



Agenda Report

Parks and Community Services Commission

File #: 26-190

Meeting Date: 3/12/2026

TITLE: SENIOR TRANSPORTATION PROGRAM
DEPARTMENT: PARKS AND COMMUNITY SERVICES
PRESENTED BY: KEVIN STODDART, SENIOR RECREATION SUPERVISOR
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RECOMMENDATION:

Staff recommends the Parks and Community Services Commission:

1. Review, discuss and approve a recommendation on a new service model for the Senior Transportation Program for the City Council to consider approving for implementation.

BACKGROUND:

The Senior Transportation Program began in 2011 and primarily exists due to the availability of Tax Measure M2 funding administered by the Orange County Transportation Authority. The program provides curb to curb transportation for any reason Monday through Friday from 8:00 AM to 4:00 PM within the city's boundaries and curb to curb transportation for non-emergency medical appointments in eleven cities and the Long Beach VA Medical Center.

On February 12, 2026, staff presented to the PACS Commission the current operating model and of the Senior Transportation Program (STP). Due to its popularity and ease of use, the current operational model, is expected to cost over \$1,000,000 in Fiscal Year 2026-27 and is not sustainable. The program only has approximately \$200,000 in reliable funding from OCTA M2 funding, a Hoag Hospital donation, and the matching City funds. Additionally, the current transportation contract with OC Yellow Cab, will expire on June 30, 2026.

A Request for Proposal (RFP) has been initiated to conduct a competitive bid process for transportation services. The RFP closed on March 11, 2026. Staff also conducted three (3) outreach meetings on March 4, March 5, and March 10 at the Costa Mesa Senior Center with current users of the Senior Transportation Program. The outreach meetings were to educate them on the current operating model, current funding sources, and the necessary need to change the current operating model to a sustainable model.

ANALYSIS:

A preliminary analysis of fifty (50) surveys that staff received from the first two (2) outreach meetings reveal that half of the clients are willing to pay for rides inside of Costa Mesa. The lowest suggested co-pay was \$.25 cents per ride and multiple users suggested as high as \$20.00 per ride. Most

suggestions fell between \$2.00 and \$10.00 per ride. Approximately half are also willing to pay for medical rides outside of the city with suggestions between \$1.00 and \$30.00 with most responses ranging between \$4.00 and \$20.00.

Approximately 60% of current survey respondents stated the following:

1. Program participant does not have access to a vehicle or cannot drive themselves.
2. Preferred ride category were medical rides and rides to grocery stores.
3. Prefer a program that goes only to a few locations, but can be used frequently and for free.
4. 33% of respondents requested a balanced program between locations, copays, and frequency of use.

Very few people preferred a service that goes to many places but is limited in frequency of use and has copays for every ride. If the STP was not available for their needs, respondents had a variety of responses that ranged from driving themselves, friends, family, neighbors, taxis, Uber and Lyft, OC Access, OCTA buses, and Let’s Go Costa Mesa. However, approximately a third of respondents either didn’t answer this question or stated they had no other alternative means of transportation.

Based on the feedback from the outreach sessions and surveys, the following two model options are proposed:

Criteria	Model Option 1	Model Option 2
Destinations	Pre-selected intra-city shopping/medical destinations and to pre-selected outside city boundary medical destinations.	Anywhere in the City and to destinations within a certain mile radius outside of the city's boundaries.
Co-Pay Cost	\$0	\$2-\$3 per one-way ride
Ride Limitation	None	6-14 one-way rides per month

The second model option can take a few different forms and may resemble the City of Yorba Linda, which allows rides anywhere in the city and one mile outside, limits rides per rider to eight per month, and charges a copay. However, such a model does not prioritize many medical locations as most common medical locations are outside of the Costa Mesa boundaries.

Any version of these two (2) proposed models will reduce current ridership and impact most of the participants that currently use the program.

ALTERNATIVES:

The Commission may elect to recommend:

1. A continuation of the existing service model which is currently fiscally unsustainable or;
2. Any other combination of model options which may not be in line with participant feedback.

FISCAL REVIEW

Without modifications to the Senior Transportation Program, additional funds will need to be appropriated to the program to continue operations as-is.

LEGAL REVIEW

This report is administrative in nature and does not require legal review at this time.

CONCLUSION:

Staff recommends the Parks and Community Services Commission:

1. Review, discuss and approve a recommendation on a new service model for the Senior Transportation Program for the City Council to consider approving for implementation.