



PAPCO Paratransit Program Plan Review

**Measure B/BB
Transportation for
Seniors and People
With Disabilities**

**FISCAL YEAR 2021-2022
DRAFT PROGRAM PLANS**

CENTRAL COUNTY

April 2021



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Paratransit Program Plan Staff Summary Fiscal Year 2021-22

Planning Area: Central County
Paratransit Program: Hayward

Staff Recommendation: Recommend program plan for full approval.

- Services provided:
 - Same-Day Transportation – TNC
 - Specialized Accessible Van – Alzheimer’s Services of the East Bay
 - Door-through-door/Volunteer Driver Program – VIP Rides
 - Means-Based Fare Program – subsidized Lyft/Uber fare or AC Transit Easy Passes
 - Group Trips
 - Meal Delivery Program
- 100% Measure B/BB
- 74% reserves
- Cost per trip – Specialized Accessible Van decreasing by \$181, Group Trips decreasing by \$13, Same Day TNC increasing by \$10, Door-to-door/Volunteer Driver decreasing by \$300
- Trends in registration – Registrants increasing
- Trends in trip provision – Trips projected to increase
- Demographics reporting – Some demographic data provided

- Elements requiring Alameda CTC approval (approved by Alameda CTC staff on April 12, 2021):
 - Exploring the expansion of the Means Based Fare Program to include free AC Transit bus/paratransit passes for use by qualifying residents who demonstrate a financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation. This will allow participants to receive 20 AC Transit Day-Passes per month.

FY 2021-22 Annual Paratransit Program Plan Application Due by February 26, 2021

CONTACT INFORMATION	
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Date Submitted: February 26, 2021

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 Table 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 2020 (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 Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **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.

- **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 same-day 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").*
- **Means-Based Fare Programs:** *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 may be required to submit further information.*

A. Explain the impact of the COVID-19 pandemic on the FY 2019-20 and FY 2020-21 programs.

Due to the State of Emergency and the Alameda County Shelter-in-Place Order, many seniors, identified as individuals who are at higher risk for serious illness, remain at home and practice social distancing. As a result, many seniors have experienced a sudden reduction to their access to essential supplies and food, including those who reside in the City of Hayward. Many have or may experience further income impacts related to the COVID-19 pandemic, reducing already limited resources. Over the last year, staff has noticed a reduction in the demand for transportation services and an increase in the demand for meal deliveries to homebound seniors.

At the conclusion of FY 2020, the majority of Hayward Operated Paratransit (HOP) service providers did not meet their targeted goals.

Of the 7 HOP programs:

- 1 exceeded their quantitative objectives for serving Hayward residents (172%)
- 5 obtained between 11% and 88% of their quantitative objectives for serving Hayward residents
- 1 was not able to provide services (unrelated to COVID-19)

Staff was in communication with these agencies throughout the year and exceptions were made as the inability to meet their targets were associated with COVID-19 constraints or City related guidance around the modification or limitation of non-essential travel and social gathering.

City guidance included:

- Limiting of non-essential travel
- Temporarily suspending group trips
- Temporarily suspending in-person training/workshops

Many of HOP service providers have adapted their service delivery model to continue services while adhering to Federal, State and local guidelines.

B. Provide a short narrative description of your agency's FY 2021-22 program.

The Hayward Operated Paratransit (HOP) program provides paratransit and related services to eligible enrolled residents and their attendants who live in Hayward, the unincorporated areas of San Leandro, Castro Valley, San Lorenzo, Ashland, Cherryland, and Fairview. Per Alameda CTC Implementation Guidelines, The HOP is available to seniors (70+) and individuals between the ages of eighteen (18) and sixty-nine (69) years old with a certified disability and unable to drive or use public transportation.

The HOP currently operates eight (8) paratransit and transportation related programs to provide a broad range of mobility options in addition to those offered by public transit.

C. 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 following is a brief overview of the suite of services targeted to seniors (70+) and qualifying individuals with disabilities in the Hayward service area:

EDEN Information & Referral (EDEN I & R) - VIP ZIP program: Through a partnership with EDEN I & R, The HOP offers rides through TNC (transportation network company) providers *Lyft Concierge* and *Uber Health*. This partnership with EDEN I & R does not require enrolled clients have a smart phone to access Lyft/Uber rides. Clients call EDEN I & R directly, and EDEN I & R staff arranges for the ride using a specially equipped software system.

Group transportation: Pre-scheduled, accessible trips for a minimum group of four are offered to enrolled HOP riders. Group trips are available primarily to senior housing complexes, skilled nursing facilities and various community organizations serving seniors and people with disabilities. Group trips offer participants social outings to reduce isolation.

Travel training: Mobility management workshops and classes are available to groups or individuals and conducted by the CRIL Travel Training Coordinator. Participants receive training in a wide variety of transportation options including accessing AC Transit and BART, obtaining Clipper cards, enrolling in paratransit services and travel safety tips. In FY21, CRIL started offering 1-on-1 consultations and support groups remotely via telephone, email, or web conference.

LIFE Eldercare – VIP Rides: Volunteer driver-based mobility program for seniors and people with disabilities to supplement both public transportation and Paratransit services for individuals who would benefit from a door-through-door service experience. Volunteers help clients with destination assistance, light shopping, and other mobility related services. In FY2, LIFE ElderCare's DthruD program evolved to help seniors avoid the exposure of shopping for food, and instead stay safe in their homes by deliver free groceries from food banks and LIFE's food depots.

Alzheimer's Services of the East Bay (ASEB): ASEB provides door-to-door transportation through specially trained drivers in lift equipped vans to individuals with dementia attending a local day program. In FY21, ASEB pivoted to include the delivery of activity kits to Hayward area participants who are sheltering-in-place and unable to attend ASEB (in-center) at this time. These kits help to stimulate their minds and provide structured interaction between the participant and the caregiver. ASEB continues to provide support to participants/caregivers electronically or telephonically and hosts family caregiver support groups via Zoom on a bi-weekly basis.

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

Means-Based Fare program: Subsidized Lyft/Uber fare program for enrolled HOP clients with demonstrated financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation.

Purchase of AC Transit Easy Passes: In partnership with the City of Hayward Housing Division – purchasing AC Transit Easy Passes for use by qualifying residents of newly proposed senior housing developments and the newly approved Homeless Navigation Center operated by Bay Area Community Services.

Residents who meet HOP and Alameda CTC Implementation Guidelines will be assessed by a property /case manager and provided scholarships through Easy Passes to aid in accessing transportation to employment or social services-related appointments.

ADA Improvements to Sidewalks and Streets: In partnership with Hayward Public Works Department to make ADA improvements to sidewalks and streets near senior housing and disabled services providers. Measure BB funds will be allocated to the installation of curb cuts and sidewalk widening to accommodate wheelchairs and mobility devices. The City of Hayward and The HOP partnered with local senior housing facilities, senior centers, and nonprofit provider CRIL to gather information from seniors and people with disabilities about locations that do not currently have access or in need of rehabilitation. Phase I of the project will be offered in coordination with the Hayward Downtown Specific Plan to enhance projects within 5 miles of the Hayward Downtown. This area includes five senior housing developments and three nonprofit offices serving disabled clients.

- D. 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. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.**

The top destinations reported by HOP clients:

- Retail and grocery shopping centers (including Food Bank)
- Medical offices
- Hospitals
- Dialysis centers
- Banks
- Social services-related organizations
- Regional Parks

- E. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.**

Between July 2019 and June 2020, the average length of ride for VIP ZIP, HOP's most frequently used program, was 5.22 miles. About 82% of the rides are 8 miles or less in length. The majority of rides that exceed that distance are to and from medical offices and hospitals.

- 2. Will your agency's program for FY 2021-22 conform to the Paratransit Program Implementation Guidelines, as required?**

Yes

No

- A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 26, 2021)**

N/A

3. **If proposing any service or program changes in FY 2021-22 from the current year, FY 2020-21, 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.

Accessible Car-Sharing Program- Suspended

Hayward Operated Paratransit (HOP) was in partnership with CRIL to offer short-term reservations of two wheelchair-accessible vans with hand and foot controls. Membership with Getaround was required for this enhanced car-sharing service. In FY20, CRIL advised the City that they would have to temporarily suspend services due to challenges with their insurance provider. Getaround is a peer-to-peer carsharing marketplace in the San Francisco area that enables private car owners to offer on-demand vehicle rentals. CRIL had commercial auto insurance but it did not cover third-party liability, which was required by Getaround.

CRIL has conducted research but has been unable to find any insurance company/broker that is willing to cover third-party liability, not even for an increased premium. While there are funds set aside for this program in FY21, at this time, it does not appear that HOP will be able to provide this service. Given the challenges around securing appropriate insurance coverage and COVID-19 impacts to carshare services and publicly shared vehicles, HOP does not anticipate offering these services in FY2022. Staff is in communication with CRIL and will continue to offer support as CRIL explores alternatives.

Travel Training (Hayward Area Recreation and Parks District Program (HARD) Mobility Specialist)

In FY 2020 HOP partnered with HARD, sharing a part-time Mobility Specialist, to link HOP enrolled seniors to other social services including housing, food and in-home supportive care programs. This partnership ended in FY 2020 after the annual program plan was submitted. HARD eliminated that position, and HOP contracted the former incumbent on a part-time basis in FY21.

Means Based Fare Program – Expansion

Expanding the Scholarship Program to include free AC Transit bus/paratransit passes for use by qualifying residents who demonstrate a financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation. This will allow participants, who do not participate in VIP ZIP, to receive free AC Transit bus passes.

4. **Looking ahead, beyond FY 2021-22, 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.

Hayward will continue to review data and assess client needs to ensure programs are best serving the community. Should changes need to be made, Hayward is open to explore alternative services.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2020 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 – 5F below and for each item, further explanation is requested. **If your FY 2021-22 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2020-21 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
 - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
 - F. **Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)

Means Based Fare/Scholarship Program – Expansion

Exploring the expansion of the Means Based Fare Program to include free AC Transit bus/paratransit passes for use by qualifying residents who demonstrate a financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation. This will allow participants to receive 20 AC Transit Day-Passes per month.

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.

Programs and services included in the FY 21-22 Program Plan were presented at the meeting bodies and community events listed below and developed with the consideration of feedback provided.

June 27, 2019, at Hayward Area Senior Center – Japanese Garden

July 2, 2019, at Hayward Senior Apartments

July 22, 2020 Council Infrastructure Committee Meeting

October 27, 2020 City Council Meeting

February 17, 2021 Community Services Commission Meeting

March 8, 2021 Public meeting (virtual) to introduce and receive feedback on proposed improvements of four intersections in Downtown Hayward as part of the City of Hayward's Safe Routes for Seniors (SR4S) Program

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

The HOP conducted a Community Needs Assessment in 2019 to explore community needs and requests. The next HOP survey is planned for late spring 2021. Ongoing feedback is collected from HOP participants.

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.

After the first quarter of FY21, EDEN I & R reported that some participants expressed concerns about the limited availability of WAV rides. Staff explored alternatives to increase the availability of WAV rides. With the guidance of Alameda CTC staff and consultants, the City was prepared to launch a pilot to offer same-day WAV rides through a service provider that had specialized wheelchair accessible vehicles. Fortunately, prior to the pilot launch, WAV rides became available through Uber Health. The City will continue to monitor the situation and maintain partnerships in order to be prepared should this issue arise in the future or if the demand for WAV rides exceed the capacity of the current TNC partners.

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

The HOP VIP Zip program continues to utilize emerging technology by cooperating with TNCs to help address the need for on-demand same-day service through a web-based platform. In addition, mobility management workshops and family caregiver support groups are now available virtually.

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.

Scheduled for City Council review (April 6, 2021)

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 Table 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: City website; Community Access Channel 15; 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 (EBP) 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 Means based fare programs, 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 typically reviewed within 24 hours of receipt during business hours, however due to COVID-19 impacts, this process may have taken longer in FY21. Applicants determined eligible are mailed an enrollment packet within 3-5 business days of processing. Enrollment packets can be expedited to same-day 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 includes information 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 Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

In FY 2021, VIP ZIP riders expressed concerns about the limited availability of WAV rides and the cancellation charges that occurred when rides were cancelled.

On several occasions, frequent, long-term participants offered commendations for the customer service that Eden I & R staff has provided.

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

In response to the concern listed in section A, EDEN I & R staff provides exceptional customer service and often advocates for HOP participants in order to obtain refunds for charges incurred for cancelled rides. In the first half of FY 2021, over 330 additional rides were attempted by EDEN I & R staff, but either no driver was available, rides were cancelled by the driver, or rides were cancelled at the fault of the client. This often led to cancellation charges. Only a small number of cancelled rides actually incurred charges, as Eden I & R staff advocates for HOP riders to get refunds when cancellations are made at no fault of the client. Furthermore, HOP worked with EDEN I & R to create a direct mailer to active HOP participants providing tips and recommendations to adjust to COVID-19 impacts to the program to increase customer safety and satisfaction. This direct mailer was distributed in September 2020 in English and Spanish.

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.

Registrants at beginning of FY 2019-20	259 Active Registrants
Registrants at end of FY 2019-20	375 Active Registrants
Current Registrants for FY 2020-21	419 Active Registrants
Projected Registrants for FY 2021-22	450 Active Registrants

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.

HOP had initially expected starting the fiscal year with around 450 active participants. That was not the case as the rate of receiving new applications declined in Q4 of FY 2019-2020. In the first seven months, there was an increase of 44 active HOP participants. Based on this rate of increase, HOP finds that 450 active participants by the end of FY 2020-2021 is reasonable.

16. What are the current program registrant demographics for FY 2020-21, if available? Fill in the boxes below.

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	2
Asian	80
Black or African American	35
Hispanic or Latino	44 (Hispanic)
Native Hawaiian or Other Pacific Islander	0
White	100
Other	8
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	
Hearing	
Cognitive/Learning	
Psychological	
Invisible	
Household Income	
< \$27,450	
\$27,451-\$45,700	
\$45,701-\$54,840	
\$54,841-\$73,100	
> \$73,101	

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2021-22.

Based on the current reported demographics, there is insufficient data to draw projected trends. 36% of the active participants list had no information provided. HOP will continue to refine the data collection process in order to provide more constructive information in the future.

17. Do you expect the total number of one-way trips provided by your program in FY 2021-22 to increase, decrease or stay the same compared to the current year, FY 2020-21? Why?

HOP expects the number of one-way trips to increase in FY 2021-2022 compared to the current year due to the expanding dissemination of COVID-19 vaccines and the reopening of non-essential businesses as that may impact the demand for transportation services.

18. Do the ridership numbers reported in Attachments Table A and Table 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.)*

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	223 (TNC) 289 (group trip)
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	112 (TNC)
Number of trips projected to consumers who require an accessible vehicle in FY 2021-22	275 (TNC)

VEHICLE FLEET

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

SAFETY AND PREPAREDNESS

- 21. Describe any safety incidents recorded by your program in FY 2019-20, or to date in FY 2020-21.** Specify for each of the paratransit projects and programs listed in Attachment Table 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

- 22. If possible, describe your city's or your program's emergency preparedness plan.** Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

<p>The City of Hayward's Comprehensive Emergency Management Plan (CEMP) is an internal document that addresses the City of Hayward's responsibilities in emergencies associated with natural disaster, human-caused emergencies, and technological incidents. It provides a framework for coordination of response and recovery efforts within the City in coordination and with local, State, and Federal agencies. The CEMP establishes an emergency organization to direct and control operations during a period of emergency by assigning responsibilities to specific personnel.</p>
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<p>While the CEMP does not directly include the Hayward Operated Paratransit program, it does encompass provisions that account for the transportation of individuals with disabilities and individuals who require alternative modes of transportation. Furthermore, the CEMP comprises resources in the event of an emergency for seniors, including but not limited to meals, home care, and transportation.</p>

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2021-22 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table 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.

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24. 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 are also included.

PROGRAM FUNDING RESERVES

- 25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2021-22, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?**

As currently projected, the HOP anticipates a remaining balance of Measure B/BB DLD funding at the end of FY21-22. Staff continues to explore innovative ways to utilize funds as part of developing a long-term strategic plan. This process will include analyzing service gaps and planning small scale pilot programs to potentially address local needs and concerns. All additions or deviations from the proposed plan will be presented to Alameda CTC staff prior to implementation.

In addition, HOP will continue to partner with Hayward Public Works & Utilities Department to extend the Safe Routes for Seniors (SR4S) program to additional locations within the City. The planned SR4S ADA improvements to sidewalks and streets in FY22 are estimated at \$1M.

MISCELLANEOUS

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

The near and long-term impacts of COVID-19 may influence many of HOP's programs and services. While the degree is still unknown, FY 2022 may still see the changes seen in FY 2020 and FY 2021. Staff will continue to work with service partners to maximize program effectiveness while simultaneously evaluate current approaches to providing services in order to ensure equity.

If COVID-19 constraints or City related guidance around the modification or limitation of non-essential travel and social gathering continue, HOP will update Alameda CTC staff of any potential impacts to the quantity of planned units (trips, meals, etc.).

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2019-20)

Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2019-20	\$1,360,223
FY 2019-20 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$956,053
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2019-20	\$2,798,029
FY 2019-20 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$818,958
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$5,933,262
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$5,933,262

Service/Program Type and Name		Performance FY 2019-20		Total FY 2019-20 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2019-20)										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
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2019-20 Provide total number of one-way trips or units	On-Time Performance FY 2019-20 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2019-20 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2019-20 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (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)
Same-Day Transp. - TNC	LIFE ElderCare	7,909			\$ 199,075								\$ 199,075	280,504 DLD Expenditures (\$81,429 FLEX Reimbursement of Shared Admin Cost) COVID-19 Impact: Hayward encouraged riders to limit travel to essential trips only.
Customer Service and Outreach	Research, Marketing & Data Collection				\$ 33,189								\$ 33,189	
Management/Overhead	Program Administration				\$ 427,366								\$ 427,366	
Group Trips	A-Para Transit, Inc.	731			\$ 36,636								\$ 36,636	Total ambulatory: 442 Total non ambulatory: 289 COVID-19 Impact: Hayward temporarily paused group trips (non essential) in response to the order to shelter in place (March 2020).
Meal Delivery	Meals on Wheels (Service Opportunity for Seniors (SOS))	78,904			\$ 75,000								\$ 75,000	Number of meals delivered
Mobility Mgmt/Travel Training	Hayward on the Go! Travel Training (CRIL)	35			\$ 61,974								\$ 61,974	Number of workshops: 9 Number of Participants in TT Workshops: 35 COVID-19 Impact: Hayward temporarily paused in-person training in response to the order to shelter in place (March 2020). CRIL is in the process of developing a virtual travel training process.
Specialized Accessible Van	Alzheimer's Services of the East Bay	330			\$ 75,000								\$ 75,000	35 unduplicated clients with dementia received 330 one-day unduplicated trips. COVID-19 Impact: Since March 17, 2020, ASEB has been providing Hayward participants/caregivers telephonic and virtual (Zoom) case management. ASEB staff delivers ACTIVITY KITS twice a week to families and ASEB has developed a YouTube training program for families to use. Field Trips were cancelled.
Door-through-Door/Volunteer Driver	VIP Rides (LIFE ElderCare)	211			\$ 72,669								\$ 72,669	
Specialized Accessible Van	Van Share Program (CRIL)	0			\$ 21,956								\$ 21,956	Program temporarily suspended.
Same-Day Transp. - TNC	Eden Information & Referral (2-1-1)				\$ 24,340								\$ 24,340	Initial cost of Program Implementation (FY21 new program administrator)
Means-Based Fare Program	HOP												\$ -	
													\$ -	
													\$ -	
													\$ -	
													\$ -	
					\$ -	\$ 1,027,205	\$ -	\$ -	\$ -		\$ -		\$ 1,027,205	

Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)
Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
Same-Day Transp. - TNC	VIP ZIP	Eden Information & Referral (2-1-1)/Uber/Lyft	TNC: On-demand transportation for eligible clients to meet Activities of Daily Living (ADL's) needs	HOP will pay the costs of rides over \$4.00 up to a maximum of \$20.00. Any costs over \$20.00 are the rider's responsibility.	Debit/Credit Card	Accessible	Same Day	Curb-to-Curb	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Cherryland, San Lorenzo, Ashland
Customer Service and Outreach	Research, Marketing & Data Collection	City of Hayward	Communications Costs-Research, Marketing & Data Collection	N/A	N/A				City of Hayward
Management/Overhead	Program Administration	City of Hayward	Operations Costs-Administrative costs for program delivery	N/A	N/A				City of Hayward
Group Trips	Group Trips	A-Para Transit, Inc.	Groups of 4 or more: transportation for groups of eligible clients to meet ADL needs	N/A	N/A	Accessible	Pre-scheduled	Curb-to-Curb	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Cherryland, San Lorenzo, Ashland
Meal Delivery	SOS Meals on Wheels	Service Opportunity for Seniors (SOS)	Delivery of meals to homebound seniors	N/A	N/A		Pre-scheduled		Hayward, Unincorporated San Leandro, Castro Valley, Fairview, Cherryland, San Lorenzo, Ashland
Mobility Mgmt/Travel Training	Hayward on the Go! Travel Training	Community Resources for Independent Living	Mobility management training for seniors and people with disabilities	N/A	N/A		Pre-scheduled		Hayward, Unincorporated San Leandro, Castro Valley, Fairview, Cherryland, San Lorenzo, Ashland
Specialized Accessible Van	Alzheimer's Services of the East Bay	Alzheimer's Services of the East Bay	Transportation to Hayward Adult Day Health Care centers, support for caregivers and individuals recently diagnosed with dementia	N/A	N/A	Accessible	Pre-scheduled	Door-to-Door	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Cherryland, San Lorenzo, Ashland
Door-through-Door/Volunteer Driver	VIP Rides	LIFE ElderCare	Trained volunteers provide door-through-door transportation to eligible clients to meet ADL needs	N/A	N/A	Accessible	Pre-scheduled	Door-through-Door	Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Cherryland, San Lorenzo, Ashland
Means-Based Fare Program	HOP Means-Based Fare Program	City of Hayward	On-demand transportation for eligible clients to meet ADL needs	N/A	N/A				Hayward, Unincorporated San Leandro, Castro Valley, Fairview, Cherryland, San Lorenzo, Ashland
Means-Based Fare Program	HOP/Hayward Navigation Center	City of Hayward	ADL	N/A	N/A				AC Transit Local Service Area
Capital Purchase	PW Safe Routes for Seniors	City of Hayward	Improved Mobility	N/A	N/A				City of Hayward

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Same-Day Transp. - TNC	VIP ZIP	40 rides per month	N/A	N/A	M-F, 8:15AM-5:30PM	70+ Years of Age or Adult with certified disability and unable to drive or use public transportation independently	Continuing/Ongoing	10,000	
Customer Service and Outreach	Research, Marketing & Data Collection	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		
Management/Overhead	Program Administration	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing		
Group Trips	Group Trips	2 trips per org per month	Mon - Sat	Reservations accepted by 3rd calendar week from upcoming month	9am-4pm	Adheres to Alameda CTC Implementation Guidelines	Continuing/Ongoing	2,000	
Meal Delivery	SOS Meals on Wheels	Daily per client	Mon - Sat	By request	9am-5pm	Adheres to Alameda CTC Implementation Guidelines	Continuing/Ongoing	55,200	
Mobility Mgmt/Travel Training	Hayward on the Go! Travel Training	By appointment	case-by-case basis	By appointment	9am-5pm	Adheres to Alameda CTC Implementation Guidelines	Continuing/Ongoing	100	
Specialized Accessible Van	Alzheimer's Services of the East Bay	as requested	Mon - Fri	By request	9am-5pm	Adheres to Alameda CTC Implementation Guidelines	Continuing/Ongoing	1,600	
Door-through-Door/Volunteer Driver	VIP Rides	as requested	case-by-case basis	By appointment	9am-5pm	Adheres to Alameda CTC Implementation Guidelines	Continuing/Ongoing	1,900	
Means-Based Fare Program	HOP Means-Based Fare Program	40 rides per month	N/A	N/A	N/A	Adheres to Alameda CTC Implementation Guidelines	Continuing/Ongoing	1,000	
Means-Based Fare Program	HOP/Hayward Navigation Center	40 rides per month (TNC); 1 monthly AC Transit Easy Pass per qualifying resident; 20 Day Passes per month	According to AC Transit bus schedules for Easy Pass	N/A; Advance reservation only, up to 7 days in advance (EBP)	Mon - Fri 8:15AM-5:30PM (TNC); 8am-5pm (EBP)	Adheres to Alameda CTC Implementation Guidelines	Continuing/Ongoing	500	
Capital Purchase	PW Safe Routes for Seniors	N/A	N/A	N/A	N/A	ADA Improvements	Continuing/Ongoing		In collaboration with COH Public Works - Downtown area is in design phase and construction is tentatively scheduled to commence summer 2021

Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$1,011,547
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$713,195
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$1,062,371
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$985,415
Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$3,772,529
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$3,772,529

Total FY 2021-22 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2021-22)											
Service/Program Name											Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2021-22 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (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>
VIP ZIP	10,000	\$ 358,460									\$ 358,460
Research, Marketing & Data Collection	0	\$ 75,000									\$ 75,000
Program Administration	0	\$ 550,000									\$ 550,000
Group Trips	2,000	\$ 75,000									\$ 75,000
SOS Meals on Wheels	55,200	\$ 90,000									\$ 90,000
Hayward on the Go! Travel Training	100		\$ 75,000								\$ 75,000
Alzheimer's Services of the East Bay	1,600		\$ 75,000								\$ 75,000
VIP Rides	1,900		\$ 95,000								\$ 95,000
HOP Means-Based Fare Program	1,000	\$ 25,000									\$ 25,000
HOP/Hayward Navigation Center	500	\$ 100,000									\$ 100,000
PW Safe Routes for Seniors	0			\$ 1,000,000							\$ 1,000,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	72,300	\$ 1,273,460	\$ 245,000	\$ 1,000,000	\$ -	\$ -		\$ -	\$ -		\$ 2,518,460

Budget check (total revenue less total cost): \$1,254,069

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$206,283	\$1,047,786	\$1,254,069
Reserve balance as percent of FY 2021-22 Revenue*	29%	106%	74%

*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 2021-22

Planning Area: Central County
Paratransit Program: San Leandro

Staff Recommendation: Recommend program plan for full approval

- Services provided:
 - Same-Day Transportation – Taxi
 - Accessible Shuttle - FLEX
- 100% Measure B/BB
- 207% reserves
- Cost per trip – Accessible Shuttle increasing by \$10
- Trends in registration – Registration down but expected to increase
- Trends in trip provision – Trips projected to increase
- Demographics reporting – Some demographic data provided
- Elements requiring Alameda CTC approval (approved by Alameda CTC on April 12, 2021):
 - Planned Capital Expenditures – The FLEX RIDES Shuttle Expansion Plan recommended improving stop amenities. City staff have conducted a complete stop location review and plan to provide sheltered seating areas for our riders at selected locations.
 - Means-Based Fare Programs

- Higher Subsidy for Out of Service Area Medical Appointments – The City will explore the option for a higher subsidy for out of service area medical appointments if sufficient funds are available. Income and medical appointment verification will be used to confirm eligibility for those members who wish to use the RIDES On Demand service.
- San Leandro will research the feasibility to develop a means-based fare program for FLEX RIDES On Demand members if sufficient funds are available. Basic qualifications for a means-based higher subsidy may include enrollment with the FLEX RIDES Paratransit Program and meeting Extremely Low-Income guidelines. Proof of income documentation, such as social security benefit statement, disability benefit statement or pension-investment benefit statement or bank statement may be required.
- Additional staff notes
 - FLEX RIDES Shuttle: Changes to improve and spread awareness of programs; Existing vehicles will be replaced by newer interim vehicles in March of FY 2020-21 to facilitate the operational change to bidirectional routes. Monitoring and surveying will take place once bidirectional service has been implemented and will be extended into FY 2021-22 to allow additional rider feedback to inform future decisions about route changes or other service enhancements.
 - FLEX RIDES On Demand: TNC Concierge with GoGo Grandparent, subsidized rides
 - Plans to implement NEXTBUS on Shuttle

FY 2021-22 Annual Paratransit Program Plan Application

Due by February 26, 2021

CONTACT INFORMATION	
Agency:	City of San Leandro
Contact Name:	Ely Hwang
Title:	Recreation and Human Services Manager
Phone Number:	(510) 577-3463
E-mail Address:	ehwang@sanleandro.org

Date Submitted: February 26, 2021

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 Table 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 2020 (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 Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **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.

- **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 same-day 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").*
- **Means-Based Fare Programs:** *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 may be required to submit further information.*

A. Explain the impact of the COVID-19 pandemic on the FY 2019-20 and FY 2020-21 programs.

The impact of the COVID-19 pandemic on FY 2019-2020 and FY 2020-2021 programs has included decreases in membership renewals, ridership levels and on occasion increased lead time for staff to process applications due to working remotely. Understandably, members are limiting their travel during Shelter In Place. Many do not want to risk leaving their homes; also some members were not aware that the services were still operating for essential travel despite the communications that were sent out to advise them that service was not disrupted.

Moving into FY 2020-2021, ridership has increased minimally. However, members continue to limit their travel, given the concern about exposure to COVID-19 and the slow rollout of the vaccination process.

B. Provide a short narrative description of your agency's FY 2021-22 program.

FLEX RIDES Shuttle- Accessible Fixed Route Shuttle:

The City of San Leandro Paratransit Program services will continue to have a fixed-route shuttle (FLEX RIDES Shuttle) program. The service currently consists of two intersecting 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. Changes to shuttle route/frequency will be implemented during the fourth quarter of the FY 2020-2021. The new service days/hours will be Monday, Tuesday and Thursday, 8:30am-5:30pm. This allows us to operate each route bidirectionally in order to decrease wait times and provide more direct service. The City of San Leandro is currently in agreement with MV Transportation, Inc. to provide transportation and drivers for the FLEX RIDES Shuttle program.

FLEX RIDES On Demand - Same Day Transportation Program:

The City of San Leandro will continue offering subsidized Rides On Demand Service in partnership with GoGo Technologies, Inc. This service allows qualified riders access to Uber rides, with GoGo Technologies serving as customer liaison between riders and Transportation Network Companies (TNCs). Rider's share of cost will be \$4.00 up to a maximum of \$20. If total one-way trip cost exceeds \$20, rider will be responsible for \$4.00 plus the amount exceeding \$20 (e.g. total ride cost is \$26.00, rider will pay \$4.00 + \$6.00 = \$10 total). Ride fees are will be charged directly to customer via debit/credit card. Program hours are 24 hours a day, 7 days a week.

Customer Service/Outreach:

Outreach efforts for 2021-2022 may continue to be impacted by the COVID-19 global pandemic. Outreach efforts may include, but not be limited to, pop-up "kiosks" with information and sign up materials, workshops, presentations to senior residential housing residents, community centers, faith communities, etc. to increase awareness and to provide individuals assistance to sign up for transportation programs. Outreach may be conducted virtually and/or in person.

The City is expanding the outreach and marketing program to be more inclusive of the Asian and Hispanic communities, in response to needs identified in the City's Human Services Gap Analysis and by the FLEX RIDES Expansion Plan Report. The City will continue 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. Program information, schedules, applications and other program documents will continue to be translated, and verbal interpreters will be engaged as needed for outreach events.

In addition to the outreach efforts above, opportunities for riders to obtain hands on or virtual Travel Training, in partnership with the Center for Independent Living, are now available.

Management/Overhead:

The FLEX RIDES Paratransit programs are overseen by the City's Senior Services Supervisor and Paratransit Admin to coordinate daily operations, budget, participate 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. Paratransit Admin provides one-on-one orientations and customer support as requested by clients.

During FY 2020-2021, the City contracted with Nelson/Nygaard to implement changes and enhancements, and to conduct program monitoring for the Accessible Fixed Route FLEX RIDES Shuttle and FLEX RIDES On Demand programs. The Implementation phase is anticipated to be completed by the end of 2021.

- C. 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?**

Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:

The shuttle program is available for senior residents and people with disabilities who meet the age requirements. Seniors are required to be 50+ years old; alternately, adults must be 18+ years old with a disability and a qualified participant with East Bay Paratransit. Most riders are using the shuttle to go to medical appointments, basic shopping needs, and other care-related trips. The City's Senior Community Center is one of the stops and serves as the transfer point for the two routes. This provides transportation to the Center's Spectrum Senior Meal program, Mercy Brown Bag grocery program, Food for San Leandro Families program and (prior to the pandemic) educational and fitness classes, social events, and human services. Not only does the Shuttle Program provide much-needed transportation, but it also provides additional benefits that promote independence and socialization; a sense of self-determination; and serves to provide seniors access to more opportunities for health and wellness. The FLEX RIDES Shuttle provides a comfortable and secure way of traveling and allows the recipient to have peace of mind and the ability to manage their basic needs independently.

Same Day Transportation Program - FLEX RIDES On Demand:

FLEX RIDES On Demand has been selected to serve as an important adjunct to the Shuttle Service. FLEX RIDES On Demand offers an alternative curb-to-curb service for riders 70+ years old to travel to destinations not located along the Shuttle Service routes. It offers a wider service area as well as 24/7 access to transportation. It also offers the advantage of freeing riders from the necessity of filling out and carrying vouchers, as well as cash transactions with drivers. This service provides a more nimble, flexible option to deliver riders directly to medical facilities and providers, shopping destinations, leisure and social activities.

Community Education:

The City is prioritizing the tailoring of community education in order to meet FLEX RIDES members' special needs. City staff has partnered with The Center for Independent Living to provide virtual travel training, travel safety workshops and travel planning workshops for members at no cost.

- D. 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. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:

The most common trip destinations for San Leandro FLEX RIDES Shuttle riders are listed below:

Medical Facilities and Appointments

- Kaiser Permanente Medical Center
- San Leandro Hospital

Major Shopping Complexes

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

Senior Housing Facilities

- Eden Lodge
- Fargo Senior Center Apartments
- Broadmoor Plaza

Community Resources

- San Leandro Senior Community Center

Transportation

- San Leandro BART Station

The FLEX RIDES Shuttle routes (North and South) travel in areas where other major destinations are accessible for riders (e.g., CVS Pharmacy, US Post Office).

Same Day Transportation Program - FLEX RIDES On Demand:

The data received from the GoGo Technologies dashboard does not provide the specific location name, only addresses. Therefore, the ride type is readily available. Based on a random sampling of addresses provided, common trip destinations for seniors and people with disabilities are medical centers/hospitals, grocery shopping centers and personal use.

- E. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

Accessible Fixed Route FLEX RIDES Shuttle:

Average trip length is presently projected to take approximately 30 minutes for each completed bidirectional loop for all four routes.

Same Day Transportation Program - FLEX RIDES On Demand:

Based on the data provided to us by GoGo Technologies, the average trip length is 11.85 minutes. A few riders had requested out of service area destinations for medical appointments in Emeryville, so this destination has been added to the service area for 2021-2022.

2. Will your agency's program for FY 2021-22 conform to the Paratransit Program Implementation Guidelines, as required?

Yes

No

- A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 26, 2021)

3. If proposing any service or program changes in FY 2021-22 from the current year, FY 2020-21, 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.

2021 -22 Anticipated Changes:

Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:

One of the priorities for FY 2021-2022 is to make this program more accessible for all seniors and riders with disabilities.

Changes to improve and spread awareness of programs:

- Project Management, Marketing, Travel Training, and program monitoring of new FLEX RIDES Shuttle routes and FLEX RIDES On Demand.
- Improved Stop Amenities - shelters, seating.

Existing vehicles will be replaced by newer interim vehicles in March of FY 2020-21 to facilitate the operational change to bidirectional routes. Monitoring and surveying will take place once bidirectional service has been implemented and will be extended into FY 2021-2022 to allow additional rider feedback to inform future decisions about route changes or other service enhancements.

Same Day Transportation Program – FLEX RIDES On Demand:

New and existing FLEX RIDES clients have responded positively to the FLEX RIDES On Demand service. Rides On Demand clients now enjoy access to a quick, reliable source for curb-to-curb transportation that offers subsidized rides. Additionally, FLEX RIDES On Demand provides access to most communities of Alameda County, albeit at a higher out-of-pocket cost if the ride is outside the defined service areas shown below:

Alameda	Dublin	Livermore	San Leandro
Ashland	Emeryville	Newark	San Lorenzo
Castro Valley	Fremont	Oakland	San Ramon
Cherryland	Hayward	Pleasanton	Union City

4. **Looking ahead, beyond FY 2021-22, 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.

Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:

The introduction of the new route/schedule will require close monitoring to determine whether further adjustments are necessary to maximize the service's effectiveness. The City anticipates that adjustments may be necessary, but these most likely would be of a minor nature.

Same Day Transportation Program – FLEX RIDES On Demand:

As San Leandro continues to provide this service directly to FLEX RIDES members, changes may be made to this program based upon rider feedback. City staff plan to strategize to improve equity for WAV rides. It may be possible that this need will be addressed by TNC providers this upcoming FY, but if it is not, staff is prepared to configure a plan to ensure equity for WAV rides.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2020 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 – 5F below and for each item, further explanation is requested. **If your FY 2021-22 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2020-21 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
 - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)

- E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. **Low-income requirements and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)

Planned Capital Expenditures

The FLEX RIDES Shuttle Expansion Plan recommended improving stop amenities. City staff have conducted a complete stop location review and plan to provide sheltered seating areas for our riders at selected locations.

Higher Subsidy for Out of Service Area Medical Appointments

The City will explore the option for a higher subsidy for out of service area medical appointments if sufficient funds are available. Staff have found that, occasionally, members will have medical appointments outside of the service area and cannot afford to pay such a high fare amount. Income and medical appointment verification will be used to confirm eligibility for those members who wish to use the RIDES On Demand service to attend medical appointments that are outside the indicated service area.

Means-Based Fare Program

San Leandro will research the feasibility to develop a means-based fare program for FLEX RIDES On Demand members if sufficient funds are available. Basic qualifications for a mean-based higher subsidy may include enrollment with the FLEX RIDES Paratransit Program and meeting Extremely Low-Income guidelines. Proof of income documentation, such as social security benefit statement, disability benefit statement or pension-investment benefit statement or bank statement may be required.

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.

Nelson/Nygaard (N/N) was engaged for the FLEX RIDES Shuttle Expansion Study. N/N compiled existing information about the known client base, funding, annual ridership, and 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) was also collected. The City contracted with International Contact, Inc. to increase outreach to the Asian and Hispanic communities in San Leandro. This effort resulted in the return of 201 surveys. City staff then contracted with Alice and Associates in order to solicit additional responses, resulting in the return of an additional 303 surveys. N/N has mapped

existing services, highlighted key concentrations of senior residents, disabled adults, senior living facilities, major destinations, and identified Asian and Hispanic communities where the expanded shuttle service might help to address awareness and service gaps. The Final Draft FLEX RIDES Shuttle Expansion Study was presented to the City Council at its September 3, 2019 meeting. Input from Council was incorporated into a revised Final Draft that was presented to Senior Commission at its November 21, 2019 meeting. Senior Commission provided additional input that was incorporated into the Final FLEX RIDES Shuttle Expansion Study that was accepted and approved by staff in February 2020.

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 RIDES 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). 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. The Draft FLEX RIDES Shuttle Expansion Study with recommendations was presented to the Senior Commission March 21, 2019 and during three Community Outreach Meetings March 24 - 26, 2019. The Final Draft FLEX RIDES Shuttle Expansion Study was presented to the City Council at its September 3, 2019 meeting. Input from Council was incorporated into a revised Final Draft that was presented to Senior Commission at its November 21, 2019 meeting. Senior Commission provided additional input that was incorporated into the Final FLEX RIDES Shuttle Expansion Study that was accepted and approved by staff in February 2020.

Staff will embark on fiscal analysis of the feasibility of the means-based program and increased subsidy for out of service area rides.

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.

Staff is working closely with N/N to implement the recommendations received in the FLEX RIDES Shuttle Expansion Plan. The program may be further modified upon staff review of program monitoring conducted in the first phase of the FLEX RIDES Shuttle Expansion Plan implementation.

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

During City Council Meeting on 9/3/2019, a concern regarding shuttle delays and schedules was brought forward. NEXTBUS is an innovative transportation app that allows members to track shuttles, set alarms for pick up times, obtain shuttle delay information; it has been successfully implemented by the LINKS Shuttle in San Leandro. This technology appears to be an innovative solution to the concern expressed and San Leandro plans to incorporate this service in FY 2021-2022. NEXTBUS implementation was deferred due to the decrease in projected revenues for FY 2020-2021.

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 budget for the 2021-2022 Paratransit Program will be submitted for approval by San Leandro's City Council as part of the biennial budgeting process in June 2021.

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 Table B.

Community members and potential users learn about the two different components of the FLEX RIDES paratransit services offered by San Leandro via the following sources:

- City Website
- Local Newspaper – San Leandro Times
- Mailed/Online Newsletters
- Virtual Senior Community Center Website
- Signage on FLEX RIDES Shuttles and at FLEX RIDES Shuttle stops
- Flex Shuttle fliers, applications and routes/map (always on display at the Senior Community Center and Marina Community Center; regularly distributed to City Libraries, City Hall and other locations). These printed materials are also distributed to disabled/senior living facilities, FLEX RIDES Shuttle stops/popular destinations, etc., on a periodic basis.
- Virtual or in-person one-on-one Flex Shuttle Orientations and/or refresher phone appointments
- Travel Training Workshops
- Recreation and Human Services Department Social Media outlets
- Email blasts via the Recreation and Human Services' registration software (Active Net)
- Additional publicity efforts are coordinated through the City Manager's Office, including but not limited to press releases and periodic reports from the City Manager.

ELIGIBILITY AND ENROLLMENT

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

Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:

Eligibility Requirements for the FLEX RIDES Shuttle include Seniors 50+ years old or Disabled Adults 18+ years old and must reside within the incorporated city limits of San Leandro. Adults between the ages of 18 years and 50 years must be East Bay Paratransit certified.

Same Day Transportation Program – FLEX RIDES On Demand:

Eligibility requirements for FLEX RIDES On Demand is 70+ years old or Disabled Adults 18+ years old that are East Bay Paratransit certified and must reside within the incorporated city limits of San Leandro.

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.

Accessible Fixed Route Shuttle:

All participants submit a completed FLEX RIDES Paratransit application (in person, via mail, or online) along with a valid ID, proof of residency and birth date. If the application is submitted online, the customer must provide required documentation by either mail, email, text an image or drop-off to the Senior Community Center. Once the application has been reviewed, approved and processed by FLEX RIDES Paratransit Admin, a FLEX RIDES membership card will be created and issued to the individual the same day. 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 certification.

Same Day Transportation Program – FLEX RIDES On Demand:

The enrollment process is the same as delineated above. Once FLEX RIDES Paratransit enrollment is completed, if participant meets age qualification then the FLEX RIDES Paratransit Admin enrolls client into the GoGo Technologies database to receive same day transportation services.

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.

Senior Services staff handle complaints on an individual basis, with responses within 24 hours or the next business day. Riders typically make complaints by calling the FLEX RIDES Paratransit Admin. Riders can also email FLEX RIDES Program complaints to the FLEX RIDES Paratransit Admin at lescobar@sanleandro.org.

Paratransit Admin maintains an up-to-date complaint log. Staff obtain complete incident information from the riders directly and contact our service provider immediately if deemed appropriate. The City’s contract with the transportation provider requires a 24-hour response to all complaints. The 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.

Staff also meet with the service provider as needed, but at a minimum, quarterly to discuss the program and any service-related issues.

Staff receive recommendations/commendations in the same manner.

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 Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:

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
- No seating/shelter areas at stop locations

The suggestions and commendations submitted are:

- The regularly assigned drivers are very compassionate and go out of their way to help the riders
- Construction of sheltered seating areas at stop locations

Same Day Transportation Program – FLEX RIDES On Demand:

The most recurring services complaints are as follows:

- Confusion regarding the service area and availability of rides outside the service area

The suggestions and commendations submitted are:

- Riders enjoy the extended availability they have through dispatch service provider GoGo Technologies.
- Updated multilingual marketing communication to reflect program updates
- Riders have expressed great interest and appreciation for this curb-to-curb service. It has simplified their lifestyle, especially for those unable to drive due to medical conditions

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

<p>Accessible Fixed Route Shuttle – FLEX RIDES Shuttle:</p> <ul style="list-style-type: none"> • City staff and MV Transportation plan to meet quarterly to ensure high quality service is being provided to members by their staff. • Customers are encouraged to contact FLEX RIDES Paratransit Admin if their calls are not answered by MV Transportation Dispatch. City staff will then contact FLEX RIDES Shuttle Drivers directly. • City staff have conducted a complete stop location review and plans to provide sheltered seating areas for our riders at selected locations. <p>Same Day Transportation Program – FLEX RIDES On Demand:</p> <ul style="list-style-type: none"> • City staff plan to expand marketing and outreach efforts to educate members on service area limitations. • Staff have asked GoGo Technologies staff to advise FLEX RIDES members if a trip is outside of the service area. 	
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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.

Registrants at beginning of FY 2019-20	220
Registrants at end of FY 2019-20	264
Current Registrants for FY 2020-21	212
Projected Registrants for FY 2021-22	230

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.

The pandemic resulted in a sharp decrease in membership renewals at the end of 2019-2020 and could potentially impact 2021-2022 renewal enrollment also. City staff observed that many former members chose not to renew during Shelter in Place. Staff’s inability to conduct in person outreach and education for an extended period has also contributed to the reduction in program registration. City staff anticipate registration will increase as people are vaccinated and become more comfortable leaving their homes and traveling, and staff can resume in-person outreach.

16. What are the current program registrant demographics for FY 2020-21, if available? Fill in the boxes below.

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	0%
Asian	23%
Black or African American	9%
Hispanic or Latino	17%
Native Hawaiian or Other Pacific Islander	0%
White	36%
Other	14%
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	48%
Spinal Cord (SCI)	0%
Head Injuries (TBI)	0%
Vision	0%
Hearing	0%
Cognitive/Learning	0%
Psychological	0%
Invisible	0%
Household Income	
< \$27,450	38%
\$27,451-\$45,700	40%
\$45,701-\$54,840	10%
\$54,841-\$73,100	4%
> \$73,101	8%

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2021-22.

Based on the demographic information provided, we anticipate our demographics to become more diverse as more information becomes available in multiple languages. The City plans to expand its marketing and outreach to spread awareness to diverse communities within San Leandro.

17. Do you expect the total number of one-way trips provided by your program in FY 2021-22 to increase, decrease or stay the same compared to the current year, FY 2020-21? Why?

Depending on the status of the COVID-19 pandemic, the City anticipates that the total number of one-way trips to increase compared to ridership in FY 2020-2021 as COVID cases decrease and vaccination increases.

18. Do the ridership numbers reported in Attachments Table A and Table 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.)*

19. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	16 RIDES On Demand 88 Lift uses on Shuttle 104 Total
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	0 RIDES On Demand 54 FLEX RIDES Shuttle 54 Total
Number of trips projected to consumers who require an accessible vehicle in FY 2021-22	115 Total

VEHICLE FLEET

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

SAFETY AND PREPAREDNESS

21. Describe any safety incidents recorded by your program in FY 2019-20, or to date in FY 2020-21. Specify for each of the paratransit projects and programs listed in Attachment Table 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

22. If possible, describe your city's or your program's emergency preparedness plan. Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City of San Leandro's Local Hazard Mitigation Plan continues San Leandro's emphasis on hazard mitigation prior to disasters, including maintenance of infrastructure, requirements for new construction beyond the uniform codes and education of residents and community groups. The City has continued to adopt amendments to the uniform building codes with each code cycle to improve seismic safety and fire safety. The City provides extensive public education in emergency preparedness through a variety of means, including classes, community events and the newly created San Leandro Community Emergency Response Training (CERT) program that trains individuals and groups on how to make their homes, businesses and neighborhoods more resilient as well as how to respond in a disaster.

The City of San Leandro is located in an urban area and is subject to earthquakes, landslides, urban/wildland fires, urban creek flooding, and major transportation accidents. The City has sustained millions of dollars in damages from earthquakes, flooding and landslides. As a result, in 1991, the Federal Emergency Management Agency (FEMA) named the City of San Leandro as a Project Impact City, which called for the City to:

- Identify and delineate hazards, and assess risk and vulnerability within the City
- Develop a comprehensive risk reduction program for the community that includes information, education, prevention and policy/legislation
- Develop technical and financial assistance for safety efforts that can be made available (including incentives) to facilitate loss-reduction projects
- Document and broadcast the successes of Project Impact

This Local Hazard Mitigation Plan (LHMP) wraps in the many hours of work and outreach devoted to the Project Impact initiative as well as current planning efforts in order to comply with the

Disaster Mitigation Act of 2000 requirements. San Leandro's original Hazard Mitigation Plan, adopted on July 5, 2005 by the City Council, was reviewed and commented on by the State Hazard Mitigation Officer in the Governor's Office of Emergency Services, FEMA, and the public. Upon acceptance by FEMA, the City will gain eligibility for Hazard Mitigation Grant Program funds.

The plan does not specifically include the FLEX RIDES program. The emergency preparedness plan is available online. Please click on the link below to review in depth.

<https://www.sanleandro.org/civicax/filebank/blobdload.aspx?BlobID=28342>

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2021-22 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table 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.

24. 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

- 100% of FLEX RIDES Admin's compensation
- 35% of the Senior Services Supervisor's compensation
- 20% of contracted amount for Nelson Nygaard consulting services (projecting 80% contract completion at beginning at 2021-2022)

B. Customer Service and Outreach Costs

The outreach and marketing budget for FY 2021-22 will include major expenditures for culturally competent marketing and outreach. This need was identified in the Program Expansion Plan report prepared by Nelson\Nygaard. Expenditures will include, but not be limited to, translation and oral interpretation, updated brochures, fliers, surveys, and other printed marketing materials, mass and social media marketing, automated messaging services and electronic surveys.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2021-22, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?

The implementation of the FLEX RIDES Expansion Plan, while well underway, did experience significant delays due to the COVID-19 pandemic. This, combined with reduced funding projections, has resulted in taking a conservative approach to planned expenditures for 2021-2022. Staff will conduct a robust mid-year financial evaluation to determine whether it's financially feasible to move forward with Means-Based Fare Program, and/or a higher subsidy for medical appointments outside of the currently defined service area. Staff also anticipate that further route changes and/or service enhancements may be implemented after program monitoring data is analyzed, possibly

resulting in further expenditures not identified in the current Expansion Plan budget projections.

MISCELLANEOUS

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

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)
Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Contractor	Need(s) Met	Cost to Consumer		For Trip Provision Services			
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Eligible Service/Program Type <i>Drop-down Menu</i>	Service/Program/Project Name	If service is contracted, provide name of contractor/service provider	Need(s) this Service Meets (E.g. medical, grocery, recreation, regional trips, etc.)	Fare/Cost to Consumer	Fare Medium (E.g. cash, voucher, reimbursement, annual fee, etc.)	Vehicle Accessibility <i>Drop-down Menu</i>	Is this a same day or pre-scheduled service? <i>Drop-down Menu</i>	Is this a fixed route or origin-to-destination service (e.g. door-to-door)? <i>Drop-down Menu</i>	Service Area
Management/Overhead	Mgmt/OH: Paratransit Admin	N/A	FLEX Coordinator, Senior Services/Customer Service, FLEX Operations	N/A	N/A		Pre-scheduled		San Leandro
Management/Overhead	Mgmt/OH: Senior Svcs Supervisor	N/A	Senior Services Supervisor	N/A	N/A		Pre-scheduled		San Leandro
Management/Overhead	Mgmt/OH: Expansion Plan Implementation	Nelson\Nygaard Associates	FLEX RIDES Expansion Plan Implementation and Program Monitoring	N/A	N/A		Pre-scheduled		San Leandro
Customer Service and Outreach	Cust Svc/Outreach: Culturally Competent Marketing and Promotion	Alice and Associates, International Contacts, 440 Creates, various media outlets	Increase awareness and knowledge of senior transportation services in multiple languages (Spanish, Chinese).	N/A	N/A		Pre-scheduled		San Leandro
Mobility Mgmt/Travel Training	Travel Training and Community Outreach	Center for Independent Living (CIL)	Travel and Safety Training	N/A	N/A		Pre-scheduled		San Leandro
Same-Day Transp. - TNC	Same-Day Transp. - TNC: FLEX RIDES On Demand	GoGo Technologies, Inc.	Door to Door services for basic life trips: medical, groceries, shopping, recreation	Rider pays first \$4 of the trip. Subsidized program covers up to \$20. Rider pays amount that exceeds \$20 (in addition to first \$4).	Cash- Trip amount is charged to rider's debit/credit card	Accessible	Same Day	Door-to-Door	Alameda, Ashland, Castro Valley, Cherryland, Dublin, Emeryville, Fremont, Hayward, Livermore, Newark, Oakland, Pleasanton, San Leandro, San Lorenzo, San Ramon, Union City
Accessible Fixed-Route Shuttle	Accessible Fixed-Route Shuttle: FLEX RIDES Shuttle	MV Transportation	Fixed route shuttle service for basic life trips- medical, groceries, shopping, recreation	N/A	N/A	Accessible	Same Day	Fixed Route w/Deviations	San Leandro
Capital Purchase	Capital Purchase: Stop Amenities	TBD	Seating and shelter for riders to wait for shuttle	N/A	N/A		Pre-scheduled		San Leandro
Capital Purchase	Capital Purchase: NEXTBUS	NEXTBUS	Shuttle reliability, reporting, delays, tracking, schedules	N/A	N/A		Pre-scheduled		San Leandro

Note: Definitions for each drop-down menu are in the Implementation Guidelines

Service/Program Type and Name		Limits	Schedule	Eligibility	Status	Deliverables	Notes		
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P		
Service/Program Type <i>Will automatically populate from rows above</i>	Service/Program/Project Name <i>Will automatically populate from rows above</i>	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status <i>Drop-down Menu</i>	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
Management/Overhead	Mgmt/OH: Paratransit Admin	N/A					Continuing/Ongoing		
Management/Overhead	Mgmt/OH: Senior Svcs Supervisor	N/A					Continuing/Ongoing		
Management/Overhead	Mgmt/OH: Expansion Plan Implementation	N/A					Continuing/Ongoing		
Customer Service and Outreach	Cust Svc/Outreach: Culturally Competent Marketing and Promotion	N/A					Continuing/Ongoing		
Mobility Mgmt/Travel Training	Travel Training and Community Outreach	N/A	Monday-Friday, 8:30am-5:00pm or as needed	Travel Training- One week in advance notice to ensure availability	Monday-Friday, 8:30am-5:00pm or as needed		Continuing/Ongoing	66	
Same-Day Transp. - TNC	Same-Day Transp. - TNC: FLEX RIDES On Demand	24 one way trips/month	GoGo Technologies is available 24/7 to provide assistance with reservations.	Trips may be both pre-scheduled or Same Day. Same day, an hour+ in advance to avoid delays. Pre-scheduled rides may be scheduled up to six months in advance.	24 hours a day, 7 days a week	San Leandro resident, 70 years old or 18 years old with EB Paratransit certification	Continuing/Ongoing	6,650	
Accessible Fixed-Route Shuttle	Accessible Fixed-Route Shuttle: FLEX RIDES Shuttle	FLEX Shuttle does not have a limit on the amount of trips			Monday, Tuesday, Thursday 8:30am-5:30pm	San Leandro resident, 50 years old or 18 years old with EB Paratransit certification	Continuing/Ongoing	14,990	New M-T-TH schedule with dual bi-directional loops to be implemented March 2021
Capital Purchase	Capital Purchase: Stop Amenities	N/A	N/A	N/A	N/A	N/A	Continuing/Ongoing	5	
Capital Purchase	Capital Purchase: NEXTBUS	N/A	N/A	N/A	N/A	N/A	To be initiated in FY 21-22	1	
0	0								
0	0								
0	0								
0	0								

Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$158,062
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$245,491
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$723,420
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$339,192
Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$1,466,165
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$1,466,165

Service/Program Name		Total FY 2021-22 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2021-22)									Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2021-22 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (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>
Mgmt/OH: Paratransit Admin	0	\$ 16,465	\$ 24,698	\$ 35,989	\$ 16,936						\$ 94,088
Mgmt/OH: Senior Svcs Supervisor	0	\$ 7,903	\$ 11,854	\$ 17,273	\$ 8,129						\$ 45,159
Mgmt/OH: Expansion Plan Implementation	0	\$ 2,896	\$ 4,344	\$ 6,330	\$ 2,980						\$ 16,550
Cust Svc/Outreach: Culturally Competent Marketing and Promotion	0	\$ 6,769	\$ 10,154	\$ 14,796	\$ 6,962						\$ 38,681
Travel Training and Community Outreach	66	\$ 525	\$ 788	\$ 1,147	\$ 540						\$ 3,000
Same-Day Transp. - TNC: FLEX RIDES On Demand	6,650	\$ 17,500	\$ 26,250	\$ 38,250	\$ 18,000						\$ 100,000
Accessible Fixed-Route Shuttle: FLEX RIDES Shuttle	14,990	\$ 85,540	\$ 128,310	\$ 186,966	\$ 87,984						\$ 488,800
Capital Purchase: Stop Amenities	5	\$ 8,750	\$ 13,125	\$ 19,125	\$ 9,000						\$ 50,000
Capital Purchase: NEXTBUS	1	\$ 1,050	\$ 1,575	\$ 2,295	\$ 1,080						\$ 6,000
0	0										\$ -
0	0										\$ -
0	0										\$ -
0	0										\$ -
Totals	21,712	\$ 147,398	\$ 221,098	\$ 322,171	\$ 151,611	\$ -		\$ -	\$ -		\$ 842,278

Budget check (total revenue less total cost): \$623,887

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$35,057	\$588,830	\$623,887
Reserve balance as percent of FY 2021-22 Revenue*	14%	174%	107%

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

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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table D: Vehicle Fleet

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Vehicle Capacity		Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
					Ambulatory	Wheelchair			
FORD	BUS	2012	GAS	LIFT	18	5	1	MV Trans	San Leandro
FORD	BUS	2012	GAS	LIFT	18	5	1	MV Trans	San Leandro
FORD	BUS	2013	GAS	LIFT	14	5	1	MV Trans	San Leandro
FORD	BUS	2013	GAS	LIFT	14	5	1	MV Trans	San Leandro
FORD	BUS	2021	GAS	LIFT	14	4	1	MV Trans	San Leandro
FORD	BUS	2021	GAS	LIFT	14	4	1	MV Trans	San Leandro
The interim (yellow highlighted) vehicles will be replaced with new vehicles (green highlighted). Estimated delivery date for the new vehicles is July 2021.									

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