

**Alameda CTC Special Transportation for Seniors and People with Disabilities
Paratransit Program Plan Application Staff Summary Form
Fiscal Year 14/15**

Paratransit Program: City of San Leandro

1. Review Plan Application

2. Review Applicable References

3. Staff identified questions for current fiscal year (PAPCO members can use these as examples during the question rounds)

- a. Have you made contact with all of your Medical Door to Door riders about the cessation of the program?
- b. Have you been in contact with Kaiser about placement of the new shuttle stop?

4. Preliminary Recommendation (Committee Member Notes)

With respect to this application, I want to send the following recommendation to the full PAPCO (*please check one*):

- ☐ Recommend **approval of base funding**
- ☐ Recommend **conditional approval with recommended actions** (for example, recommend funds continue to flow but place program on watch list and require quarterly reports to PAPCO, hold back funds until program updates plan or budget, recommend partial funding until specified actions are taken).

- ☐ Don't recommend approval.

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Annual Paratransit Program Plan Application for Measure B Funding

Fiscal Year 2014-2015 (July 1, 2014 through June 30, 2015)

Requirements and Instructions

The Alameda County Transportation Commission (Alameda CTC) requires Measure B paratransit fund recipients to participate in an Annual Paratransit Program Plan Review. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their anticipated expenditures related to delivering paratransit services to seniors and people with disabilities. As part of the Program Plan Review application, recipients may apply for an Implementation Guidelines Assistance (IGA) grant to secure critical funding for the implementation of paratransit services that would otherwise be unavailable without IGA funding.

Paratransit Program Plan Application Deadline: March 3, 2014

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments including: Tables A, B, C and D (one MS Excel workbook)

Submit both files via email by March 3, 2014 to Naomi Armenta: narmenta@alamedactc.org.

Hard copies are not required. Clearly label both the Word document and the Excel workbook application forms with your agency name and date in the file name (e.g., Albany_FY14-15_Paratransit_Program_Application.doc).

If you have questions, please contact Naomi Armenta via email or at (510) 208-7469.

Paratransit Program Plan Application

Due by March 3, 2014

CONTACT INFORMATION	
Paratransit Program Agency:	City of San Leandro, Recreation & Human Svs Dept.
Contact Name:	Heather Hafer
Title:	Senior Services Supervisor
Phone Number:	(510) 577-6079
E-mail Address:	hhafer@sanleandro.org

Date Submitted: March 3, 2014

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will Measure B fund?** To answer this question, complete the Table A Attachment (Table A tab) in the Microsoft Excel workbook. Describe the projects and/or programs your agency plans to implement with Measure B funding during fiscal year 2014-2015 (FY 14-15). (See question 1A that follows.)

Please include BOTH base program AND gap-grant funded programs in the Table A Attachment. For programs funded exclusively or partially through gap grant funds, indicate "Other Measure B" as the source of funds in Table B.

As noted in the comments in Table A, only the following services/programs are eligible for funding through Measure B:

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City 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.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi 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 at a reduced fare.

- **City-based Specialized 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.*
- **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/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 deliver meals 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.*

1A. Please provide a short narrative description explaining how the suite of services offered through your program enhances the quality of life for seniors and people with disabilities in your community and helps them meet basic life needs. E.g. why have these service types been selected for funding over other potential service types to meet the trip needs of your consumers?

Effective July 1, 2014 the City of San Leandro Paratransit Program services will consist of a fixed-route shuttle (Flex Shuttle) and a central county taxi voucher program offered in partnership with the City of Hayward (see City of Hayward Paratransit Program Plan Application for additional information regarding the taxi voucher program).

San Leandro's Flex shuttle has continuously proven to be our most widely used, cost effective and successful paratransit service. The Flex Shuttle serves the highest number of people and stops at the greatest number of destinations. Flex shuttle service consists of two interconnecting loops that travel on a fixed route to locations where riders can take care of basic life needs, such as: grocery shopping, banking, restaurants, community centers, libraries, post office, BART, salons, department stores, health and fitness centers and medical offices. Each shuttle (North Route and South Route) makes a loop every hour and meets at the San Leandro Senior Community Center, which serves as a transfer point.

On July 1, 2013 we extended the Flex Shuttle's operating hours by one hour. The shuttle now runs Monday – Friday, 9:00 a.m. – 5:00 p.m.

1B. Please list recurring primary destinations for seniors and people with disabilities in your community that your services are designed to serve or to which passengers frequently need to travel, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

The regular shuttle stops for the Flex Shuttle's north route include the following destinations: Broadmoor Plaza, Main Library, Downtown Plaza, San Leandro BART station, Estabrook Place, Marina Square, Marina Faire, Walmart, the San Leandro Senior Community Center and San Leandro Hospital. The regular shuttle stops for the Flex Shuttle's south route include the following destinations: Eden Lodge, Bayfair Center, Bethel Presbyterian Church, Marina Faire, Marina Community Center, Mission Bay, Fargo Senior Center, Greenhouse (Safeway), Wal-Mart, San Leandro Senior Community Center and the San Leandro Hospital.

Effective as early as April 1, 2014 we will be adding the new San Leandro Kaiser Hospital to both the North and South routes.

2. Will your planned program for FY 14-15 meet the Paratransit Program Implementation Guidelines? (Programs are *required* to meet the Implementing Guidelines. See Appendix A for the Guidelines.)

If your program plans to apply for Implementation Guidelines Assistance funding for FY 14-15, please complete the application on page 12.

Yes, the Flex Shuttle service meets all of the Program Implementation Guidelines for the 2014-15 year.

3. If proposing service changes from the current year, FY 13-14, please describe what changes are proposed and why. Please describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

The biggest service change from our paratransit program is the discontinuation of the Medical Shuttle (previously funded by the Minimum Service Level Grant and Program Implementation Guidelines) as of June 30, 2014. We will now be relying on the central county taxi voucher program to take individuals to destinations that require door-to-door transportation.

The other service change we are implementing is the addition of a new shuttle stop. Effective as early as April 1, 2014 we will be adding the new San Leandro Kaiser Hospital to both the North and South routes. We have had numerous requests to incorporate this stop into our program schedule, and feel that it is a necessary addition in order to best serve the community. This addition should add 2 – 3 minutes to each route.

DEVELOPMENT OF PROGRAM PLAN

- 4. How was consumer input sought in development of your program plan and selection of the services offered?** Describe all 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 general dates for these activities. *(see questions 4A and 4B that follow)*

Public input for the Annual Paratransit Plan was collected through the annual survey of riders and the following public meetings:

February 2014 - Annual Survey of all Flex Shuttle Registered Riders
 February 4, 2014 - Annual FLEX Focus Group Workshop
 February 13, 2013 - Annual FLEX Focus Group Workshop
 March 20, 2014 – The City of San Leandro Senior Commission

4A. Has this plan been reviewed by a local paratransit advisory committee?

☐ Yes

☒ No (please see below)

4B. If yes, list the committee name and date of the meeting.

The San Leandro Senior Commission will be reviewing our paratransit program plan, as well as the survey results, at their next monthly meeting, which will be held on March 20, 2014.

- 5. Describe any surveys or analysis conducted to develop this plan and to select the range of services your program offers?**

Our annual paratransit survey was sent to all registered Flex Shuttle riders at the end of January. This year we received a 22% response rate. We held our annual Focus Group workshops in February. We also take comments and suggestions on a continual basis, either in writing or by contacting the Paratransit Coordinator and suggestions are always discussed amongst staff.

February 4, 2014 - Annual FLEX Focus Group Workshop
 February 13, 2013 - Annual FLEX Focus Group Workshop

Through the survey we gathered critical information such as: frequency of use, trip purpose, service quality and future needs. Survey respondents also provided helpful individual comments and suggestions.

6. Describe how results from the community outreach and empirical surveys or analysis described in Questions 4 and 5 were used to guide the development of the program plan.

The most common request we received was to include the San Leandro Kaiser Hospital on one of our Flex Shuttle routes. After reviewing the routes we decided to incorporate the San Leandro Kaiser Hospital on both the North and South routes. Riders seem very happy about this program change.

The other requests we receive are extended hours of service and Flex Shuttle service on the weekends. Unfortunately, we don't have the funding available to incorporate these suggestions, but it is something we always have in mind for the future.

7. Did you (or will you) get a Governing Body Resolution to authorize submittal of this plan?

☒ Yes

☐ No

If yes, please indicate the date that the plan was approved or is scheduled for action:

The approval of the 2014-2015 Paratransit Program Application is scheduled for the San Leandro City Council meeting for May 19, 2014.

OUTREACH

8. How do community members and potential users learn about the Measure B-funded services provided in your community?

Community members and potential users learn about the Flex Shuttle service in the following ways:

- City Website
- Local Access Channel
- Recreation Activity 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 and Marina Community Center)
- Annual Flex Focus Group Meetings
- Paratransit Educational Workshop
- Direct Outreach

Flex shuttle information is available at all City locations: Marina Community Center, Senior Community Center, Libraries and City Hall.

Direct Outreach: Staff conducts off-site outreach at neighborhood meetings and senior living facilities.

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We have also added a new component to our outreach and education efforts. On May 13 and May 22, 2014 we are hosting paratransit educational workshops. The goal of these workshops is to inform as many people as possible about all their transportation options. We will have speakers from East Bay Paratransit, AC Transit and BART talk about their programs, and then City of San Leandro staff will present information about the City of San Leandro's paratransit program. We have already begun marketing these workshops to our community and are optimistic about high levels of attendance.

ELIGIBILITY AND ENROLLMENT

9. What is your eligibility process and how do consumers enroll in your program?

Consumers must 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+, San Leandro resident (incorporated).

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

Staff also assists applicants in completing their applications when needed.

10. How long does it take for an applicant to be enrolled in your program and become eligible to utilize the services offered?

The maximum amount of time enrollment would take is 14 days. However, the average enrollment time is 7 days.

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

EXPECTED USE OF SERVICES

11. How many consumers do you estimate will be registered in your program in FY 14-15? Fill in the box below. (See question 11A that follows.)

Estimated Registrants in FY 14-15
350

11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 13-14? Why?

The number of registered riders has remained consistent over the last three years. The last time our rider numbers increased significantly was after the opening of the Senior Community Center in April 2011. Since then, the number of registered Flex shuttle riders seems to remain consistent. However, we are hoping to have an increase in program registration in FY 14 – 15 due to the opening of the San Leandro Kaiser Hospital.

12. 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 13-14? Why?

We expect the total number of one-way trips to increase slightly due to the opening of the new San Leandro Kaiser Hospital. We anticipate many San Leandro residents who are currently traveling to the Hayward Kaiser Hospital to start using the San Leandro Kaiser Hospital for their medical needs.

CUSTOMER SATISFACTION

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

(See questions 13A and 13B that follow)

We take complaints very seriously, handle them on an individual basis, and respond to them immediately. Consumers 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 rider 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 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 commendations 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.

13A. Describe any common or recurring complaints your program has received.

The most recurring complaint we hear is that the shuttle occasionally runs later than their scheduled times. We have also heard complaints about the drivers who cover our regularly scheduled driver's lunch breaks. We have heard that they are not as "nice" as our regular drivers.

13B. Describe any changes you have made to your program as a result of customer complaints and commendations.

We have not made any program changes based on customer complaints or commendations, but we do pass along pertinent information to our service provider on a regular basis and follow up with riders directly as needed/requested.

VEHICLE FLEET

14. Please provide details regarding your vehicle fleet. To answer this question, complete the Table D Attachment (Table D tab) in the excel workbook.

CAPITAL PURCHASES

15. Describe planned capital expenditures, such as purchase of vehicles or durable equipment, below.

N/A

FINANCES: PROGRAM COSTS AND REVENUE

16. Please complete Table B and C Attachments (Table B Program Costs and Table C Program Revenues tabs) in the Excel workbook to indicate the total expected costs and revenues for your program in FY 14-15.

17. If your agency shows a MB pass-through balance greater than zero in Table C (Cell C12/ Row I) why do you have this reserve and will these funds be directed towards a Capital, Operational, or Undesignated Reserve? For example, please specify if you are intentionally maintaining a “rainy day” fund (Operational and/or Undesignated Reserve) or if you have a plan to draw down funds in future years (Capital Reserve) or if there is another explanation for having funds remaining at the end of FY 14-15.

We have an estimated reserve balance of \$35,993, which we would like to reserve as Operational Reserve. This amount is far less than the allowable operating reserve.

18. Please describe what costs are included in “Management/Overhead” and “Customer Service and Outreach” in the Table B Attachment and how you determined these cost allocations? The definition of these two categories was included in Question 1.

***Please indicate funds spent on Customer Service/Outreach and Management/Overhead, even if it is not paid for through Measure B funds. For example, include city staff time dedicated to managing the Measure B-funded program as it is considered an “in-kind” contribution from the city.*

18A.Management/Overhead

Management includes program oversight, which specifically includes planning, budgeting, contract oversight and participation in regional meetings. Management also includes the direct supervision of the Paratransit Coordinator, any and all report writing and public presentations. The allocation is based on 35% of the Senior Services Supervisor’s time.

18B.Customer Service and Outreach

Customer Service/Outreach includes daily operational activities such as processing applications, maintaining the database and statistical information, answering consumer questions, following up on customer complaints, maintaining regular communication with our service provider, outreach and education. These activities are all conducted by a part-time Paratransit Coordinator, who is budgeted to work 780 hours per fiscal year on paratransit related activities.

MISCELLANEOUS

19. If you have any additional notes or clarifications you would like to provide about your program plan, please include them here.

The Flex Shuttle is a very successful program. Our riders love it. It is easy to use and understand and it's very convenient. Most importantly, it's a very affordable transportation option for our riders. We want to support this program to the best of our ability.

In the coming year we are very excited about the opening of Kaiser's San Leandro facility, and hope that our riders make good use of our shuttle service to get there. We're also excited about expanding our taxi voucher program by partnering with the City of Hayward.

IMPLEMENTATION GUIDELINES ASSISTANCE GRANT APPLICATION (*optional*)

As part of the Gap Cycle 5 Program, Alameda CTC programmed approximately \$50,000 to FY 13/14 and FY 14/15, respectively, to assist agencies to deliver critical paratransit activities to meet the Implementation Guidelines.

If requesting Implementation Guidelines Assistance funding, please complete the questions below.

The Paratransit Implementation Guidelines can be found in Appendix A.

20. Please describe your program's need for additional funding to meet the Paratransit Implementation Guidelines. Include any community-specific issues that impact your ability to meet the Guidelines. Please describe below.

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21. How much grant funding are you requesting for FY 14/15?

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22. Have you explored and documented other transportation options for seniors and people with disabilities (e.g. ADA-mandated, nonprofit organizations) in your community that might also close this service gap? Please describe below.

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23. If Implementation Guidelines grant funding is not available to meet this need, what will be the likely outcome? Please describe below.

Appendix A: PAPCO-approved Implementation Guidelines (November 2013)

Implementation Guidelines – Special Transportation Program for Seniors and People with Disabilities

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B and Vehicle Registration Fee (VRF) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through Measure B or the VRF, including ADA-mandated paratransit services, city-based non-mandated programs, and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. Programs must be in full compliance with these guidelines by the end of fiscal year 2012-2013.

Fund recipients are able to select which of these service types is most appropriate in their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable, and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs.

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The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
Specialized Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities

Note on ADA Mandated Paratransit: Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Programs Funding Agreement.

Interim Service for Consumers Awaiting ADA Certification: At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs cannot impose limitations based on trip purpose, but can impose per person trip limits to control program resources.</p>

Taxi Subsidy Service Guidelines	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis. This is meant to be a “premium” safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area, but programs should expand availability of accessible taxi cabs where possible.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>At a minimum, programs must subsidize 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total subsidy per person per year.</p>

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City-based Specialized Van Service	
Service Description	<p>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 program that does not meet critical needs for particular trips in accessible vehicles in certain communities. Examples of unmet needs might be a taxi program without accessible vehicles or medical trips for riders too frail to take a shuttle, or outside of the ADA-mandated service area.</p> <p>These programs make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	Specialized van programs should provide trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.

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City Accessible Shuttle Service Guidelines	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, and are more likely to serve active seniors who do not drive and are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	Fares should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.
Cost of Service	By end of FY12/13, the cost per one-way person trip must be \$20 or lower, including transportation and direct administrative costs.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities and any new shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	<p>Group trips are round-trip rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips, sporting events, or community health fairs. Trips usually originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof. These trips are specifically designed to serve the needs of seniors and people with disabilities.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

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Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are generally not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service.</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers, who are unable to travel in a private vehicle, on ADA trips.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use Measure B funds to pay for volunteer mileage reimbursement purposes or an equivalent financial incentive for volunteers and/or administrative purposes.

Mobility Management and/or Travel Training Service Guidelines	
Service Description	<p>Mobility management and/or travel training play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	<p>Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program.</p> <p>The mobility management plan or travel training program must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p>

Alameda CTC Paratransit Program Plan Application
 Application Period July 1, 2014 through June 30, 2015

Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service for customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need; these consumers must also meet the eligibility requirements of the service for which the subsidy is being offered. Low income should be considered 30% AML (area median income) or lower.
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Program sponsors must describe how financial means testing will be undertaken. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their direct local program distribution funds, or discretionary funds, may be used for these tickets. Programs may use other funds to purchase these tickets in excess of the 3% direct local program distributions funds or discretionary funds.

Meal Delivery Service Guidelines	
Service Description	Meal Delivery Programs deliver meals to the homes of individuals who are transportation disadvantaged. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.

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Cell: A4

Comment: Service/Program Type: (See Implementing Guidelines for more information on these service types)

- Management/Overhead: Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City 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.
- ADA-mandated Paratransit: Paratransit services provided by fixed-route transit operators to fulfill requirements under the American’s with Disabilities Act.
- City-based Door-to-Door: Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- Taxi 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 at a reduced fare.
- City-based Specialized 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.
- 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/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 (only existing programs are eligible; no new programs can be established): Program to deliver meals to the homes of individuals who are transportation disadvantaged. Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.
- Capital Expenditure: Any capital purchase or other capital expenditure.

Cell: G4

Comment: Accessibility:

Accessible: Able to serve consumers with mobility devices

Non-Accessible: Not able to serve consumers with mobility devices

Cell: H4

Comment: Timing:

Consumers must schedule trips in advance: To utilize this service, consumer must make a reservation in advance of the day trip is taken.

Consumers can schedule a same day trip: Service is provided on a same-day basis, does not require advance reservation

Please indicate the predominant timing of your service. E.g. if a service is mostly pre-schedule but takes occasion same day requests on a space-available basis, please indicate "schedule in advance"

Cell: I4

Comment: Origins and Destinations:

Fixed Route: Service operates on a fixed route with no deviations

Fixed Route with Deviations: Service operates on a fixed route, but deviates to major origins/destinations on occasion, such as a senior center.

Origin-to-Destination: Service provides curb-to-curb, door-to-door or door-through-door service for consumers.

Cell: H24

Comment: Project Status:

Initiated in FY 13-14

Continuing or Ongoing

Closed Out in FY 13-14

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)
Table B Attachment: Program Cost and Fund Sources

Service/Program Name		Measure B and Other Funds to be expended on Service/Program								Total Cost
Column A	Column B	Column C	Column D	Column E	Column f	Column G	Column H	Column I	Column J	Column K
Service/Program/Project Name <i>Will automatically populate from prior sheet (column B)</i>	Quantity Planned Completed in FY 14-15 <i>Will automatically populate from prior sheet (column Q)</i>	Measure B Paratransit pass-through funds planned to be expended on this service in FY 14-15	Measure B RESERVE funds planned to be expended on this service in FY 14-15	OTHER Measure B funds planned to be expended on this service in FY 14-15	What is the source of these OTHER Measure B funds? (e.g. gap, implementation guidelines grant, LS&R, etc.)	Fare revenue expected from service in FY 14-15	Fare revenue to be expended on service in FY 14-15	Other Non-Measure B funds planned to be expended on this service in FY 14-15 (not incl. fares)	What is the source of these non-Measure B funds? (e.g. City general fund, outside grant, etc.)	Total Cost <i>Will automatically calculate</i>
Flex Shuttle Operations	17,000	\$236,700.00				\$6,500.00	\$6,500.00			\$243,200.00
Flex Shuttle Service Management/Overhead	0	\$18,177.00	\$21,630.00							\$39,807.00
Flex Shuttle Service Cust Service/Outreach	0	\$26,000.00								\$26,000.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
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0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
0	0									\$0.00
Totals	17,000	\$280,877.00	\$21,630.00	\$0.00		\$6,500.00	\$6,500.00	\$0.00		\$309,007.00

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)
Table B Attachment: Program Cost and Fund Sources

Cell: B19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: C19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: D19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: E19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: G19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: I19

Comment: WILL CALCULATE AUTOMATICALLY

Cell: K19

Comment: WILL CALCULATE AUTOMATICALLY

Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015)

Table D Attachment: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

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**Alameda CTC Special Transportation for Seniors and People with Disabilities
Paratransit Program Plan Application Staff Summary Form
Fiscal Year 14/15**

Paratransit Program: City of Hayward

1. Review Plan Application

2. Review Applicable References

3. Staff identified questions for current fiscal year (PAPCO members can use these as examples during the question rounds)

- a. Your planned service mix is just under half of the trips from taxi, a third from door-to-door, and the remainder from group trips. Are you satisfied with this service mix? Does it meet the program's intention?
- b. What are your current plans relating to Kaiser's move?

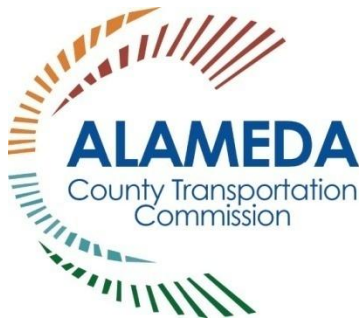
4. Preliminary Recommendation (Committee Member Notes)

With respect to this application, I want to send the following recommendation to the full PAPCO (*please check one*):

- ☐ Recommend **approval of base funding**
- ☐ Recommend **conditional approval with recommended actions** (for example, recommend funds continue to flow but place program on watch list and require quarterly reports to PAPCO, hold back funds until program updates plan or budget, recommend partial funding until specified actions are taken).

- ☐ Don't recommend approval.

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Annual Paratransit Program Plan Application for Measure B Funding

Fiscal Year 2014-2015 (July 1, 2014 through June 30, 2015)

Requirements and Instructions

The Alameda County Transportation Commission (Alameda CTC) requires Measure B paratransit fund recipients to participate in an Annual Paratransit Program Plan Review. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their anticipated expenditures related to delivering paratransit services to seniors and people with disabilities. As part of the Program Plan Review application, recipients may apply for an Implementation Guidelines Assistance (IGA) grant to secure critical funding for the implementation of paratransit services that would otherwise be unavailable without IGA funding.

Paratransit Program Plan Application Deadline: March 3, 2014

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments including: Tables A, B, C and D (one MS Excel workbook)

Submit both files via email by March 3, 2014 to Naomi Armenta: narmenta@alamedactc.org.

Hard copies are not required. Clearly label both the Word document and the Excel work book application forms with your agency name and date in the file name (e.g., Albany_FY14-15_Paratransit_Program_Application.doc).

If you have questions, please contact Naomi Armenta via email or at (510) 208-7469.

Paratransit Program Plan Application

Due by March 3, 2014

CONTACT INFORMATION	
Paratransit Program Agency:	City of Hayward
Contact Name:	Dana Bailey
Title:	Paratransit Coordinator
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 Measure B fund?** To answer this question, complete the Table A Attachment (Table A tab) in the Microsoft Excel workbook. Describe the projects and/or programs your agency plans to implement with Measure B funding during fiscal year 2014-2015 (FY 14-15). (See question 1A that follows.)

Please include BOTH base program AND gap-grant funded programs in the Table A Attachment. For programs funded exclusively or partially through gap grant funds, indicate "Other Measure B" as the source of funds in Table B.

As noted in the comments in Table A, only the following services/programs are eligible for funding through Measure B:

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City 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.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi 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 at a reduced fare.

- **City-based Specialized 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.*
- **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/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 deliver meals 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.*

1A. Please provide a short narrative description explaining how the suite of services offered through your program enhances the quality of life for seniors and people with disabilities in your community and helps them meet basic life needs. E.g. why have these service types been selected for funding over other potential service types to meet the trip needs of your consumers?

The City of Hayward's Paratransit Program is provided to registered senior (70+) or disabled riders who live in Hayward, Castro Valley, San Lorenzo and unincorporated areas of San Leandro.

Hayward Paratransit offers the following services;

Door-to-Door transportation: pre-scheduled, shared ride, accessible transportation service is available Mon-Sat from 9am-6pm. Fares align with East Bay Paratransit (EBP);

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

Taxi Service: curb-to-curb, same day service available 24 hours a day/7days a week via contracted taxi providers for trips that cannot be pre-scheduled.

Travel Training: Mobility management workshops and classes available to groups or individuals and conducted by a Travel Training Coordinator from Community Resources for Independent Living (CRIL).

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.

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.

1B. Please list recurring primary destinations for seniors and people with disabilities in your community that your services are designed to serve or to which passengers frequently need to travel, e.g. dialysis centers, hospitals, major shopping complexes, senior centers.

The City of Hayward's Paratransit Program is intended to meet the transportation needs of eligible clients who live in areas inaccessible to East Bay Paratransit. Recent rider surveys reveal Hayward registered riders use the service primarily to medical appointments, shopping, classes, to social services programs and congregate meal sites. Group trips riders travel to shopping malls, restaurants, plays and classes.

2. Will your planned program for FY 14-15 meet the Paratransit Program Implementation Guidelines?(Programs are *required* to meet the Implementing Guidelines. See Appendix A for the Guidelines.)

If your program plans to apply for Implementation Guidelines Assistance funding for FY 14-15, please complete the application on page 12.

Yes, all planned trips for FY 14-15 meet the Paratransit Program Implementation Guidelines.

3. If proposing service changes from the current year, FY 13-14, please describe what changes are proposed and why. Please describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

Administration for the Central County Same Day Program (taxi) is anticipated to transition from ACTC to the City of Hayward beginning FY 14-15. This change is expected to have little impact on paratransit riders.

Kaiser Permanente is planning to transition the majority of its Hayward Hospital medical services to the new San Leandro Hospital site in July 2014. Hayward is investigating the impact to enrolled Hayward clients to determine whether changes to the current door-to-door service are required.

DEVELOPMENT OF PROGRAM PLAN

- 4. How was consumer input sought in development of your program plan and selection of the services offered?** Describe all 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 general dates for these activities. *(see questions 4A and 4B that follow)*

Public input for the Annual Paratransit Plan was collected through regular meetings of the Hayward Paratransit Advisory Committee (PAC), the annual customer survey, and participants in the Travel Training Program.

4A. Has this plan been reviewed by a local paratransit advisory committee?

☐ Yes

☒ No

4B. If yes, list the committee name and date of the meeting.

Program Plan review on the March 18, 2014 Agenda.

- 5. Describe any surveys or analysis conducted to develop this plan and to select the range of services your program offers?**

The Annual Hayward Paratransit Survey was sent to all registered riders in July 2013, and client feedback was reviewed in the development of the FY 2014-15 Program Plan. A new survey is planned for May 2014, and riders will be asked about frequency of use, primary mode of service used, trip purpose, service quality, barriers to service, etc. This year, additional questions will be included to solicit feedback regarding taxi service, availability of accessible vehicles, and the planned Kaiser transition.

- 6. Describe how results from the community outreach and empirical surveys or analysis described in Questions 4 and 5 were used to guide the development of the program plan.**

Analysis of door-to-door, group trip and taxi services included; number of trips performed, on-time performance, productivity, costs per trip, trip purpose and complaints registered.

- 7. Did you (or will you) get a Governing Body Resolution to authorize submittal of this plan?**

☒ Yes

☐ No

If yes, please indicate the date that the plan was approved or is scheduled for action:

Scheduled for April 2014.

OUTREACH

8. How do community members and potential users learn about the Measure B-funded services provided in your community?

Potential users primarily access information about the Hayward Paratransit Program through direct contact with the paratransit program. Outreach is conducted by the Paratransit Coordinator and the Travel Trainer. Services are also advertised through the following:

City website;

Community Access Channel 15;

Mobile home park newsletters;

The Hayward Public Library;

The Hayward Senior Center;

The Castro Valley Senior Center;

The Matt Jimenez Community Center;

CRIL

Various dialysis and medical treatment centers;

Kaiser Hospital

St. Rose Hospital

ELIGIBILITY AND ENROLLMENT

9. What is your eligibility process and how do consumers enroll in your program?

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 in order 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.

10. How long does it take for an applicant to be enrolled in your program and become eligible to utilize the services offered?

Applications are 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.

EXPECTED USE OF SERVICES

11. How many consumers do you estimate will be registered in your program in FY 14-15? Fill in the box below. (See question 11A that follows.)

Estimated Registrants in FY 14-15
425

11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 13-14? Why?

Enrollment is expected to increase at a steady rate. Year to date ridership is up 71% from FY 12-13, primarily due to the implementation of taxi service in FY 13-14. The program is considering the potential impact to enrollment when Kaiser transitions services to San Leandro. In addition, the program is developing a marketing campaign targeted to the Spanish speaking community, and exploring partnerships with community organizations serving culturally specific residents.

12. 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 13-14? Why?

Overall one way trips increased in FY 13-14 due primarily to the implementation of taxi service. The program expects to see this trend continue in FY 14-15. Trip analysis demonstrated clients are often scheduling a one way trip to a destination with the scheduled ride door-to-door service, and utilizing taxi for unpredictable returns. The program will use the upcoming Annual Survey as a tool to verify this observed trend.

CUSTOMER SATISFACTION

13. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing complaints or commendations, your documentation procedures and your follow up.
(See questions 13A and 13B that follow)

The Hayward Paratransit Rider's Guide included with the enrollment packet details 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.

13A. Describe any common or recurring complaints your program has received.

The most common complaints involve the following;

- 1) Scheduling difficulty with the door-to-door service – hard to reach dispatch and appointment slots are often full;
- 2) Lack of available accessible vehicles through taxi;
- 3) Group trips – missed or late arrivals for scheduled trips.

13B. Describe any changes you have made to your program as a result of customer complaints and commendations.

Working with the door-to-door vendor to add vehicles to meet rising demand, and develop systems to improve communication. Exploring impact of major changes to taxi services in general and exploring accessible vehicle alternatives. Improving communication with group trip coordinators to eliminate trip overlap and build trip preparation time into travel times. The brand identity / marketing strategy is in the final stages of development, and include a new paratransit logo, tag line, vehicle wraps and marketing materials.

VEHICLE FLEET

14. Please provide details regarding your vehicle fleet. To answer this question, complete the Table D Attachment (Table D tab) in the excel workbook.

CAPITAL PURCHASES

15. Describe planned capital expenditures, such as purchase of vehicles or durable equipment, below.

N/A

FINANCES: PROGRAM COSTS AND REVENUE

16. Please complete Table B and C Attachments (Table B Program Costs and Table C Program Revenues tabs) in the Excel workbook to indicate the total expected costs and revenues for your program in FY 14-15.

17. If your agency shows a MB pass-through balance greater than zero in Table C (Cell C12/ Row I) why do you have this reserve and will these funds be directed towards a Capital, Operational, or Undesignated Reserve? For example, please specify if you are intentionally maintaining a “rainy day” fund (Operational and/or Undesignated Reserve) or if you have a plan to draw down funds in future years (Capital Reserve) or if there is another explanation for having funds remaining at the end of FY 14-15.

The balance indicated in Table C (Cell C12/Row I) is undesignated reserve. The balance may be considered for any potential costs associated with Kaiser's transition from Hayward to San Leandro including contracting a consultant to research potential service impacts.

Kaiser Hospital Hayward is expected to transition the majority of its medical services to the new Kaiser Hospital San Leandro site in July 2014. Paratransit eligible riders currently accessing medical services at the Kaiser Hayward hospital or medical office sites will now travel to the Kaiser San Leandro Hospital site. The distance will add up to 30 to 90 hours of travel time via public transportation, and involve numerous transportation mode transfers as clients cross jurisdictions. A taskforce to determine the potential impact of the move on paratransit eligible riders is reviewing travel alternatives including the addition of shuttle service specifically for Kaiser visits for eligible riders.

18. Please describe what costs are included in "Management/Overhead" and "Customer Service and Outreach" in the Table B Attachment and how you determined these cost allocations? The definition of these two categories was included in Question 1.

***Please indicate funds spent on Customer Service/Outreach and Management/Overhead, even if it is not paid for through Measure B funds. For example, include city staff time dedicated to managing the Measure B-funded program as it is considered an "in-kind" contribution from the city.*

18A.Management/Overhead

Funds;

- 1) Direct staff costs (salaries/benefits) based on program oversight, planning, budgeting, customer service and outreach (Measure B and City of Hayward CDBG (15%) shared costs);
- 2) Insurance costs (Measure B- 100%);
- 3) Direct program costs including printing, supplies, computer/IT support, travel, etc. (Measure B and Hayward CDBG (30%) shared costs).

18B.Customer Service and Outreach

Customer outreach includes daily operational activities such as fielding customer inquiries, application distribution and processing, database maintenance, group trip scheduling and monitoring, PAC administration, etc.
 Other related activities include Annual Survey administration, community presentations, and identification of potential partnerships.

Alameda CTC Paratransit Program Plan Application
Application Period July 1, 2014 through June 30, 2015

MISCELLANEOUS

19. If you have any additional notes or clarifications you would like to provide about your program plan, please include them here.

IMPLEMENTATION GUIDELINES ASSISTANCE GRANT APPLICATION (*optional*)

As part of the Gap Cycle 5 Program, Alameda CTC programmed approximately \$50,000 to FY 13/14 and FY 14/15, respectively, to assist agencies to deliver critical paratransit activities to meet the Implementation Guidelines.

If requesting Implementation Guidelines Assistance funding, please complete the questions below.

The Paratransit Implementation Guidelines can be found in Appendix A.

20. Please describe your program's need for additional funding to meet the Paratransit Implementation Guidelines. Include any community-specific issues that impact your ability to meet the Guidelines. Please describe below.

N/A

21. How much grant funding are you requesting for FY 14/15?

22. Have you explored and documented other transportation options for seniors and people with disabilities (e.g. ADA-mandated, nonprofit organizations) in your community that might also close this service gap? Please describe below.

Alameda CTC Paratransit Program Plan Application
Application Period July 1, 2014 through June 30, 2015

23. If Implementation Guidelines grant funding is not available to meet this need, what will be the likely outcome? Please describe below.

Appendix A: PAPCO-approved Implementation Guidelines (November 2013)

Implementation Guidelines – Special Transportation Program for Seniors and People with Disabilities

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B and Vehicle Registration Fee (VRF) revenues under the Special Transportation for Seniors and People with Disabilities Program (Paratransit). All programs funded partially or in their entirety through Measure B or the VRF, including ADA-mandated paratransit services, city-based non-mandated programs, and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. Programs must be in full compliance with these guidelines by the end of fiscal year 2012-2013.

Fund recipients are able to select which of these service types is most appropriate in their community to meet the needs of seniors and people with disabilities. Overall, all programs should be designed to enhance quality of life for seniors and people with disabilities by offering accessible, affordable, and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs.

Alameda CTC Paratransit Program Plan Application
Application Period July 1, 2014 through June 30, 2015

The chart below summarizes the eligible service types and their basic customer experience parameters; this is followed by more detailed descriptions of each.

Service	Timing	Accessibility	Origins/ Destinations	Eligible Population
ADA Paratransit	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit
Door-to-Door Service	Pre-scheduled	Accessible	Origin-to-Destination	People with disabilities unable to ride fixed route transit and seniors
Taxi Subsidy	Same Day	Varies	Origin-to-Destination	Seniors and people with disabilities
Specialized Van	Pre-scheduled & Same Day	Accessible	Origin-to-Destination	People with disabilities using mobility devices that require lift- or ramp-equipped vehicles
Accessible Shuttles	Fixed Schedule	Accessible	Fixed or Flexed Route	Seniors and people with disabilities
Group Trips	Pre-scheduled	Varies	Round Trip Origin-to-Destination	Seniors and people with disabilities
Volunteer Drivers	Pre-scheduled	Generally Not Accessible	Origin-to-Destination	Vulnerable populations with special needs, e.g. requiring door-through-door service or escort
Mobility Management and/or Travel Training	N/A	N/A	N/A	Seniors and people with disabilities
Scholarship/Subsidized Fare Programs	N/A	N/A	N/A	Seniors and people with disabilities

Note on ADA Mandated Paratransit: Programs mandated by the American's with Disabilities Act are implemented and administered according to federal guidelines that may supersede these guidelines; however all ADA-mandated programs funded through Measure B or the VRF are subject to the terms of the Master Programs Funding Agreement.

Interim Service for Consumers Awaiting ADA Certification: At the request of a health care provider, or ADA provider, city-based programs must provide interim service through the programs listed below to consumers awaiting ADA certification. Service must be provided within three business days of receipt of application.

Alameda CTC Paratransit Program Plan Application
 Application Period July 1, 2014 through June 30, 2015

City-based Door-to-Door Service Guidelines	
Service Description	<p>City-based door-to-door services provide pre-scheduled, accessible, door-to-door trips. Some programs allow same day reservations on a space-available basis. They provide a similar level of service to mandated ADA services. These services are designed to fill gaps that are not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.</p> <p>This service type does not include taxi subsidies which are discussed below.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	<p>At a minimum, service must be available five days per week between the hours of 8 am and 5 pm (excluding holidays).</p> <p>At a minimum, programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday.</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance. Higher fares can be charged for “premium” same-day service.</p>
Other	<p>Door-to-Door programs must demonstrate that they are providing trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.</p> <p>Programs cannot impose limitations based on trip purpose, but can impose per person trip limits to control program resources.</p>

Taxi Subsidy Service Guidelines	
Service Description	<p>Taxis provide curb-to-curb service that can be scheduled on a same-day basis. They charge riders on a distance/time basis using a meter. Taxi subsidy programs allow eligible consumers to use taxis at a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis. This is meant to be a “premium” safety net service, not a routine service to be used on a daily basis.</p> <p>The availability of accessible taxi cabs varies by geographical area, but programs should expand availability of accessible taxi cabs where possible.</p>
Eligible Population	<p>People 18 and above with disabilities who are unable to use fixed route services or Seniors 80 years or older without proof of a disability.</p> <p>Cities may provide services to consumers who are younger than age 80, but not younger than 70 years old.</p> <p><i>Cities may offer “grandfathered” eligibility to program registrants below 70 years old who have used the program regularly in the prior fiscal year as long as it does not impinge on the City’s ability to meet the Implementation Guidelines.</i></p> <p><i>Program sponsors may use ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit), as proof of disability.</i></p>
Time & Days of Service	24 hours per day/7 days per week
Fare (Cost to Customer)	<p>At a minimum, programs must subsidize 50% of the taxi fare.</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total subsidy per person per year.</p>

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City-based Specialized Van Service	
Service Description	<p>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 program that does not meet critical needs for particular trips in accessible vehicles in certain communities. Examples of unmet needs might be a taxi program without accessible vehicles or medical trips for riders too frail to take a shuttle, or outside of the ADA-mandated service area.</p> <p>These programs make use of fare mediums such as scrip and vouchers to allow consumers to pay for rides.</p>
Eligible Population	At discretion of program sponsor with local consumer input.
Time & Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor with local consumer input.
Other	Specialized van programs should provide trips at an equal or lower cost than the ADA-mandated provider on a cost per trip and cost per hour basis.

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City Accessible Shuttle Service Guidelines	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers. Common trip origins and destinations are: senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, often going into parking lots or up to the front entrance of a senior living facility. Shuttles allow for more flexibility than pre-scheduled paratransit service, and are more likely to serve active seniors who do not drive and are not ADA paratransit registrants.</p>
Eligible Population	Shuttles should be designed to appeal to older people, but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	Fares should not exceed local ADA paratransit fares, but can be lower, and can be equated to distance.
Cost of Service	By end of FY12/13, the cost per one-way person trip must be \$20 or lower, including transportation and direct administrative costs.
Other	<p>Shuttles are required to coordinate with the local fixed route transit provider. Shuttle routes and schedules should be designed with input from the senior and disabled communities and any new shuttle plan must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>

Group Trips Service Guidelines	
Service Description	<p>Group trips are round-trip rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips, sporting events, or community health fairs. Trips usually originate from a senior center or housing facility and are generally provided in accessible vans and other vehicle types or combinations thereof. These trips are specifically designed to serve the needs of seniors and people with disabilities.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage limitations to control program costs.

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Volunteer Driver Service Guidelines	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are generally not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. This service type meets a key mobility gap by serving door-through-door trips for more vulnerable populations. This is a complementary gap-filling service.</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers, who are unable to travel in a private vehicle, on ADA trips.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use Measure B funds to pay for volunteer mileage reimbursement purposes or an equivalent financial incentive for volunteers and/or administrative purposes.

Mobility Management and/or Travel Training Service Guidelines	
Service Description	<p>Mobility management and/or travel training play an important role in ensuring that people use the “right” service for each trip, e.g. using EBP from Fremont to Berkeley for an event, using a taxi voucher for a same-day semi-emergency doctor visit, and requesting help from a volunteer driver or group trips service for grocery shopping. Mobility management covers a wide range of activities, such as travel training, escorted companion services, coordinated services, trip planning, and brokerage.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	<p>Programs must specify a well-defined set of activities that will be undertaken in a mobility management or travel training program.</p> <p>The mobility management plan or travel training program must be submitted to the Alameda CTC for review prior to requesting funding to ensure effective design.</p>

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Scholarship/Subsidized Fare Program Guidelines	
Service Description	Scholarship or Subsidized Fare Programs can subsidize any service for customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need; these consumers must also meet the eligibility requirements of the service for which the subsidy is being offered. Low income should be considered 30% AML (area median income) or lower.
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	Program sponsors must describe how financial means testing will be undertaken. If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of their direct local program distribution funds, or discretionary funds, may be used for these tickets. Programs may use other funds to purchase these tickets in excess of the 3% direct local program distributions funds or discretionary funds.

Meal Delivery Service Guidelines	
Service Description	Meal Delivery Programs deliver meals to the homes of individuals who are transportation disadvantaged. Although this provides access to life sustaining needs for seniors and people with disabilities, it is not a direct transportation expense.
Eligible Population	For currently operating programs, at discretion of program sponsor.
Time and Days of Service	For currently operating programs, at discretion of program sponsor.
Fare (Cost to Customer)	For currently operating programs, at discretion of program sponsor.
Other	Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.

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Service/Program Name		Measure B and Other Funds to be expended on Service/Program								Total Cost
Column A	Column B	Column C	Column D	Column E	Column f	Column G	Column H	Column I	Column J	Column K
Service/Program/Project Name <i>Will automatically populate from prior sheet (column B)</i>	Quantity Planned Completed in FY 14-15 <i>Will automatically populate from prior sheet (column Q)</i>	Measure B Paratransit pass-through funds planned to be expended on this service in FY 14-15	Measure B RESERVE funds planned to be expended on this service in FY 14-15	OTHER Measure B funds planned to be expended on this service in FY 14-15	What is the source of these OTHER Measure B funds? (e.g. gap, implementation guidelines grant, LS&R, etc.)	Fare revenue expected from service in FY 14-15	Fare revenue to be expended on service in FY 14-15	Other Non-Measure B funds planned to be expended on this service in FY 14-15 (not incl. fares)	What is the source of these non-Measure B funds? (e.g. City general fund, outside grant, etc.)	Total Cost <i>Will automatically calculate</i>
Door-to-Door Transportation Services	5,500	\$180,000.00				\$16,000.00	\$16,000.00			\$196,000.00
Group Trip Service	3,500	\$105,000.00								\$105,000.00
Central County Taxi Program	7,200	\$168,000.00		\$52,000.00	Gap Cycle 5	\$12,000.00	\$12,000.00			\$232,000.00
Travel Training	500	\$50,000.00								\$50,000.00
Alzheimer's Services of the East Bay (ASEB)	11,000	\$75,000.00								\$75,000.00
Meals on Wheels	12,500	\$24,500.00								\$24,500.00
Marketing and Outreach	0	\$20,000.00	\$20,000.00							\$40,000.00
Administrative costs	0	\$165,000.00	\$20,000.00							\$185,000.00
0	0									\$0.00
Totals	40,200	\$787,500.00	\$40,000.00	\$52,000.00		\$28,000.00	\$28,000.00	\$0.00		\$907,500.00

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Alameda CTC Paratransit Program Application - FY 2014-2015 (July 1, 2014 through June 30, 2015) Table D Attachment: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

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