MEASURE B PROGRAM COMPLIANCE REPORT

Signature Cover Sheet Fiscal Year 2013-14

Agency Name: City of San Leandro       Revision Number: 

Choose the type(s) of report you are submitting (check all that apply; Tables 1-3 are required)

☐ Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
☐ Annual Program Compliance Report – Local Streets and Roads Funds
☐ Annual Program Compliance Report – Mass Transit Funds
☐ Annual Program Compliance Report – Paratransit Funds
 ☑ Tables 1-3: Program Summary of Revenues, Expenditures, and Reserves (Excel workbook)

List any additional attachments included in the submittal (check all that apply).

☐ Attachment A: Bicycle and Pedestrian Attachments
☐ Attachment B: Local Streets and Roads Attachments
☐ Attachment C: Mass Transit Attachments
☐ Attachment D: Paratransit Attachments
☐ Other Attachments (clearly label additional attachments as needed)

Certification of True and Accurate Reporting

By signing below, the agency manager and finance manager, or their designees certify the compliance information reported are true and complete to the best of their knowledge, and the audited dollar figures matches exactly to the Measure B revenues and expenditures reported in the compliance report and Tables 1-3.

X  
Signature
Chris Zapata
City Manager

12/19/14 
Date

X  
Signature
David Baum
Finance Director

12-23-14 
Date
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MEASURE B

(BIKE-PED, LOCAL STREETS AND ROADS, AND PARATRANSIT)

COMPLIANCE REPORTS
BICYCLE AND PEDESTRIAN PROGRAM

Compliance Report Summary Fiscal Year 2013-14

1. Did your agency receive Measure B Bicycle and Pedestrian Funds in the reporting period of July 1, 2013 through June 30, 2014?

☐ Yes (Complete the Bicycle/Pedestrian section)
☐ No (Do not complete the Bicycle/Pedestrian section and continue on)

2. Complete the below contact information.

[Table]

<table>
<thead>
<tr>
<th>Bicycle/Pedestrian Program Agency</th>
<th>City of San Leandro</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Name</td>
<td>Keith R. Cooke</td>
</tr>
<tr>
<td>Title</td>
<td>Principal Engineer</td>
</tr>
<tr>
<td>Phone Number</td>
<td>510-577-3439</td>
</tr>
<tr>
<td>E-mail Address</td>
<td><a href="mailto:KCooke@SanLeandro.org">KCooke@SanLeandro.org</a></td>
</tr>
</tbody>
</table>

3. Complete the Excel Worksheets Tables 1 to 3 for the Bicycle and Pedestrian Program. (Check the boxes below to indicate completion).

☐ Table 1: Measure B Revenues and Expenditures
The values entered into Table 1 must match your agency’s audited financial statements and compliance reports. Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.

☐ Table 2: Summary of Expenditures and Accomplishments
This table describes actual expenditures and activities incurred for FY 2013-2014 (FY 13-14).

☐ Table 3: Summary of Planned Projects and Reserve Funds
This table describes your agency’s plan to expend any remaining Measure B funds within the defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.
4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify larger anticipated projects that will use these funds within the next year. *Indicate N/A if not applicable.* Complete Table 3 Summary of Planned Projects and Reserve Funds.

Our fund balance was greater than zero due to delays in completing several projects. However with the upcoming completion of the Hesperian-Springlake RR Crossing Pedestrian Safety Improvements and the start of the Bicycle Network (East) and the Accessible Pedestrian Signals project we will use these funds within the funding period.

5. Did your agency expend **MORE THAN** the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? *Indicate N/A if not applicable.*

Yes, we spent $102,677 of prior fund balances.

6. **Describe Reserve Funds.** If your agency has Measure B Reserve Funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using these funds. In addition, if the use of reserves requires additional agency approvals, what is your approval process? Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.

These funds have either already been allocated or will be allocated to Bicycle and Pedestrian project through the CIP process. The majority of the funds will be expended this 14-15 Fiscal Year with any remaining in the 15-16 Fiscal Year.
7. Alameda CTC uses the data from Table 2 to monitor compliance with the Master Programs Funding Agreement requirement (Section 5.1.d): "All projects and programs that use Measure B Bicycle and Pedestrian Safety pass-through funds must receive governing board approval prior to the jurisdiction expending the pass-through funding on the project/program."

If your agency expended funds on any projects not approved by your governing board in advance (as indicated in Column Q of Table 2: Governing Board Approval), list them below and explain why your agency expended funds without agency approval.

| N/A |

8. Describe the governing board approval for future planned projects and/or programs. List the document type, time period, and resolution approval date. Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc.

<table>
<thead>
<tr>
<th>Document Type</th>
<th>Time Period</th>
<th>Resolution Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biennial Budget with Capital Improvement Program</td>
<td>FY13-14 thru FY14-15</td>
<td>6/3/2013</td>
</tr>
</tbody>
</table>

9a. Verify Bicycle/Pedestrian Master Plan Adoption. Per Section 7 of the Master Programs Fund Agreement Bicycle/Pedestrian Safety Program Implementation Guidelines, Alameda CTC requires local jurisdictions to have current individual or combined Bicycle and Pedestrian Master Plans (updated every five years) or demonstrate these plans will be adopted by December 31, 2015.

Does your agency have current Bicycle and Pedestrian Master Plans, and if so, when were these last adopted by your governing board? If not, describe the steps your agency is taking to ensure a Bicycle and Pedestrian Master Plans will be adopted by the December 31, 2015 deadline.

Yes, and the Master Plans were adopted on February 7, 2011 by Resolution No. 2011-010

9b. Bicycle and Pedestrian Master Plans must include core elements to ensure the plans are effective and facilitate countywide planning.

- Required core elements for pedestrian plans are described in the Toolkit for Improving Walkability in

- Alameda CTC is currently developing guidelines that outline required core elements for bicycle plans; these guidelines will apply to plans for which plan development commences after guidelines are completed. Until these guidelines are developed, bicycle plans should demonstrate that they contain the core elements from the California Streets and Highways Code Section 891.2 (see link below for a checklist of these items):
  [http://www.dot.ca.gov/hq/LocalPrograms/bta/PDFS/Sec891_2.pdf](http://www.dot.ca.gov/hq/LocalPrograms/bta/PDFS/Sec891_2.pdf)
10. Did your agency publish an article(s) that highlight Bicycle/Pedestrian projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

- [ ] Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment A: Bicycle and Pedestrian Program Attachments.

<table>
<thead>
<tr>
<th>Publication</th>
<th>Date Published (Month/Year)</th>
<th>Confirm Copy Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda CTC newsletter</td>
<td>Rec’d by Tess Lengyel 4/11/2014</td>
<td>N</td>
</tr>
</tbody>
</table>

- [ ] No. If no, explain in the box below.

11. Did your agency include a description of the Bicycle/Pedestrian projects and programs funded by Measure B on its website?

- [x] Yes. If yes, include a printout of the website as Attachment A and provide the URL below that contains updated and accurate project information.

<table>
<thead>
<tr>
<th>Website Address</th>
<th>Confirm Printout Copy Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="https://www.sanleandro.org/depts/transit/project/crrproj2010.asp">https://www.sanleandro.org/depts/transit/project/crrproj2010.asp</a></td>
<td>N</td>
</tr>
</tbody>
</table>

- [ ] No. If no, explain in the box below.
12. Did your agency use signage that indicates use of Measure B funds for its Bicycle/Pedestrian projects and programs?

☐ Yes. If yes, include photos of the posted signage in Attachment A and describe the signage below.

<table>
<thead>
<tr>
<th>Signage Location / Project</th>
<th>Confirm Photos Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measure B Improvements, Your half-cent</td>
<td>Y</td>
</tr>
</tbody>
</table>

☐ No. If no, explain in the box below.

13a. Describe your agency's effectiveness at meeting your planned FY 13-14 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did your agency expend the amount planned?

Our effectiveness at meeting our planned FY 13-14 expenditure improved as we expended more than our local distribution.

13b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned. Indicate N/A if not applicable.

Our intentions were to complete our Bicycle Network – East project; however, staffing shortages prevented the project from moving forward as quickly as desired.
13c. If your agency expended MORE THAN planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. Indicate N/A if not applicable.

Cost for the BART-Downtown Pedestrian Improvement were more than was originally estimated for the project.

14. Provide additional information, if necessary, to further explain Measure B expenditures for the Bicycle and Pedestrian Program.
1. Did your agency receive Measure B Local Streets and Roads Funds in the reporting period of July 1, 2013 through June 30, 2014?

☑ Yes (Complete the LSR section)
☐ No (Do not complete the LSR section and continue on)

2. Complete the below contact information.

<table>
<thead>
<tr>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>LSR Program Agency:</td>
</tr>
<tr>
<td>Contact Name:</td>
</tr>
<tr>
<td>Title:</td>
</tr>
<tr>
<td>Phone Number:</td>
</tr>
<tr>
<td>E-mail Address:</td>
</tr>
</tbody>
</table>

3. Complete the Excel Worksheets Tables 1 to 3 for the Local Streets and Road Program.
   (Check the boxes below to indicate completion).

☑ Table 1: Measure B Revenues and Expenditures
The values entered into Table 1 must match your agency’s audited financial statements and compliance reports. Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.

☑ Table 2: Summary of Expenditures and Accomplishments
This table describes actual expenditures and activities incurred for FY 2013-2014 (FY 13-14).

☑ Table 3: Summary of Planned Projects and Reserve Funds
This table describes your agency’s plan to expend any remaining Measure B funds within the defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.
4. If your agency’s ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify anticipated projects that will use these funds within the next year. *Indicate N/A if not applicable.* Complete Table 3 Summary of Planned Projects and Reserve Funds.

The City of San Leandro has a LSR pass through fund balance greater than zero because planned projects have not yet been constructed. Planned projects are listed in table 3 with a timeline for use of funds.

5. Did your agency expend *MORE THAN* the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? *Indicate N/A if not applicable.*

The City spent $4,862 from prior fund balances.

6. Describe Reserve Funds. If your agency has Measure B Reserve Funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using these funds. In addition, if the use of reserves requires additional agency approvals, what is your approval process? Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.

The City has listed several projects in the capital reserve section. Funds for these projects either have been allocated or will be allocated by the City Council as part of the CIP process in June, 2015. Table 3 contains a schedule for expenditure of these funds. No other approvals are necessary.
7. Alameda CTC uses the data from Table 2 to monitor compliance with the Master Programs Funding Agreement requirement (Section 5.d.): "All projects and programs that use Measure B Local Streets and Roads pass-through funds must receive governing board approval prior to the jurisdiction expending the pass-through funding on the project/program."

If your agency expended funds on any projects not approved by your governing board in advance (as indicated in Column T of Table 2: Governing Board Approval), list them below and explain why your agency expended funds without agency approval.

N/A

8. Describe the governing board approval for future planned projects and/or programs. List the document type, time period, and resolution approval date. Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc.

<table>
<thead>
<tr>
<th>Document/Type</th>
<th>Time Period</th>
<th>Resolution Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biennial with Capital Improvement Program</td>
<td>FY16 and 17</td>
<td>6/1/2015 (planned)</td>
</tr>
<tr>
<td>Biennial with Capital Improvement Program</td>
<td>FY14 and 15</td>
<td>6/3/2013</td>
</tr>
</tbody>
</table>

10. Complete the table below to describe your jurisdiction’s road miles and conditions.

<table>
<thead>
<tr>
<th>Jurisdiction’s Information</th>
<th>Current Population</th>
<th>Certified Number of Road-Miles</th>
<th>Pavement Condition Index (PCI) for Agency’s Local Streets and Roads</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>87,691</td>
<td>391.5 lane miles</td>
<td>55? Data not published yet</td>
</tr>
<tr>
<td>If the PCI Falls below a total average of 60 (Fair Condition), specify what actions are being implemented to increase the PCI. San Leandro is seeking additional revenue to be used for street maintenance and rehabilitation.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

N/A if not applicable.
11. Did your agency publish an article(s) that highlight Local Streets and Roads projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

- Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment B: Local Streets and Roads Program Attachments.

<table>
<thead>
<tr>
<th>Publication</th>
<th>Date Published (Month/Year)</th>
<th>Confirm Copy Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda CTC newsletter</td>
<td>Rec'd by Tess Lengyel 4/11/2014</td>
<td>N</td>
</tr>
</tbody>
</table>

- No. If no, explain in the box below.

12. Did your agency include a description of the Local Streets and Roads projects and programs funded by Measure B on its website?

- Yes. If yes, include a printout of the website as Attachment B and provide the URL below that contains updated and accurate project information.

<table>
<thead>
<tr>
<th>Website Address</th>
<th>Confirm Printout Copy Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.sanleandro.org/depts/transit/project/default.asp">http://www.sanleandro.org/depts/transit/project/default.asp</a></td>
<td>Yes</td>
</tr>
</tbody>
</table>

- No. If no, explain in the box below.

13. Did your agency use signage that indicates use of Measure B funds for its Local Streets and Roads projects and programs?

- Yes. If yes, include photos of the posted signage in Attachment B and describe the signage below.

<table>
<thead>
<tr>
<th>Signage Location / Project</th>
<th>Confirm Photos Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floresta Blvd / Annual Overlay Reconstruction 2012-13</td>
<td></td>
</tr>
<tr>
<td>Estudillo Ave/ Annual Street Sealing Program 2012-13</td>
<td></td>
</tr>
<tr>
<td>San Leandro Blvd / BART Downtown Pedestrian Improvements</td>
<td></td>
</tr>
<tr>
<td>Wicks Blvd / Bridge Repair and Maintenance</td>
<td>Yes</td>
</tr>
</tbody>
</table>
No. If no, explain in the box below.

14a. Describe your agency's effectiveness at meeting your planned FY 13-14 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did your agency expend the amount planned?

San Leandro expended more LSR funds than planned during FY 13-14.

14b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned. Indicate N/A if not applicable.

N/A

14c. If your agency expended MORE THAN planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. Indicate N/A if not applicable.
San Leandro expended more LSR funds than planned during FY 13-14 on several projects listed in table 3 because the projects advanced quicker than projected. The amount spent was programmed for use on these projects in the following years and no adjustment to project funding was necessary as a result of this acceleration.

15. Provide additional information, if necessary, to further explain Measure B expenditures for the Local Streets and Roads Program.
MASS TRANSIT PROGRAM
Compliance Report Summary *Fiscal Year 2013-14*

1. Did your agency receive Measure B Mass Transit Funds in the reporting period of July 1, 2013 through June 30, 2014?

☐ Yes *(Complete the Mass Transit section)*
☒ No *(Do not complete the Mass Transit section and continue on)*

2. Complete the below contact information.

<table>
<thead>
<tr>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mass Transit Program Agency:</td>
</tr>
<tr>
<td>Contact Name:</td>
</tr>
<tr>
<td>Title:</td>
</tr>
<tr>
<td>Phone Number:</td>
</tr>
<tr>
<td>E-mail Address:</td>
</tr>
</tbody>
</table>

3. Complete the Excel Worksheets Tables 1 to 3 for the Mass Transit Program.
*(Check the boxes below to indicate completion).*

☐ Table 1: Measure B Revenues and Expenditures
The values entered into Table 1 must match your agency's audited financial statements and compliance reports. Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.

☐ Table 2: Summary of Expenditures and Accomplishments
This table describes actual expenditures and activities incurred for FY 2013-2014 (FY 13-14).

☐ Table 3: Summary of Planned Projects and Reserve Funds
This table describes your agency's plan to expend any remaining Measure B funds within the defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.
4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify larger anticipated projects that will use these funds within the next year. *Indicate N/A if not applicable.* Complete Table 3 Summary of Planned Projects and Reserve Funds.

5. Did your agency expend **MORE THAN** the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? *Indicate N/A if not applicable.*

6. **Describe Reserve Funds.** If your agency has Measure B Reserve Funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using these funds. In addition, if the use of reserves requires additional agency approvals, what is your approval process? **Refer to Reserve Fund Guidance,** and complete Table 3 Summary of Planned Projects and Reserve Funds.
7. Did your agency publish an article(s) that highlight Mass Transit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

- Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment C. Mass Transit Program Attachments.

<table>
<thead>
<tr>
<th>Publication Name</th>
<th>Date Published (Month/Year)</th>
<th>Confirm Copy Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- No. If no, explain in the box below.

8. Did your agency include a description of the Mass Transit projects and programs funded by Measure B on its website?

- Yes. If yes, include a printout of the website as Attachment C and provide the URL below that contains updated and accurate project information.

<table>
<thead>
<tr>
<th>Website Address</th>
<th>Confirm Printout Copy Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- No. If no, explain in the box below.

9. Did your agency use signage that indicates use of Measure B funds for its Mass Transit projects and programs?

- Yes. If yes, include photos of the posted signage in Attachment C and describe the signage below.

<table>
<thead>
<tr>
<th>Signage Location / Project</th>
<th>Confirm Photos Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- No. If no, explain in the box below.
10a. Describe your agency's effectiveness at meeting your planned FY 13-14 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did your agency expend the amount planned?

10b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned. Indicate N/A if not applicable.

10c. If your agency expended MORE THAN planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. Indicate N/A if not applicable.
11. Provide additional information, if necessary, to further explain Measure B expenditures for the Mass Transit Program
PARATRANSIT PROGRAM

Compliance Report Summary  Fiscal Year 2013-14

1. Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2013 through June 30, 2014?

☐ Yes (Complete the Paratransit section)
☐ No (Do not complete the Paratransit section)

2. Complete the below contact information.

<table>
<thead>
<tr>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paratransit Program Agency: City of San Leandro: Recreation and Human Services Department</td>
</tr>
<tr>
<td>Contact Name: Brenya Riggsbee</td>
</tr>
<tr>
<td>Title: Recreation and Human Services Manager</td>
</tr>
<tr>
<td>Phone Number: (510) 577-3463</td>
</tr>
<tr>
<td>E-mail Address: <a href="mailto:briggsbee@sanleandro.org">briggsbee@sanleandro.org</a></td>
</tr>
</tbody>
</table>

3. Complete the Excel Worksheets Tables 1 to 3 for the Paratransit Program.
   (Check the boxes below to indicate completion).

☐ Table 1: Measure B Revenues and Expenditures
The values entered into Table 1 must match your agency’s audited financial statements and compliance reports. Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.

☐ Table 2: Summary of Expenditures and Accomplishments
This table describes actual expenditures and activities incurred for FY 2013-2014 (FY 13-14).

☐ Table 3: Summary of Planned Projects and Reserve Funds
This table describes your agency’s plan to expend any remaining Measure B funds within the defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.
4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify anticipated projects that will use these funds within the next year. Indicate N/A if not applicable. Complete Table 3 Summary of Planned Projects and Reserve Funds.

Our FY 13-14 Measure B Direct Local Distribution Program fund balance is $102,419 and will carry forward into the FY 14-15 Paratransit Program operations expenses. We are saving these funds as an Operations Fund Reserve, and plan to use them to cover any possible deviations in anticipated revenue for the 2014-2015 fiscal year, to ensure transportation operations and service delivery is provided as outlined in our program plan and to cover any excess administrative costs related to managing the City of San Leandro's paratransit programs.

5. Did your agency expend MORE THAN the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? Indicate N/A if not applicable.

N/A

6. Describe Reserve Funds. If your agency has Measure B Reserve Funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using these funds. In addition, if the use of reserves requires additional agency approvals, what is your approval process? Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.

We are keeping the balance of our Reserve Funds as operational reserves. The amount we have reserved does not exceed the maximum allowable reserve fund guidelines.
7. List the amount of the FY 13-14 Total Operating Expenses allocated to the following categories.

<table>
<thead>
<tr>
<th>Category</th>
<th>Expense Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management (oversight, planning, budgeting, etc.)</td>
<td>$83,615</td>
</tr>
<tr>
<td>Customer Service and Outreach Activities</td>
<td>$0</td>
</tr>
<tr>
<td>Trip Provision (direct or contracted taxis, vans, shuttles, etc.)</td>
<td>$216,197</td>
</tr>
<tr>
<td>TOTAL Operating Expenses:</td>
<td>$299,812</td>
</tr>
</tbody>
</table>

8a. List the total number of trips provided and services provided in FY 13/14.

<table>
<thead>
<tr>
<th>Trips / Service Types</th>
<th>Quantity (match to Table 2, Excel Form)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of One-way unduplicated trips</td>
<td></td>
</tr>
<tr>
<td>ADA Mandated Paratransit</td>
<td></td>
</tr>
<tr>
<td>Door-to-Door Program / Van Services</td>
<td></td>
</tr>
<tr>
<td>Taxi Program</td>
<td></td>
</tr>
<tr>
<td>Fixed-Route Services</td>
<td></td>
</tr>
<tr>
<td>Group Trips</td>
<td></td>
</tr>
<tr>
<td>Volunteer Driver Program</td>
<td></td>
</tr>
<tr>
<td>Other: [Specify here]</td>
<td></td>
</tr>
<tr>
<td>Number of contacts through Mobility Management/Travel Training</td>
<td></td>
</tr>
<tr>
<td>Number of Scholarships provided</td>
<td></td>
</tr>
<tr>
<td>Number of Meals Delivered</td>
<td></td>
</tr>
</tbody>
</table>

8b. Complete the table below with available service quality data for reservations and trips. If no data is available, skip this question and complete 8c and 8d.

<table>
<thead>
<tr>
<th>Cancelled Trip Reservations (percent)</th>
<th>Passenger No-shows (percent)</th>
<th>On-time Pickups (percent)</th>
<th>Late Pickups (percent)</th>
<th>Missed Trips Provider No-shows* (percent)</th>
<th>Average Ride Time (minutes)</th>
</tr>
</thead>
</table>

*Includes very late pickups

8c. Describe your complaint and commendation process. Describe the process from beginning to end, including instructions you provide to customers for filing complaints or commendations, your document procedures, and your follow up.

Complaints are submitted in a couple of different manners, and are all responded to as quickly as possible. Most customers call the Recreation and Human Services Department's Customer Service number and are then transferred to either the Paratransit Coordinator or the Senior Services Supervisor. Staff listens to the customer complaint and takes detailed
notes about the situation – specifically, the day and time of the incident so we can
determine which staff was involved. We ask for the customer’s name and phone number
so we can call them back with follow up information once we’ve done additional research.
Sometimes the customer is not willing to share this information, they just ask that we
follow up on the information they provided. Generally, we will then call MV
Transportation, Inc. and explain the situation to either dispatch or the service manager and
ask for any additional information they can provide or, if applicable, request that they
address the problem right away (i.e. turning around so they can pick up a person that was
missed). If requested, we call the rider back with the additional information and assure
them we have made every effort to correct the issue. Rider complaint forms are also
located in all of the vehicles, and the drivers will pass any completed complaint forms to
City of San Leandro staff members, but most complaints are made in person or by
telephone call. Complaints are valued by staff because they help us to understand how
the service is working and where there are problems that we need to address, so we treat
them all carefully and follow through on all issues brought to our attention.
Most commendations come in the form of telephone calls. Riders will call the Customer
Service number and ask to speak to the Senior Services Supervisor. Most commendations
are about our regular drivers and how helpful they are. The other most common
commendations are general words of praise for San Leandro’s paratransit program.

8d. Describe any common or recurring complaints your program has received and any program
changes as a result. Did the number of complaints increase or decrease compared to the prior
year?

The most common or recurring complaints about our program have been consistent for
the past two years, and the quantity of complaints has remained the same. The most
common complaint our riders have is not being able to contact an MV Transportation, Inc.
staff person live. They complain that they always get voicemail, and they want to be able
to talk to a live person when trying to schedule a medical shuttle ride. We’ve talked to our
service provider about this several times and tried a few different ways to improve
customer service. MV Transportation, Inc. got rid of voicemail altogether and just had calls
loop until someone picked up or the caller decided to hang up, but we had the same
amount of complaints about never getting through – and since there wasn’t the option of
leaving a message our riders were even more upset, so we decided to go back to having a
voicemail option and the complaints have lessened since we did so. The other most
common complaint we receive is that the Flex Shuttle isn’t always on time. When
customers complain to us about this, we either call the drivers directly and ask for an
estimated time of arrival or we call dispatch and ask them to obtain an estimated arrival
time. Then we pass this information along to our customers. In the past six months we
have received a record low number of complaints about late shuttles, and we are very
pleased about this.
9. Does your agency have service quality data available about ridership? If so, enter the data in the applicable boxes below.

*Report incidents resulting in any of the following: a fatality other than a suicide, injuries requiring immediate medical attention away from the scene for two or more persons, property damage equal to or exceeding $7,500, an evacuation due to life safety reasons, or a collision at a grade crossing.

<table>
<thead>
<tr>
<th>Number of Registered Riders (as of 6/30/14)</th>
<th>Number of Riders Added to Program in FY 13-14</th>
<th>Number of Riders on Wait List</th>
<th>Number of Accidents and Incidents*</th>
</tr>
</thead>
<tbody>
<tr>
<td>349</td>
<td>38</td>
<td>n/a</td>
<td>0</td>
</tr>
</tbody>
</table>

10. Did your agency publish an article(s) that highlight Paratransit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

☑ Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment D: Paratransit Program Attachments.

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<tr>
<th>Publication</th>
<th>Date Published (Month/Year)</th>
<th>Confirm Copy Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of San Leandro seasonal Activity Guide (delivered to all San Leandro households and distributed throughout San Leandro)</td>
<td>August 2013</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>January 2014</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>May 2014</td>
<td>Y</td>
</tr>
</tbody>
</table>

☐ No. If no, explain in the box below.

11. Did your agency include a description of the Paratransit projects and programs funded by Measure B on its website?

☑ Yes. If yes, include a printout of the website as Attachment D and provide the URL below that contains updated and accurate project information.

<table>
<thead>
<tr>
<th>Website Address</th>
<th>Confirm Printout Copy Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="http://www.sanleandro.org/depts/rec/paratransit.asp#available">http://www.sanleandro.org/depts/rec/paratransit.asp#available</a></td>
<td>Y</td>
</tr>
</tbody>
</table>

☐ No. If no, explain in the box below.
12. Did your agency use signage that indicates use of Measure B funds for its Paratransit projects and programs?

☐ Yes. If yes, include photos of the posted signage in Attachment D and describe the signage below.

<table>
<thead>
<tr>
<th>Signage Location / Project</th>
<th>Confirm Photos Attached? (Y/N)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signage on Flex Shuttles</td>
<td>Y</td>
</tr>
<tr>
<td>Signs installed at Flex Shuttle Stops</td>
<td>Y</td>
</tr>
</tbody>
</table>

☐ No. If no, explain in the box below.

13a. Describe your agency’s effectiveness at meeting your planned FY 13-14 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did you expend the amount planned?

We anticipated a total of $263,744 would be spent towards direct service. Actual expenditures for our service provider were $216,191. We spent less than we had anticipated.

13b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned. Indicate N/A if not applicable.

We spent $47,553 less on direct service than we had planned for. We experienced some savings due to City holidays and City closures. We also anticipated a much higher increase in service costs than we experienced, which resulted in significant savings.
13c. If your agency expended **MORE THAN** planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. *Indicate N/A if not applicable.*

We spent more than we anticipated on staff costs. This is attributed to the increasing amount of time needed to closely manage this complicated program. Managing the paratransit involves a lot of oversight, as well as outreach and customer service.

14. **Provide additional information, if necessary, to further explain Measure B expenditures for the Paratransit Program.**
ATTACHMENT A: LOCAL STREETS AND ROADS

ATTACHMENT B: PARATRANSIT

ATTACHMENT C: PARATRANSIT
Attachment A Bike and Ped
Snapshot of City Website Description of Measure B Funded Projects

Vehicle Registration Fee

The Measure B Alameda County Vehicle Registration Fee (VRF) Program approved by the voters in November 2010 utilizes a $10 per year vehicle registration fee to sustain the County's transportation network and reduce traffic congestion and vehicle-related pollution. The program includes four categories of projects:

- Local Road Improvement and Repair Program (60 percent)
- Transit for Congestion Relief (25 percent)
- Local Transportation Technology (10 percent)
- Pedestrian and Bicyclist Access and Safety Program (5 percent)

Alameda CTC distributes a portion of the Local Road Improvement money to San Leandro for use on local streets. The City uses these funds for a variety of roadway projects to maintain and upgrade the pavement on the City's streets.

For more information on the VRF program, visit the Alameda CTC's website at [https://www.alamedactc.org](https://www.alamedactc.org).

Measure B Program

The Measure B Program, first authorized by voters in 1986 and re-approved in 2000, utilizes a half-cent sales tax to fund a variety of transportation improvements throughout Alameda County. For larger projects, proceeds are allocated to specific improvements identified in the Measure B Expenditure Plan, which includes projects from throughout the whole county. In addition to projects in the Expenditure Plan, cities such as San Leandro are allocated funds separately, based on population figures, that are used directly for use in local roadway, bicycle and pedestrian facility improvements. These funds are administered by the Alameda County Transportation Commission (Alameda CTC).

Measure B Funded: Local Streets and Roads Program

Each year, the City performs a variety of roadway improvements to maintain and upgrade the pavement condition of the City's streets. These improvements range from the application of new asphalt to the repair or replacement of existing asphalt. The process of selecting streets for improvement is determined by the City's Pavement Condition Index (PCI) based on yearly street inspections and coordination with other City projects. During 2007, funds provided by the Alameda CTC via Measure B, the 1/2 cent sales tax initiative, funded the improvement of 16 street segments.

Measure B Funded: Bicycle and Pedestrian Program

The City strives to ensure safety for bicyclists and pedestrians by publishing informational pamphlets. The City also plans pedestrian and bicycle projects. Measure B funds were used to prepare a Bicycle and Pedestrian Master Plan for the City. This document will provide the framework for future bicycle and pedestrian improvements throughout the City.

One of the projects is a pedestrian/bicycle bridge across the San Leandro Slough. This project will complete a critical gap in the San Francisco Bay Trail and will provide access to the bay shoreline. This and other bicycling projects benefit from funding provided by the Alameda CTC.

For further information on these programs, contact the Engineering and Transportation Department at (510) 577-3428.

For more information on the Measure B program, visit the Alameda CTC website at [http://www.alamedactc.org](http://www.alamedactc.org).
Signage

ADA Ramp Installed at Halsey Ave & Patton Ave

ADA Ramp Installed at Ark Dr. & Western Ave
Confirmation of submission of articles for ongoing projects:

From: Tess Lengyel [mailto:tlengyel@alamedactc.org]
Sent: Friday, April 11, 2014 12:24 PM
To: Foley, Kirsten
Cc: Cooke, Keith; Udemezue, Uchenna; Heather Barber
Subject: RE: Articles for ACTC newsletter submission

Thank you, I am confirming receipt of this and we will include in our upcoming publication

Tess Lengyel, Deputy Director of Planning and Policy
Alameda County Transportation Commission
1111 Broadway, Suite 800, Oakland, CA 94607
510.208.7428 direct dial | 510.208.7400 main line
Email: tlengyel@alamedactc.org Website: www.alamedactc.org
Facebook: www.facebook.com/AlamedaCTC Twitter: @AlamedaCTC

From: KFoley@sanleandro.org [mailto:KFoley@sanleandro.org]
Sent: Friday, April 11, 2014 8:55 AM
To: Tess Lengyel
Cc: KCooke@sanleandro.org; UUdemezue@sanleandro.org
Subject: Articles for ACTC newsletter submission

Hi Tess,
Attached please find our articles for the ACTC newsletter. I have recently joined the City of San Leandro’s Engineering & Transportation department as the new Administrative Services Manager. As such, this will be my first time working with you on submitting our newsletter articles. Please let me know if you need anything further for the newsletter.
Best regards,
Kirsten “Kurry” Foley
Administrative Services Manager
Engineering & Transportation Department
City of San Leandro
Tel: (510) 577-3432
kfoley@sanleandro.org
www.sanleandro.org
Annual Street Overlay and Rehabilitation 2012-13
The City of San Leandro used Measure B funds to complete this project in early 2014. Fremont Avenue and Floresta Boulevard in San Leandro were reconstructed via a Full Depth Rehabilitation method, using existing subgrade materials mixed with powdered cement to form the road base; resulting in a reduction in costs, use of resources and hauling. Bicycle lanes were added to Floresta Boulevard as well.
Word Count: (65, excluding title)

Annual Street Overlay and Rehabilitation 2013-14
The City of San Leandro will use Measure B funds to reconstruct Bigge Street from Adams Avenue east to the cul-de-sac and also the easterly portion of Bancroft Avenue from Dutton Avenue south to San Leandro Creek. The reconstruction method will be Full Depth Rehabilitation, which involves strengthening the road base by mixing in Portland cement. This method of road reconstruction involves less excavation, offhaul, and use of virgin materials compared to the installation of a traditional road section comprised of asphalt concrete over aggregate base. As a result, both the environmental impact and the construction cost are significantly reduced. Construction is planned for summer 2014.
Word Count: (106, excluding title)

Annual Street Overlay and Rehabilitation 2014-15
The City of San Leandro will use Measure B funds to reconstruct a number of residential streets in San Leandro, including: Georgetown Avenue, Victor Avenue, Hannover Street, Amherst Court, Sydney Avenue, and Graham Way. The planned reconstruction method will be Full Depth Rehabilitation, which involves strengthening the road base by mixing in Portland cement. Construction is anticipated to start in summer 2015.
Word Count: (62, excluding title)

Annual Street Sealing 2011-12 and 2012-13
The City of San Leandro used Measure B funds to complete this project in 2013. This project applied conventional and rubberized street sealing treatments to extend the life of various streets throughout San Leandro. In all, more than 414,700 square yards of pavement were treated on 79 street segments.
Word Count: (49, excluding title)

Annual Street Sealing 2013-14
The City of San Leandro will use Measure B funds to apply preventive maintenance measures on various streets throughout San Leandro. Treatments will include slurry seal, microsurfacing, and asphalt rubber chip seal. Approximately 108,000 square yards of pavement on 26 street segments are included in the project scope. Construction is planned for summer 2014.
Word Count: (54, excluding title)

BART-Downtown Pedestrian Improvements
The City of San Leandro is using Measure B funds to construct pedestrian-orientated streetscape improvements along San Leandro Boulevard between Davis Street and Williams Street, including wider sidewalks, bulb outs, and medians. The project includes traffic signals, streetlights, landscape and irrigation systems, and way-finding signage between the BART station and various destinations in Downtown. Construction is scheduled to be completed in spring 2014.
Word Count: (63, excluding title)
Bridge Maintenance and Repair 2011
The City of San Leandro used Measure B funds to complete this project in 2013. This project applied a deck seal to a Wicks Avenue bridge and repaired spalling concrete at a San Leandro Boulevard bridge, extending the life of both structures.
Word Count: (42, excluding title)

East 14th Street / Hesperian Blvd / 150th Ave Intersection Improvements
The City of San Leandro is using Measure B funds for this project which will add a second left turn lane southbound East 14th Avenue at 150th Avenue and a second left turn lane eastbound Hesperian Boulevard at East 14th Street. This project will reduce congestion at the intersection. This project is in design phase currently and construction is expected to commence in 2016.
Word Count: (64, excluding title)

East 14th Street Utility Undergrounding (150th to Blossom Way)
The City of San Leandro is using Measure B funds to fund the street light portion of this project which will remove power poles, overhead wires and associated overhead structures along East 14th Street between Thornton Street and 150th Avenue. All utilities will have underground feeds and be much more aesthetically pleasing along one of the City's main thoroughfares. New street light poles and fixtures will replace utility pole mounted lights improving the streetscape for pedestrians and motorists. Construction is expected to start in the fall 2014.
Word Count: (87, excluding title)

Monarch Bay Bridge Maintenance and Repair
The City of San Leandro is using Measure B funds for this project which will repair spalling concrete and seal the deck of a Monarch Bay Drive bridge. The project will extend the life of the structure which forms a portion of the San Francisco Bay Trail and is located south of Marina Park. A construction contract has been awarded and construction is planned for September 2014.
Word Count: (67, excluding title)

San Leandro Boulevard Rehabilitation
The City of San Leandro will use Measure B funds to complete preventive street maintenance on San Leandro Boulevard from Williams to Hudson Streets in San Leandro. Repair will comprise replacing the top 4 inches of asphalt concrete with new paving to extend the service life of the existing street. Construction is anticipated to begin in spring 2015.
Word Count: (58, excluding title)

Storm Drain Inventory and Replacement
The City of San Leandro is using Measure B funds for this project to develop a system to manage the 100 miles of storm water pipelines in the City that remove water from our city streets. Inventory, such as pipeline lengths, diameter, material and condition will be input into an Asset Management System and their locations will be mapped and linked in GIS. The completed system will provide comprehensive management and of the storm system and will allow monitoring and prioritizing of individual sections needing repair or replacement. This project is ongoing.
Word Count: (92, excluding title)

Storm Drain Outfall Repair
The City of San Leandro is using Measure B funds to repair Storm Drain Outfalls at 3 separate locations to keep our city streets driveable during rainstorms. At the bay shoreline, a broken pipeline will be
replaced in kind. Two existing outfalls at San Leandro Creek have collapsed and their upstream flows will be diverted into nearby functioning outfalls. This project is in design phase currently and construction dates will be set after permits are obtained.

Word Count: (76, excluding title)

West Juana Pedestrian Improvements
The City of San Leandro is using Measure B funds for this project which will design and construct sidewalk bulb outs at the intersections of West Juana Street and Carpenter Street, Clarke Street, and Hayes Street as well as stamped asphalt decorative crosswalks at all locations. Additionally, the work includes widening the sidewalk on the north side of West Juana between San Leandro Boulevard and Carpenter Street four feet by moving the curb toward the center of the street. This project will enhance the pedestrian environment on a street that links San Leandro’s Downtown with a BART station. The City is in the process of selecting a consultant to perform the design work; construction is expected to be complete by the end of 2015.

Word Count: (124, excluding title)

Annual Sidewalk Repair Program 2012-13
As part of the City of San Leandro’s ongoing improvements for pedestrian safety and using Measure B funds, the 2012-2013 sidewalk program repaired or replaced 9,330 square feet of damaged concrete sidewalk and 2,523 linear feet of curb and gutter, and installed 46 curb ramps.

Word Count: (45, excluding title)

Annual Sidewalk Repair Program 2013-14
As part of the City of San Leandro’s ongoing improvements for pedestrian safety, this year’s sidewalk program is expected to repair or replace about 8,000 square feet of damaged concrete sidewalk, 1,200 linear feet of curb and gutter, and to install 30 curb ramps.

Word Count: (44, excluding title)

San Leandro Bikeway Network – East Project
This project designs 4.5 miles of Class II Bikeways and 13.2 miles of Class III Bikeways in San Leandro east of the Union Pacific Railroad Niles Subdivision tracks. Using the City’s Measure B Bicycle and Pedestrian funds, the project will complete gaps in the bicycle network in the eastern half of San Leandro. This project is currently in its design phase and construction will begin in fall 2014.

Word Count: (53, excluding title)
Attachment B
ACTC signage on Floresta Blvd for Annual Overlay Rehabilitation 2012-13 project.
ACTC signage on San Leandro Blvd for BART Downtown Pedestrian Improvement project.
City of San Leandro
FY13-14 Measure B report
Attachment B

ACTC signage on Estudillo Avenue for the Annual Street Sealing Program 2012-13 project.
ACTC signage on Wicks Blvd for the Bridge Repair and Maintenance project.
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Sent: Friday, April 11, 2014 12:24 PM
To: Foley, Kirsten
Cc: Cooke, Keith; Udemezue, Uchenna; Heather Barber
Subject: RE: Articles for ACTC newsletter submission

Thank you, I am confirming receipt of this and we will include in our upcoming publication

Tess Lengyel, Deputy Director of Planning and Policy
Alameda County Transportation Commission
1111 Broadway, Suite 800, Oakland, CA 94607
510.208.7428 direct dial | 510.208.7400 main line
Email: tlengyel@alamedactc.org Website: www.alamedactc.org
Facebook: www.facebook.com/AlamedaCTC Twitter: @AlamedaCTC

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Best regards,
Kirsten “Kurry” Foley
Administrative Services Manager
Engineering & Transportation Department
City of San Leandro
Tel: (510) 577-3432
kfoley@sanleandro.org
www.sanleandro.org
Snapshot of webpage describing Measure B funding and linking to Alameda CTC webpage.
City of San Leandro Paratransit Program
Compliance Report Supplemental Information for FY 2013-2014
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11. Did your agency include a description of the Paratransit projects and programs funded by Measure B on its website?

   Yes. If yes, include a printout of the website as Attachment D and provide the URL below that contains updated and accurate project information.

   Website Address: http://www.sanleandro.org/depts/rec/paratransit.asp#available

   Confirm Printout Copy Attached? Y

12. Did your agency use signage that indicates use of Measure B funds for its Paratransit projects and programs?

   Yes. If yes, include photos of the posted signage in Attachment D and describe the signage below.

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</tr>
<tr>
<td>Signs Installed at Flex Shuttle Stops</td>
<td>Y</td>
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</table>
Public Safety Forum
Panelists from Alameda County Fire, San Leandro Police and other agencies will provide information about personal safety, fire prevention, disaster planning, elder abuse and other topics of interest to seniors and their caregivers.

Affordable Care Act
With the recent third anniversary of the Affordable Care Act, over 100 million Americans with private health plans and Medicare beneficiaries have been helped by the law’s prevention coverage improvements. This includes an estimated 34 million Americans in traditional Medicare and Medicare Advantage plans who have received at least one preventive service. For example, an annual wellness visit at no out-of-pocket cost. Come hear more about what seniors need to know to help themselves and the loved ones get more value for their health care dollars. Presented by David Sayen, Regional Administrator of the Centers for Medicare & Medicaid Services San Francisco office.

Free Travel Training Course
For 55+ and persons with disabilities. Receive guidance and training in learning the necessary skills to ride AC Transit, BART and ParaTransit, while learning to safely use your mobility device. For more information contact, Community Resources for Independent Living (CRL) at 881-5743 Ext. 5938. Space is limited to 10 participants per session. Presented in partnership with Community Resources for Independent Living (CRL), City of Hayward and funded by transportation tax dollars through the Alameda County Transportation Commission.

Specialized Phones
For California Residents. Learn how individuals with functional limitations in hearing, vision, mobility, speech and/or interpretation of information can qualify for FREE telecommunications services and equipment provided by the State of California. A representative from California Telephone Access Program (CTAP) will present information about the application process to receive free specialized phones. Samples of equipment will also be on display.

East Bay Paratransit
Provides transportation services within Alameda County to residents with disabilities. Service is provided by AC Transit and BART. For more information, call 287-5000 or 1-800-555-8085.

San Leandro FLEX Shuttle
The City of San Leandro offers transportation services for San Leandro residents age 60 years old and over and for people with disabilities.

The FLEX Shuttle provides two types of service:
Shuttle: Allows San Leandro residents who are 60 years old or older, or at least 18 years old and East Bay Paratransit certified to access the shuttle from any of the planned stops at specific locations, or along the shuttle bus route within San Leandro. Operates Monday through Friday from 9:00 am - 4:00 pm and is free of charge.

Medical Trips: Allows San Leandro residents who are 75 years old or older, or at least 18 years old and East Bay Paratransit certified to call and make a reservation for pick up and drop off for medical purposes within Alameda County. Fee is $4 per 10 miles each way. Operates Monday through Friday from 8:00 AM - 5:00 PM. Note: FLEX Shuttle Services do not operate on City observed holidays.

Enrollment is required to use the FLEX Shuttle services. An application must be completed and submitted with required documentation and annual registration fee of $20.

Program Funding: The Flex ParaTransit Service is supported entirely by funds from Measure B, a voter-approved ballot measure that set aside a portion of Alameda County Sales Tax Revenue to fund transportation projects. For more information, visit the Alameda County Transportation Commission website. www.alamedactc.org

Central County Taxi Voucher Pilot Program
Same day, wheelchair accessible transportation service that provides a limited number of subsidized taxi rides to registered participants of the San Leandro and Hayward Paratransit Programs. Vouchers may be purchased for $2.50 per voucher. Each voucher subsidizes up to $14 of taxi meter fare. Riders can purchase a maximum of 72 vouchers per fiscal year.
**Paratransit and You**

**East Bay Paratransit**
Provides AC Transit and BART transportation services within Alameda County to residents with disabilities. For more information, call 1-800-555-8085.

**San Leandro FLEX Shuttle**
The City of San Leandro offers transportation services for San Leandro residents aged 60+ and for people with disabilities.

The FLEX Shuttle provides two types of service:
**Shuttles**: Allows San Leandro residents aged 60 years old and older, or at least 18 and East Bay Paratransit certified to access the shuttle from any of the planned stops or along the shuttle route within San Leandro. Operates Monday - Friday, 9:00am - 5:00pm and is free of charge, with an annual $20 registration fee.

**Medical Trips**: Allows San Leandro residents who are at least 75 years of age or 18 years old and East Bay Paratransit certified to make a reservation for pick up and drop off for medical purposes within Alameda County. Fee is $4 per 10 miles each way. Operates Monday through Friday, 8:00am - 5:00pm.

Enrollment is required to use FLEX Shuttle services. An application must be completed and submitted with required documentation and annual registration fee of $20. All Flex riders are encouraged to attend our annual focus group meetings to share opinions and help us improve our services. The meetings will be held on Tuesday, February 4, 10:00am - 11:30am and Thursday, February 13, 1:00pm - 2:30pm.

**Note**: Shuttle Services do not operate on City observed holidays.

---

**Community Education**

**Free Travel Training Course**
For 55+ and persons with disabilities, receive guidance and training in learning the necessary skills to ride AC Transit, BART and Paratransit, while learning to safely use your mobility device when travelling on public transportation. For more information about course content, contact Community Resources for Independent Living (CRIIL) at (510) 881-5743 ext. 5938. 

#31143  Mon, Feb 3  9:00am - 11:00am
#31143  Tue, Feb 4  9:00am - 3:30pm (Field Training)
#31143  Mon, Apr 21  9:00am - 11:00am
#31143  Tue, Apr 22  9:00am - 3:30pm (Field Training)

---

**Surviving or Thriving During Times of Transition**
Dr. Patrick Arbore is the Founder and Director of the Center for Elderly Suicide Prevention and Grief Related Services and the Friendship Line, a 24 hour telephone counseling program for older adults. He is also the Director of Staff Development at the Institute on Aging. Dr. Arbore will share his insights about how to enhance your physical and emotional health to improve the quality of your life during times of transition. Come and learn how to thrive rather than survive during challenging situations and life changes.

#31390  Tuesday, Mar 25  3:00pm - 4:30pm

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**Getting to the HEART of What Matters**
Eden Medical Center staff will teach you how you can lower your risk of developing heart disease so you can stay on top of your game.

#31589  Thursday, Feb 27  9:30am - 11:00am

**Cholesterol**
The "Good", the "Bad" and the Total
What do all those numbers that your doctor gives you mean? Take control of this important health issue. Alameda County Public Health staff will share effective steps to follow to maintain a healthy cholesterol level.

#31591  Thursday, Apr 24  9:30am - 11:00am

**Coffee With the Cops**
San Leandro Police Department Personnel will be discussing crime trends in your neighborhood. They will be available to answer your questions, offer tips and provide information on topics of interest, and speak with residents about enhancing Neighborhood Watch Programs and other strategies to reduce crime.

#31592  Tuesday, May 20  8:30am - 9:30am
Specialized Phones
For California Residents. Learn how individuals with functional limitations in hearing, vision, mobility, speech and/or interpretation of information can qualify for FREE telecommunications services and equipment provided by the State of California. A representative from California Telephone Access Program (CTAP) will present information about the application process to receive free specialized phones. Samples of equipment will also be on display.
#29967 Tue, Sep 24 3:00pm - 4:00pm

Urinary Tract Health
Eden Medical Center staff will provide the latest information on how to maintain urinary tract health, preventive measures, symptoms and the latest treatments for overactive bladder, benign prostatic disorders, stress incontinence and urinary tract infections.
#30408 Thu, Oct 10 3:00pm - 4:30pm

Smoking Cessation
Have you been thinking about quitting smoking? Have you tried before and not succeeded? Know someone who needs help? Learn about the benefits of living a smoke-free life. In preparation for the Great American Smokeout on November 15.
#30409 Tue, Nov 5 9:30am - 11:00am

Taking Care of Someone Else!
"The care you give to yourself is the care you give to your loved one." This might be easy to say, but it can be difficult to accept and act on. Join the Family Caregiver Alliance and learn how to take care of yourself as a caregiver.
#30410 Thu, Dec 12 9:30am - 11:00am

Creating a Secure Future
Review legal options that help protect you and your estate in the face of illness. Learn about Advance Health Care Directives and how to complete the form. Legal Assistance for Seniors (LAS) will provide information about other planning tools including Durable Power of Attorney for Finances, Do Not Resuscitate and POLST forms, and Conservatorships. Advance Health Care Directive booklets will be available for purchase at the presentation for $3.
#30411 Thu, Jan 23 3:00pm - 4:30pm

East Bay Paratransit
Provides transportation services within Alameda County to residents with disabilities. Service is provided by AC Transit and BART. For more information, call 287-5000 or 1-800-555-0085.

San Leandro FLEX Shuttle
The City of San Leandro offers transportation services for San Leandro residents age 60 years old and over and for people with disabilities.

The FLEX Shuttle provides two types of services:
Shuttle: Allows San Leandro residents who are 60 years old or older, or at least 18 years old and East Bay Paratransit certified to access the shuttle from any of the planned stops at specific locations, or along the shuttle bus route within San Leandro. Operates Monday through Friday from 9:00am - 5:00pm and is FREE of charge.

Medical Trips: Allow San Leandro residents who are 75 years old or older, or at least 18 years old and East Bay Paratransit certified to call and make a reservation for pick up and drop off for medical purposes within Alameda County. Fee is $4 per 10 miles each way. Operates Monday through Friday from 8:00am - 5:00pm. Note: FLEX Shuttle Services do not operate on City observed holidays.

Enrollment is required to use the FLEX Shuttle services. An application must be completed and submitted with required documentation and annual registration fee of $20.

Program Funding: The Flex Paratransit Service is supported entirely by funds from Measure B, a voter-approved ballot measure that set aside a portion of Alameda County Sales Tax revenue to fund transportation projects. For more information, visit the Alameda County Transportation Commission website: www.alamedactc.org

Central County Taxi Voucher Program
Same day, wheelchair accessible transportation service that provides a limited number of subsidized taxi rides to registered participants of the San Leandro and Hayward Paratransit Programs. Vouchers may be purchased for $3.50 per voucher. Each voucher subsidizes up to $14 of taxi meter fare. Riders can purchase a maximum of 72 vouchers per fiscal year.
Paratransit Services

FLEX Shuttle
Provided by the City of San Leandro
&
East Bay Paratransit
Provided by AC Transit & BART

Paratransit Services Available in the City of San Leandro

City of San Leandro’s Paratransit Program
San Leandro offers transportation for seniors and people with disabilities through the FLEX Shuttle service.

East Bay Paratransit
East Bay Paratransit (EBP) is also available to residents who are unable to use buses or BART trains because of a disability or a disabling health condition. East Bay Paratransit services are provided by AC Transit and BART to meet the requirements of the Americans with Disabilities Act.

For more information about EBP contact:
510-287-5000
Toll Free: 1-800-555-8085
TTY: 510-287-5009

Central County Taxi Voucher Program
Same day, wheelchair accessible transportation service that provides a limited number of subsidized taxi vouchers to registered participants of the San Leandro and Hayward Paratransit Programs.

FLEX Shuttle Service

What type of services does the FLEX Shuttle provide?

Shuttle Bus Service (fixed route)
The FLEX Shuttle Bus service consists of a series of shuttle stops at specific locations throughout the City.
- FLEX Shuttle Map & Schedule

Due to changes in Alameda County funding allocation for paratransit programs, the City of San Leandro’s Medical Trip Shuttle is now discontinued. Riders are encouraged to utilize the taxi voucher program to schedule door to door trips as needed.
1. Who can use the FLEX Shuttle Bus Service?
   - A resident of the City of San Leandro
   - Must be sixty (60) years old or older, or at least 18 years old and East Bay Paratransit certified

Note: You are eligible for East Bay Paratransit service if you are unable to drive or access other forms of private or public transportation independently due to a medical or disabling condition. For more information on East Bay Paratransit, please call (510)287-5000.

How much does it cost to use the FLEX Shuttle?
   - Annual registration fee of $20 per rider due with application and renewed each year.
   - Note: You must renew your FLEX registration by June 30 of each year to continue using the FLEX services.
   - Flex Shuttle Bus is FREE.

What are the hours of operation?
   - Shuttle Bus: Monday – Friday between 9:00 a.m. – 5:00 p.m.

How can I enroll?
   - Complete the FLEX Shuttle Application.
   - Attach a copy of your identification card that shows proof of age and residency.
   - If applicable, also attach copy of your East Bay Paratransit card.
   - Enclose payment of $20.00 annual registration fee. Make check payable to City of San Leandro. Please do not send cash in the mail or put cash in drop box.
   - You can mail in or drop off your application at the following City of San Leandro Recreation and Human Services Customer Service locations:

Senior Community Center
13609 E. 14th Street
San Leandro, CA 94578
Monday – Friday
9:30am – 5:00pm

Marina Community Center
15301 Hicks Blvd
San Leandro, CA 94579
Monday – Friday, 11:30am – 7:00pm,
Saturday, 10:00am – 2:00pm

Phone: 510-577-5462
Fax: 510-577-7969

Central County Taxi Voucher Program
The Central County Taxi Voucher Program is a same-day wheelchair accessible transportation service that provides a limited number of subsidized taxi rides to enrolled participants of the Hayward and San Leandro Paratransit Programs. Advance reservation is not required, this program provides same-day service.

This program is operated by the Alameda County Transportation Commission (Alameda CTC) in cooperation with the Cities of San Leandro and Hayward and is funded with Alameda County Measure B Funds.

Registered San Leandro FLEX riders can purchase taxi vouchers at a cost of $3.50 per voucher. Each voucher subsidizes up to $14 of taxi meter fare. See the Taxi Voucher Program Rider’s Guide for more information about the program.

Links to Other Paratransit Websites:
   - Access Alameda (Accessible Transit Services in Alameda County) http://www.accessalameda.com/
   - East Bay Paratransit http://www.eastbayparatransit.org
   - Network of Care - www.networkofcare.org

Program Funding
The City of San Leandro Paratransit Program is supported entirely by funds from Measure B, a voter-approved ballot measure that set aside a portion of Alameda County Sales tax revenue to fund transportation projects. For more information, visit the Alameda County Transportation Commission website at http://www.alamedactc.org
FLEX SHUTTLE
Your Community Connection

Transportation for Seniors and People with Disabilities
Funded by Measure B
FLEX SHUTTLE
Your Community Connection
CITY OF SAN LEANDRO
510-577-3462
Transportation for Seniors and People with Disabilities Funded by Measure B
EXHIBIT B

FEE SCHEDULE

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The pricing shown above is based on the following assumptions:

* A total of 4,642 billable hours (Flex Shuttle - 3,012; Out-of-Town Medical - 1,630)

* Pricing is based on an assumption of gate to gate billing based on information at the Prebid Conference.