



MEASURE B PROGRAM COMPLIANCE REPORT

Signature Cover Sheet *Fiscal Year 2012-13*

Agency Name:

Revision Number:

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

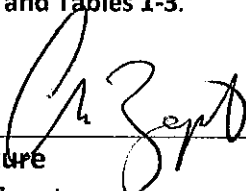
- Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- Annual Program Compliance Report – Local Streets and Roads Funds
- Annual Program Compliance Report – Mass Transit Funds
- Annual Program Compliance Report – Paratransit Funds
- Tables 1- 3: Program Summary of Revenues, Expenditures,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

List any additional attachments in the electronic report submittal (*check all that apply*).

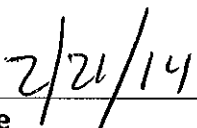
- Attachment A: Bicycle and Pedestrian Attachments
- Attachment B: Local Streets and Roads Attachments
- Attachment C: Mass Transit Attachments
- Attachment D: Paratransit Attachments
- Other Attachments (*clearly label additional attachments as needed*)

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 

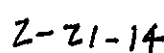
Signature
Chris Zapata
City Manager



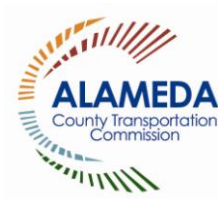
Date

X 

Signature
David Baum
Finance Director



Date



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BICYCLE AND PEDESTRIAN PROGRAM

Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Bicycle and Pedestrian Funds in the reporting period of July 1, 2012 through June 30, 2013?

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

2. Complete the below contact information.

CONTACT INFORMATION	
Bicycle/Pedestrian Program Agency:	
Contact Name:	Keith Cooke
Title:	Principal Engineer
Phone Number:	(510) 577-3439
E-mail Address:	kcooke@sanleandro.org

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 2012-2013 (FY 12-13).
- 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 four-year time table of the funding agreement through FY 13-14 thru FY 16-17.

4. **If your agency’s ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

The City of San Leandro has a Bike & Ped pass through fund balance greater than zero because funds have been placed in reserve; see item 6 below and Bike & Ped Table 3.

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

N/A

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

The City of San Leandro has placed Bike & Ped funds into reserves for 16 projects listed in table 3. The City proposes to use the funds at the times shown in table 3. Funds from fiscal year 11-12 were allocated as part of the 11-12 City budget. Funds for fiscal year 12-13 were allocated as part of the 12-13 City budget. Additional approvals are made during the budgeting process.



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 R 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.

Document Type	Time Period	Resolution Date
Annual Budget with Capital Improvement Program	FY12-13	6/4/2012
Annual Budget with Capital Improvement Program	FY13-15	6/3/2013

9. **Verify Complete Streets Policy Adoption.** Per Section 6 of the Master Programs Fund Agreement, Alameda CTC requires local jurisdictions to have developed and adopted a Complete Streets policy by June 30, 2013.

Governing Board Approval Date	Attach Governing Board Resolution Verifying Complete Streets Policy Adoption.
2/4/2013	

- 9a. **Describe how your agency is implementing the Complete Streets Policy.**

The City is seeking funding to establish a robust process including specific performance metrics and a priority list for travel modes based on street typology, creation of a guide with this information, and training on use of the guide. In the interim City staff is screening public and private projects and applying the City's Master Plan of City Streets, Bicycle and Pedestrian Master Plan, and any applicable Planning Development Strategies to the project.

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

Yes No. *If no, explain in Question #14 - Additional Information.*

If yes, INCLUDE a copy of the article(s) as Attachment A: Bicycle and Pedestrian Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)

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

Yes No. *If no, explain in Question #14 - Additional Information.*

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

Website Address	Printout Attached? (Y/N)
https://www.sanleandro.org/depts/transit/project/currproj2010.asp	N

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

Yes No. *If no, explain in Question #14 - Additional Information.*

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

Signage Description	Photos attached? (Y/N)
Measure B Improvements, Your half-cent	Y



13a. Describe your agency's effectiveness at meeting your planned FY 12-13 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 planned? Did you expend more than anticipated?**

13b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.

The City of San Leandro expended 26% of the planned funds. A discussion of projects that used less than planned is in section 14b. The original plan was not effectively shown in the 11-12 report and only showed vague scheduled dates of implementation.

Sidewalk Repair Program: These projects received remarkably favorable bids that allowed large project savings.

San Leandro BART – SR2T Grant Match: This project was delayed due to Private Developers delay in acquiring project funding that was needed to complete project. Project has been restructured to a public only project and will be completed with SR2T & Meas. B Bike & Ped Discretionary Funds.

Annual Bicycle and Pedestrian Improvements: Staff was awaiting clarification on the ability to use funds for bus benches.

Bicycle Network (East) Construction: Project was delayed due to lack of staff resources.

Marina Community Center Ped X-ing Improvements: Design has been delayed due to lack of staff resources.

13c. If your agency expended more than the planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.

14. Provide additional information, if necessary, to further explain Measure B expenditures for the Bicycle and Pedestrian Program.



LOCAL STREETS AND ROADS (LSR) PROGRAM

Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Local Streets and Roads Funds in the reporting period of July 1, 2012 through June 30, 2013?

- Yes (Complete the LSR section.)
 No (Do not complete the LSR section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
LSR Program Agency:	City of San Leandro
Contact Name:	Nick Thom
Title:	Senior Engineer
Phone Number:	510-577-3431
E-mail Address:	nthom@sanleandro.org

3. Complete the Excel Worksheets Tables 1 to 3 for Local Streets and Roads.
(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 report. **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 2012-2013 (FY 12-13).
- 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 four-year time table of the funding agreement through FY 13-14 thru FY 16-17.

4. **If your agency’s ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

The City of San Leandro has a LSR pass through fund balance greater than zero because funds have been placed in a reserve, see item 6 below and LSR table 3.

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

N/A

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

The City of San Leandro has placed LSR funds into reserves for 21 projects listed in table 3. The City proposes to use the funds at the times shown in table 3. Funds from fiscal year 11-12 were allocated as part of the 11-12 City budget. Funds for fiscal year 12-13 were allocated as part of the 12-13 City budget. No additional 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 R 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.

Document Type	Time Period	Resolution Date
Annual Budget with Capital Improvement Program	FY12-13	6/4/2012
Annual Budget with Capital Improvement Program	FY13-15	6/3/2013

9. **Verify Complete Streets Policy Adoption.** Per Section 6 of the Master Programs Fund Agreement, Alameda CTC requires local jurisdictions to have developed and adopted a Complete Streets policy by June 30, 2013.

Governing Board Approval Date	
2/4/2013	<p align="center">Attach Governing Board Resolution Verifying Complete Streets Policy Adoption.</p>

- 9a. **Describe how your agency is implementing the Complete Streets Policy.**

<p>The City is seeking funding to establish a robust process including specific performance metrics and a priority list for travel modes based on street typology, creation of a guide with this information, and training on use of the guide. In the interim City staff is screening public and private projects and applying the City's Master Plan of City Streets, Bicycle and Pedestrian Master Plan, and any applicable Planning Development Strategies to the project.</p>
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10. Complete the table below to describe your jurisdiction’s road miles and conditions.

Jurisdiction’s Information	
Current Population This figure should reflect the population as of January 1, 2013. Refer to the California Department of Finance’s Population Estimates: http://www.dof.ca.gov/research/demographic/reports/estimates/e-1/documents/RankCities_2013.xls	86,666
Certified number of road-miles This figure must be consistent with the number of miles reported to state and federal agencies.	392
Average Pavement Condition Index (PCI) for agency’s local streets and roads This figure must be consistent with the information available in Metropolitan Transportation Commission’s 2012 Pavement Condition Index Summary. http://www.mtc.ca.gov/news/press_releases/pavement/PCI_12.pdf	56

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 No. *If no, explain in Question #15 - Additional Information.*

If yes, include a copy of the article(s) as Attachment B: Local Streets and Roads Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)
ACTIA Newsletter		N



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

Yes No. *If no, explain in Question #15 - Additional Information.*

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

Website Address	Printout Attached? (Y/N)
http://www.sanleandro.org/depts/transit/project/currproj2010.asp	Y

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

Yes No. *If no, explain in Question #15 - Additional Information.*

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

Signage Description	Photos attached? (Y/N)
Pole mounted	Y
Barricade mounted	Y
Vehicle mounted	Y



14a. Describe your agency's effectiveness at meeting your planned FY 12-13 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 planned funds? Did you expend more than anticipated?**

The City of San Leandro expended 68% of the planned funds. A discussion of projects that used less than planned is in section 14b.

14b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.

The City did not expend the planned amount on 7 projects:

2009.0040 Storm Drain Outfall Repair – Project was delayed due to lack of staff resources.

2013.0060 Annual Sidewalk Repair Program 12/13 – Bids came in lower than projected.

2013.0070 Annual Street Sealing Program 12/13 – Project was delayed until school was out to take advantage of lower traffic volumes. Construction work commenced in July 2013.

2008.0140 Storm Drain Inventory and Replacement – Quantity of work was less than projected.

12-150-38-324 Monarch Bay Drive Bridge Repair – Project was delayed because it took the Army Corps of Engineers 9 months to process a permit application.

xx-144-38-332 Annual Street Sealing Program 11/12 – Project was delayed because bids came in higher than the engineer's estimate. This project was then combined with the 12/13 slurry project (2013.0070) and bid successfully, construction work commenced in July 2013.

12-144-38-339 Bridge Repair and Maintenance – Design work was accomplished for less than projected.



14c. If your agency expended more than planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.

The City expended more LSR funds than planned on 3 projects. The net spending for the year was less than planned so planned funding for future years was increased.

15. Provide additional information, if necessary, to further explain Measure B expenditures for the Local Streets and Roads Program.

[Empty response box for question 15]



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PARATRANSIT PROGRAM

Compliance Report Summary *Fiscal Year 2012-13*

1. Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2012 through June 30, 2013?

- Yes (Complete this Paratransit section.)
 No (Do not complete the Paratransit section and continue on.)

2. Complete the below contact information.

CONTACT INFORMATION	
Paratransit Program Agency: Contact Name:	Heather Hafer
Title:	Recreation Supervisor II
Phone Number:	(510) 577-6079
E-mail Address:	hhafer@sanleandro.org

3. Complete the Excel Worksheets Tables 1 to 3 for Paratransit.

(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 report. **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 2012-2013 (FY 12-13).
- 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 four-year time table of the funding agreement through FY 13-14 thru FY 16-17.

1. **If your agency’s ending MB Pass-through balance was greater than zero, why do you have this reserve?** For instance, if you are saving a funding amount, what amount are you saving and what types of projects/programs will those dollars fund? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds as required by the Master Programs Funding Agreement.**

Yes, our agency’s ending MB pass-through balance was greater than zero because we did not spend all of the allocated funds as we had anticipated. 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 2013-2014 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. The MB pass-through balance is less than 50% of our anticipated annual revenue.

5. **If applicable, why were the reported expenditures in FY 12-13 more than the amount of Measure B funds the agency received in FY 12-13?** How did you use Measure B funds from a previous fiscal year(s)?

N/A.

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

We are keeping all 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 Total Operating Expenses allocated to the following.

Category	Expense Amount
	Indicate zero if none.
Management (<i>oversight, planning, budgeting, etc.</i>)	\$83,670
Customer Service and Outreach Activities	\$334
Trip Provision (<i>direct or contracted taxis, vans, shuttles, etc.</i>)	\$194,113
TOTAL Operating Expenses:	\$278,117

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

Cancelled Trip Reservations (<i>percent</i>)	Passenger No-shows (<i>percent</i>)	On-time Pickups (<i>percent</i>)	Late Pickups (<i>percent</i>)	Missed Trips, Provider No-shows* (<i>percent</i>)	Average Ride Time (<i>minutes</i>)
14%	4%	95%	4.9%	0	17 minutes

*Includes very late pickups

8b. 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 responded to as quickly as possible. Most customers call the Recreation and Human Services Department’s Customer Service and are then transferred to either Michelle Silva, Paratransit Coordinator, or Heather Hafer, Recreation Supervisor II. Michelle and Heather listen to the customer complaint and take notes. We ask for the customer’s name and phone number so we can call them back with follow up information. 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). Complaint forms are also located in the vehicles, 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. Most commendations come in the form of telephone calls.

8c. Describe any common or recurring complaints your program has received and the program changes as a result.

The most common complaint our riders have is not being able to contact our service provider's dispatcher. Customers will try several times, but are often redirected to voicemail. If riders aren't able to contact anyone they will call the Senior Services Division and ask that we contact the service provider on their behalf. We passed this information along to the service provider on a couple of different occasions and requested that improvements be made in this area. Our service provider decided they would remove voicemail from the main dispatch number, so that incoming calls would continue to ring instead of getting directed to voicemail. Our riders are much happier with this option. 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 call our service provider and ask for an estimated arrival time, which we pass along to our customers. This seems to have improved in the last few months, and we hope to continue to hear fewer complaints about this.



9. Does your agency have service quality data available about ridership? If so, enter the data in the applicable boxes below.

Number of Registered Riders	Number of Riders Added to Program in FY 12-13	Number of Riders on Wait List	Number of Accidents and Incidents*
341	14	0	0

*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.

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 No. If no, explain in Question #14 - Additional Information.

If yes, include a copy of the article(s) in Attachment D: Paratransit Program Attachments and list the publication(s) and date(s) below.

Publication	Date Published	Copy Attached? (Y/N)
Alameda CTC Reports: Transportation E-News	June 2013	Y
City of San Leandro seasonal Activity Guide (delivered to all San Leandro households and distributed throughout San Leandro)	August 2012 January 2013 April 2013	Y

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

Yes No. If no, explain in Question #14 - Additional Information.

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

Website Address	Printout Attached? (Y/N)
http://www.sanleandro.org/depts/rec/paratransit.asp	Y

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

Yes No. *If no, explain in Question #14 - Additional Information.*

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

Signage Description	Photos attached? (Y/N)
<p>Signage includes the following statement, "Transportation for Seniors and People with Disabilities. Funded by Measure B." This language is included on vehicles, shuttle stops signs and all printed material.</p>	<p>Y</p>

13a. Describe your agency’s effectiveness at meeting your planned FY 12-13 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 expended the planned funds? Did you expend more than anticipated?**

Yes, we expended all of our planned expenditures reported in the last compliance report, and ended up spending more than we had accounted for. Our FY 12-13 planned expenditures only captured \$197,785, which covered the service provider expenses, but did not account for staff or administration costs. Our total Measure B Pass Through revenue was \$278,117 (MSL not included), and we expended a total amount of \$277,864.

13b. If your agency did not expend the planned amount, please provide a detailed justification on why dollars were not spent, reference specific projects.

13c. If your agency expended more than planned amount for a particular project/reserve category, please describe any adjustments to the reserves to finance the surplus amount.

As mentioned in the response to question 13a., we did not account properly for total staff and administration costs for FY 12-13 operations. We used our reserve funds to cover these expenses, and will plan more accurately for FY 13-14 expenses.

14. Provide additional information, if necessary, to further explain Measure B expenditures for the Paratransit Program.