City of Santa Clara

Meeting Agenda

Senior Advisory Commission

Monday, March 16, 2026	**5:00 PM**	**Hybrid Meeting**
		Santa Clara Senior Center
		Room 205
		1303 Fremont Street
		Santa Clara, CA 95050

The City of Santa Clara is conducting the Senior Advisory Commission meeting in a hybrid manner (in-person and a method for the public to participate remotely).

Please click this URL to join: https://santaclaraca.zoom.us/j/86581982310

Or join by phone: 669-900-683

Webinar ID: 865 8198 2310

CALL TO ORDER AND ROLL CALL

CONSENT CALENDAR

1. **26-189** Review and Approve the Senior Advisory Commission Minutes of January 26, 2026

> *Recommendation:* Approve the Senior Advisory Commission Minutes of January 26, 2026

PUBLIC PRESENTATIONS

[This item is reserved for persons to address the body on any matter not on the agenda that is within the subject matter jurisdiction of the body. The law does not permit action on, or extended discussion of, any item not on the agenda except under special circumstances. The governing body, or staff, may briefly respond to statements made or questions posed, and appropriate body may request staff to report back at a subsequent meeting.]

GENERAL BUSINESS

2. **26-190** Discuss Senior Advisory Commission Work Plan Goals and Activities for FY 2025/26

> *Recommendation:* Discuss and develop Senior Advisory Commission Work Plan Goals and Activities for FY 2025/26.

3.   26-251   Receive a Presentation and Provide Feedback on the Silicon Valley (SV) Hopper Shuttle Program

Recommendation: Receive a Presentation and Provide Feedback on the Silicon Valley (SV) Hopper Shuttle Program.

STAFF REPORT

COMMISSIONERS REPORT

ADJOURNMENT

The next scheduled meeting is on Monday, April 20, 2026 at 5:00 PM.

MEETING DISCLOSURES

The time limit within which to commence any lawsuit or legal challenge to any quasi-adjudicative decision made by the City is governed by Section 1094.6 of the Code of Civil Procedure, unless a shorter limitation period is specified by any other provision. Under Section 1094.6, any lawsuit or legal challenge to any quasi-adjudicative decision made by the City must be filed no later than the 90th day following the date on which such decision becomes final. Any lawsuit or legal challenge, which is not filed within that 90-day period, will be barred. If a person wishes to challenge the nature of the above section in court, they may be limited to raising only those issues they or someone else raised at the meeting described in this notice, or in written correspondence delivered to the City of Santa Clara, at or prior to the meeting. In addition, judicial challenge may be limited or barred where the interested party has not sought and exhausted all available administrative remedies.

If a member of the public submits a speaker card for any agenda items, their name will appear in the Minutes. If no speaker card is submitted, the Minutes will reflect "Public Speaker."

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), the City of Santa Clara will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities, and will ensure that all existing facilities will be made accessible to the maximum extent feasible. The City of Santa Clara will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities including those with speech, hearing, or vision impairments so they can participate equally in the City's programs, services, and activities. The City of Santa Clara will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Agendas and other written materials distributed during a public meeting that are public record will be made available by the City in an appropriate alternative format. Contact the City Clerk's Office at 1 408-615-2220 with your request for an alternative format copy of the agenda or other written materials.

Individuals who require an auxiliary aid or service for effective communication, or any other disability-related modification of policies or procedures, or other accommodation, in order to participate in a program, service, or activity of the City of Santa Clara, should contact the City's ADA Coordinator at 408-615-3000 as soon as possible but no later than 48 hours before the scheduled event.

City of Santa Clara

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
@SantaClaraCity

Agenda Report

26-189   **Agenda Date: 3/16/2026**

REPORT TO SENIOR ADVISORY COMMISSION

SUBJECT
Review and Approve the Senior Advisory Commission Minutes of January 26, 2026

RECOMMENDATION
Approve the Senior Advisory Commission Minutes of January 26, 2026

Prepared by: Jennifer Herb, Recreation Supervisor
Reviewed by: Kimberly Castro, Recreation Manager
Approved by: Damon Sparacino, Director of Parks & Recreation

ATTACHMENTS
1.   Draft Senior Advisory Commission Meeting Minutes January 26, 2026

Draft

City of Santa Clara

Meeting Minutes

Senior Advisory Commission

01/26/2026	5:00 PM	**Hybrid Meeting** **1303 Fremont Street** **Santa Clara, CA 95050**

Special Meeting

The City of Santa Clara is conducting the Senior Advisory Commission meeting in a hybrid manner (in-person and a method for the public to participate remotely).

Please click this URL to join: https://santaclaraca.zoom.us/j/85645074034

Or join by phone: 669-900-683

Webinar ID: 975 9006 9803

CALL TO ORDER AND ROLL CALL

Chair Andrews called the regular meeting to order at 5:07 p.m

Present 5 - Chair Rick Andrews, Commissioner Kris Kapadia, Commissioner Rebecca Selden, Commissioner Alma Soto, and Commissioner Maria Vaz

CONSENT CALENDAR

1. 26-57 Review and Approve the Senior Advisory Commission Minutes of November 17, 2025

Recommendation: Approve the Senior Advisory Commission Minutes of November 17, 2025

A motion was made by Commissioner Kapadia, seconded by Commissioner Selden to approve the minutes of November 17, 2025.

Aye: 5 - Chair Andrews, Commissioner Kapadia, Commissioner Selden, Commissioner Soto, and Commissioner Vaz

PUBLIC PRESENTATIONS

Santa Clara Women's League member Wanda Buck, promoted Showtime 2026. The event will be held on March 6, 7, and 8. Tickets are on sale at santaclarawomensleague.org or at the door.

GENERAL BUSINESS

2.   26-73   Elect Rick Andrews to serve as Chair for FY 2025/26 Senior Advisory Commission

Recommendation: Elect Rick Andrews to serve as Chair for FY 2025/26 Senior Advisory Commission

A motion was made by Commissioner Kapadia, seconded by Commissioner Soto to elect Rick Andrews as the Chair for FY 2025/26.

Aye: 5 - Chair Andrews, Commissioner Kapadia, Commissioner Selden, Commissioner Soto, and Commissioner Vaz

3.   26-58   Discuss Senior Advisory Commission Work Plan Goals and Activities for FY 2025/26

Recommendation: Discuss and develop Senior Advisory Commission Work Plan Goals and Activities for FY 2025/26.

Goal 1: Strategic Plan for the Senior Needs Assessment
- Commissioners reviewed the survey and found a typo on question #17
- Commissioners discussed section A of the Strategic Plan:
  A. Circulate the Survey to the public
     Mail -
     Email Notification -
     Channel 15 -
     City-Wide Special Events -
     Senior Center Newsletter
     Radio Stations (SCU)
     Tabling Opportunities
        - Senior Center
              Fitness Center (Commissioner Kapadia)
              Senior Nutrition Program (Commissioner Kapadia)
              Health & Wellness Fair
              Monthly BBQ's
        - Farmer's Markets
        - Movie Nights
        - Senior Living Facilities
              Ellore (Commissioner Selden)

Valley Village (Commissioner Soto)
The Westmont
John Burns
Liberty Towers (Commissioner Soto)
Holiday Warburton Place
Priya Living
Pacific Gardens
Villa Serena
- Libraries

The Commission requested to purchase give-aways that they can handout when people take the survey. Staff will order items.

The Commission requested a sign-up sheet for the different tabling opportunities. Staff will create the sign-up sheet.

Goal 2: Advocate for Housing Regulations for Older Adults in Santa Clara.
   A. Propose regulation modifications to protect Older Adults in rental properties.
      - The Commission decided that they would wait for the results of the Senior Needs Assessment to assist them in determining the needs of regulation modifications.

STAFF REPORT

Recreation Supervisor Herb informed the Commission that the February Newsletter would be out at the end of January.

COMMISSIONERS REPORT

Commissioner Selden invited the Commissioners to attend the Showtime melowdrama. Show dates are March 6, 7, and 8. Tickets are available at santaclarawomensleague.org or at the door.

Commissioner Soto reported on the following:
- She participated in a call from San Diego where they discussed a shuttle that was available for Older Adults.
- Commissioners Soto, Vaz, Kapadia, and Andrews attended the Super Bowl Flag Raising Ceremony, and had a great time.

Commissioner Vaz encouraged the Commissioners to watch her documentary from Brazil titled, "A Convenient Truth, " regarding public transportation.

Commissioner Kapadia reported that he'd like to see more Additional Dwelling Units (ADU) in Santa Clara, as well as shared an article about the gas appliance ban.

Commissioner Andrews complimented the City and the Parks & Recreation Department on the successful Holiday Tree Lighting event. It was well attended and organized. He congratulated the Tree Lighter, Wanda Buck.

ADJOURNMENT

A motion was made by Commissioner Soto, seconded by Commissioner Kapadia that the meeting be adjourned at 6:30 p.m.

Aye: 5 -   Chair Andrews, Commissioner Kapadia, Commissioner Selden, Commissioner Soto, and Commissioner Vaz

MEETING DISCLOSURES

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City of Santa Clara

Agenda Report

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26-190   **Agenda Date: 3/16/2026**

REPORT TO SENIOR ADVISORY COMMISSION

SUBJECT
Discuss Senior Advisory Commission Work Plan Goals and Activities for FY 2025/26

BACKGROUND
Annually, the Senior Advisory Commission has considered three to six specific, measurable, attainable, realistic, and time-bound workplan goals and/or activities for the Fiscal Year (FY). These goals are intended to focus the Commission's efforts and respond to City Council priorities within the existing budget direction and resource limitations.

The City now aims to align the Boards, Commission, and Committee (BCC's) workplan goals to the City Council goals on an annual cycle. The process aims to provide:

Clear Prioritization
Each board and commission will have a defined set of objectives, making it easier for Council to assess progress and allocate staff resources efficiently.

Enhanced Transparency
Workplans will provide greater visibility into the activities and goals of advisory bodies, fostering stronger communication and accountability.

Improved Coordination
By aligning the efforts of staff and BCC's, the workplan is intended to effectively promote enhanced collaboration on citywide initiatives.

Informed Decision-Making
With a clear roadmap of each group's priorities, the City Council will be better equipped to make decisions that support both short-term needs and long-term strategic goals.

At the November 17, 2025 regular meeting, the Senior Advisory Commission adopted workplan priorities and activities for FY 2025/26 (Attachment 1) related to the following Commission goals:

Goal 1. Strategic Plan for the Senior Needs Assessment
   A. Open and circulate Survey (Attachment 2) to the public
   B. Conduct Focus Groups in multiple languages
   C. Review data
   D. Develop Senior Needs Assessment Plan
   E. Connect Older Adults to resources identified within the Senior Needs Assessment Survey

Goal 2. Advocate for Housing Regulations for Older Adults in Santa Clara
  A. Propose regulation modifications to protect Older Adults in rental properties.

DISCUSSION
At the March 16, 2026 Regular Meeting, City Staff will update the Commission on the survey circulation process. Commissioners will discuss tabling opportunities and sign up for tabling events, and receive tabling packets.

ENVIRONMENTAL REVIEW
The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

PUBLIC CONTACT
Public contact was made by posting the Senior Advisory Commission agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at 408-615-2220, email clerk@santaclaraca.gov <mailto:clerk@santaclaraca.gov>.

RECOMMENDATION
Discuss and develop Senior Advisory Commission Work Plan Goals and Activities for FY 2025/26.

Prepared by: Jennifer Herb, Recreation Supervisor
Reviewed by: Kimberly Castro, Recreation Manager
Approved by: Damon Sparacino, Director of Parks & Recreation

ATTACHMENT

1. Draft - Senior Advisory Commission Work Plan FY 2025/26
2. Senior Needs Assessment - Survey Questions

SENIOR ADVISORY COMMISSION

MUNICIPAL CODE, PRIORITIES, AND WORK PLAN
FY 2025/26

CITY MUNICIPAL CODE

The City of Santa Clara charter includes the following sections that mandate the formation of a Senior Advisory Commission and its role.

Sec. 2.120.110 Senior Advisory Commission.

There shall be a City Senior Advisory Commission consisting of seven members to be appointed by the City Council from the qualified electors of the City, none of whom shall hold any paid office or employment in the City government, and shall have the following powers, functions, and duties:

(a) Study, review, evaluate, and make recommendations to the City Council relative to any and all matters affecting elderly people in the City of Santa Clara.
(b) Make such studies and submit to the Council such reports or recommendations respecting matters affecting elderly people, and such matters as the Council may from time to time request.

COUNCIL PRIORITIES

City Council priorities are organized into four Priority Areas of Focus with subcategories. The subcategories are strategic outcomes for each Priority Area of Focus.

1. **Excellent City Government** – Valued City Services, Reliable Funding, Well-Managed Stadium, Trusted and Engaged City Government

2. **Reliable Infrastructure** – Resilient and Well-Maintained Infrastructure, Accessible Transportation Options

3. **Outstanding Quality of Life** – Affordable Housing and Supportive Services, Safe Community, Quality Parks Programing and Cultural Amenities

4. **Thriving Community** – Vibrant Local Community

VISION STATEMENT

Enrich the lives and enhance the health and wellbeing of our community by supporting a vibrant, active quality of life for all ages, abilities and interests through excellent parks and recreational facilities, community services, programs, and events.

PRIORITIES

Based on the Commission charter, Council Priorities, the above vision statement, values, and context from prior years, the Commission has defined its priorities and goals for the current fiscal year. The priorities are presented in this section and the goals coming from these priorities are stated in the following section.

GOALS

Goal 1: Strategic Plan for the Senior Needs Assessment

Action(s)	Ad Hoc Subcommittee	Timeline	Notes	Measurable Outcomes

A. Open and circulate Survey to the public
B. Conduct Focus Groups in multiple languages
C. Review data
D. Develop Senior Needs Assessment Plan
E. Connect Older Adults to resources identified within the Senior Needs Assessment Survey
			Mail –
			Email Notification –
			Channel 15 -
			Special Events –
			Senior Center Newsletter
			Radio Stations (SCU)
			Tabling Opportunities
			  - Sr. Center, (Fitness Ctr. Kris
			  - Sr. Nutrition Program, Kris
			  - Farmer's Market,
			Sr. Living
			  - Ellore - Rebecca,
			  - Valley Village – Alma
			  - The Westmont –
			  - John Burns
			  - Liberty Towers – Alma
			  - Holiday Warburton Place
			  - Priya Living
			  - Pacific Gardens
			  - Villa Serena
			Library -
			
			Give-aways (magnifying card)
			
			Sign-up Sheet for Commissioners	

Goal 2: Advocate for Housing Regulations for Older Adults in Santa Clara

Action(s)	Ad Hoc Subcommittee	Timeline	Notes	Measurable Outcomes

Propose regulation modifications to protect Older Adults in rental properties.			Waiting on information from Senior Needs Assessment	

Appendix A: Senior Needs Assessment Survey

The City of Santa Clara has launched an important effort to assess resident needs age 50 and over. The results from this survey will inform future program and service delivery to older adults in the City of Santa Clara. Please take a few minutes and complete the survey.

ABOUT YOU

1. **Please identify your gender identity.**

❑ Male
❑ Female
❑ Other: Please Self Identify

2. **What is your age group did you fall into on your last birthday?**

❑ 50 – 59 years old
❑ 60 – 69 years old
❑ 70 – 79 years old
❑ 80+ years old

3. **What is your current relationship status?**

❑ Married
❑ Not married – living with partner
❑ Separated
❑ Divorced
❑ Widowed
❑ Never married

4. **Besides yourself, do you have any of the following people living in your household?**

Child/children under 18	❑ **Yes**	❑ **No**
Child/children 18 or older	❑ **Yes**	❑ **No**
Child/children away at college	❑ **Yes**	❑ **No**
Parents	❑ **Yes**	❑ **No**
Other adult or friend 18 or older	❑ **Yes**	❑ **No**
Renter/Boarder	❑ **Yes**	❑ **No**

5. **Do you have any of the following kinds of health care coverage?**

Insurance through a current or former employer of yours or your spouse	❑ **Yes**	❑ **No**	❑ **Not Sure**
Insurance purchased directly from an insurance company (not through an employer)	❑ **Yes**	❑ **No**	❑ **Not Sure**
Medicare (for people 65 and older or people with certain health disabilities	❑ **Yes**	❑ **No**	❑ **Not Sure**
Medi-Cal (Medicaid) or any kind of government assistance plan for those with low incomes or a disability	❑ **Yes**	❑ **No**	❑ **Not Sure**
Veterans Administration or other military health care	❑ **Yes**	❑ **No**	❑ **Not Sure**
Any other insurance coverage	❑ **Yes**	❑ **No**	❑ **Not Sure**
No insurance	❑	❑	❑

6. **Does any disability, handicap, or chronic disease keep you from fully participating in work, school, housework or other activities? [CHECK ONLY ONE]**

❑ **Yes**	❑ **No**

7. **Does any disability, handicap, or chronic disease keep your spouse/partner from fully participating in work, school, housework or other activities? [CHECK ONLY ONE]**

❑ **Yes**	❑ **No**

8. **With which tasks are you currently receiving help?**

❑ Housing
❑ Paying Bills
❑ Cooking
❑ Cleaning
❑ Transportation
❑ Personal Care
❑ Legal Services
❑ Other: Other, please specify

   a. **Who is helping you?**

❑ Self
❑ County
❑ City
❑ Religious Community
❑ Social Service Agency
❑ Spouse/partner
❑ Relative
❑ Friend/Neighbor
❑ Other: Other, please specify

   b. **Where would help be most valuable?**

❑ Housing
❑ Paying Bills
❑ Cooking

❑ Cleaning
❑ Transportation
❑ Personal Care
❑ Legal Services
❑ Other: Other, please specify

9. **What best represents the language you speak at home? Check all that apply.**

❑ English
❑ Spanish
❑ Mandarin
❑ Cantonese
❑ Vietnamese
❑ Portuguese
❑ Hindi
❑ Other, please specify

10. **What is your race and/or ethnicity? [CHECK *ALL* THAT APPLY]**

❑ American Indian or Alaska Native
❑ Asian
❑ Black or African American
❑ Hispanic or Latino
❑ Native Hawaiian or other Pacific Islander
❑ White
❑ Other, please specify

11. **What is the highest level of education you have completed?**

❑ K-12th grade (no diploma)
❑ High school graduate, GED or equivalent
❑ Post-high school education/training (no degree)
❑ Trade School Certification
❑ 2-year college degree
❑ 4-year college degree
❑ Post-graduate study (no degree)
❑ Graduate or professional degree(s)

12. **What was your annual household income before taxes in the most recent tax year?**

1-person house	2-person house	3-person house	4-person house
❑ $19,050 or less	❑ $21,750 or less	❑ $24,500 or less	❑ $27,200 or less
❑ $19,051 to $37,450	❑ $21,751 to $42,800	❑ $24,501 to $48,150	❑ $27,201 to $53,500
❑ $37,451 to $62,450	❑ $42,801 to $71,400	❑ $48,151 to $80,300	❑ $53,501 to $89,200
❑ $62,451 to $96,000	❑ $71,401 to $109,700	❑ $80,301 to $123,400	❑ $89,201 to $137,100
❑ $96,001 to $126,900	❑ $109,701 to $145,050	❑ $123,401 to $163,150	❑ $137,101 to $181,300
❑ $126,901 to $152,300	❑ $145,051 to $174,050	❑ $163,151 to $195,800	❑ $181,301 to $217,550
❑ $152,301 or more	❑ $174,051 or more	❑ $195,801 or more	❑ $217,551 or more

❑ **There are more than four people in my household**

☐ **Decline to answer**

13. **Please use the space below for any additional comments.**

_____
_____
_____
_____ _____

YOUR COMMUNITY

14. **How would you rate the City of Santa Clara as a place for people to live as they age?**

☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

15. **What is your 5-digit ZIP code?** ☐ ☐ ☐ ☐ ☐

16. **How long have you lived in the City of Santa Clara?**

☐ Less than 5 years
☐ 5 years but less than 15
☐ 15 years but less than 25 years
☐ 25 years but less than 35
☐ 35 years but less than 45
☐ 45 years or more

17. **Thinking about finances in your retirement years, how likely is it that you will move to a different home *outside* the City of Santa Clara?**

☐ Extremely likely
☐ Very likely

❑ Somewhat likely
❑ Not very likely
❑ Not at all likely

18. **How important is it for you to remain in the City of Santa Clara as you age?**

❑ Extremely important
❑ Very important
❑ Somewhat Important
❑ Not very important
❑ Not at all important

HOUSING

19. **Do you own or rent your primary home — or do you have some other type of living arrangement?**

❑ Own
❑ Rent
❑ Living with family/friends
❑ Other, please specify

20. **What type of home is your primary home?**

❑ Single-family home
❑ Manufactured home
❑ Townhome or duplex
❑ Apartment
❑ Condominium or co-op
❑ Assisted Living facility
❑ Senior Residential facility
❑ Other, please specify

21. How important is it for you to be able to live independently in your own home as you age?

❑ Extremely important
❑ Very important
❑ Somewhat Important
❑ Not very important
❑ Not at all important

22. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not at All Important
Well-maintained homes/properties	❑	❑	❑	❑	❑
A home repair service for low-income and older adults	❑	❑	❑	❑	❑
Landscaping services for low-income and older adults	❑	❑	❑	❑	❑
Affordable housing options for adults of varying income levels such as older active adult communities, assisted living and communities with shared facilities and outdoor spaces	❑	❑	❑	❑	❑
Homes that are equipped with features such as a	❑	❑	❑	❑	❑

no-step entry, wider doorways, first floor bedroom and bath, grab bars in bathrooms					
Safe low-income housing	❑	❑	❑	❑	❑

OUTDOOR SPACES AND BUILDINGS

23. How important do you think it is to have the following in the City of Santa Clara?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not at All Important
Well-maintained and safe parks that are within a 10-minute walking distance of your home	❑	❑	❑	❑	❑
Public parks with active features such as walking paths, outdoor sport courts, community gathering areas, comfortable benches and shade	❑	❑	❑	❑	❑
Sidewalks that are in good condition, free from obstruction and are safe for pedestrian use and accessible for wheelchairs or	❑	❑	❑	❑	❑

other assistive mobility devices					
Well-maintained public building and facilities that are accessible to people of different physical abilities	❑	❑	❑	❑	❑
Separate pathways for bicyclists and pedestrians	❑	❑	❑	❑	❑
Well-maintained public restrooms that are accessible to people of different abilities	❑	❑	❑	❑	❑
Neighborhood watch program	❑	❑	❑	❑	❑

TRANSPORTATION AND STREETS

24. How do you get around for things like shopping, visiting the doctor, running errands, or going to other places in the following ways?

Drive yourself	❑ Yes	❑ No
Have others drive you	❑ Yes	❑ No
Walk	❑ Yes	❑ No
Ride a bike	❑ Yes	❑ No
Use public transportation	❑ Yes	❑ No
Take a taxi/cab/Uber/Lyft/SV Hopper	❑ Yes	❑ No
Use a special transportation service, such as one for seniors or persons with disabilities	❑ Yes	❑ No
Rely on a friend/relative	❑ Yes	❑ No
Other, please specify		

25. **What prevents you from utilizing transportation services (public, taxi, Uber, Lyft)**

❑ Safety	❑ Physically too difficult
❑ Schedule is hard to read	❑ Proximity to route
❑ Language barrier	❑ Cost
❑ Weather	❑ Lack of restroom facilities
❑ Routes are not convenient	❑ Time consuming
❑ Other	❑ Use of smart phone

26. **Would you utilize a shuttle bus service to locations within the City of Santa Clara?**

❑ Yes	❑ No

27. **How important do you think it is to have the following in your community/neighborhood?**

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not at All Important
Accessible and convenient public transportation	❑	❑	❑	❑	❑
Affordable public transportation	❑	❑	❑	❑	❑
Well-maintained public transportation	❑	❑	❑	❑	❑
Safe public transportation stops, or areas	❑	❑	❑	❑	❑
Special transportation services for people with disabilities and older adults	❑	❑	❑	❑	❑

Well-maintained streets	❑	❑	❑	❑	❑
Well-maintained sidewalks	❑	❑	❑	❑	❑
Easy to read traffic signs	❑	❑	❑	❑	❑
Enforces speed limits	❑	❑	❑	❑	❑
Public parking lots, spaces, and areas to park	❑	❑	❑	❑	❑
Well-lit safe streets and intersections for all users (pedestrians, bicyclists, drivers)	❑	❑	❑	❑	❑
Audio/visual pedestrian crossings	❑	❑	❑	❑	❑
Ability to walk to basic services	❑	❑	❑	❑	❑
Have sense of personal safety	❑	❑	❑	❑	❑

COMMUNITY SUPPORT & HEALTH SERVICES

28. In general, when compared to most people your age, how would you rate your health?

❑ Excellent
❑ Very good
❑ Good
❑ Fair
❑ Poor

29. On average, how often do you see a doctor?

❑ Weekly
❑ Monthly
❑ Several times/year
❑ Once a year

a. If less than once a year, why haven't you seen a doctor?

❑ Too expensive	❑ No insurance
❑ Don't have a doctor	❑ No transportation
❑ Fear	❑ Other

30. How often do you engage in some form of physical exercise (such as walking, running, biking, swimming, sports, strength training, yoga, stretching)?

❑ Everyday
❑ Several times a week, bud not everyday
❑ About once a week
❑ About once every other week
❑ About once a month
❑ Less than once a month
❑ Never

b. Where do you exercise?

❑ Santa Clara Senior Center	❑ Private Club
❑ Local YMCA	❑ Home
❑ Local Gym/Club	❑ Other, please specify

31. How often are you missing a balanced meal?

❑ Daily
❑ Weekly
❑ Monthly

❑ I'm not missing any balanced meals

32. Why are you missing balanced meals?

❑ Cost
❑ Not aware of food assistance programs/free meals
❑ Too much effort
❑ Transportation
❑ Other
❑ Not applicable

33. Have you used any of these meal services? (Check all that apply.)

❑ Meals at the Senior Center or other congregate meal sites
❑ Meals on Wheels or other home delivered meals
❑ Religious community programs
❑ Food Banks or Brown Bag programs
❑ Other
❑ None

34. In case of natural disaster, do you have a plan to survive in your home for the first three days without electric power, water, food or emergency assistance?

❑ Yes	❑ No

35. How important is it to you to remain physically active for as long as possible?

❑ Extremely important
❑ Very important
❑ Somewhat important
❑ Not very important
❑ Not at all important

36. How important do you think it is to have the following in the City of Santa Clara?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not at All Important
Health and wellness programs and classes in areas such as nutrition, weight control, diabetes management or heart disease	❑	❑	❑	❑	❑
Fitness activities specifically geared to older adults	❑	❑	❑	❑	❑
Conveniently located health and social services	❑	❑	❑	❑	❑
A referral service that helps seniors find and access health and supportive services	❑	❑	❑	❑	❑
Conveniently located emergency care centers	❑	❑	❑	❑	❑
In Home support services including personal care and housekeeping	❑	❑	❑	❑	❑
Well-trained, certified home health care providers	❑	❑	❑	❑	❑

Affordable home health care providers	❑	❑	❑	❑	❑
Health care professionals who speak different languages	❑	❑	❑	❑	❑
Other	❑	❑	❑	❑	❑

SOCIAL PARTICIPATION

37. About how frequently do you interact with your friends, family or neighbors in your community? This interaction could be by phone, in person, email or social media (such as Facebook/Instagram).

❑ More than once/day
❑ About once/day
❑ Several times/week
❑ Once/week
❑ Once every 2 or 3 weeks
❑ Once/month
❑ Less than monthly
❑ Never

38. On average, how often do you:
a. **Attend social activities, religious services, or meetings?**

❑ Daily	❑ Weekly	❑ Monthly	❑ Several times/year	❑ Never

b. **Have contact with friends and family?**

❑ Daily	❑ Weekly	❑ Monthly	❑ Several times/year	❑ Never

39. Over the past two weeks, how often have you felt:

	Always	Often	Sometimes	Rarely	Never
Sad, depressed, or helpless	❑	❑	❑	❑	❑
Little interest or pleasure in doing normal enjoyable activities	❑	❑	❑	❑	❑
Anxious	❑	❑	❑	❑	❑
Relaxed	❑	❑	❑	❑	❑
Isolated	❑	❑	❑	❑	❑

RESPECT & SOCIAL INCLUSION

40. How important do you think it is to have the following in Santa Clara?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not at All Important
Conveniently located entertainment venue	❑	❑	❑	❑	❑
Activities specifically geared to older adults	❑	❑	❑	❑	❑
Activities that offer senior discounts	❑	❑	❑	❑	❑
Intergenerational activities	❑	❑	❑	❑	❑
Accurate and widely publicized information about social activities	❑	❑	❑	❑	❑

A variety of cultural activities for diverse populations	❑	❑	❑	❑	❑
Local schools that involve older adults in events and activities	❑	❑	❑	❑	❑
Continuing education classes	❑	❑	❑	❑	❑
Social clubs such as for books, gardening, crafts or hobbies	❑	❑	❑	❑	❑

CIVIC PARTICIPATION AND EMPLOYMENT

41. How important do you think it is to have the following in your community?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not at All Important
A choice of volunteer activities	❑	❑	❑	❑	❑
Volunteer training opportunities to help you perform better in your volunteer roles	❑	❑	❑	❑	❑
Opportunities for you to participate in decision making bodies such as community councils or committees	❑	❑	❑	❑	❑
Easy to find information about	❑	❑	❑	❑	❑

local volunteer opportunities					
Transportation to and from volunteer activities	❑	❑	❑	❑	❑

42. Which of the following best describes your current employment status?

❑ Self-employed, part-time
❑ Self-employed, full-time
❑ Employed, part-time
❑ Employed, full-time
❑ Unemployed, but looking for work
❑ Retired, not working at all
❑ Not in labor force for other reasons

43. How likely is it that you will continue to work for as long as possible, rather than choosing to retire and no longer work for pay?

❑ Extremely likely
❑ Very likely
❑ Somewhat likely
❑ Not very likely
❑ Not sure

44. Rate your ability to pay for the following:

	Very Difficult	Somewhat Difficult	Somewhat Easy	Easy	Very Easy
Mortgage/Rent	❑	❑	❑	❑	❑
Utilities	❑	❑	❑	❑	❑
Food	❑	❑	❑	❑	❑
Insurance	❑	❑	❑	❑	❑
Transportation	❑	❑	❑	❑	❑

Prescription Medications	❑	❑	❑	❑	❑
Home Maintenance/repairs	❑	❑	❑	❑	❑
Classes/recreation activities	❑	❑	❑	❑	❑
Other					

COMMUNICATION & INFORMATION

45. Would you turn to the following resources if you, a family member or friend needed information about services for older adults, such as caregiving services, home delivered meals, home repair, medical transport or social activities?

Santa Clara Senior Center	❑ Yes	❑ No
Local Area Agency on Aging (AAA)	❑ Yes	❑ No
Family or Friends	❑ Yes	❑ No
Local nonprofit organization	❑ Yes	❑ No
…please specify		
Faith-based organizations such as churches, mosques, temples, or synagogues	❑ Yes	❑ No
Internet	❑ Yes	❑ No
Phone book or 211	❑ Yes	❑ No
Doctor or other health care professional	❑ Yes	❑ No
County government offices such as the Department of Health	❑ Yes	❑ No
Library	❑ Yes	❑ No
City website	❑ Yes	❑ No
Other, please specify -		

46. How important do you think it is to have the following in the City of Santa Clara?

	Extremely Important	Very Important	Somewhat Important	Not Very Important	Not at All Important
Access to community information in one central source	❑	❑	❑	❑	❑
Clearly displayed printed community information with large lettering	❑	❑	❑	❑	❑
An automated community information source that is easy to understand like a toll-free telephone number	❑	❑	❑	❑	❑
Free access to computers and the Internet in public places such as senior center, library, or government buildings	❑	❑	❑	❑	❑
Community information that is delivered in person to people who may not be able to leave their home	❑	❑	❑	❑	❑

47. In general, how often do you access the Internet for email, socialization, news and information, paying bills or managing finances, or buying products or services?

❑ Several times a day	❑ Once every few weeks
❑ About once/day	❑ Once a month/less
❑ 3-6 days/week	❑ Never go online
❑ 1-2 days/week	

48. How do you prefer to receive information?

❑ Newspaper	❑ Television
❑ Internet/email	❑ Adult Education Catalog
❑ City Hall News (City newsletter)	❑ Utility Bill Insert
❑ Community Channel 15	❑ Parks & Recreation Activity Guide

SANTA CLARA SENIOR CENTER

49. Do you utilize the Santa Clara Senior Center?

❑ **Yes**	❑ **No**

50. If yes, how often?

❑ 1-2 times/week	❑ 2-3 times/week	❑ 3-4 times/week	❑ 4-5 times/week	❑ 5-6 times/week

51. If no, what prevents you from using the Senior Center? (Please check all that apply.)

❑ Don't know what is offered
❑ Activities/programs don't meet my needs
❑ Hours of operation don't meet my needs
❑ Transportation
❑ Cost

| ❑ I don't identify with the name "Senior Center" |
| ❑ Not Interested |
| ❑ Other |

52. If you were to enroll/sign-up for a class/activity at the Senior Center, what topics appeal to you?

| ❑ Fitness/Exercise (weight training, aquatics, tai chi, yoga, Pilates, dance, cardio) |
| ❑ Computers (Internet basics, email, graphic arts, research, cyber security) |
| ❑ Crafts/Art (woodworking, jewelry making, photography, ceramics, painting) |
| ❑ Lifelong learning (politics, history, poetry, creative writing, current events, environmental sustainability) |
| ❑ Finances (retirement planning, mortgages, healthcare, budgeting) |
| ❑ Safety and Protection (identity theft, personal safety, neighborhood watch, elder fraud) |
| ❑ Health Education and Nutrition (living with chronic disease, fall prevention, healthy eating, disabilities) |
| ❑ Housing (assisted living options, home maintenance & repair, adaption my home as I age, rate assistance programs, how to fill out forms) |

Please use the space below for any additional comments.

_____

_____

_____

_____

_____

_____

**Thank you very much for completing this survey.
Your assistance in providing this information is greatly appreciated.**

City of Santa Clara – Parks & Recreation Department – Senior Center
1303 Fremont Street – Santa Clara, CA 95050 – (408) 615-3170

City of Santa Clara

Agenda Report

1500 Warburton Avenue
Santa Clara, CA 95050
santaclaraca.gov
@SantaClaraCity

26-251 **Agenda Date: 3/16/2026**

REPORT TO SENIOR ADVISORY COMMISSION

SUBJECT
Receive a Presentation and Provide Feedback on the Silicon Valley (SV) Hopper Shuttle Program

BACKGROUND
In 2022, the City of Cupertino and the City of Santa Clara were awarded approximately $8.5 million by the California State Transportation Agency to continue Cupertino's existing on-demand shuttle program and partner with Santa Clara to expand services into our city with a zero emissions fleet. After Council approval, Santa Clara entered into a Funding Agreement with Cupertino in September 2023 to support the shuttle program. Via is the selected shuttle operator with funding provided by Santa Clara, Cupertino, and the State of California.

Phase 1 of the expansion was launched on November 20, 2023, covering an 8.5-square-mile area within the City of Santa Clara, primarily located south of El Camino Real. This phase also upgraded the program to a zero-emission fleet, featuring all-electric Kia Niro and Ford e-Transit vehicles.

Phase 2 of the program is currently being discussed between the two agencies. Phase 2 would entail increasing the number of fleet vehicles and possibly expanding the service area within Santa Clara.

DISCUSSION
At the regular meeting of the Senior Advisory Commission on March 16, 2026 the Commission will receive an educational presentation by City staff on the SV Hopper. The discussion may also include response to Commissioner questions and feedback on the service.

In Santa Clara, service is available in the southern half of the City from the Caltrain tracks to the City's southernmost City limit. In Cupertino, service is available throughout the entire City. SV Hopper will pick up and drop off anywhere between these two service areas.

The service operates via a dedicated app, with functionality like Uber and Lyft, but with a corner-to-corner service model (door-to-door is available for individuals with disabilities). This model is designed to cut down on detours and shorten your overall journey time. To improve accessibility, app users can book rides by phone through a dispatcher, and unbanked (i.e. users who do not choose to use their credit card or bank account) riders can purchase vouchers from either Santa Clara or Cupertino City Hall. All sedan vehicles are equipped with two bike racks, and the fleet also includes three wheelchair-accessible vehicles (WAVs).

SV Hopper provides an affordable transit option, charging a flat $3.50 fare throughout the service area, with a reduced $1.75 rate available to seniors, students, low-income riders, and individuals with disabilities. The program operates within its service area Monday through Friday, 7 a.m. to 7 p.m.,

and Saturdays from 9 a.m. to 5 p.m.

The all-electric vehicle fleet aligns with both cities' goals to provide sustainable modes of transportation in the region by closing the critical first and last mile gap that often limits access to public transportation.

ENVIRONMENTAL REVIEW
The action being considered does not constitute a "project" within the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

PUBLIC CONTACT
Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall Council Chambers. A complete agenda packet is available on the City's website and in the City Clerk's Office at least 72 hours prior to a Regular Meeting and 24 hours prior to a Special Meeting. A hard copy of any agenda report may be requested by contacting the City Clerk's Office at (408) 615-2220, email clerk@santaclaraca.gov or at the public information desk at any City of Santa Clara public library.

RECOMMENDATION
Receive a Presentation and Provide Feedback on the Silicon Valley (SV) Hopper Shuttle Program.

Prepared by: Marlon Aumentado, Associate Civil Engineer
Reviewed by: Jennifer Herb, Recreation Supervisor
Reviewed by: Kimberly Castro, Recreation Manager
Approved by: Damon Sparacino, Parks & Recreation Director

ATTACHMENTS
1. SV Hopper Presentation

How to use the service

What is Silicon Valley Hopper?

Silicon Valley Hopper is Cupertino and Southern Santa Clara's on-demand transportation service.

Book a shared ride straight from your phone and get picked up in a branded vehicle.

Now serving Kifer Senior Apartments!
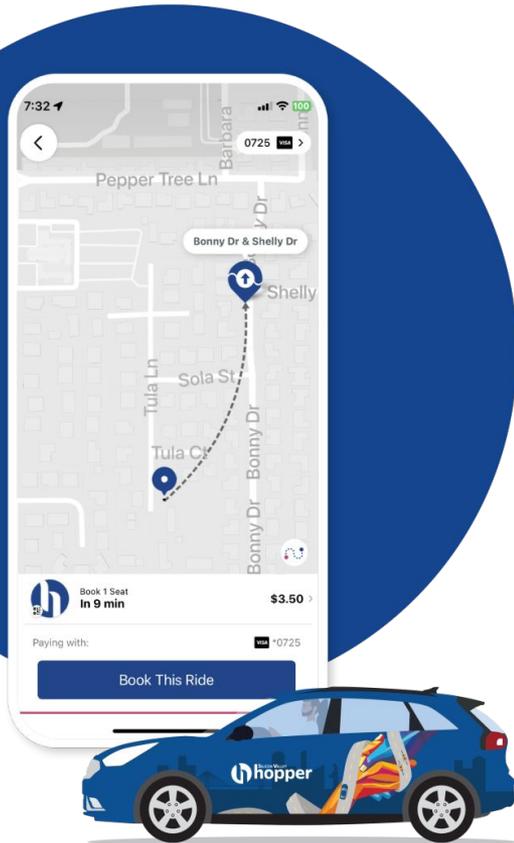
Service Basics

> Monday to Friday 7am-7pm
> Saturday 9am-5pm

Price

> **$1.75 fare for:**
Seniors, students, disabled
& low income riders
> **$3.50 for all other riders**
** $1.00 for each additional passenger
added to your ride*

Ways to pay

> Credit or debit card

> Vouchers - can be purchased at Santa Clara City Hall

Service Basics

All electric vehicle fleet!
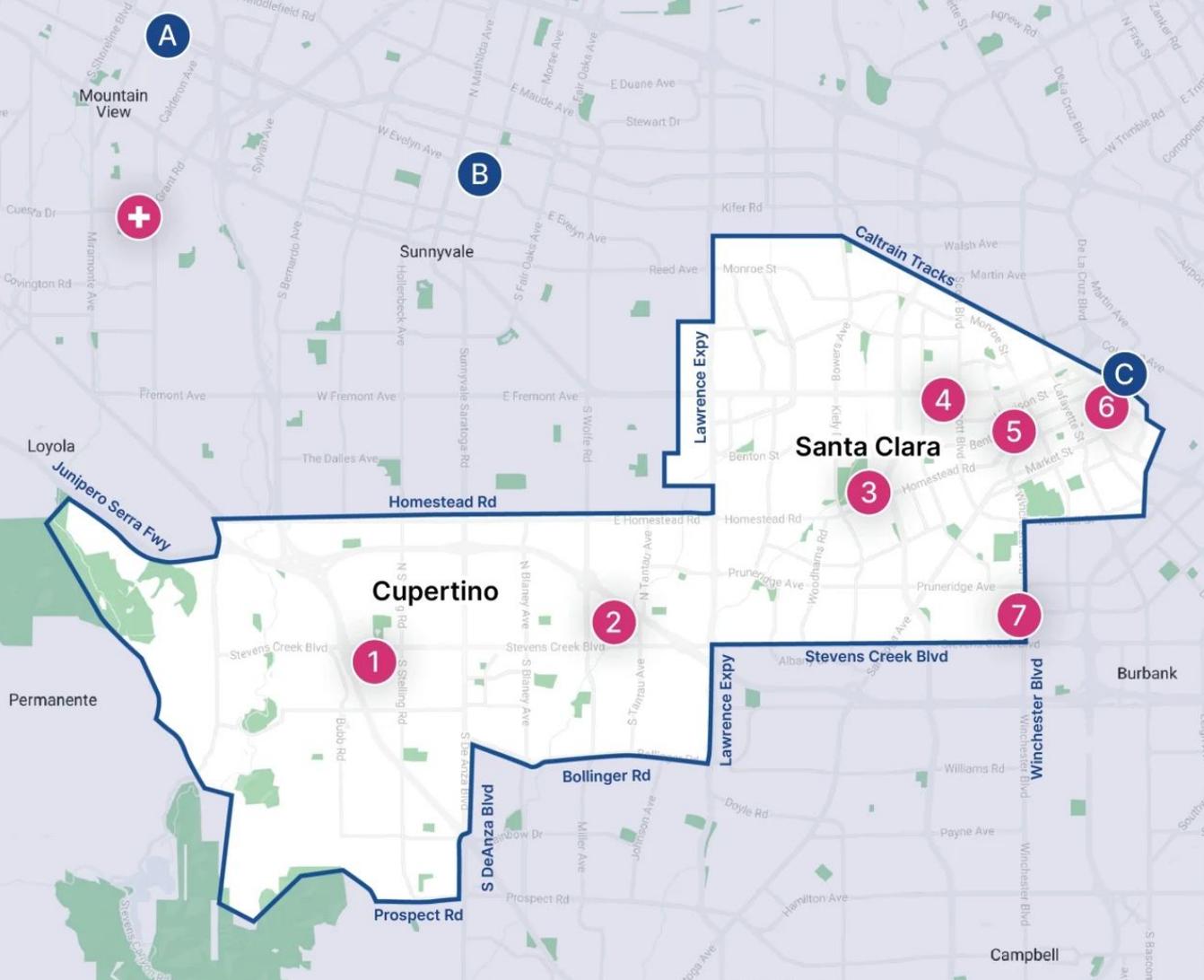
Popular destinations:

1. De Anza College
2. Main Street Cupertino
3. Central Park/ Central Park Library
4. Santa Clara Town Center
5. Santa Clara Senior Center
6. Santa Clara University
7. Westfield Valley Fair
+ El Camino Health - Mountain View Hospital

Transit hubs:

A. Mountain View Caltrain Station
B. Sunnyvale Caltrain Station
C. Santa Clara Caltrain Station

Creating an account

Download the app

Search for **Silicon Valley Hopper** in the App Store or Google Play Store.

Call Customer Service

Call the number below to be **assisted by an agent**:

(669) 201-1892

Creating an account

1

Click on **Don't have an account yet?**

2

Add your information

3

Add your payment method

Special Settings

To receive reduced fare and/or access a wheelchair accessible vehicle, you need to activate the special setting(s).

Tap on the 3 lines in the upper lefthand corner of the screen the tap on your name.

Tap on **Special setting** then select the setting(s) that suit you
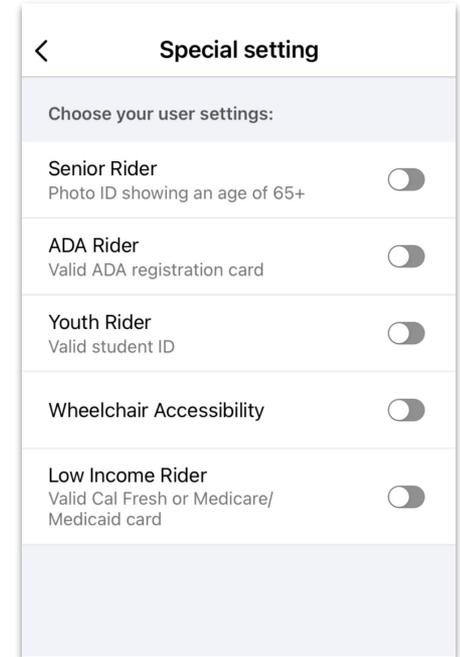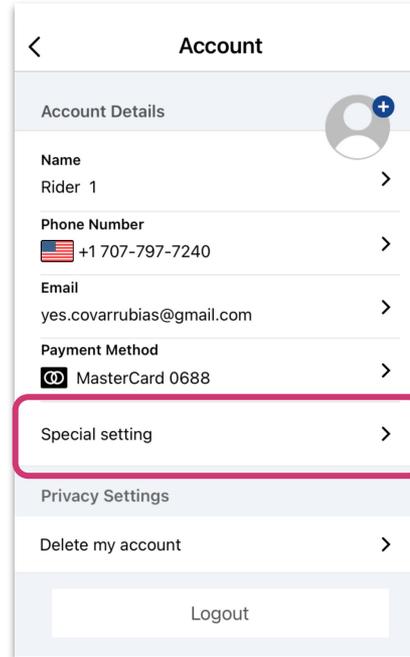
Booking a ride

Enter your address in the **Current Location** search bar **OR** use the pin on the map and tap on **Confirm.**
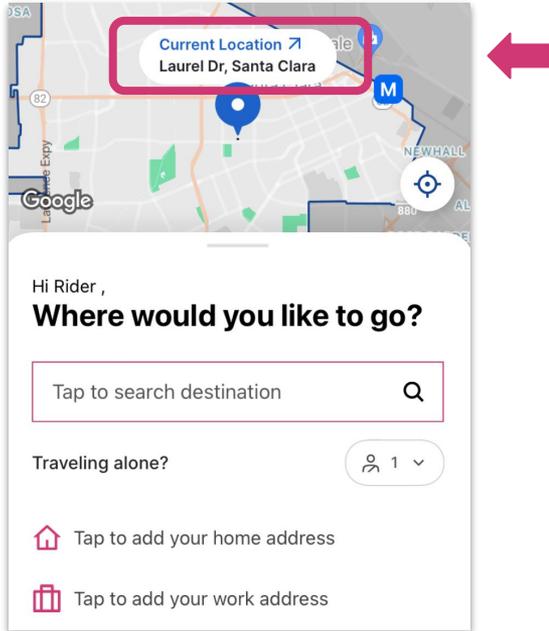
If you're bringing additional passengers, tap on the passengers icon.
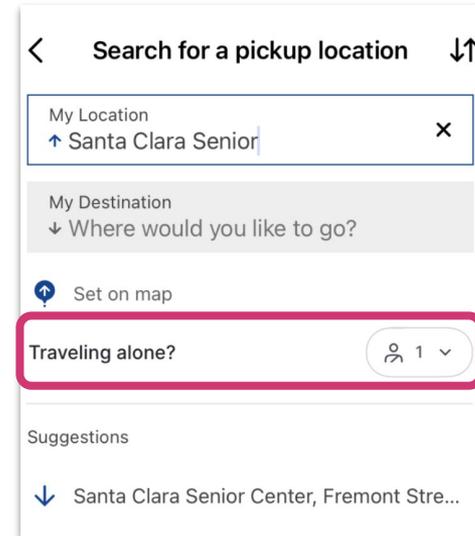
Booking a ride

Enter your **destination** in the **My Destination** search bar **OR** use the pin on the map and tap on **Set Dropoff**.
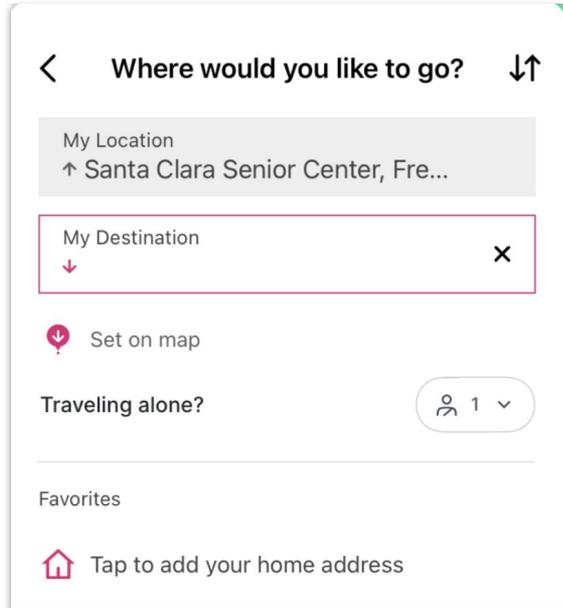
Ride options will appear. Choose the option that works best for you then press **Book This Ride**.
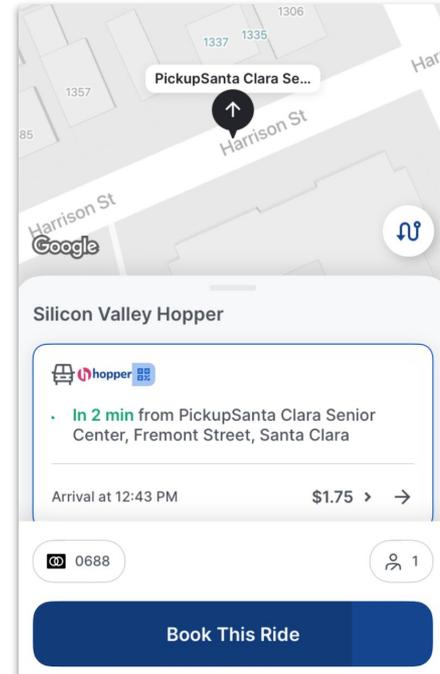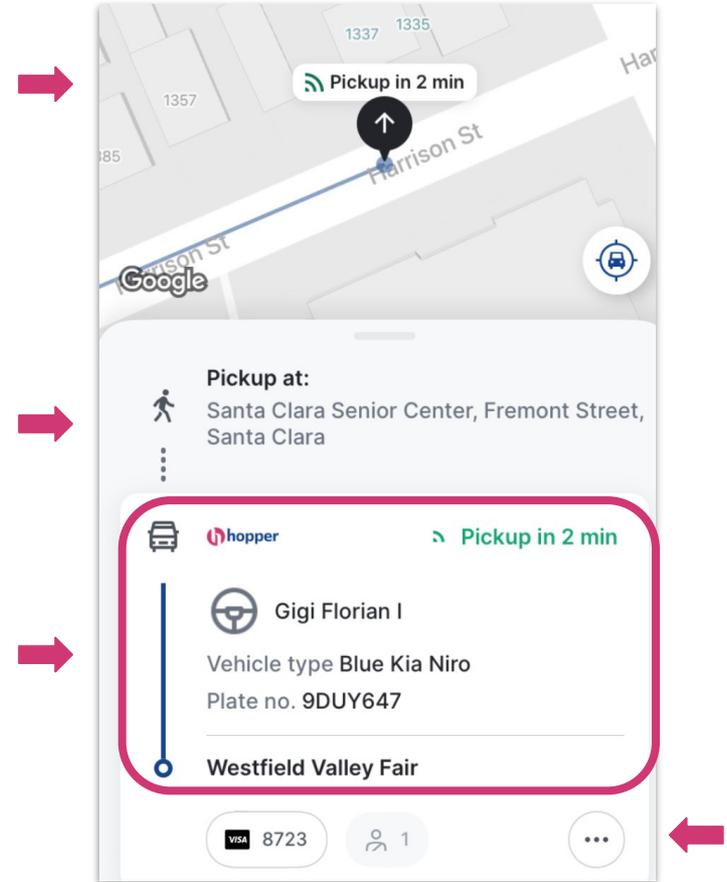
Ride Confirmation

Once you book your ride, you'll see the **driver's name**, **vehicle make, plate number**, **estimated pick-up time**, and **pick-up location (corner closest to you)**.

You will receive a text notification when your ride is minutes away.

You can share your ride information with others and/or cancel your ride by tapping on the 3 dots in the lower right corner of the screen.

Phone Booking

You can call customer service to create an account and book a ride.

Give us a call at **(669)201-1892** to create your rider account.

Provide the customer service agent with your **pickup and dropoff address** and they'll help you book your ride.

The agent will provide you with **estimated pickup time and vehicle information** once your ride has been booked.

Meet your driver!

Your driver Isaac will be at your address in 4 mins, please look out for a vehicle with the license plate ONN 000.

Features that stand out

Wheelchair Accessible Vehicles

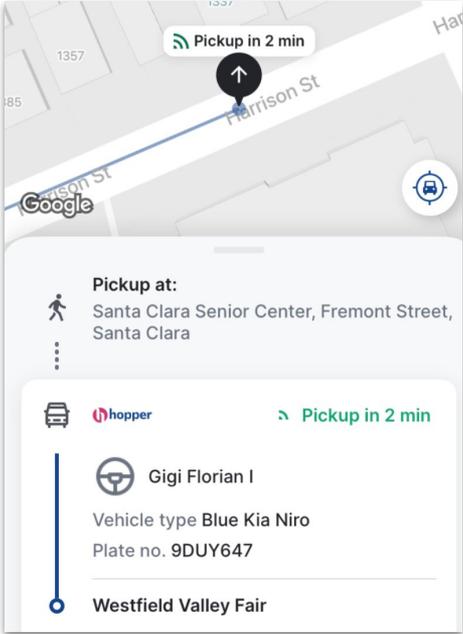**Phone booking for those without smartphone access**

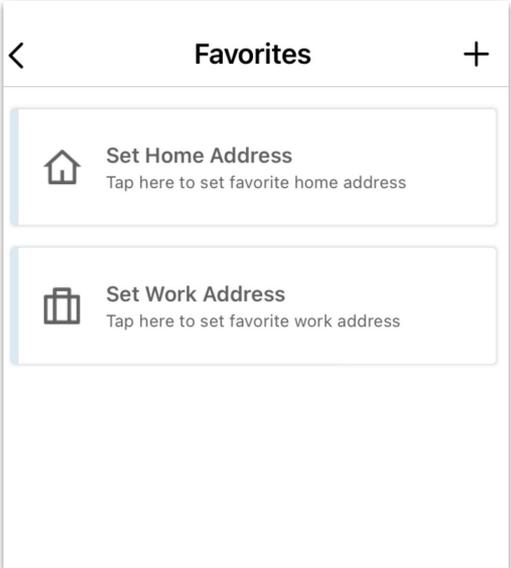**Door to Door option for riders with limited mobility**

Via app is compatible with iOS & Android Accessibility Suites

Benefits of using the app

Follow your driver in real time

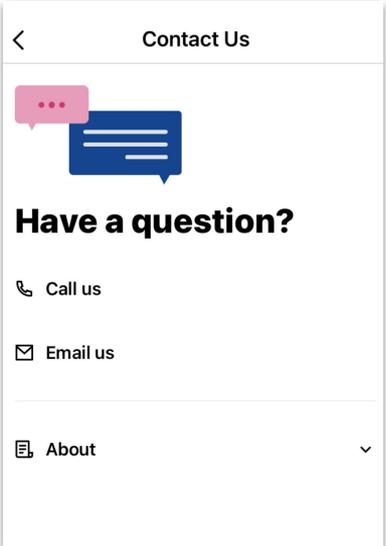**Save your most frequented locations.**

Contact Customer Support

Questions?