



DATE: June 16, 2009
TO: Mayor and City Council
FROM: Director of Redevelopment
SUBJECT: FY10 Annual Hayward Paratransit Program Plan

RECOMMENDATION

That Council reads this report and adopts the attached resolution approving the Annual Paratransit Plan, and authorizing the City Manager to execute contracts with Alzheimer's Services of the East Bay, Service Opportunities for Seniors / Meals on Wheels, and MV Transportation, Inc, for the continued provision of paratransit services in FY 2010.

BACKGROUND

The Alameda County Transportation Improvement Authority (ACTIA) administers the portion of Alameda County Measure B sales tax revenues that provide funding for the Hayward Paratransit Program. ACTIA requires that the City submit each Annual Paratransit Plan (Paratransit Plan) for its approval. FY 2010 will be the third year of the City's current 5-year agreement with ACTIA.

A summary of the Paratransit Plan is provided as Attachment A and describes the various paratransit services provided through both the City's door-to-door program and the Round About shuttle service. A complete copy of the Paratransit Plan is posted on the City's website, and is available upon request by contacting the Paratransit Coordinator, in the Neighborhood Services Division.

DISCUSSION

The City's door-to-door Paratransit Program is intended to meet the most vital transportation needs of older adults and people who have disabilities, are at least 18 years of age, and are unable to drive or take other forms of public transportation due to their medical or disabling conditions. The services provided complement and supplement the East Bay Paratransit Consortium's American with Disabilities Act (ADA) Paratransit Service. Utilizing a Census-based formula, ACTIA has estimated that in FY 2010 the City will receive approximately \$606,683 to continue to operate its subsidized door-to-door paratransit transportation services.

In addition to the abovementioned funds, in FY 2010 the City will receive \$220,000, which represents the second of two years' "GAP" funding to continue to operate the Round About shuttle service.

The City uses subcontractors to carry out the services in its Paratransit Plan, as described below. All contracts are subject to available funding (see Fiscal Impact section of this report).

Primary Contract – The largest contract is with a professional transportation provider responsible for the door-to-door service. The provider selected through competitive procurement for FY 2010 is MV Transportation, Inc. The amount of the contract is estimated to be \$ 620,000 (\$400,000 for door-to-door service and \$220,000 for Round About shuttle service). This estimate is based on ACTIA's sales tax revenue projections.

Specialized Contracts – The City provides funding for *Alzheimer's Services of the East Bay* and *Service Opportunities for Seniors* to reimburse the agencies for eligible transportation expenses provided for clients who meet the paratransit eligibility requirements. These contractors meet some of the special paratransit service needs not addressed by other available paratransit services. It is recommended these contracts be extended through FY 2010. Consistent with past practice, the renewed contracts would be contingent upon available funding, each contractor's performance, and the annual review and approval of City Council.

The attached resolution authorizes the City Manager to execute contracts with Alzheimer's Services of the East Bay, Service Opportunities for Seniors / Meals on Wheels, and MV Transportation, Inc, for the continued provision of paratransit services in FY 2010.

FISCAL IMPACT

The City FY 2010 Paratransit Program budget is based on a formula administered by ACTIA, which reflects sales tax revenues projected to be received by the County in FY 2010. The Hayward Paratransit Program is completely funded by Alameda County Measure B sales tax revenues and thus there will be no negative effect on the City's General Fund.

During FY 2010, however, staff will closely monitor Measure B sales tax revenues as those revenues could affect available funding in FY 2010. Should sales tax revenues fall short of projections, the City's allocation could be reduced significantly. Should this take place, the City's agreements with subcontractors contain provisions to enable the City to reduce the contractual amounts subject to available funding. This would in turn result in reductions in service levels.

The Round About shuttle service is funded using Measure B revenues received by the County in prior years, and is therefore not considered to be at the same level of risk as the door-to-door service.

PUBLIC CONTACT

There were several opportunities for citizen participation during the decision making process regarding the FY 2010 Paratransit Plan:

December 2008: A Paratransit Program Participant Survey was mailed to all riders, Social Services Agencies, and Skilled Nursing Facilities registered with the Hayward Paratransit Program. The survey requested comments and suggestions to improve the Hayward Paratransit Program. The information gained through this survey was used in developing the FY 2010 Plan.

February 2009: A survey of 5% of enrolled riders (personally contacted) indicated a 92% customer service rating. 100% indicated they would recommend the service to a friend.

May 4, 2009: The City's Draft FY10 Paratransit Plan was reviewed by ACTIA staff and the Alameda County Paratransit Advisory and Planning Committee (PAPCO), a Paratransit consumer advisory body to ACTIA. The Plan received a recommendation for full funding. The ACTIA Board of Directors is expected to approve Hayward's allocation of Measure B funding at its meeting in June 2009, pending Council's approval.

May 6, 2009: Members of the Hayward Human Services Commission reviewed a draft of the FY 2010 Hayward Plan; comments were documented and used in developing the Plan.

June 8, 2009: A copy of the Plan was posted on the City's website with paper copies available upon request from the City's Neighborhood Services Division.

ACTIA does not require a City Council public hearing. Public comments were invited by phone, email and regular mail prior to City Council approval of the Annual Paratransit Plan.

NEXT STEPS

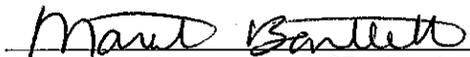
Pursuant to City Council's approval of the Paratransit Plan and attached resolution, staff will meet with representatives from each contracting agency to facilitate contract execution so that the delivery of Paratransit services will commence in a timely fashion.

Prepared by:



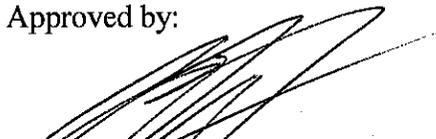
Anne Culver, Social Services Planning Manager

Recommended by:



Maret Bartlett, Director of Redevelopment

Approved by:



Gregory T. Jones, City Manager

Attachment A: FY10 Hayward Paratransit Program Plan – Executive Summary

Resolution

Attachment A

Alameda County Transportation Improvement Authority
Special Transportation for Seniors and People with Disabilities

Annual Program Submittal for Measure B Funding

--REVISED February 2009 --

Three forms are required to be completed for this application, this cover sheet, Attachment 1 (Excel spreadsheet), and your budget application (Excel spreadsheet). Answers can be entered into the fields on this form. Use the TAB key to move between fields. The fields will expand to allow as much room as needed for each answer. If you attach material, such as a driver training program, please provide a brief summary of the relevant information on this form.

Application for Funding for Fiscal Year 2009-2010

1. NAME OF JURISDICTION

City of Hayward

2. CONTACT PERSON

Name: Victoria Williams

Title: Paratransit Coordinator

Address:

Hayward City Hall, 777 B Street, Hayward, CA 94541-5007

Telephone: 510-583-4230

Fax: 510-583-4250

E-mail: victoria.williams@hayward-ca.gov

3. TYPE OF FUNDS APPLIED FOR (CHECK ONE)

- Mandated
 Non-mandated
 Minimum Service Level Gap Grant

4. TOTAL AMOUNT OF FUNDS REQUESTED

1. Base Program \$667,351 -
2. March revised amount 606,682.85

2. Minimum Service Level Gap Grant: 0

5. GOVERNING BODY RESOLUTION AUTHORIZING SUBMITTAL OF THE PLAN

- Copy attached
 Pending action on: June 16, 2009 (indicated date this item is scheduled for action)

Alameda County Transportation Improvement Authority
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6. DESCRIPTION OF SERVICES TO BE PROVIDED

- Complete the Grid below

Service Component	Service Available? (Y/N)	Type of vehicle (van, sedan, bus, taxi)	Accessible? (Y/N)	Days/ hours of Service	Eligibility requirements	Service area limits	Fares	Provider average cost per trip	Rider cost per trip	Trip limits per year per rider
Same Day	Y - limited. Most available on GAP shuttle	Lift equipped van, sedans available for special circumstances	Y	Limited. 5:00 am - 8:30 pm. Mon - Fri 5:00 am - 2:30 pm. Sat.	18+, unable to ride bus, or BART, lives in Hayward + adjacent area.	Hayward + adjacent areas.	\$2.00 for every 10 miles up to 30 miles.	\$44.21 per hour	\$2.00 for every 10 miles up to 30 miles.	10 vouchers per month = 120 per year, more in special circumstances
Pre-scheduled	Y	same as above	Y	5:00 am - 8:30 pm. Mon - Fri 5:00 am - 2:30 pm. Sat.	same as above	Hayward + adjacent areas.	same as above.	same as above	same as above	same as above
Shuttle	Y - GAP funded	same as above	Y	9:00 am - 5:00 pm. Mon - Fri	same as above	Hayward + adjacent areas.	FREE	same as above	FREE	same as above
Group Trips	N	same as above	Y	Not available at this time.	same as above	Hayward + adjacent areas.	\$2.00 each way	same as above	same as above	same as above
EBP Tickets		as EBP provides	Y	NA	ADA requirement	EBP area.	0	\$3.00	0	

6A. DESCRIPTION OF SERVICE COMPONENTS AND PLANNED CHANGES

Please provide a narrative description for each service component listed in Question 6 and describe any planned changes.

Response: Same Day Service - limited availability, to be scheduled around prescheduled medical trips. Most same day service is provided by GAP funded Round-About shuttle.

Prescheduled Service - Medical trips have priority, may be reserved 7 days in advance.

Shuttle - GAP funded, free Round-About Shuttle service.

Group Trips - will be discontinued due to funding limitations

EBP Tickets -will be discontinued due to funding limitations

7. VEHICLE FLEET

Please complete the spreadsheet "MB Annual Program Application Cover Attachment 1"

8. OBJECTIVES

Identify objectives for the proposed services. As much as possible these should be measurable in numerical terms, and should be accompanied by a baseline measure for the existing service. For example, you might target increasing the number of trips provided from 10,000 projected in the current year to 15,000 in the plan year. Use the following table, expanding the boxes vertically as needed.

Response:

Objective	Baseline	Target
Individual Trips	15,216	8,299
Alzheimer's Services of the East Bay	2,596	2,336
SOS Meals on Wheels	38,180	34,362

9. MEAL DELIVERY SERVICE

Provide information about your program's meal delivery service in the table below, including funding allocations in the current fiscal year and next year (claim year), the length (in years) that you have used Measure B funds for meal delivery, and how you plan to fund your program if faced with revenue shortfalls.

Measure B Funding for Meal Delivery Service- current year	\$32,000
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Estimated Measure B Funding for Meal Delivery Service – next fiscal year	\$28,800
Length (in years) of Measure B Funding for meal delivery	11 Years
When faced with revenue shortfalls, how do you balance meal delivery with trip requests? Please explain: Based on local community needs assessments, the Hayward Paratransit Program gives priority to medically-oriented paratransit trips. Secondary consideration is given to trips related to linking program participants with food (i.e., trips to the supermarket, trips to congregate meal sites, and meal delivery). Trips to social service/business related trips (i.e., to the bank, social services agencies, etc.) and educational/training trips (trips to colleges, work training programs, etc.) are considered as a third priority. Social/recreational trips are the program's lowest priority.	

10. DRIVER TRAINING

Describe your driver training program.

Response: Hayward's Paratransit contract requires the transportation contractor to to assure the safety of all passengers and operations personnel. The Contractor must comply with all applicable local, state, and federal regulations. The Contractor must also implement and maintain a formal safety and training program and must provide an outline of this program to the City. In addition, documentation must be maintained demonstrating that all vehicle operators and other pertinent personnel, are competent in all components of the safety and training program. This documentation must be provided to the City upon request. City staff monitors the service contract to confirm that contractor complies with all requirements, including training requirements.

The Contractor's driver training program includes, at a minimum, the following:

1. Eight (8) hours of Department of Transportation (DOT) certified defensive driving instruction (new driver training).
2. Eight (8) hours of DOT-certified passenger assistance training and sensitivity training in working with elderly and disabled passengers, including training in proper wheelchair lift operation, wheelchair tie-downs, use of child safety seats, and seat belts (new driver training).
3. Training in CPR, first aid, emergency preparedness and evacuation procedures (every 2 years).
4. Training in map reading and local geography (new driver training).
5. Training on the CITY's Paratransit Program's policies and procedures (i.e. completing vouchers, collecting fares, assisting passengers, etc.; conducted at program start-up and as needed).

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6. A re-training program, for each driver involved in a preventable accident, and for drivers with demonstrated performance problems. Retraining must be completed within two weeks following an accident.

7. Ongoing driver safety/training sessions (monthly).

8. Evaluation of drivers' skills (every six months).

11. ON-TIME PERFORMANCE

Describe your policies concerning timely pick ups or drop offs, including what window is allowed, if there is a standard for the percentage of pick ups or drop offs that must occur within the window, the policy concerning early pick ups, and whether there is a maximum amount of lateness after which a provider no-show or missed trip is counted.

Response: Late trip: passenger is picked up between 1-20 minutes outside of the pick-up window.

Very late trip: passenger is picked up between 21 and 59 minutes outside of the pick up window.

60+ late trip: passenger is picked up 60 minutes or more outside of the pick-up window.

The contractor is expected to achieve a minimum of 90% on-time performance:

No more than .5% of trips performed should fall into the "very late trip" category.

No trips performed should fall into the "60+ late trip" category.

Incentive: \$300 each month on-time performance is at or above the 95% on-time performance.

No incentive or penalty will be assessed each month on-time performance is between 90% and 95%.

A penalty of \$300 each month on-time performance is below 90% is assessed to the Contractor.

No penalty will be assessed if very late trips account for .5% or less of total trips performed.

A penalty of \$75 is assessed each month that very late trips account for .6% - 1.2 % of total trips performed.

A \$150 penalty is assessed each month that very late trips account for over 1.2 % of total trips performed.

The CITY issues an "Oops Pass" (i.e., good for one free trip up to 10 miles) to the affected program participant(s) for each incident that does not meet the minimal standards described

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above. The Contractor will not be paid for services required from the issuance of an "Opps Pass".

12. RIDE TIME POLICY

Describe your policies concerning the maximum time a rider may be on a vehicle. Indicate if there is a maximum time, and if there is a standard for the percentage of trips that must be completed within this maximum time.

Response: Hayward's policy states that a rider should not be on a vehicle longer than 60 minutes, unless otherwise approved by City (e.g. for out-of-county trips).

A \$50 penalty will be assessed for every pick-up that is over 60 minutes late (unless otherwise approved by CITY (.g. for out-of-county trips).

13. RESERVATION POLICIES

What are your policies for reserving trips? Describe these for each type of trip below. What advance notice is required or allowed? Are there limits on availability?

Individual Trip Reservation – Subscriptions (Standing Orders): Subscription trips may be scheduled up to 7 days in advance and must be pre-approved by City of Hayward staff.

Individual Trip Reservation – Same Day Trips: Same day rides are limited to the capacity of vehicles at the time that the trip request is made. When space is not available on the door-to-door service riders are encouraged to access same-day trips through the free GAP funded Round-About Shuttle program.

Group/Program Trips: Group/Program Trips will be discontinued until budget increases and priorities change.

Capacity is limited by funding availability.

14. CANCELLATIONS AND NO SHOWS

How far in advance is a rider required to cancel a trip before a no show is counted? Describe these for each type of trip below. What is your policy concerning riders with repeated no shows or late cancellations?

Individual Trips– Subscriptions (Standing Orders):

Individual Trips– Same Day Trips:

Group/Program Trips:

Response: Individual Trips - Subscriptions (Standing Orders): A rider must call at least 2 hours in advance to cancel a scheduled ride. A "No Show" penalty will be assessed if no

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cancellation is made, or if the cancellation is made with less than a 2 hour notice. Excessive "No Show" penalties may result in suspension of services, or expulsion from the program.

Individual Trips - Same Day Trips: same as above

Group/Program Trips: same as above

15. PROGRAM ENROLLMENT

What is the maximum and average time between receiving an application and enrolling an applicant in the program?

Response: The average time it takes to enroll a new rider after receiving the application is four days. The maximum time it takes to enroll a rider is one business week.

16. WAITING LIST

Is there a waiting list? If so, what are the policies that apply to it? How many people are on it? What is the average wait?

Response: There is no waiting list at the current time.

17. CUSTOMER SATISFACTION

Describe how you will measure customer satisfaction, for example, by participating in a county-wide rider survey, tracking customer comments, or other means?

Response: Feedback from customers is solicited in a number of ways.

1. Comments are solicited from riders and service providers who serve Paratransit riders on a daily basis.
2. Hayward Paratransit Advisory Committee members offer feedback on the service.
3. Hayward Paratransit hosts semi-annual meetings of Skilled Nursing Facility (SNF) staff members in order to solicit feedback from them and educate them (and the riders they serve).
4. Hayward Paratransit has a Secret Rider Program using volunteer registered riders to critique their regular trips without the knowledge of the dispatcher or driver. Secret Riders complete written reports that are sent to the Paratransit program staff for review.
5. Hayward Paratransit and Social Services staff surveys a random sampling of registered riders by telephone on an annual basis.
6. Hayward Paratransit riders participate in all planned county-wide rider surveys.

18. COMPLAINTS AND COMMENDATIONS

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Describe your complaint and commendation process. Please describe your process from beginning to end, including instructions provided to customers for filing complaints or commendations, your documentation procedures, your follow up and any changes you have made to your program as a result of customer complaints and commendations.

Response:

Compliments: Riders are encouraged to contact the Hayward Paratransit Program office when they think that a staff person has been particularly helpful, or has gone out of their way to provide assistance. The contractor issues a notice of commendation and rewards are sometimes given to personnel in order to reinforce the delivery of excellent service.

Complaints: Passengers are encouraged to file a complaint, verbally or in writing, any time that the service is not satisfactory, safe or secure. To assist us in investigating service concerns, riders are asked to file the complaint as soon as possible, including the following information:

1. Name, address and telephone number (optional)
2. Date and time of incident
3. Details of the incident

All complaints are carefully considered and every effort is made to resolve complaints in a timely manner. All information received is kept confidential unless the program participant is notified as a necessary course to addressing a problem. Program participants may request that action not be taken; however, in order to encourage complete candor, riders are informed that confidentiality is strictly maintained.

Compliments and complaints are directed to:

City of Hayward Paratransit Program
Hayward City Hall
777 B. Street
Hayward, CA 94541-5007

(510) 583-4230

Upon receipt of written or verbal complaints, Paratransit Program staff investigate the incident with the rider and the transportation provider. All complaints, investigations and outcomes are documented on standard incident report forms and kept in secured files.

19. PLANNING PROCESS

- A. List all activities undertaken in connection with this plan, including consumer or public meetings, meetings with other agencies, presentations to boards, commissions or committees, and provide general dates for these activities.
- B. Indicate whether this plan has been reviewed by a local paratransit advisory committee.
- C. Describe any surveys or analysis conducted and staff reports.
- D. Describe how the planning process is connected to the service plan: how do the

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services planned correspond to the results of the planning process?

A. Public Meetings and Dates:

Hayward Human Services Commission - May 6, 2009, Paratransit Advisory Committee - May 22, 2009, Paratransit + Skilled Nursing Facility Staff - June 4, 2009, and Hayward City Council - June 16, 2009.

B. Has this plan been reviewed by a local paratransit advisory group?

Yes → **Committee Name: Paratransit Advisory Committee
Meeting Date: 5/22/09**

No

Narrative Responses for C and D above:

1. The City of Hayward's Paratransit Advisory Committee keeps City Staff apprised of unmet transportation needs of local residents. That group meets on a quarterly basis.

2. The Hayward Human Services Commission, which advises the City Council on Paratransit Matters will review the plan at it's regular meeting on May 6, 2008.

3. Hayward City staff communicates with other Alameda County Paratransit Staff members and Paratransit consumers through active participation on the ACTIA Technical Advisory Committee and jointly with PAPCO. This helps Hayward staff to keep current with consumer transportation needs and creative solutions to meet those needs.

4. Hayward Paratransit also hosts semi-annual meetings of Skilled Nursing Facility (SNF) staff members in order to educate SNF staff and the riders they serve. Customer service comments and programmatic ideas are also shared at these meetings. This plan will be discussed at the June 4, 2009 meeting.

5. The Hayward City Council will be presented the Annual FY 2009-2010 Paratransit Plan on June 16, 2009 for approval.

20. NEEDS IDENTIFICATION

- What needs or priorities have been identified that will be met by proposed service changes?
- What needs or priorities will still not be met even after implementing proposed service changes?
- How many potential riders do you estimate will use this service this coming fiscal year?

Response:

1. It is difficult to estimate the exact number of unduplicated riders anticipated for next year. In addition to rides provided for registered individual riders, residents of skilled nursing

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facilities (SNF) who will only use the service fewer than 3 times are not required to be individually enrolled. Temporary-need riders ride under the registration of the SNF.

2. Medical trips are given priority and are now reserved one full week in advance. The schedule fills up fast. Denials are issued when space is not available.

3. Rider applications continue to be received almost daily and unfortunately, not all transportation requests can be met.

4. In order to maximize medical trip availability, group recreation trips will be denied until finances improve.

21. MINIMUM SERVICE LEVELS

Is your program currently meeting the Minimum Service Levels? (See appendix)

Yes. No. N/A – ADA Provider.

If your answer is “No”, which ones are you not meeting and how?

Response:

22. COORDINATION

Describe how services will be coordinated with other Measure B paratransit services and/or mandated ADA paratransit services so that trips can be made throughout Alameda County. Examples of coordination may include (but are not limited to) reciprocal fare agreements, reciprocal agreements to provide trips into adjoining areas, arrangements for clients to ride on other systems, and transfer arrangements. Attach copies of agreements or memoranda of understanding for coordination.

Response:

1. The City of Hayward works closely with management of the East Bay Paratransit program to optimize the use of both programs by passengers who are eligible to use both services.

2. The Cities of San Leandro and Hayward are in the process of linking each cities shuttle services so that each Cities' eligible riders may also use the other cities shuttle service optimizing service throughout the Central Alameda County region.

3. Under the auspices of ACTIA, the City of Hayward will continue to coordinate efforts with other jurisdictions through it's participation in the Technical Advisory Committee (TAC) and the Paratransit Planning and Coordination Committee (PAPCO).

23. PERFORMANCE MEASUREMENT

**Alameda County Transportation Improvement Authority
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- How will you obtain and/or track necessary financial and operating information for program management and reporting?
- If private vendors or contractors are providing the information, what steps will you take to verify or check the accuracy of the information?
- If performance data is collected by sampling, what steps will be taken to ensure that samples are representative and randomized?

Response: The Hayward Paratransit Program currently utilizes a customized database program to manage client files, oversee service utilization and process billing. Individual vouchers are used to obtain client and trip data and to monitor and control program utilization. The City and the Contractor document when pre-authorized, non-vouchered "urgent" trips are provided. The two records are reconciled to verify the service provided. Group trips are also pre-authorized before a trip can take place.

A sampling of the month's daily trip manifests are reviewed by the City at the end of each billing period.

The Hayward Paratransit Service Contract for FY 2009-10 will include Incentives and Penalties to encourage high service standards. Performance reports will be submitted to the City by the Contractor, and reviewed by City staff at least quarterly. Financial incentives and penalties will be applied in accordance with the service contract.

24. PUBLIC INFORMATION AND OUTREACH

Describe planned outreach to ensure that potential users of the services (including coordinated services) learn about them.

Response:

1. City of Hayward offers outreach presentations to residents of housing complexes for seniors and people with disabilities and to local community groups and clubs.
2. City staff also shares Paratransit information at local events (e.g. Alameda County Senior Health Fair).
3. Paratransit vehicles all display signs with ACTIA's logo and the phrase, "Your Measure B Sales Tax Dollars at Work" which includes a resource telephone number for potential riders to call for more information.
4. Paratransit Advisory Committee members include representatives from several social service agencies located within the Hayward Paratransit Service Area. These individuals also distribute Paratransit information to their co-workers and clients.

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5. The City has also posted information about the Measure B Program on its website (www.hayward-ca.gov).

25. BUDGET AND OPERATING PLAN AND FUND BALANCE RESERVE

Use the spreadsheet provided to show past, current, and planned financial and operating information. If the budget shows funds being carried over from the budget year to future years, explain below the purpose of this planned carryover in the space provided below.

Explanation of Fund Balance Reserve:

Total Measure B Fund Balance Reserve (includes designated and undesignated funds): \$0

Total Measure B Designated Funds* – Capital	\$0
Total Measure B Designated Funds* – Operations	\$0
Total Measure B Undesignated Funds	\$0
Total Measure B Fund Balance Reserve (should equal 3 lines above)	\$0
Designated Capital Funds have been carried over for three years or less	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date when Capital Funds originally designated	/ /
Please describe how you plan to use your designated Capital funds*:	
Please describe how you plan to use your undesignated funds, if any:	

Additional explanation of any notable accounting, contracting, or performance measurement practices that would affect program statistics not noted on the budget spreadsheet:

**Please see "Measure B Budget and Reporting Instructions" for a description of appropriate uses of designated funds. Designated Capital funds must be expended within three years of original designation.*

26. FTA SECTION 5310 FUNDS

Do you intend to apply for 5310 funds in the next fiscal year? Yes No.

27. MINIMUM SERVICE LEVEL (MSL) GAP GRANT FUNDS

Do you intend to apply for minimum service level gap grant funding for the next fiscal year?
 Yes No

If your answer is "No" but your answer to Question 21 was also "No", meaning you will not meet minimum service levels, please explain.

Response:

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If “Yes”, please complete the table and questions below.

Minimum Service Level (MSL) your program anticipates not meeting (see appendix)	Please describe how your program falls below this minimum service level	Funds you are requesting to meet this minimum service level
		\$
		\$
		\$
		\$
		\$
	Total	\$

Additional Questions to determine minimum service levels gap grant funding:

1. Please explain any community-specific issues that have impacted your ability to not meet minimum service levels?
2. Have you explored and documented other transportation options for seniors and people with disabilities provided by non-profit organizations in your community that might also close this service gap? Please describe.
3. If MSL gap funding was not available to meet this need, would other funding sources be available to meet this need?
 - a. If other funding was not available, how would you prioritize which minimum service levels to cut?
4. Does your program provide ADA equivalent service to those outside the ADA service corridor in your jurisdiction?

28. ANNUAL AUDIT

Date Annual Program Compliance report submitted to ACTIA: 12/19/08

29. APPROVALS AND ASSURANCES

Attach:

- A copy of a governing body resolution authorizing submittal of the plan, or a statement that the governing body has such an item on a forthcoming agenda.
- Resolution or comments from the relevant local consumer advisory group.
- Copies of agreements or memoranda of understanding for coordination.

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Appendix**

PAPCO Approved Minimum Service Levels

	Minimum Service Level	A Program <i>Exceeds</i> this MSL if...
1.	<p>Regarding who programs serve:</p> <ul style="list-style-type: none"> • People 18 and above with disabilities who are unable to use fixed route services. • Seniors 80 and above without proof of a disability 	<ul style="list-style-type: none"> • It serves minors with disabilities. • Seniors under 80 without proof of disability.
2.	<p>Regarding the type of service programs provide:</p> <ul style="list-style-type: none"> • Accessible individual demand-responsive service 	<ul style="list-style-type: none"> • It offers additional services for participants, such as group trips or meal delivery.
3.	<p>Regarding the time and days service is provided:</p> <ul style="list-style-type: none"> • At least five days per week between the hours of 8 am and 5 pm (excluding holidays) 	<ul style="list-style-type: none"> • It offers service more than five days a week. • Its service hours begin before 8 am and/or extend after 5pm.
4.	<p>Regarding the service area of a program:</p> <ul style="list-style-type: none"> • Residents using this program are able to meet life needs, including but not limited to travel to major medical facilities, full service grocery stores and other basic necessities, if ADA services, or coordination between base programs are unable to provide these trips. 	<ul style="list-style-type: none"> • It provides trips to locations beyond those which residents would travel to fulfill life needs, such as recreational trips outside city boundaries.
5.	<p>Regarding fares:</p> <ul style="list-style-type: none"> • Fares should be comparable to East Bay Paratransit and equated to distance 	<ul style="list-style-type: none"> • If a rider pays less than they would for a comparable trip on East Bay

**Alameda County Transportation Improvement Authority
Special Transportation for Seniors and People with Disabilities**

	Minimum Service Level	A Program <i>Exceeds</i> this MSL if...
	for van/sedan trips <ul style="list-style-type: none"> • Fares for Taxi trips should not exceed 50% of the total cost of the trip 	Paratransit for a van/sedan trip. <ul style="list-style-type: none"> • If a rider pays less than 50% of the total cost of the trip for a taxi trip.
6.	Regarding interim service for individuals applying for or awaiting ADA certification <ul style="list-style-type: none"> • Interim service should be provided within three business days upon receipt of application • Interim service should be provided at the request of a health care provider or ADA provider. 	<ul style="list-style-type: none"> • It provides interim service in less than three business days.
7.	Regarding reservations: <ul style="list-style-type: none"> • Programs should accept reservations between the hours of 8 am and 5 pm Monday – Friday. 	<ul style="list-style-type: none"> • It accepts reservations before 8 am and/or after 5 pm. • It accepts reservations on weekends.

**Alameda County Transportation Improvement Authority
Special Transportation for Seniors and People with Disabilities
Budget for Fund Application
REVISED February 2009**

Jurisdiction:	City of Hayward
Fiscal Year for Which Funds are Requested:	FY 2009-10
Preparer:	Victoria Williams
Date of Preparation:	5-28-09 REVISION

Line Number	Col. A	Col. B	Col. C	Col. D
	Actual Prior FY - 07/08	Projected Current FY - 08/09	Plan for Budget FY - 09/10	Budget vs. Current
Section 1: Revenues				
1 Measure B	\$706,939	\$667,351	\$606,683	-9.1%
2 MSL Gap Grant	\$0	\$0	\$0	#DIV/0!
3 Fares	\$0	\$0	\$0	#DIV/0!
4 General fund	\$0	\$0	\$0	#DIV/0!
5 Fund balance--undesignated*	\$45,842	\$40,940	\$0	-100.0%
6 Reserve funds--designated for capital*	\$0	\$0	\$0	#DIV/0!
7 Reserve funds--designated for operations	\$176,735	\$166,838	\$0	-100.0%
8 Other: interest +WC reimbursement	\$6,751	\$4,000	\$0	-100.0%
9 Total reported revenue	\$936,267	\$879,129	\$606,683	-31.0%
10 Fares retained by vendors**	\$27,682	\$21,428	\$16,597	-22.5%
11 Adjusted revenue	\$963,949	\$900,557	\$623,280	-30.8%

*See "Definitions of Terms" for definitions of "Fund Balance" and "Reserve." Total fund balance and reserve funds for the Budget FY should equal projected Net Revenue (Line 30) for the current FY.

**If accounting procedures permit, include fares retained by providers with "fares." Otherwise show them here.

Section 2: Operating Expenditures by Expense Category

12 Labor and fringe	\$188,039	\$206,717	\$144,708	-30.0%
13 Administrative expense	\$8,945	\$16,677	\$18,756	12.5%
14 MSL Gap Grant Expenditures	\$0	\$0	\$0	#DIV/0!
Contracts and grants (list each):				
15 Alzheimers Services of East Bay	\$50,000	\$50,000	\$45,000	-10.0%
16 SOS- Meals on Wheels	\$32,000	\$32,000	\$28,800	-10.0%
17 Primary Paratransit contract	\$444,315	\$447,400	\$366,883	-18.0%
18				#DIV/0!
19 Taxi reimbursement	\$0	\$0	\$0	#DIV/0!
20 Purchase of EBP Tickets	\$190	\$420	\$0	-100.0%
21 Transportation expense	\$0	\$0	\$0	#DIV/0!
22 Miscellaneous	\$5,000	\$5,580	\$2,400	-57.0%
23 Total reported operating expenditures	\$728,489	\$758,794	\$606,547	-20.1%
24 Adjusted operating expenditures*	\$756,171	\$780,222	\$623,144	-20.1%

*Including fares retained by providers and not reported as revenue.

Section 3: Capital Expenditures

25 Vehicles	\$0	\$0	\$0	#DIV/0!
26 Other:	\$0	\$0	\$0	#DIV/0!
27 Total capital expenditures	\$0	\$0	\$0	#DIV/0!

28 Section 4: Depreciation (if allowed)	\$0	\$0	\$0	#DIV/0!
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29 Section 5: Net Revenue	\$207,778	\$120,335	\$136	-99.9%
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**Alameda County Transportation Improvement Authority
Special Transportation for Seniors and People with Disabilities
Budget for Fund Application
REVISED February 2009**

Jurisdiction: City of Hayward

Fiscal Year for Which Funds are Requested: FY 2009-10

Col. A	Col. B	Col. C	Col. D
Actual Prior FY - 07/08	Projected Current FY - 08/09	Plan for Budget FY - 09/10	Budget vs. Current

Section 6: Operating Expense Allocation by Function

30 Management	\$98,897	\$112,430	\$50,693	-54.9%
31 Customer service & outreach	\$98,087	\$113,564	\$112,771	-0.7%
32 Trip provision	\$521,997	\$518,828	\$428,480	-17.4%
33 Purchase of EBP tickets	\$190	\$420	\$0	-100.0%
34 Meal delivery	\$32,000	\$32,000	\$28,800	-10.0%
35 MSL Gap Grant Expenditures	\$0	\$0	\$0	#DIV/0!
36 Other services (explain below)	\$5,000	\$5,580	\$2,400	-57.0%
37 Adjusted operating expenditures*	\$756,171	\$782,822	\$623,144	-20.4%
38 Explanation of other trips or services:	Other services = third party quarterly vehicle inspections			
39 Description of MSL Gap Grant Expenditures:				

*This total should match Line 24. Any fares retained by providers and not reported as fares should be included in allocated cost for trip provision.

Section 7: Operating Statistics (Programs receiving under \$50,000 may report total trips on the line for "other trips")

Trips provided

40 Individual demand-responsive trips	9,172	15,261	8,299	-45.6%
41 Lift/ramp-assisted trips included in above	4,024	9,160	3,569	-61.0%
42 Taxi trips included in above	0	0	0	#DIV/0!
43 Same-day trips included in above	5	0	0	#DIV/0!
44 Subscription trips included in above	3,468	5,786	3,071	-46.9%
45 Group trips	991	1,250	0	-100.0%
46 Shuttle or fixed-route trips	0	0	0	#DIV/0!
47 Other trips:ASEB _____	3,704	2,596	2,336	-10.0%
48 Subtotal - Trips provided	13,867	19,107	10,635	-44.3%
49 Attendant trips included in above	979	2,191	581	-73.5%
50 Companion trips included in above	0	0	0	#DIV/0!
51 Number of EBP Tickets Purchased	60	120	0	-100.0%
52 Meals delivered	37,847	38,180	34,362	-10.0%
53 Vehicle service hours for providing trips (excluding taxis)	14,193	10,714	8,299	-22.5%

54 Explain any notable accounting, contracting, or performance measurement practices that would affect program statistics.

DRAFT

HAYWARD CITY COUNCIL

RESOLUTION NO. 09-

Introduced by Council Member _____

*mae
6/1/09*

**RESOLUTION AUTHORIZING THE CITY MANAGER
TO SUBMIT AN ANNUAL PARATRANSIT PLAN AND
NEGOTIATE AND EXECUTE ALL DOCUMENTS
RELATED TO AND IN SUPPORT OF PARATRANSIT
ACTIVITIES**

BE IT RESOLVED by the City Council of the City of Hayward that the City Manager is authorized and directed, on behalf of the City of Hayward, to submit to the Alameda County Transportation Improvement Authority an Annual Paratransit Plan, in accordance with the terms of the City's five-year contract with ACTIA for Measure B paratransit funds.

BE IT FURTHER RESOLVED that the City Manager shall have the authority to negotiate and execute new one-year contracts with Alzheimer's Services of the East Bay and Service Opportunities for Seniors, Inc., with the option to renew for up to one additional year, and a one-year contract with MV Transportation, Inc., in a form to be approved by the City Attorney.

IN COUNCIL, HAYWARD, CALIFORNIA _____, 2009

ADOPTED BY THE FOLLOWING VOTE:

AYES: COUNCIL MEMBERS:
MAYOR:

NOES: COUNCIL MEMBERS:

ABSTAIN: COUNCIL MEMBERS:

ABSENT: COUNCIL MEMBERS:

ATTEST: _____
City Clerk of the City of Hayward

APPROVED AS TO FORM:

City Attorney of the City of Hayward