

To: Marketing, Planning, & Legislature Committee

Date: July 27, 2026

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: San Ramon Senior Center Shuttle Transition to LINK Paratransit -Service Update

Background:

Following discussions with the City of San Ramon in late 2025 regarding the planned discontinuation of its Senior Shuttle program, County Connection worked collaboratively with City staff throughout the Spring to develop a plan to transition eligible riders onto County Connection's LINK ADA paratransit service. The effort included targeted outreach, on-site ADA eligibility assessments, rider enrollment events, and education to ensure seniors understood the LINK ADA Paratransit program and eligibility requirements.

Recognizing that LINK is an eligibility-based service, outreach focused on individuals whose disabilities or health-related conditions may prevent them from independently using fixed-route transit.

Transition Update:

Effective July 1, 2026, about a dozen eligible San Ramon Senior Center riders began transitioning to LINK ADA Paratransit. The transition has been successful, with positive feedback received from both the Senior Center Staff and newly enrolled riders.

City staff commended County Connection for its communication, planning, and on-site enrollment efforts. They also noted riders' appreciation for the expanded mobility provided through LINK, including access to destinations beyond the Senior Center. Additionally, at County Connection's direction, the LINK contractor, Transdev, is coordinating shared trips for groups of riders traveling to and from the Senior Center, improving convenience while supporting efficient service delivery.

The successful transition reflects the collaborative efforts of County Connection and Transdev staff. Special recognition is extended to Accessible Services staff for conducting outreach, eligibility assessments, and rider enrollment, and to the Transdev Operations team for coordinating reservations, dispatch, and coordinating subscription service. Their planning, professionalism, and teamwork ensured a seamless transition for San Ramon riders.

Financial Implications:

The transition of eligible San Ramon Senior Center riders to LINK ADA Paratransit is anticipated to have a minimal financial impact and will be accommodated through the program's normal operating budget and service delivery.

Recommendation:

None. For information only.

Action Requested:

None. For information only.

Attachments:

None.