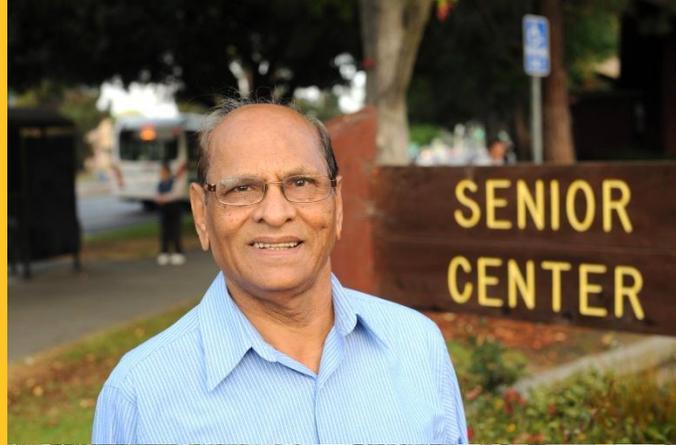


PAPCO  
Paratransit  
Program Plan  
Review  
Subcommittee

MEASURE B/BB

SPECIAL TRANSPORTATION  
FOR SENIORS AND  
PEOPLE WITH DISABILITIES



FY 2018 – 2019  
Submitted Program Plans



CENTRAL COUNTY

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## **Paratransit Program Plan Staff Summary Fiscal Year 2018-19**

### **Paratransit Program: Hayward Subcommittee: Central County**

- Services provided:
  - Taxi
    - Lyft pilot / 2-1-1
  - City-based Specialized Van (ASEB and CRIL)
  - Group Trips
  - Volunteer Driver (LIFE Eldercare)
  - Travel Training (CRIL)
  - Scholarship
  - Meal Delivery
- 98% Measure B/BB; Remainder: 2% fare revenue
- 190% reserves
- Cost per trip – high cost per trip for CRIL Vanshare; significant increase in group trips from \$21.63 to \$42.86
- Trends in trip provision – no increase planned
- Elements requiring approval:
  - Taxi Subsidy Program that includes use of Transportation Network Companies (TNCs): Pilot – Lyft Concierge Program. Potential partnership with Lyft Concierge, The HOP and Eden I&R 2-1-1. (Alameda CTC staff is currently reviewing this request.)

- Taxi Subsidy Program that includes incentives to drivers and/or transportation providers: Driver Gas Card Incentive Program. Rider recommended drivers receive monthly gas-card award/incentive. (Alameda CTC staff is currently reviewing this request.)
- HOP Scholarship Program. Available to active riders with at least one month of enrollment. Clients must qualify as HUD-defined extremely low-income to be eligible. (Already approved by Alameda CTC staff.)
- The paratransit program has contracted consultant Crescendo to conduct Hayward's first Needs Assessment beginning May 2018.
- Fund reserves are expected to be reduced by the following capital purchases (unclear which Fiscal Year):
  - New consumer database software program;
  - New id/debit card system for clients;
  - Approval of staff costs for operation of Lyft Concierge;
  - Service area wide needs assessment of seniors and people with disabilities;
  - New curb-side signage at high traffic paratransit stop locations

**Staff Recommendation:** Recommend conditional approval of program plan due to very late submission of plan and failure to meet conditional approval for current fiscal year (program plan was recommended for conditional approval with a quarterly report of programs presented to PAPCO).

The City should submit an explanation for the very late submission of plan and failure to meet conditional approval for current year by May 7, 2018. Additionally, staff is recommending conditional approval of plan with two required reports to PAPCO in FY 2018-19, focused particularly on new program elements including Lyft pilot, taxi driver incentives, and accessible van share.

## FY 2018-19 Annual Paratransit Program Plan Application Due by March 23, 2018

CONTACT INFORMATION	
Agency:	<b>CITY OF HAYWARD</b>
Contact Name:	DANA BAILEY
Title:	COMMUNITY SERVICES MANAGER
Phone Number:	510-583-4252
E-mail Address:	Dana.Bailey@hayward-ca.gov

**Date Submitted:** \_\_\_\_\_

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised November 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door Service:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.

- **Taxi Subsidy/Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2018-19 program.**

The HOP is the Hayward Operated Paratransit Program. It's a convenient, affordable and mobility device accessible transportation service provided for seniors (70+ years of age) and people with disabilities unable to use public transportation. The HOP is available for rides within Hayward, Castro Valley, Cherryland, Ashland, San Leandro and San Lorenzo.

The HOP is provided through specially contracted taxi service. HOP taxi is available 24 hours a day, 7 days a week. Rides are provided in wheelchair and other mobility device accessible taxis, vans or buses. Rides are paid for with special vouchers which are available for purchase at Hayward City Hall or by mail. To qualify for the service riders must be a resident of one of the cities listed above and unable to access public transportation like AC Transit or BART. A program application (available online or by request) is required. Seniors (70+ years old) are automatically eligible. Those under 70 years of age must have a doctor certify the applicant's disability.

In addition to the transportation service, The HOP offers these additional services:

**(NEW) Accessible Car-Sharing Program:** Community Resources for Independent Living (CRIL) now offers disabled consumers access to a membership based car-sharing service with wheelchair/mobility device accessible vehicles available for short term reservation. Serves as a supplement to taxi service.

**Travel Training:** Mobility management workshops and classes available to groups or individuals and conducted by a Travel Training Coordinator from CRIL.

**Alzheimer's Services of the East Bay:** Alzheimer's Services of the Bay Area provides door-to-door transportation through specially trained drivers in lift equipped vans to individuals with dementia attending their local day program.

**SOS Meals on Wheels Meal Delivery:** Meals on Wheels program provides nutritionally balanced meals to homebound seniors and persons with disabilities residing in the Hayward service area through a network of trained volunteer drivers.

**LIFE Eldercare /VIP Rides Volunteer Driver Program:** Volunteer driver-based mobility program for seniors and people with disabilities who would benefit from a door-through-door service experience.

**Scholarship Program:** Subsidized taxi fare program for enrolled HOP clients with demonstrated financial need. To qualify, clients must meet the HUD/federal standard for extremely low-income and submit income documentation.

**Driver Incentive Program:** HOP riders can now recommend drivers for recognition through the driver incentive program. Drivers who exhibit excellent customer service and/or go beyond the call of duty to assist are eligible for monthly awards of gas cards at the discretion of the program.

**Group trip transportation:** Pre-scheduled, accessible trips for a minimum group of four people are offered to enrolled Hayward paratransit riders. Group trips are available primarily to senior housing complexes, skilled nursing facilities, and various community organizations serving seniors and disabled adults.

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

The HOP continually seeks out opportunities for Hayward service area clients to experience the greatest range of travel options to meet their individual circumstances. For some, traveling independently is the goal. For others, having a little assistance is required along the way. Through the HOP, seniors and people with disabilities are offered a range of choices and flexibility to customize service. The HOP is intended to help seniors and people with disabilities to remain independent, age in place and continue to be active participants in the community. Riders cite reliability, availability and flexibility of travel as the greatest asset of the program. Most report their quality of life is enhanced when they can schedule travel independently and spontaneously and rely less on family and friends for travel needs.

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**

Riders continue to report they access HOP services primarily to get to medical and pharmacy appointments, benefits offices and banking, grocery and retail shopping, and other social services programs. Review of taxi and group trip service reveals enrolled clients increasingly access the service for other medical needs like dialysis and physical therapy. Travel for recurring medical appointments continue to trend upward, increasing 5% over 2017.

**2. Will your agency's program for FY 2018-19 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2018-19 Programs are *required* to conform to the Implementation Guidelines, revised November 2017)

Yes

No

**A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to March 30, 2018)

- 3. If proposing any service or program changes in FY 2018-19 from the current year, FY 2017-18, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

No new services are proposed for FY 2018-19. The HOP continues to investigate the implementation of LYFT Concierge. The LYFT Concierge service allows participants to call in a request for transportation to central hubs which route the calls to pre-qualified LYFT drivers. Eden I&R's 2-1-1 program, a county-wide information and referral services, has expressed interest in partnering with the pilot to offer 24-hour/7-day a week access to LYFT Concierge. A small group of paratransit city staff visited Avenida's, a Peninsula-based senior center contracting with LYFT Concierge, to observe the project and ask questions. LYFT's contract terms are currently under review as well.

- 4. Looking ahead, beyond FY 2018-19, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

No major service changes, beyond the potential addition of LYFT Concierge, are proposed or planned within the next 5 years.

#### **PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

- 5.** The November 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2018-19 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
  - C. Taxi Subsidy/Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
  - D. Taxi Subsidy/Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
  - E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
  - F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
  - G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

All proposed services have received prior review by Alameda CTC and PAPCO:

*Taxi Subsidy Program that includes use of Transportation Network Companies (TNC's):*  
Pilot – LYFT Concierge Program. Potential partnership with LYFT Concierge, The HOP and Edén I&R 2-1-1.

*Taxi Subsidy Program that includes incentives to drivers and/or transportation providers:*  
Driver Gas Card Incentive Program. Rider recommended drivers receive monthly gas-card award/incentive. Low-income requirements for any scholarship and fare subsidy programs:

*HOP Scholarship Program.* Available to active riders with at least one month of enrollment. Clients must qualify as HUD-defined extremely low-income to be eligible.

## DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

The FY 18-19 Program Plan was developed and approved in consultation with the community organizations listed below, and following authorization from the department director: \* Service Opportunities for Seniors (SOS Meals on Wheels); \* Alzheimer's Services of the East Bay \* LIFE Eldercare \* Community Resources for Independent Living \* Area Agency on Aging \* Edén Housing \* Spanish Ranch II Mobile home park \* Hayward Country Club Mobile Home park \* Georgian Manor Mobile home park \* San Leandro Senior Center \* Hayward Senior Center \* Castro Valley Senior Center

- 7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

The FY 18-19 Program Plan was reviewed over the period of one week by a random sample group of taxi riders visiting the City of Hayward to purchase vouchers.

**8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

Public input including comments and suggestions were incorporated into the process of determining which programs and projects to continue or expand in FY2018-19. Feedback from the various senior / disability community serving agencies was also considered in the development of the plan. The proposal will be reviewed by the City of Hayward Community Services Commission (CSC) and City Council in May.

In addition, the paratransit program has contracted consultant Crescendo to conduct Hayward's first Needs Assessment beginning May 2018.

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

Hayward City Council recently adopted a two-year plan to drive innovation through three Strategic Initiatives. The initiatives are:

*Complete Communities:* The purpose of Complete Communities is to create and support structures, services and amenities to provide inclusive and equitable access with the goal of becoming a thriving and promising place to live work and play for all;

*Complete Streets:* To build streets that are safe, comfortable and convenient for travel for everyone, regardless of age or ability, including motorists, pedestrians, bicyclist, and public transit rider; and

*The Tennyson Corridor:* To develop an attractive, cohesive, thriving Tennyson Corridor through thoughtful engagement of residents, businesses and community partners.

Each initiative is designed to engage Hayward residents in ongoing, meaningful development of the community. The City has adopted a Lean Innovation methodology to this approach, which means the Hayward community is asked through direct contact to identify the issues most important to them before policies or programs are implemented.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

Community Services Commission (4/18/18) - Hayward City Council (5/15/18)

## OUTREACH

- 11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

Potential users primarily access information about The HOP through direct contact with the paratransit program. Ongoing outreach is conducted by the Paratransit Coordinator and the Travel Trainer. Services are also advertised through the following: Hayward City website; Community Access Channel 15; The Matt Jimenez Community Center; Mobile home park newsletters; CRIL The Hayward Public Library; Various dialysis and medical treatment centers; Kaiser Hospital San Leandro; St. Rose Hospital; The Hayward Senior Center; The San Leandro Senior Center; The Castro Valley Senior Center;

## ELIGIBILITY AND ENROLLMENT

- 12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).**

Hayward service area residents who are senior (70+) or disabled adults (18+) who are unable to use public transportation because of infirmity or disability or for whom East Bay Paratransit is not an option are eligible to enroll. An application must be submitted and approved to enroll, and all applicants are encouraged to enroll concurrently with EBP. Applicants under the age of 70 must submit a medical certification form signed by a physician or social worker. To qualify for scholarship, applicants must qualify by income (50% of AMI) and provide supporting documentation (proof of SSI/SDI, bank statements, most recent tax return, etc. All applicants must also apply concurrently with EBP to enroll with the HOP.

- 13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

Applications are accepted year-round and reviewed within 24 hours of receipt. Applicants determined eligible are mailed an enrollment packet and travel vouchers within 3 business days of processing. Enrollment packets can be expedited within a few hours of receipt for those with urgent travel needs.

## CUSTOMER SATISFACTION

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

The HOP program Rider's Guide is being updated with the new brand and additional information is included detailing the service communication process. Enrolled riders, their attendants-caregivers, and others serving seniors and the disabled can provide feedback to City staff in writing, via telephone, email or through the city website at any time. Complaints and commendations are documented by City staff and shared with the appropriate vendor. All complaints are investigated by the paratransit staff and a response is typically provided with 48 hours of receipt.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

The most common complaints continue to involve issues related to taxi availability; 1) Ride scheduling difficulty through taxi dispatch 2) Taxi driver availability during peak hours 3) Taxi drivers untrained in basic customer service; 4) Attrition among drivers.

The most common commendations involve the following; 1) Kudos to specific drivers (D2D and taxi) for excellent customer service; 2) Reliable and efficient scheduling of taxi rides.

- B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

The City of Hayward and vendor St. Mini Cab have altered the following;

- 1) Dispatch service is now provided by Bell Transit – Bell dispatchers have wider access to real time driver locations and availability and can provide more accuracy;
- 2) The driver gas card incentive program offers additional support to new taxi drivers as they build their client base to encourage more participation.

In addition, the City is considering an RFP for additional taxi vendors whom have been referred by the Hayward Police Department, the taxi certifying agent.

**EXPECTED DEMAND/USE OF SERVICES**

**15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2016-17</b>	803
<b>Registrants at end of FY 2016-17</b>	745
<b>Current Registrants for FY 2017-18</b>	736
<b>Projected Registrants for FY 2018-19</b>	750

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

Taxi ridership has leveled off from peak years. This is due on part to continuing taxi service fluctuations. The program is working with the vendor to develop an improvement plan. In addition, the program plans to work closely with the travel training provider to develop a strategic plan for the area.

**16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2017-18? Why?**

The program expects to maintain the current levels of services while creating a revised strategic plan with the help of clients, service providers and disability advocates.

**17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

Yes

No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

23%

**18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Number of trips provided to a consumer using a mobility device in FY 2016-17</b>	1006
<b>Number of trips provided to a consumer using a mobility device in FY 2017-18</b>	657 (as of March 2018)
<b>Number of trips provided to a consumer using a mobility device in FY 2018-19</b>	1150

#### VEHICLE FLEET

**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

#### SAFETY INCIDENTS

**20. Describe any safety incidents recorded by your program in FY 2016-17, or to date in FY 2017-18.** Specify for each of the paratransit projects and programs listed in Attachment B. *(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.)*

N/A

#### FINANCES: PROGRAM REVENUE AND COST

**21. Detail your FY 2018-19 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.

**22. Describe below the “Management/Overhead” and “Customer Service and Outreach” costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city’s general fund.*

**A. Management/Overhead Costs**

Funds;

- 1) Direct staff costs (salaries/benefits) based on program oversight, planning, budgeting, customer service and outreach (Measure B/BB and City of Hayward CDBG (10%) shared costs);
- 2) Insurance costs (Measure B- 100%); Direct program costs including printing, supplies, computer/IT support, travel, etc. (Measure B and Hayward CDBG (10%) shared costs).

**B. Customer Service and Outreach Costs**

Customer outreach includes daily operational activities such as fielding customer inquiries, application distribution and processing, database maintenance, group trip scheduling and monitoring, etc. Other related activities include community presentations, and identification of potential partnerships. Marketing materials, vehicle signage and potentially street signage. In FY 17-18 the HOP commissioned a Measure BB funded Hayward-area needs assessment to ensure the planning and delivery of services over the next five years is aligned with the needs of seniors (age 60+) and people with disabilities through consultant Crescendo.

**PROGRAM FUNDING RESERVES**

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2018-19, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

Fund reserves are expected to be reduced by the following capital purchases;

- 1) New consumer database software program;
- 2) New id/debit card system for clients;
- 3) Approval of staff costs for operation of LYFT Concierge;
- 4) Service area wide needs assessment of seniors and people with disabilities;
- 5) New curb-side signage at high traffic paratransit stop locations;

**MISCELLANEOUS**

**24. Use this space to provide any additional notes or clarifications about your program plan.**

The HOP is deeply appreciative to the Alameda CTC PAPCO for its continued support of Hayward's focus on innovation in pursuit of an excellent client experience. As a measure of responsible management, the program will continue to collaborate with the many stakeholders in partnership with Hayward including the Cities of San Leandro and Fremont to achieve effective outcomes. Hayward is committed to inclusiveness and will continue to prioritize programs in service to its most vulnerable residents.

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**Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)**  
**Attachment A: Summary of Past Program Service, Performance and Costs (FY 2016-17)**

Service/Program Type and Name		Performance FY 2016-17		Total FY 2016-17 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2016-17)										Notes	
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O	Column P
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2016-17 Provide total number of one-way trips or units	On-Time Performance FY 2016-17 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2016-17 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2016-17 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue received from service	Fare Revenue expended on service	Amount of all non-Alameda CTC funds (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Taxi Subsidy/Same-Day Transp.	Central County Same Day Accessible Taxi Program	10,627	86%	\$ -	\$ -	\$ -	\$ 196,486	\$ -	N/A	\$ 41,300	\$ -	\$ -	N/A	\$ 196,486	
Group Trips	The HOP Group Trip Service	2,921	95%	\$ -	\$ 63,178	\$ -	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 63,178	
Meal Delivery (existing program)	SOS Meals on Wheels	48,048	100%	\$ -	\$ 75,000	\$ -	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 75,000	
Door-through-Door/Volunteer Driver	LIFE Eldercare VIP Rides	308	100%	\$ -	\$ 75,000	\$ -	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 75,000	
City-based Specialized Van	Alzheimer's Services of the East Bay	1,600	100%	\$ -	\$ 81,239	\$ -	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 81,239	
Mobility Mgmt/Travel Training	Community Resources for Independent Living (CRIL)	2,040	N/A	\$ -	\$ 74,895	\$ -	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 74,895	
Scholarship/Subsidized Fare	The HOP Scholarship Program	24	N/A	\$ -	\$ -	\$ -	\$ -	\$ -	Fare Revenue	\$ 34,944	\$ -	\$ -	N/A	\$ 34,944	
Management/Overhead	Program Administration	0	N/A	\$ -	\$ 432,402	\$ -	\$ -	\$ -	N/A	\$ -	\$ -	\$ -	N/A	\$ 432,402	
Customer Service and Outreach	Marketing	0	N/A	\$ -	\$ 12,165	\$ -	\$ 5,223							\$ 17,388	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
														\$ -	
				\$ -	\$ 813,879	\$ -	\$ 201,709	\$ -		\$ 41,300	\$ 34,944	\$ -		\$ 1,050,532	

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**Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (June 30, 2018)	\$1,360,830
Projected FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$887,745
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$1,754,600
Projected FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$743,504
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$4,746,678</b>
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$ 41,300
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	<b>\$4,787,978</b>

<b>Service/Program Name</b>		<b>Total FY 2018-19 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2018-19)										<b>Total Cost</b>
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2018-19 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2018-19 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2018-19 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Central County Same Day Accessible Taxi Program	13,000				\$ 295,000			\$ 41,300			taxi voucher sales	\$ 295,000
The HOP Group Trips	3,500		\$ 150,000									\$ 150,000
LYFT Concierge		\$ 100,000										\$ 100,000
2-1-1 Information & Referral		\$ 60,000										\$ 60,000
Meals on Wheels	45,000		\$ 75,000									\$ 75,000
VIP Rides	300		\$ 75,000									\$ 75,000
ASEB	2,500		\$ 75,000									\$ 75,000
Hayward Up and Go	100		\$ 75,000									\$ 75,000
Hayward Van Share Program	50		\$ 75,000									\$ 75,000
The HOP Scholarship Program	0								\$ 41,300			\$ 41,300
Program Administration	0		\$ 625,000	\$ 25,000								\$ 650,000
Marketing	0		\$ 25,000									\$ 25,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>64,450</b>	<b>\$ 160,000</b>	<b>\$ 1,175,000</b>	<b>\$ 25,000</b>	<b>\$ 295,000</b>	<b>\$ -</b>		<b>\$ 41,300</b>	<b>\$ 41,300</b>	<b>\$ -</b>		<b>\$ 1,696,300</b>

*Budget check (total revenue less total cost): \$3,091,678*

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$913,575	\$2,178,104	\$3,091,678
<b>Reserve balance as percent of FY 2018-19 Revenue*</b>	<b>103%</b>	<b>293%</b>	<b>190%</b>

\*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

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## **Paratransit Program Plan Staff Summary Fiscal Year 2018-19**

### **Paratransit Program: San Leandro Subcommittee: Central County**

- Services provided:
  - Accessible Fixed-Route Shuttle
  - Participates in Central County Taxi with Hayward
  - Volunteer Driver
- 99% Measure B/BB; Remainder: fare revenue
- 151% reserves
- Cost per trip – showing increase in shuttle from \$23.58 to \$33.97
- Trends in trip provision – significant increase planned overall
- Elements requiring approval:
  - Taxi Subsidy/Same-Day Transportation Program – currently the City of San Leandro is exploring the potential of a concierge service (through Lyft Concierge). The City is working with the City of Hayward in surveying the possibility of such program before implementation. (Already approved by Alameda CTC staff.)
- Program changes will be based on the conducted study and recommendations presented by the end of FY 2017-18. The City of San Leandro would like to have a full evaluation of all transportation for seniors and people with disabilities, and to be able to implement either expanded, altered, or new programming as a result. Community Outreach focusing on Asian and Hispanic communities will also be prominent as

identified in the City of San Leandro Human Services Gap Analysis.

- City staff have determined that new shuttles must be purchased due to the 10-year age of the current vehicles.
- Reserves – It is anticipated that the department will not be able to use the entire amount in FY 2018-19 since the enhanced paratransit program will be implemented (anticipated) in FY 2018-19. With the completion of the study, it is anticipated that the next FY will include increased staff hours and partnerships to provide more outreach to increase ridership and program awareness. Any unexpended funds will be carried over into the next fiscal year for use by the Paratransit program.

**Staff Recommendation:** Recommend conditional approval for program plan requiring mid-year report due to high reserves.

## FY 2018-19 Annual Paratransit Program Plan Application Due by March 23, 2018

CONTACT INFORMATION	
Agency:	City of San Leandro
Contact Name:	Ely Hwang
Title:	Recreation Supervisor – Senior Services
Phone Number:	(510) 577-6079
E-mail Address:	<a href="mailto:ehwang@sanleandro.org">ehwang@sanleandro.org</a>

**Date Submitted: March 23, 2018**

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised November 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **City-based Door-to-Door Service:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to ADA-mandated services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi Subsidy/Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot

*make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.*

- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you will be required to submit further information.

**A. Provide a short narrative description of your agency's FY 2018-19 program.****Fixed Route:**

The City of San Leandro Paratransit Program services will continue to have a fixed-route shuttle (Flex Shuttle) program. The service consists of two interconnecting loops that travel on a fixed route to locations where riders can take care of basic life needs. The shuttle's current hours are Monday – Friday, 9:00 a.m. – 5:00 p.m.

**Taxi Program:**

The taxi voucher program will continue to be offered. The voucher program is offered in partnership with the City of Hayward's Paratransit program to provide an economy of scale and a regional approach to riders.

**Volunteer Drivers:** The City is supportive of the Drivers for Survivors program and has provided space at the Senior Community Center for administration needs and a central place for volunteers to meet with program administrators.

**Customer Service/Outreach:**

During the Fiscal Year 2017-18, the City contracted with Nelson/Nygaard, a transportation study firm, to evaluate the existing routes and transportation needs for the City's senior and disabled population. Staff anticipates the evaluation to be completed by the end of Fiscal Year 2017-18, with implementation of new materials/potential routes/marketing beginning in Winter 2018. Along with expanded options, the outreach and marketing program is slated to be substantially expanded with the goal of increasing awareness to the Asian and Hispanic communities. Forms of outreach will continue at community events (e.g. Cherry Festival, United 4 Safety, annual Senior Resource Fair), pop-up "kiosks" with information and sign up materials, group workshops, presentations to senior residential housing, community centers, churches, etc. to increase awareness and provide hands-on help to sign up for transportation programs.

**Overhead and Management:**

These programs are overseen by the City's Senior Services Supervisor and Paratransit Coordinator to coordinate daily operations, budget, participation in regional meetings, and overall planning. Additionally, City staff coordinate customer service and outreach on a regular basis to answer questions, respond to complaints, produce marketing, and provide general consumer education. The City of San Leandro currently is in agreement with MV Transportation, Inc. to provide transportation and drivers for the program.

**Study:**

As mentioned above, the City is expanding the outreach and marketing program specifically to the Asian and Hispanic communities. The City plans to collaborate with Alice and Associates, Advice, Access and Advocacy organization, to address the population of vulnerable seniors who have limited access to services due to language barriers.

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

**Shuttle Services:** The program is available for senior residents and people with disabilities who meet the age requirements. Seniors are required to be 60+ years old, and adults must be 18+ years old with a disability and a qualified participant with East Bay Paratransit. Majority of the riders are using the shuttle to go to medical appointments, basic shopping needs, and other care-related trips such as church and salons. The City's Senior Community Center is one of the stops and transfer point for the two routes. This provides transportation to the Center's Spectrum Lunch program, educational and fitness classes, social events, and services. Not only does the Flex Shuttle Program provide the much needed transportation for our seniors, but it provides additional benefits that promote independence and socialization; a sense of self-determination; and contributes to more opportunities for health and wellness. The Flex Shuttle provides a comfortable and secure way of traveling and allows the recipient to have peace of mind as they are able to manage their basic needs independently.

**Taxi Vouchers:** The Taxi Voucher Program allows seniors and persons with disabilities to travel to locations that are not on the Flex Shuttle North and South Routes, and allows the door-to-door option, especially for those who are unable to travel to a Flex Shuttle stop. With a subsidized fee of \$3.50 per Taxi Voucher, equivalent to a \$14.00 Taxi fare ride, it alleviates financial strain on those that are on a fixed-income. With the current aging population, more members are signing up for the Flex Shuttle Program to utilize the Taxi Voucher Program as mobility becomes limited and preference to the door-to-door option takes precedence over a fixed-route service.

**Other Services:** At this submittal, we are in the tail end of the transportation survey established last fiscal year. An Existing Conditions Report along with Flex Shuttle program expansion recommendations will be presented by the end of the current fiscal year. It is anticipated that the program will be augmented over the next fiscal year.

**C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**

The most common trip destinations for San Leandro Flex Shuttle members are listed below, with the top two points of destination listed first:

Medical Facilities and Appointments – 80% of passengers

- Kaiser Permanente Medical Center
- San Leandro Hospital

Major Shopping Complexes – 80% of passengers

- Bay Fair Shopping Center (Target)
- Greenhouse Shopping Center (Safeway)
- San Leandro's Downtown Plaza (Safeway)
- Walmart

Senior Housing Facilities

- Fargo Senior Center Apartments

Community Resources

- San Leandro Main Library
- San Leandro Senior Community Center
- Marina Community Center

Transportation

- San Leandro BART Station
- The Flex Shuttle routes (North and South) travels in areas where other major

stores are vital for the senior riders (e.g., CVS Pharmacy, US Post Office).

- 2. Will your agency's program for FY 2018-19 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2018-19 Programs are *required* to conform to the Implementation Guidelines, revised November 2017)

Yes

No

- A. If "No", explain below and contact Alameda CTC staff to discuss** (prior to March 30, 2018)

- 3. If proposing any service or program changes in FY 2018-19 from the current year, FY 2017-18, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

**2018-19 Anticipated Changes:** Program changes will be based on the conducted study and recommendations presented by Nelson/Nygaard by the end of Fiscal Year 2017-2018. We desire to have a full evaluation of all transportation for seniors and people with disabilities, and to be able to implement either expanded, altered or new programming as a result. Community Outreach focusing on Asian and Hispanic communities will also be prominent as identified in the City of San Leandro Human Services Gap Analysis.

Staff have determined that new shuttles must be purchased due to the 10-year age of the current vehicles.

- 4. Looking ahead, beyond FY 2018-19, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Based on the anticipated transportation evaluation and report from Nelson/Nygaard, staff expects to implement updated programming, and provide improved services to the senior and disabled residents, effective Winter 2018. At this time, our primary goal is to increase ridership of the existing programs and increase program awareness to our Asian and Hispanic communities.

## PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2017 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2018-19 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed)
  - C. Taxi Subsidy/Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including screening and how subsidies will be provided)
  - D. Taxi Subsidy/Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
  - E. Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
  - F. New mobility management and/or travel training programs** (describe the well-defined set of activities)
  - G. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

**Accessible Shuttle Service** – The City’s accessible shuttle service is the Flex Shuttle. San Leandro currently contracts this service with MV Transportation, Inc. to provide the shuttles and drivers for the fixed route service. The shuttle stops allow individuals to be dropped-off and picked-up at popular destinations throughout the City (North and South routes). With the current San Leandro Flex Shuttle Expansion Plan being conducted by Nelson/Nygaard, the potential of changes to the current routes and an implementation of a micro transit program is being explored. Nelson/Nygaard has inquired with AC Transit details regarding their Flex Program and the potential of serving San Leandro; recommendations and findings will be included in the Existing Conditions Report presented by Nelson/Nygaard by May 2018.

**Taxi Subsidy/Same-Day Transportation Program** – currently the City of San Leandro is exploring the potential of a concierge service (through Lyft Concierge). The City is working with the City of Hayward in surveying the possibility of such program before implementation.

**DEVELOPMENT OF PROGRAM PLAN**

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

For the expansion study conducted for the Flex Shuttle program by Nelson/Nygaard (N/N), staff used existing information about the known client base, funding, the most recent annual ridership, and annual ridership trends. Staff obtained feedback about existing services through member interviews, riding the shuttles, surveying the shuttle stops, and frequenting popular shuttle destinations. Additional input from drivers, the service provider, and the general community (via online surveys provided in English, Spanish, and Chinese) were also collected. Translation and Community Outreach services were acquired from International Contact, Inc., to increase outreach to the Asian and Hispanic communities in San Leandro. Continued outreach and marketing will be pursued through the organization of Alice and Associates. N/N will map existing services, highlight key concentrations of senior residents, disabled adults, senior living facilities, major destinations, and identify Asian and Hispanic communities where the expanded shuttle service might help to address awareness and service gaps. An Existing Conditions Report with recommendations will be presented to the Senior Commission and the City Council at a public meeting. Outreach to obtain additional community feedback will occur at public meetings, presentations, facility visits, events, surveys, and kiosks at the Senior Community Center.

- 7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

Nelson/Nygaard (N/N), with the help of the City of San Leandro staff, conducted consumer outreach and data gathering between April 2017 and November 2017. The first form of outreach was the creation of online surveys for distribution with translated versions in Spanish and Chinese accessible through the City's website; marketing materials were purchased to entice the community to partake in the online survey. Nelson/Nygaard conducted ride-alongs on the North and South FLEX routes. Materials were prepared and an interactive map was created to be readily available in collecting data during City sponsored events (Senior Resource Fair, United 4 Safety, Cherry Festival). Additionally a group meeting was held with MV Transportation, the current transportation provider in the City, to analyze ridership data and discuss transportation trends. Due to the low turnout of online survey results, revisions to the survey and the outreach process were conducted in November 2017; International Contact was contracted to conduct engaged survey/data collection by visiting and being stationed at key destinations within the City targeting non-riders and Asian/Hispanic communities. City staff developed an outreach plan to provide information to senior/disabled living facilities and at the Senior Community Center where surveys were distributed and collected for analysis. N/N staff is reviewing all collected surveys and will be presenting analysis and recommendations by May 2018.

**8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

For the Fiscal Year 2018-19 Program Plan, staff will be referencing the outcomes based on the Nelson/Nygaard Existing Conditions Report and recommendations that will be completed by June 2018. However, a priority of increasing the awareness of programs to the disabled and Asian/Hispanic communities has been identified in the City of San Leandro Human Services Gap Analysis conducted in April 2017. Further community outreach will be conducted to address these gaps from April 2018 to June 2018.

Implementation of program changes and enhancements are anticipated to occur in FY18-19.

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

The City's Recreation and Human Services database system, Active Net, has been linked to a dashboard system, LotaData, where we can learn more about the demographics of our users – the overall department goal is to learn who is NOT being served and then begin to unroll programs to include those individuals. Given the findings from the Human Services Gap Analysis conducted in April 2017, more public outreach and engagement is an overarching goal of the department in FY 2018-19 for all programs, paratransit included.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

The approval of the 2018-2019 Paratransit Program Application is scheduled for the San Leandro City Council meeting as part of the budget approval process for June 2018.

**OUTREACH****11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

Community members and potential users learn about paratransit services in the following ways:

- City Website
- Local Access Channel
- Local Newspaper – San Leandro Times
- Recreation Activities Guide (delivered to San Leandro households three times per year)
- Activity Display Screen (PowerPoint presentation that plays throughout the day at the Senior Community Center).
- Signage on Flex Shuttles and at Flex Shuttle stops
- Flex Shuttle flyers, applications and routes/map (always on display at the Senior

- Community Center, Marina Community Center, Libraries, and City Hall)
- One-on-one Flex Shuttle Orientations and/or refresher appointments
- Senior Services Monthly Calendar
- Recreation and Human Services Department Social Media outlets - Facebook
- Paratransit Educational Workshops
- Mobility & Transit Workshop and Fair
- Direct Outreach and presentations at Community Events, Disabled/Senior Living Facilities, Farmers' Markets, Flex Shuttle stops/popular destinations, etc.

## ELIGIBILITY AND ENROLLMENT

### 12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

Consumers must annually submit a program application with proof of San Leandro residency, date of birth, and \$20 annual registration fee to enroll in the program.

Eligibility Requirements for the Flex Shuttle include Seniors 60+ or Disabled Adults 18+, and must be a San Leandro resident (incorporated).

Consumers can purchase Flex Shuttle memberships online, mail in their applications, or bring it to one of our two customer service locations: Marina Community Center or Senior Community Center.

Staff assists applicants in completing their applications when needed.

### 13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

Our participants submit a completed Flex Shuttle application (in person, via mail, or online) along with a valid ID and a \$20 registration fee. If the membership is purchased online, the customer must provide required documentation by either mail or drop-off to the Senior Community Center. Once the application has been reviewed, approved and processed by our Customer Service staff, a Flex Shuttle membership card will be created and issued to the individual the same day. The timeframe generally takes less than one hour. If the application is processed via mail or online then the timeframe usually takes 3-5 business days.

Interim Service is provided for individuals applying for or awaiting East Bay Paratransit Service.

**CUSTOMER SATISFACTION**

- 14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

Complaints are handled on an individual basis by our Paratransit Coordinator and/or Senior Services Supervisor, with responses within 24 hours or the next business day. Riders typically make complaints by calling the Paratransit Coordinator or talking to the Paratransit Coordinator in-person. We maintain an up-to-date complaint log. We obtain complete incident information from the riders directly, and contact our service provider immediately, if deemed appropriate. Our contract with the transportation provider requires a 24-hour response to all complaints. Our transportation provider keeps us apprised of their findings, and Senior Services staff typically communicates directly to the rider with that information. If requested, complaints will remain anonymous.

We also meet with our service provider in person when needed, but at a minimum, we meet semi-annually to discuss the program and any service related issues.

We take recommendations in the same manner. Usually paratransit riders will call the Paratransit Coordinator directly with positive feedback. They also give positive feedback to staff in person.

Complaints can also be emailed to the Paratransit program at [SLParatransit@sanleandro.org](mailto:SLParatransit@sanleandro.org) and individuals will receive a response within 24 hours or the next business day.

- A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. (*Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.*)

**Flex Shuttle Program:**

The most recurring service complaints are as follows:

- Riders cannot reach anyone when calling the dispatch number for the transportation company (i.e. when trying to call when a shuttle is late).
- The substitute drivers do not know the routes
- The shuttles are old and need replacement

The suggestions and commendations submitted are:

- Add an additional shuttle to go the reverse direction on shuttle routes to decrease wait time from stop-to-stop
- Expand services to the weekend and to other parts of the City
- The regular drivers are very compassionate and go out of their way to help the riders

**Taxi Voucher Program:**

The most recurring services complaints are as follows:

- Our riders are frustrated with the program that will not allow them to travel outside Central Alameda County.
- Taxi service pick-up takes a long time
- Taxi drivers refuse ride requests

**B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

Generally, we address and acknowledge all complaints with phone calls or face-to-face interaction with the member.

The City's Flex Shuttle program provider, MV Transportation, is informed immediately of any concerns brought to our attention regarding service; we ask them to respond to our concerns within 24 hours and state how the issue will be/was resolved.

Customer complaints, commendations and suggestions for the Taxi Voucher Program are forwarded to the City of Hayward's Community Services Manager, Dana Bailey.

Customer commendations and suggestions have been submitted to Nelson/Nygaard as part of the expansion study of the Flex Shuttle program.

**EXPECTED DEMAND/USE OF SERVICES**

**15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2016-17</b>	305
<b>Registrants at end of FY 2016-17</b>	303
<b>Current Registrants for FY 2017-18</b>	253
<b>Projected Registrants for FY 2018-19</b>	350

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

With the conclusion of the San Leandro Flex Shuttle Expansion Plan conducted by Nelson/Nygaard and results from additional community outreach, we anticipate that the program registration will be increasing in Fiscal Year 2018-19; program awareness will increase to those communities (Asian and Hispanic) whom the Flex Shuttle has not been serving.

Plans of expanded and improved service will sustain the current membership and entice new riders that were not familiar with the program.

**16. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2017-18? Why?**

We anticipate that the total number of one-way trips provided for the Flex Shuttle Program to stay the same. Depending on the findings and recommendations provided by the Nelson/Nygaard transportation study, routes may be decreased or increased to accommodate the needs and address the gaps in service throughout the City, therefore affecting the total number of one-way trips provided.

Implementation of potential improvements to one-way trips provided by the Flex Shuttle Program will occur in FY18-19.

**17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

Yes

No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

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- 18. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Number of trips provided to a consumer using a mobility device in FY 2016-17</b>	0
<b>Number of trips provided to a consumer using a mobility device in FY 2017-18</b>	0
<b>Number of trips provided to a consumer using a mobility device in FY 2018-19</b>	Not Applicable

#### VEHICLE FLEET

- 19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

#### SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2016-17, or to date in FY 2017-18.** Specify for each of the paratransit projects and programs listed in Attachment B. *(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.)*

No safety incidents recorded in FY 2016-17, or to date in FY 2017-18.

#### FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2018-19 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda*

*CTC funding. This includes city/agency staff time paid for by a city's general fund.*

#### **A. Management/Overhead Costs**

These costs include a percentage of the Senior Services Supervisor and 18 hours per week part time coordinator.

#### **B. Customer Service and Outreach Costs**

The outreach and marketing budget will be increased for FY 2018-19 based on the Nelson/Nygaard study and additional community outreach vendors. There will be a need for updated brochures, flyers, surveys, and marketing materials provided throughout the community, vehicle wrap/advertising, translation services, and a variety of marketing tools (print, radio, social media, etc.).

### **PROGRAM FUNDING RESERVES**

**23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2018-19, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

It is anticipated that the department will not be able to use the entire amount in FY 2018-19 since the enhanced paratransit program will be implemented (anticipated) in FY18-19.

With the completion of the Nelson Nygaard Expansion Plan study, it is anticipated that the next FY will include increased staff hours and partnerships to provide more outreach to increase in ridership and program awareness. Any unexpended funds will be carried over into the next fiscal year for use by the Paratransit program.

**MISCELLANEOUS**

**24. Use this space to provide any additional notes or clarifications about your program plan.**

None to mention.

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**Alameda CTC FY 2018-19 Annual Paratransit Program Plan Application (July 1, 2018 - June 30, 2019)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (June 30, 2018)	\$420,224
Projected FY 2018-19 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$292,177
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2017-18 (as of June 30, 2018)	\$701,289
Projected FY 2018-19 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$244,704
<b>Total FY 2018-19 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$1,658,394</b>
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$ 7,059
<b>Total FY 2018-19 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2018-19) (Automatically calculated)	<b>\$1,665,453</b>

<b>Service/Program Name</b>		<b>Total FY 2018-19 Program Costs by Fund Source</b> (Measure B, Measure BB and all other funds planned to be expended during FY 2018-19)										<b>Total Cost</b>
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2018-19 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2018-19 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2018-19 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
San Leandro Flex Shuttle Program	20,000	\$ 297,000	\$ 205,791		\$ 176,635			\$ 7,059	\$ 7,059			\$ 686,485
Taxi Voucher Program	1,286											\$ -
Management/Overhead	0	\$ 38,095	\$ 25,313	\$ 25,313	\$ 40,000							\$ 128,721
Community Outreach Contracts	0	\$ 11,500			\$ 26,500							\$ 38,000
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
0	0											\$ -
<b>Totals</b>	<b>21,286</b>	<b>\$ 346,595</b>	<b>\$ 231,104</b>	<b>\$ 25,313</b>	<b>\$ 243,135</b>	<b>\$ -</b>		<b>\$ 7,059</b>	<b>\$ 7,059</b>	<b>\$ -</b>		<b>\$ 853,206</b>

Budget check (total revenue less total cost): \$812,247

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2019:	\$134,702	\$677,545	\$812,247
<b>Reserve balance as percent of FY 2018-19 Revenue*</b>	<b>46%</b>	<b>277%</b>	<b>151%</b>

\*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

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