outreach events such as National Night Out and Health Fairs held at local Senior Centers. Staff frequently visit senior residential communities in our service area. We mail postcards to current clients about new programs and leave them at Senior Centers, hospitals, and Dialysis Centers. Currently, we offer publications in both English and Spanish.**

17. Please share your public-facing promotional materials, including your website address.

<https://www.westcat.org/>

18. Are your outreach materials available in languages other than English? If so, what languages? **We offer outreach materials in both English and Spanish.**

19. Are there languages you would like to translate materials to but do not have the resources to do so? **No**

### **SECTION F: RIDER FEEDBACK (MIN. 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 15 and 20b (West County)*

Please provide a summary of customer feedback collected from riders, including:

20. What are your most common complaints? These don't need to come from a formal system, phone calls, conversations at pickup, comments to drivers, and notes from front desk staff all count.

**Complaints often arise around timed transfers with other agencies, we have also had some internal phone issues over the last year which have resulted in longer hold times.**

21. Describe how riders can share feedback with your program and what happens after they do. How are complaints logged, who follows up, and how do you close the loop with the rider?

**WestCAT utilizes software provided by GoGov to record and track all complaints and comments. Through the online portal, passengers can visit our website to report issues or contact us directly. Once a comment is submitted, it is assigned to a specific**

individual based on the nature of the issue, who will investigate and respond within three business days.

22. Have any service changes, policy updates, or operational adjustments come from rider feedback in the past year?

We have a new phone system in place. We worked with SolTrans to change the service provision of trips between our agencies in terms of transfer location. Trips from SolTrans will transfer in Hercules, and trips from WestCAT will transfer in Vallejo.

23. Does your program present to or receive input from any advisory body, such as a commission on aging, a disability advisory committee, a social services council, or a rider advisory group? If so, what concerns or themes have come up in those conversations recently?

We do not have any direct Advisory committee's

24. (Complete only if applicable): If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive? **N/A**

## **SECTION G: PROGRAM 20B WEST COUNTY OPERATORS NEED (MIN 250 WORDS)**

*Who must complete: All Claimants of Measure J Program 20b in West County Only*

Describe how your agency will use program 20b funds by answering the following questions.

1. **SERVICE OVERVIEW & JUSTIFICATION:** Is this a new or continuing service? Describe the service (area, population, and key features). Explain how it provides "added value" by either addressing specific gaps that go beyond baseline requirements or by closing critical funding shortfalls required to maintain existing service levels.

WestCAT provides trips beyond the ADA required ¼ mile of a fixed route, and also provides trips to all Seniors within the service area. As previously described in Program 15 description

### **2. PERFORMANCE, DATA & IMPACT**

- For continuing service: provide a summary of recent performance (trips, ridership, and cost-effectiveness) This is all contained within Form A – Data is for ADA and Paratransit services
- For new services: provide a description of expected outcomes.
- For both continuing and new services, include supporting data (e.g., waitlists, denials, or survey results) to demonstrate the specific unmet need this service addresses and its impact on riders.

We provide trips to all within our service boundaries and hours of operation

3. **BUDGET, COORDINATION & SUSTAINABILITY:** Provide a high-level breakdown of how Program 20B funds will be used alongside other funding sources. Additionally, describe how the service coordinates with other providers to improve efficiency and your plan for long-term sustainability.



WestCAT will continue using Program 20b funding to support services beyond those required by the ADA, alongside essential cross-subsidization from the Transportation Development Act fund. These services include direct trips outside the WCCTA service area to dialysis centers, senior day programs, and other medical services in West County. Additionally, the funding will help offset the costs of WestCAT's participation in the one-seat pilot as demand for this program increases.



**Measure J Countywide Transportation for Seniors and People with Disabilities Program FY 2026-27**

Date	5/1/2026
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Agency	WestCAT
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Key Point of Contact	Rob Thompson
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Phone	(510) 724-3331
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Email	<a href="mailto:rob@westcat.org">rob@westcat.org</a>
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**For Internal Use Only**

Received:	
Revised Submission:	
Modifications Requested:	
Subcommittee Reviewed:	
Final Status:	



Table A - Measure J Claim Summary TRANSIT

	FY 2025 Actual	FY 2026 Projected	FY 2027 Estimate
<b>Program Sources (Revenues)</b>		<b>100% allocation</b>	<b>100% allocation</b>
Measure J Prog 15	\$ 416,786	\$ 416,786	\$ 445,076
Measure J Prog 20b	\$ 118,394	\$ 115,954	\$ 118,913
Measure J Local Reserves			
Paratransit Service Fares	\$ 29,763	\$ 26,000	\$ 26,000
TDA	\$ 1,153,484	\$ 1,200,377	
STA	\$ 157,696	\$ 157,715	
FTA			
Other - TDA	\$ 6,186	\$ 4,434	\$ 1,226,469
Other - STA			\$ 162,446
Total Other	\$ 6,186	\$ 4,434	\$ 1,388,915
<b>TOTAL PROGRAM SOURCES</b>	<b>\$ 1,882,309</b>	<b>\$ 1,921,266</b>	<b>\$ 1,978,904</b>
<b>Program Uses (Expenditures)</b>			
Administration	\$ 226,950	\$ 220,336	\$ 226,946
Paratransit Operations	\$ 1,344,974	\$ 1,365,451	\$ 1,406,415
Fare Subsidy Operations			
Other -	\$ 310,385	\$ 335,479	\$ 345,543
Other -			
<b>TOTAL PROGRAM USES</b>	<b>\$ 1,882,309</b>	<b>\$ 1,921,266</b>	<b>\$ 1,978,904</b>
<b>Capital Expenditures</b>			
<b>NET OPERATING BALANCE</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>Measure J Funds: Changes in Reserve Balance</b>			
<b>Beginning Reserve Balance</b>		\$ -	\$ -
Annual Revenue	\$ 1,882,309	\$ 1,921,266	\$ 1,978,904
Annual Operating Expenditures	\$ 1,882,309	\$ 1,921,266	\$ 1,978,904
Annual Capital Expenditures	\$ -	\$ -	\$ -
<b>Ending Reserve Balance</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

Please review the directions for the definitions of the above terms and the appropriate formulas.



**Table C - Performance Indicators TRANSIT**

Activity	FY 2025 Actual	FY 2026 Projected	FY 2027 Estimate
<b>PARATRANSIT or DIAL-A-RIDE (DAR)</b>			
Total Registered Clients	3749	3850	3950
Total Clients in Unincorporated Areas	1154	1250	1350
Total Active Clients	229	330	430
Total Passenger Boardings	18434	18550	18650
Total Revenue Service Hours (RSHr)	10717	10717	11000
Total Trips Per Revenue Service Hours (RSHr)	1.720070915	1.73089484	1.695454545
Passenger Boardings per Revenue Service Hour (RSHr)	2	2	2
Average Passenger Trip Distance	4.5	4.5	4.5
Number of Wheelchair Passenger Boardings	4813	4900	5000
Cost per Passenger Boarding (\$)	\$102.11	\$103.57	\$106.10
Number of No-Shows	630	580	550
Number of Cancellations	6814	6000	5500
Number of Trip Denials	0	0	0
One Seat Ride Program (# referred)	19	40	50
LIFE Program (# referred)	434	460	500
Number of One Seat Ride Trips Provided	0	0	0
Number of Active LIFE Program Users	43	65	75
On-Time Performance (%)	93%	94%	94%
<b>OTHER PROGRAMS (Fill In If Applicable - TNC Service, Medical Transport, Senior Service, etc)</b>			
Number of Active Participants			
Quantity of Service			
Other			

ADA and Senior services are combined in ALL data

\*Provided by County Connection

**Please review the directions for the definitions of the above terms and the appropriate formulas.**



**Table E - Unmet Needs TRANSIT**

**responses should include a mix of quantitative and qualitative information. If you have not collected or documented this information, please note that instead of leaving the response blank.**

Total requests for transportation beyond current service area or route.	This data is not tracked, all ADA-eligible trips are provided with connections to East Bay or Soltrans or directly by the One Seat Ride Program. All non-ADA requests are evaluated on an individual basis and information is provided to passengers. Calls are received from people seniors wishing to travel outside our service area
se People outside your service area requesting rides	<b>See above response. We do receive calls from San Rafael and other areas outside of our service area</b>
Requests for improved technology (apps, scheduling systems, easier fare payment) to access services more efficiently	We have a new phone system that allows passengers to receive calls back instead of waiting on hold.
Opportunities to improve regional coordination beyond required ADA service	Continue working with East Bay Paratransit and SolTrans
Please shared any other unmet needs that are relevant (optional).	No

**Please review the directions for the definitions of the above terms and the appropriate formulas.**



WestCAT is a service of the Western Contra Costa Transit Authority, providing local, express, and regional service to the cities of Pinole and Hercules, and the unincorporated communities of Montalvin Manor, Tara Hills, Bayview, Rodeo, Crockett, and Port Costa. WestCAT operates regional service from the Hercules Transit Center to destinations in Martinez and Contra Costa College. In addition, the Lynx trolleybus service runs between the Hercules Transit Center and the San Francisco Salesforce Transit Center.

**Effective May 04, 2024**

**WestCAT Routes**

<b>1 Lynx</b>	Mon-Fri
<b>10</b>	Mon-Fri
<b>11</b>	Mon-Fri, Sat
<b>12</b>	Mon-Fri
<b>13</b>	Mon-Fri
<b>16</b>	Mon-Fri
<b>19</b>	Saturday
<b>30Z</b>	Mon-Fri
<b>3</b>	Mon-Fri
<b>3A 302</b>	Mon-Fri
<b>3L JR</b>	Mon-Fri, Sat, Sun

**WestCAT Transit Information:**  
[www.westcat.org](http://www.westcat.org)  
 510-724-7993

Map not to scale. All routes and schedules subject to change.



**Transfer Point**  
 Several WestCAT routes serve these locations for easy transfers from one route to another. Many routes also connect at other locations. See pg 27 for transfer information.

**Park & Ride**  
 Park where your ride starts. See info at right.

**Limited Services**  
 Only certain lines follow the route.

**Park & Ride**

**Hercules Transit Center**  
 (BART)-owned parking lot  
 Parking costs \$3 daily, \$63 monthly  
 Call 1-800-987-0197 or visit HerculesTransitCenter.com for details

**Rodeo Park & Ride**  
 Parking is free. This lot is small and has a capacity limit early each weekday morning, so plan your trip accordingly.

**Richmond Parkway Transit Center**  
 Parking costs \$4 daily, and can be paid on-site.

WestCAT does not maintain any on-street parking spaces. Users wishing to park on the street while using WestCAT services must comply with any applicable local regulations.

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**NEW!**

# Low Income Fare Equity (LIFE)

Fare subsidy program

## Subsidize Your Dial-A-Ride

Do you qualify as a low-income resident of Contra Costa County?\*

Riders using WestCAT Dial-A-Ride may be eligible for FREE Rides!

For more information:  
Call 510-724-3331 ext 113  
Or email: [Life@westcat.org](mailto:Life@westcat.org)

Program Begins February 2024

Call to Register Today!

The LIFE Program is paid for by Contra Costa County Measure X Funding

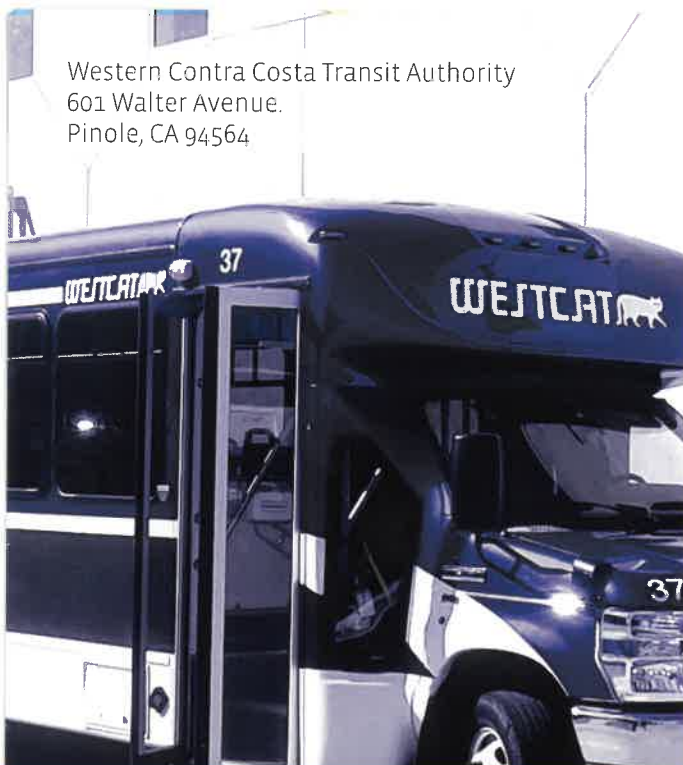


CONTRA COSTA  
transportation  
authority

\* Low Income = less than 30% of area median income; call [510-724-3331 ext 113](tel:510-724-3331) to see if you qualify

Western Contra Costa Transit Authority  
601 Walter Avenue.  
Pinole, CA 94564

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PERMIT NO. ####



Everyone likes a  
**FREE RIDE**