



## **Annual Paratransit Program Plan Application for Measure B and Measure BB Funding Fiscal Year 2016-2017 (July 1, 2016 - June 30, 2017)**

### **Requirements and Instructions**

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Paratransit Program Plan Review. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities.

### **Paratransit Program Plan Application Deadline: March 25, 2016**

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C and D of the provided MS Excel workbook) *NOTE: The FY2016-17 Program Plan Excel workbook contains a new tab to report on FY 2014-15 performance (Attachment A Table). The FY 2014-15 program information entered into Table A will be used to monitor program performance and, where applicable, is to align with program information included in the FY 2014-15 compliance report.*
3. References:
  - FY 2016-17 MB & MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2016)
  - Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised 2/25/16
  - Alameda CTC Timely Use of Funds Policy, adopted 12/3/15

**Submit the Word and Excel files listed above electronically via email by March 25, 2016 to Naomi Armenta: [narmenta@alamedactc.org](mailto:narmenta@alamedactc.org).**

*Be sure to include your agency name and FY 16-17 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY1617\_Paratransit\_Program\_Application.doc).*

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

## FY 2016-17 Paratransit Program Plan Application

### Due by March 25, 2016

CONTACT INFORMATION	
Agency:	CITY OF HAYWARD
Contact Name:	Dana Bailey
Title:	Paratransit Coordinator
Phone Number:	510-583-4252
E-mail Address:	Dana.Bailey@hayward-ca.gov

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

### TYPES OF SERVICES PROVIDED

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

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/25/16 (provided with the application materials).

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

## Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2016 - June 30, 2017

- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis at a reduced fare.
- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to 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 Gap funds, you will be required to submit further information.

**1A. Provide a short narrative description of your agency's FY 2016-17 program:**

**Taxi Service:** curb-to-curb, same day service available 24 hours a day/7days a week via contracted taxi providers for spontaneous travel. Mobility device accessible vehicles are available upon request.

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

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

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

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

**LIFE Eldercare /VIP Rides Volunteer Driver Program:** Volunteer driver-based mobility program for seniors and people with disabilities who would benefit from a door-through-door service experience. Pilot program is scheduled for implementation in FY 15-16.

**City-based specialized accessible car-sharing program (In Review):** Pilot program to offer disabled consumers access to a membership based car-sharing service with wheelchair/mobility device accessible vehicles available for short term reservation. Serves as a supplement to taxi service.

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

**1B. 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 suite of services offered by the HOP is intended to help seniors and people with disabilities to remain independent, age in place and continue to be active participants in the Hayward community. The HOP taxi and group trip programs are offered as a supplemental service to the ADA mandated county-wide paratransit program, East Bay Paratransit. The HOP serves seniors and people with disabilities who a) do not live within  $\frac{3}{4}$  mile of standard public transportation b) live in an area inaccessible to EBP c) are unable to certify with EBP, or d) have conditions which make utilizing regular transit physically demanding. Taxi service use in the Hayward – San Leandro service area has grown as program eligible riders have opted for the service more frequently over D2D. Riders cite reliability, availability and flexibility of travel as the greatest asset of the taxi program. Most report their quality of life is enhanced as they are able to schedule travel independently and spontaneously and rely less on family and friends for travel needs.

**1C. 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.**

Surveys of rider travel reveal enrolled clients access the service primarily to medical and pharmacy appointments, benefits offices and banking, classes, other social services programs and shopping. Review of taxi and group trip service reveals enrolled clients increasingly access the service for errands like grocery shopping and postal service.

**2. Will your agency’s program for FY 2016-17 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2016-17 Programs are *required* to conform to the Implementation Guidelines, revised February 2016)**

**Yes**       **No**

**2A. If “No”, explain below and contact Alameda CTC staff to discuss (prior to March 25, 2016)**

**3. If proposing service changes in FY 2016-17 from the current year, FY 2015-16, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

No new services are proposed for FY 16-17. However, the HOP continues to investigate the implementation of the following programs;

**Taxi ID/Debit Card:** The Cities of Hayward, Fremont, Berkeley and Oakland are collaboratively exploring electronic id/debit card options for taxi provision. Nelson/Nygaard was commissioned to complete a phased study to explore the feasibility of a regional pilot and the results of their research should be available soon.

**Needs Assessment:** An RFQ is in development to commission a Hayward-area needs assessment to ensure the planning and delivery of services over the next five years is closely aligned with the needs of seniors (age 60+) and people with disabilities. Alameda County has experienced a 54% increase in seniors age 60+ since 1980.

**City-based specialized accessible car-sharing program:** Pilot program planned in partnership with CRIL to offer disabled consumers access to a membership based car-sharing service with wheelchair/mobility device accessible vehicles available for short term reservation. Serves as a supplement to taxi service.

**PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

**4.** The 2016 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 4A – 4F below and for each item, further

explanation is requested. **If your FY 2016-17 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment, below)
- B. **City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed below)
- C. **Taxi Subsidy Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives below)
- D. **Accessible Shuttle Service** (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 below)
- F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility below)

All services are pre-existing and have received prior review by ACTC. The program is considering a driver incentive program to reward taxi drivers who provide consistently excellent service. Recommendations will be solicited from taxi riders who will submit nominations anonymously. The taxi vendor will also be encouraged to recommend drivers. Recognized drivers will receive gas cards in various denominations (determined by frequency and consistency of commendations) on a quarterly basis.

## DEVELOPMENT OF PROGRAM PLAN

5. **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.

Public input regarding the Annual Paratransit Program Plan and proposed changes was obtained through quarterly meetings of the Hayward Paratransit Advisory Committee (PAC). In addition, comments and input were sought from agencies serving eligible consumers such as CRIL, the Hayward and Castro Valley Senior Centers, Spectrum and consumer input from presentations at the five senior-only mobile home parks in Hayward. Comments and suggestions were also sought about the use of anticipated funding from the passage of Measure BB.

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

The FY 16-17 Program Plan was developed and approved in consultation with the community organizations listed above, and following authorization from the department director. In addition the program will move forward in FY 16-17 with a service area wide needs assessment.

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

Comparative analysis of taxi, door-to-door, group trip and travel training program data and the input received from the PAC and other sources were used to guide plan development.

**8. 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

If yes, provide the name of the governing body and planned or actual approval date.

Program plan review by City Council April 2016.

## OUTREACH

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

Potential users primarily access information about The HOP through direct contact with the paratransit program. Vehicle wraps and direct marketing advertising publicizing the program have also been added. 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;

The Hayward Public Library;

The Hayward Senior Center;

The Castro Valley Senior Center;

The Matt Jimenez Community Center;

CRIL

Various dialysis and medical treatment centers;

Kaiser Hospital

St. Rose Hospital

## ELIGIBILITY AND ENROLLMENT

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

Hayward service area residents who are senior (70+) or disabled adults (18+) who are unable to use public transportation because of infirmity or disability or for whom East Bay Paratransit is not an

option are eligible to enroll. An application must be submitted and approved in order to enroll, and all applicants are encouraged to enroll concurrently with EBP. Applicants under the age of 70 must submit a medical certification form signed by a physician or social worker. To qualify for scholarship, applicants must qualify by income (50% of AMI) and provide supporting documentation (proof of SSI/SDI, bank statements, most recent tax return, etc. All applicants must also apply concurrently with EBP in order to enroll with The HOP.

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

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

## CUSTOMER SATISFACTION

**12. 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. *(See questions 12A and 12B that follow)*

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

**12A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

The most common complaints involve the following;

- 1) Scheduling difficulty for taxi service after business hours or weekends;
- 2) Inability to travel outside the designated service area utilizing taxi;

The most common commendations involve the following;

- 1) Kudos to specific drivers (D2D and taxi) for excellent customer service;
- 2) Reliable and efficient scheduling of taxi rides.



**12B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

- 1) Driver incentive program: implemented following client feedback requesting a means to reward drivers who make their lives easier.

**EXPECTED DEMAND/USE OF SERVICES**

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

<b>Registrants at beginning of FY 2014-15</b>
385

<b>Registrants at end of FY 2014-15</b>
453

<b>Current Registrants for FY 2015-16</b>
501

<b>Estimated Registrants for FY 2016-17</b>
525

**13A. 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.**

Enrollment is expected to increase at a steady rate. Year to date ridership is up 15% from FY 14-15, primarily due to the elimination of the D2D option in favor of taxi service. The HOP program marketing campaign is expected to conduct targeted mailers to low-income census tracts and anticipates additional inquiries and enrollment.

**14. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2015-16? Why?**

Overall one way trips are increasing in FY 15-16 due primarily to taxi service. The program expects to see this trend continue in FY 16-17. The program is fielding more inquiries from family members and other caregivers about transportation options for eligible clients and a targeted direct mail campaign is scheduled to reach this market. Mailers and advertising in low-income census tracts in Hayward and a general mailing to Castro Valley is planned to increase awareness about the HOP and associated services.

Alameda CTC Paratransit Program Plan Application  
Application Period: July 1, 2016 - June 30, 2017

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

Yes

No

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

The program does not currently track attendant ridership.

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

Lift/ramp trips provided in FY 2014-15
1581

Lift/ramp trips to be provided in FY 2015-16
1330

Lift/ramp trips to be provided in FY 2016-17
1500

## VEHICLE FLEET

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

## SAFETY INCIDENTS

**18. Describe any safety incidents recorded by your program in FY 2014-15, or to date in FY 2015-16.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

On March 5, 2015 an MV Transportation vehicle was involved in a hit and run accident in Castro Valley. Vehicle 1198 was rear ended by a vehicle that fled the scene. There were three passengers on the vehicle at the time of the accident including the driver. The driver and one passenger were seen for minor injuries. The bus sustained damage to the rear left bumper. An accident report and claim was managed by MV Transportation.

## FINANCES: PROGRAM REVENUE AND COST

**19. Detail your FY 2016-17 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program

Alameda CTC Paratransit Program Plan Application  
 Application Period: July 1, 2016 - June 30, 2017

components funded with a Measure B Gap Grant, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

**20. 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.*

**20A. 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).

**20B. 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, PAC administration, etc.

Other related activities include community presentations, and identification of potential partnerships.

Marketing materials, vehicle signage and potentially street signage.

In FY 16-17 the HOP will commission Measure BB funded Hayward-area needs assessment to ensure the planning and delivery of services over the next five years is aligned with the needs of seniors (age 60+) and people with disabilities.

**PROGRAM FUNDING RESERVES**

**21. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2016-17, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

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

- 1) New consumer database software program;
- 2) New id/debit card system for taxi program;
- 3) Purchase of two wheelchair accessible vehicles for use in proposed city car share program;
- 4) New city car-share program including accessible vehicles;
- 5) Service area wide needs assessment of seniors and people with disabilities;
- 6) New curb-side signage at high traffic paratransit stop locations;

## MISCELLANEOUS

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

The HOP is deeply appreciative to the voters of Alameda County for Measure B/BB funds. As a measure of responsible stewardship the program will continue to seek innovative ways to proactively plan and implement programming with effective outcomes. The City of Hayward is committed to inclusiveness and will continue to prioritize programs in service to its most vulnerable residents.