



# MEASURE B PROGRAM COMPLIANCE REPORT

## Signature Cover Sheet *Fiscal Year 2013-14*

Agency Name:

Revision Number:

Choose the type(s) of report you are submitting (*check all that apply; Tables 1-3 are required*)


- Annual Program Compliance Report – Bicycle and Pedestrian Safety Funds
- Annual Program Compliance Report – Local Streets and Roads Funds
- Annual Program Compliance Report – Mass Transit Funds
- Annual Program Compliance Report – Paratransit Funds
- Tables 1- 3: Program Summary of Revenues, Expenditures, and Reserves (Excel workbook)

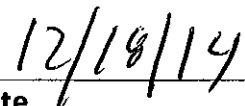
List any additional attachments included in the submittal (*check all that apply*).


- Attachment A: Bicycle and Pedestrian Attachments
- Attachment B: Local Streets and Roads Attachments
- Attachment C: Mass Transit Attachments
- Attachment D: Paratransit Attachments
- Other Attachments (*clearly label additional attachments as needed*)

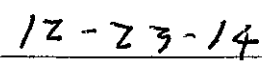
### **Certification of True and Accurate Reporting**

*By signing below, the agency manager and finance manager, or their designees certify the compliance information reported are true and complete to the best of their knowledge, and the audited dollar figures matches exactly to the Measure B revenues and expenditures reported in the compliance report and Tables 1-3.*

X   
 \_\_\_\_\_  
 Signature  
 Chris Zapata  
 City Manager

  
 \_\_\_\_\_  
 Date

X   
 \_\_\_\_\_  
 Signature  
 David Baum  
 Finance Director

  
 \_\_\_\_\_  
 Date



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**MEASURE B**  
**(BIKE-PED, LOCAL STREETS AND ROADS, AND**  
**PARATRANSIT)**  
**COMPLIANCE REPORTS**



# BICYCLE AND PEDESTRIAN PROGRAM

## Compliance Report Summary *Fiscal Year 2013-14*

1. Did your agency receive Measure B Bicycle and Pedestrian Funds in the reporting period of July 1, 2013 through June 30, 2014?

- Yes (Complete the Bicycle/Pedestrian section)  
 No (Do not complete the Bicycle/Pedestrian section and continue on)

2. Complete the below contact information.

CONTACT INFORMATION	
Bicycle/Pedestrian Program Agency:	City of San Leandro
Contact Name:	Keith R. Cooke
Title:	Principal Engineer
Phone Number:	510-577-3439
E-mail Address:	KCooke@SanLeandro.org

3. Complete the Excel Worksheets Tables 1 to 3 for the Bicycle and Pedestrian Program. (Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**  
 The values entered into Table 1 must match your agency's audited financial statements and compliance reports. Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.
- Table 2: Summary of Expenditures and Accomplishments**  
 This table describes actual expenditures and activities incurred for FY 2013-2014 (FY 13-14).
- Table 3: Summary of Planned Projects and Reserve Funds**  
 This table describes your agency's plan to expend any remaining Measure B funds within the defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.



4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify larger anticipated projects that will use these funds within the next year. Indicate N/A if not applicable. Complete Table 3 Summary of Planned Projects and Reserve Funds.

Our fund balance was greater than zero due to delays in completing several projects. However with the upcoming completion of the Hesperian-Springlake RR Crossing Pedestrian Safety Improvements and the start of the Bicycle Network (East) and the Accessible Pedestrian Signals project we will use these funds within the funding period.

5. Did your agency expend **MORE THAN** the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? Indicate N/A if not applicable.

Yes, we spent \$102,677 of prior fund balances.

6. Describe Reserve Funds. If your agency has Measure B Reserve Funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using these funds. In addition, if the use of reserves requires additional agency approvals, what is your approval process? Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.

These funds have either already been allocated or will be allocated to Bicycle and Pedestrian project through the CIP process. The majority of the funds will be expended this 14-15 Fiscal Year with any remaining in the 15-16 Fiscal Year.



7. Alameda CTC uses the data from Table 2 to monitor compliance with the Master Programs Funding Agreement requirement (Section 5.1.d): "All projects and programs that use Measure B Bicycle and Pedestrian Safety pass-through funds must receive governing board approval prior to the jurisdiction expending the pass-through funding on the project/program."

If your agency expended funds on any projects not approved by your governing board in advance (as indicated in Column Q of Table 2: Governing Board Approval), list them below and explain why your agency expended funds without agency approval.

N/A

8. Describe the governing board approval for future planned projects and/or programs. List the document type, time period, and resolution approval date. Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc.

Document Type	Time Period	Resolution Date
Biennial Budget with Capital Improvement Program	FY13-14 thru FY14-15	6/3/2013

- 9a. **Verify Bicycle/Pedestrian Master Plan Adoption.** Per Section 7 of the Master Programs Fund Agreement Bicycle/Pedestrian Safety Program Implementation Guidelines, Alameda CTC requires local jurisdictions to have current individual or combined Bicycle and Pedestrian Master Plans (*updated every five years*) or demonstrate these plans will be adopted by December 31, 2015.

Does your agency have current Bicycle and Pedestrian Master Plans, and if so, when were these last adopted by your governing board? If not, describe the steps your agency is taking to ensure a Bicycle and Pedestrian Master Plans will be adopted by the December 31, 2015 deadline.

Yes, and the Master Plans were adopted on February 7, 2011 by Resolution No. 2011-010

- 9b. Bicycle and Pedestrian Master Plans must include core elements to ensure the plans are effective and facilitate countywide planning.

- Required core elements for **pedestrian plans** are described in the *Toolkit for Improving Walkability in* [http://www.alamedactc.org/files/managed/Document/11852/ACTIA\\_Ped\\_Toolkit\\_UPDATE\\_FINAL\\_EL\\_web\\_2009.pdf](http://www.alamedactc.org/files/managed/Document/11852/ACTIA_Ped_Toolkit_UPDATE_FINAL_EL_web_2009.pdf)
- Alameda CTC is currently developing guidelines that outline required core elements for **bicycle plans**; these guidelines will apply to plans for which plan development commences after guidelines are completed. Until these guidelines are developed, bicycle plans should demonstrate that they contain the core elements from the California Streets and Highways Code Section 891.2 (see link below for a checklist of these items): [http://www.dot.ca.gov/hq/LocalPrograms/bta/PDFs/Sec891\\_2.pdf](http://www.dot.ca.gov/hq/LocalPrograms/bta/PDFs/Sec891_2.pdf)



**Which core elements are included in your agency's Bicycle and Pedestrian Master Plan(s)?** Note that links to appendices of the plan document that demonstrate compliance with required core elements may be provided in response to this question.

**10. Did your agency publish an article(s) that highlight Bicycle/Pedestrian projects and programs funded by Measure B in an agency or Alameda CTC newsletter?**

Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment A: Bicycle and Pedestrian Program Attachments.

Publication	Date Published (Month/Year)	Confirm Copy Attached? (Y/N)
Alameda CTC newsletter	Rec'd by Tess Lengyel 4/11/2014	N

No. If no, explain in the box below.

**11. Did your agency include a description of the Bicycle/Pedestrian projects and programs funded by Measure B on its website?**

Yes. If yes, include a printout of the website as Attachment A and provide the URL below that contains updated and accurate project information.

Website Address	Confirm Printout Copy Attached? (Y/N)
<a href="https://www.sanleandro.org/depts/transit/project/currproj2010.asp">https://www.sanleandro.org/depts/transit/project/currproj2010.asp</a>	N

No. If no, explain in the box below.



**12. Did your agency use signage that indicates use of Measure B funds for its Bicycle/Pedestrian projects and programs?**

Yes. If yes, include photos of the posted signage in Attachment A and describe the signage below.

Signage Location / Project	Confirm Photos Attached? (Y/N)
Measure B Improvements, Your half-cent	Y

No. If no, explain in the box below.

**13a. Describe your agency's effectiveness at meeting your planned FY 13-14 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did your agency expend the amount planned?**

Our effectiveness at meeting our planned FY 13-14 expenditure improved as we expended more than our local distribution.

**13b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned. Indicate N/A if not applicable.**

Our intentions were to complete our Bicycle Network – East project; however, staffing shortages prevented the project from moving forward as quickly as desired.





13c. If your agency expended **MORE THAN** planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. *Indicate N/A if not applicable.*

Cost for the BART-Downtown Pedestrian Improvement were more than was originally estimated for the project.

14. Provide additional information, if necessary, to further explain Measure B expenditures for the Bicycle and Pedestrian Program.

[Empty response box for question 14]



# LOCAL STREETS AND ROADS (LSR) PROGRAM

## Compliance Report Summary *Fiscal Year 2013-14*

1. Did your agency receive Measure B Local Streets and Roads Funds in the reporting period of July 1, 2013 through June 30, 2014?

- Yes (Complete the LSR section)  
 No (Do not complete the LSR section and continue on)

2. Complete the below contact information.

CONTACT INFORMATION	
LSR Program Agency:	City of San Leandro
Contact Name:	Nick Thom
Title:	Senior Engineer
Phone Number:	510-577-3431
E-mail Address:	nthom@sanleandro.org

3. Complete the Excel Worksheets Tables 1 to 3 for the Local Streets and Road Program. (Check the boxes below to indicate completion).

- Table 1: Measure B Revenues and Expenditures**  
The values entered into Table 1 must match your agency's audited financial statements and compliance reports. Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.
- Table 2: Summary of Expenditures and Accomplishments**  
This table describes actual expenditures and activities incurred for FY 2013-2014 (FY 13-14).
- Table 3: Summary of Planned Projects and Reserve Funds**  
This table describes your agency's plan to expend any remaining Measure B funds within the defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.



4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify anticipated projects that will use these funds within the next year. Indicate N/A if not applicable. Complete Table 3 Summary of Planned Projects and Reserve Funds.

The City of San Leandro has a LSR pass through fund balance greater than zero because planned projects have not yet been constructed. Planned projects are listed in table 3 with a timeline for use of funds.

5. Did your agency expend **MORE THAN** the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? Indicate N/A if not applicable.

The City spent \$4,862 from prior fund balances.

6. Describe Reserve Funds. If your agency has Measure B Reserve Funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using these funds. In addition, if the use of reserves requires additional agency approvals, what is your approval process? Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.

The City has listed several projects in the capital reserve section. Funds for these projects either have been allocated or will be allocated by the City Council as part of the CIP process in June, 2015. Table 3 contains a schedule for expenditure of these funds. No other approvals are necessary.



7. Alameda CTC uses the data from Table 2 to monitor compliance with the Master Programs Funding Agreement requirement (Section 5.d.): "All projects and programs that use Measure B Local Streets and Roads pass-through funds must receive governing board approval prior to the jurisdiction expending the pass-through funding on the project/program."

If your agency expended funds on any projects not approved by your governing board in advance (as indicated in Column T of Table 2: Governing Board Approval), list them below and explain why your agency expended funds without agency approval.

N/A

8. Describe the governing board approval for future planned projects and/or programs. List the document type, time period, and resolution approval date. Examples include a bicycle and/or pedestrian plan, capital improvement plan, prioritized project list, etc.

Document Type	Time Period	Resolution Date
Biennial with Capital Improvement Program	FY16 and 17	6/1/2015 (planned)
Biennial with Capital Improvement Program	FY14 and 15	6/3/2013

10. Complete the table below to describe your jurisdiction's road miles and conditions.

Jurisdiction's Information	
<b>CURRENT POPULATION</b> Refer to the California Department of Finance's Population Estimates: <a href="http://www.dof.ca.gov/research/demographic/reports/estimates/e-1/documents/E-1_2014_Internet_Version.xls">http://www.dof.ca.gov/research/demographic/reports/estimates/e-1/documents/E-1_2014_Internet_Version.xls</a>	87,691
<b>CERTIFIED NUMBER OF ROAD-MILES</b> Consistent with the amount reported to state and federal agencies.	391.5 lane miles
<b>PAVEMENT CONDITION INDEX (PCI) FOR AGENCY'S LOCAL STREETS AND ROADS</b> Use Metropolitan Transportation Commission's 2013 PCI Data expected by November 2014.	55? Data not published yet
<b>If the PCI Falls below a total average of 60 (Fair Condition), specify what actions are being implemented to increase the PCI.</b>  <i>Indicate N/A if not applicable.</i>	San Leandro is seeking additional revenue to be used for street maintenance and rehabilitation.



**11. Did your agency publish an article(s) that highlight Local Streets and Roads projects and programs funded by Measure B in an agency or Alameda CTC newsletter?**

Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment B: Local Streets and Roads Program Attachments.

Publication	Date Published (Month/Year)	Confirm Copy Attached? (Y/N)
Alameda CTC newsletter	Rec'd by Tess Lengyel 4/11/2014	N

No. If no, explain in the box below.

**12. Did your agency include a description of the Local Streets and Roads projects and programs funded by Measure B on its website?**

Yes. If yes, include a printout of the website as Attachment B and provide the URL below that contains updated and accurate project information.

Website Address	Confirm Printout Copy Attached? (Y/N)
<a href="http://www.sanleandro.org/depts/transit/project/default.asp">http://www.sanleandro.org/depts/transit/project/default.asp</a>	Yes

No. If no, explain in the box below.

**13. Did your agency use signage that indicates use of Measure B funds for its Local Streets and Roads projects and programs?**

Yes. If yes, include photos of the posted signage in Attachment B and describe the signage below.

Signage Location / Project	Confirm Photos Attached? (Y/N)
Floresta Blvd / Annual Overlay Reconstruction 2012-13 Estudillo Ave/ Annual Street Sealing Program 2012-13 San Leandro Blvd / BART Downtown Pedestrian Improvements Wicks Blvd / Bridge Repair and Maintenance	Yes



No. If no, explain in the box below.

**14a. Describe your agency's effectiveness at meeting your planned FY 13-14 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did your agency expend the amount planned?**

San Leandro expended more LSR funds than planned during FY 13-14.

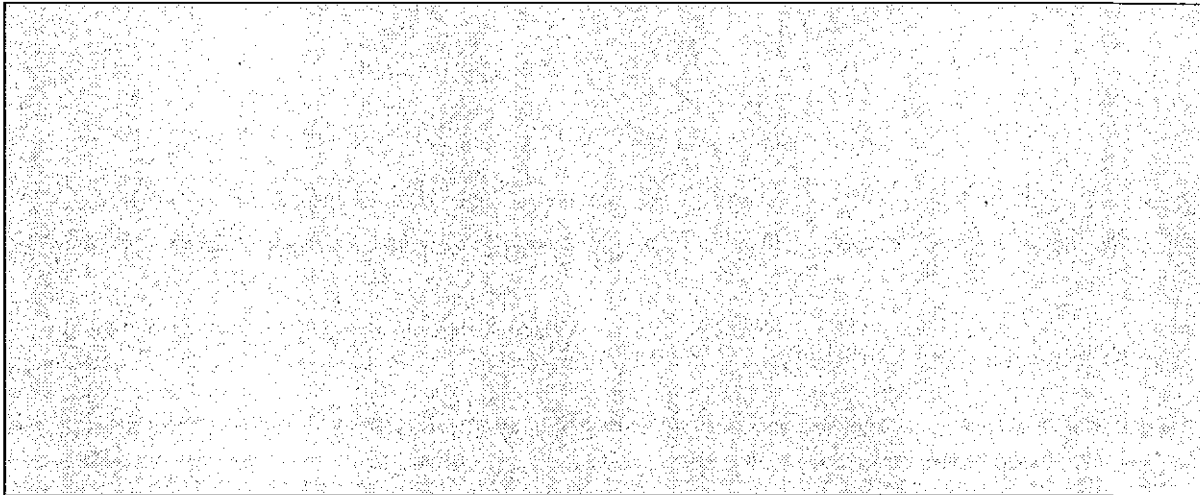
**14b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned. Indicate N/A if not applicable.**

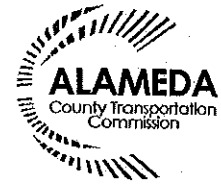
N/A

**14c. If your agency expended MORE THAN planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. Indicate N/A if not applicable.**

San Leandro expended more LSR funds than planned during FY 13-14 on several projects listed in table 3 because the projects advanced quicker than projected. The amount spent was programmed for use on these projects in the following years and no adjustment to project funding was necessary as a result of this acceleration.

- 15. Provide additional information, if necessary, to further explain Measure B expenditures for the Local Streets and Roads Program.**





# MASS TRANSIT PROGRAM

## Compliance Report Summary *Fiscal Year 2013-14*

1. Did your agency receive Measure B Mass Transit Funds in the reporting period of July 1, 2013 through June 30, 2014?

- Yes *(Complete the Mass Transit section)*  
 No *(Do not complete the Mass Transit section and continue on)*

2. Complete the below contact information.

CONTACT INFORMATION	
Mass Transit Program Agency:	
Contact Name:	
Title:	
Phone Number:	
E-mail Address:	

3. Complete the Excel Worksheets Tables 1 to 3 for the Mass Transit Program.

*(Check the boxes below to indicate completion).*

- Table 1: Measure B Revenues and Expenditures**  
 The values entered into Table 1 must match your agency's audited financial statements and compliance reports. Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.
- Table 2: Summary of Expenditures and Accomplishments**  
 This table describes actual expenditures and activities incurred for FY 2013-2014 (FY 13-14).
- Table 3: Summary of Planned Projects and Reserve Funds**  
 This table describes your agency's plan to expend any remaining Measure B funds within the defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.





4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify larger anticipated projects that will use these funds within the next year. Indicate N/A if not applicable. Complete Table 3 Summary of Planned Projects and Reserve Funds.

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5. Did your agency expend MORE THAN the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? Indicate N/A if not applicable.

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6. Describe Reserve Funds. If your agency has Measure B Reserve Funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using these funds. In addition, if the use of reserves requires additional agency approvals, what is your approval process? Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.

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**7. Did your agency publish an article(s) that highlight Mass Transit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?**

Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment C: Mass Transit Program Attachments.

Publication	Date Published (Month/Year)	Confirm Copy Attached? (Y/N)

No. If no, explain in the box below.

**8. Did your agency include a description of the Mass Transit projects and programs funded by Measure B on its website?**

Yes. If yes, include a printout of the website as Attachment C and provide the URL below that contains updated and accurate project information.

Website Address	Confirm Printout Copy Attached? (Y/N)

No. If no, explain in the box below.

**9. Did your agency use signage that indicates use of Measure B funds for its Mass Transit projects and programs?**

Yes. If yes, include photos of the posted signage in Attachment C and describe the signage below.

Signage Location / Project	Confirm Photos Attached? (Y/N)

No. If no, explain in the box below.



**10a. Describe your agency's effectiveness at meeting your planned FY 13-14 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did your agency expend the amount planned?**

**10b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned. Indicate N/A if not applicable.**

**10c. If your agency expended MORE THAN planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. Indicate N/A if not applicable.**



**11. Provide additional information, if necessary, to further explain Measure B expenditures for the Mass Transit Program**

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# PARATRANSIT PROGRAM

## Compliance Report Summary *Fiscal Year 2013-14*

1. Did your agency receive Measure B Paratransit Funds in the reporting period of July 1, 2013 through June 30, 2014?

- Yes (Complete the Paratransit section)  
 No (Do not complete the Paratransit section)

2. Complete the below contact information.

CONTACT INFORMATION	
Paratransit Program Agency:	City of San Leandro: Recreation and Human Services Department
Contact Name:	Breyana Riggsbee
Title:	Recreation and Human Services Manager
Phone Number:	(510) 577-3463
E-mail Address:	briggsbee@sanleandro.org

3. Complete the Excel Worksheets Tables 1 to 3 for the Paratransit Program.  
*(Check the boxes below to indicate completion).*

- Table 1: Measure B Revenues and Expenditures**  
 The values entered into Table 1 must match your agency's audited financial statements and compliance reports. Please contact Alameda CTC staff if you have questions before submitting your report. All dollar figures must match your audited financial statements and compliance report or Alameda CTC may reject your submission.
- Table 2: Summary of Expenditures and Accomplishments**  
 This table describes actual expenditures and activities incurred for FY 2013-2014 (FY 13-14).
- Table 3: Summary of Planned Projects and Reserve Funds**  
 This table describes your agency's plan to expend any remaining Measure B funds within the defined reserve policies of the funding agreement through FY 14-15 thru FY 17-18.



4. If your agency's ending MB Direct Local Distribution Program fund balance was greater than ZERO, describe why you have this fund balance and identify anticipated projects that will use these funds within the next year. *Indicate N/A if not applicable.*  
Complete Table 3 Summary of Planned Projects and Reserve Funds.

Our FY 13-14 Measure B Direct Local Distribution Program fund balance is \$102,419 and will carry forward into the FY 14-15 Paratransit Program operations expenses. We are saving these funds as an Operations Fund Reserve, and plan to use them to cover any possible deviations in anticipated revenue for the 2014-2015 fiscal year, to ensure transportation operations and service delivery is provided as outlined in our program plan and to cover any excess administrative costs related to managing the City of San Leandro's paratransit programs.

5. Did your agency expend **MORE THAN** the amount of Measure B funds received in FY 13-14? If yes, how much more did you expend using prior fund balances? *Indicate N/A if not applicable.*

N/A

6. **Describe Reserve Funds.** If your agency has Measure B Reserve Funds identified, describe your process to allocate these funds and describe in detail your plan and time frame for using these funds. In addition, if the use of reserves requires additional agency approvals, what is your approval process? **Refer to Reserve Fund Guidance, and complete Table 3 Summary of Planned Projects and Reserve Funds.**

We are keeping the balance of our Reserve Funds as operational reserves. The amount we have reserved does not exceed the maximum allowable reserve fund guidelines.



7. List the amount of the FY 13-14 Total Operating Expenses allocated to the following categories.

Category	Expense Amount
Management (oversight, planning, budgeting, etc.)	\$83,615
Customer Service and Outreach Activities	\$0
Trip Provision (direct or contracted taxis, vans, shuttles, etc.)	\$216,197
<b>TOTAL Operating Expenses:</b>	<b>\$299,812</b>

8a. List the total number of trips provided and services provided in FY 13/14.

Trips / Service Types	Quantity <i>(match to Table 2, Excel Form)</i>
Number of One-way unduplicated trips	
ADA Mandated Paratransit	
Door-to-Door Program / Van Services	732
Taxi Program	
Fixed-Route Services	18,200
Group Trips	
Volunteer Driver Program	
Other: [Specify here]	
Number of contacts through Mobility Management/Travel Training	
Number of Scholarships provided	
Number of Meals Delivered	

8b. Complete the table below with available service quality data for reservations and trips. If no data is available, skip this question and complete 8c and 8d.

Cancelled Trip Reservations <i>(percent)</i>	Passenger No-shows <i>(percent)</i>	On-time Pickups <i>(percent)</i>	Late Pickups <i>(percent)</i>	Missed Trips, Provider No-shows* <i>(percent)</i>	Average Ride Time <i>(minutes)</i>

\*Includes very late pickups

8c. Describe your complaint and commendation process. Describe the process from beginning to end, including instructions you provide to customers for filing complaints or commendations, your document procedures, and your follow up.

Complaints are submitted in a couple of different manners, and are all responded to as quickly as possible. Most customers call the Recreation and Human Services Department's Customer Service number and are then transferred to either the Paratransit Coordinator or the Senior Services Supervisor. Staff listens to the customer complaint and take detailed



notes about the situation – specifically, the day and time of the incident so we can determine which staff was involved. We ask for the customer's name and phone number so we can call them back with follow up information once we've done additional research. Sometimes the customer is not willing to share this information, they just ask that we follow up on the information they provided. Generally, we will then call MV Transportation, Inc. and explain the situation to either dispatch or the service manager and ask for any additional information they can provide or, if applicable, request that they address the problem right away (i.e. turning around so they can pick up a person that was missed). If requested, we call the rider back with the additional information and assure them we have made every effort to correct the issue. Rider complaint forms are also located in all of the vehicles, and the drivers will pass any completed complaint forms to City of San Leandro staff members, but most complaints are made in person or by telephone call. Complaints are valued by staff because they help us to understand how the service is working and where there are problems that we need to address, so we treat them all carefully and follow through on all issues brought to our attention.

Most commendations come in the form of telephone calls. Riders will call the Customer Service number and ask to speak to the Senior Services Supervisor. Most commendations are about our regular drivers and how helpful they are. The other most common commendations are general words of praise for San Leandro's paratransit program.

**8d. Describe any common or recurring complaints your program has received and any program changes as a result. Did the number of complaints increase or decrease compared to the prior year?**

The most common or recurring complaints about our program have been consistent for the past two years, and the quantity of complaints has remained the same. The most common complaint our riders have is not being able to contact an MV Transportation, Inc. staff person live. They complain that they always get voicemail, and they want to be able to talk to a live person when trying to schedule a medical shuttle ride. We've talked to our service provider about this several times and tried a few different ways to improve customer service. MV Transportation, Inc. got rid of voicemail altogether and just had calls loop until someone picked up or the caller decided to hang up, but we had the same amount of complaints about never getting through – and since there wasn't the option of leaving a message our riders were even more upset, so we decided to go back to having a voicemail option and the complaints have lessened since we did so. The other most common complaint we receive is that the Flex Shuttle isn't always on time. When customers complain to us about this, we either call the drivers directly and ask for an estimated time of arrival or we call dispatch and ask them to obtain an estimated arrival time. Then we pass this information along to our customers. In the past six months we have received a record low number of complaints about late shuttles, and we are very pleased about this.



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Number of Registered Riders (as of 6/30/14)	Number of Riders Added to Program in FY 13-14	Number of Riders on Wait List	Number of Accidents and Incidents*
349	38	n/a	0

9. Does your agency have service quality data available about ridership? If so, enter the data in the applicable boxes below.

\*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.

10. Did your agency publish an article(s) that highlight Paratransit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?

Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment D: Paratransit Program Attachments.

Publication	Date Published (Month/Year)	Confirm Copy Attached? (Y/N)
City of San Leandro seasonal Activity Guide (delivered to all San Leandro households and distributed throughout San Leandro)	August 2013	Y
	January 2014	Y
	May 2014	Y

No. If no, explain in the box below.

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11. Did your agency include a description of the Paratransit projects and programs funded by Measure B on its website?

Yes. If yes, include a printout of the website as Attachment D and provide the URL below that contains updated and accurate project information.

Website Address	Confirm Printout Copy Attached? (Y/N)
<a href="http://www.sanleandro.org/depts/rec/paratransit.asp#available">http://www.sanleandro.org/depts/rec/paratransit.asp#available</a>	Y

No. If no, explain in the box below.



**12. Did your agency use signage that indicates use of Measure B funds for its Paratransit projects and programs?**

Yes. *If yes, include photos of the posted signage in Attachment D and describe the signage below.*

Signage Location / Project	Confirm Photos Attached? (Y/N)
Signage on Flex Shuttles	Y
Signs installed at Flex Shuttle Stops	Y

No. *If no, explain in the box below.*

**13a. Describe your agency's effectiveness at meeting your planned FY 13-14 expenditures reported in the last compliance report and reasons for any variations. Agencies are expected to expend their planned expenditures from their individual projects and/or and reserve funds. Did you expend the amount planned?**

We anticipated a total of \$263,744 would be spent towards direct service. Actual expenditures for our service provider were \$216,191. We spent less than we had anticipated.

**13b. If your agency expended LESS THAN the planned amount, provide detailed justification on why dollars were not spent, and reference specific projects that did not expend the funds as planned. Indicate N/A if not applicable.**

We spent \$47,553 less on direct service than we had planned for. We experienced some savings due to City holidays and City closures. We also anticipated a much higher increase in service costs than we experienced, which resulted in significant savings.



13c. If your agency expended **MORE THAN** planned amount for a particular project/reserve, explain why and describe any adjustments to the reserves to finance the surplus amount. *Indicate N/A if not applicable.*

We spent more than we anticipated on staff costs. This is attributed to the increasing amount of time needed to closely manage this complicated program. Managing the paratransit involves a lot of oversight, as well as outreach and customer service.

14. Provide additional information, if necessary, to further explain Measure B expenditures for the Paratransit Program.

[Empty response box for question 14]

**ATTACHMENT A: LOCAL STREETS AND ROADS**

**ATTACHMENT B: PARATRANSIT**

**ATTACHMENT C: PARATRANSIT**

**Attachment A Bike and Ped**

# Snapshot of City Website Description of Measure B Funded Projects

/project/default.asp

ab Coaching Corner Ov... icms.gtanicos.com/... Employee Services Caltrans District 4 | City of San Leandro Agreements System Dr. Frank Benest Login San Leandro Municip

Street Improvements: Street Selection Process



Improvements. As part of the City's annual budget process, the City Council approves a list of new capital Improvement projects. For information about current or proposed City projects, call (510) 577-3433.

## Vehicle Registration Fee

The Measure F Alameda County Vehicle Registration Fee (VRF) Program approved by the voters in November 2010 utilizes a \$10 per year vehicle registration fee to sustain the County's transportation network and reduce traffic congestion and vehicle related pollution. The program includes four categories of projects:

- Local Road Improvement and Repair Program (60 percent)
- Transit for Congestion Relief (25 percent)
- Local Transportation Technology (10 percent)
- Pedestrian and Bicyclist Access and Safety Program (5 percent)

Alameda CTC distributes a portion of the Local Road Improvement money to San Leandro for use on local streets. The City uses these funds for a variety of roadway projects to maintain and upgrade the pavement on the City's streets.

For more information on the VRF program, visit the Alameda CTC's website at <https://www.alamedactc.org>.

## Measure B Program

The Measure B Program, first authorized by voters in 1986 and re-approved in 2000, utilizes a half-cent sales tax to fund a variety of transportation improvements throughout Alameda County. For larger projects, proceeds are allocated to specific improvements identified in the Measure B Expenditure Plan, which includes projects from throughout the whole county. In addition to projects in the Expenditure Plan, cities such as San Leandro are allocated funds separately, based on population figures, that are used directly for use in local roadway, bicycle and pedestrian facility improvements. These funds are administered by the Alameda County Transportation Commission (Alameda CTC).

### Measure B Funded Local Streets and Roads Program

Each year, the City performs a variety of roadway improvements to maintain and upgrade the pavement condition of the City's streets. These improvements range from the application of cape and slurry seals to extend the useful life of structurally sound streets to complete asphalt surface reconstruction on those streets where the paving has deteriorated. The process of selecting streets for improvement is determined by the street's Pavement Condition Index (PCI) based on yearly street inspections and coordination with other City projects. During 2007, funds provided by the Alameda CTC via Measure B, the 1/2 cent sales tax initiative, funded the improvement of 16 street segments.

### Measure B Funded Bicycle and Pedestrian Program

The City strives to ensure safety for bicyclists and pedestrians by publishing informational pamphlets. The City also plans pedestrian and bicycle projects. Measure B funds were used to prepare a Bicycle and Pedestrian Master Plan for the City. This document will provide the framework for future bicycle and pedestrian improvements throughout the City.

One of the projects is a pedestrian/bicycle bridge across the San Leandro Slough. This project will complete a critical gap in the San Francisco Bay Trail and will provide access to the bay shoreline. This and other bicycling projects benefit from funding provided by the Alameda CTC.

For further information on these programs, contact the Engineering and Transportation Department at (510) 577-3428.

For more information on the Measure B program, visit the Alameda CTC website at <http://www.alamedactc.org>.

## Signage



ADA Ramp Installed at Halsey Ave & Patton Ave



ADA Ramp Installed at Ark Dr. & Western Ave



## Confirmation of submission of articles for ongoing projects:

From: Tess Lengyel [mailto:tlengyel@alamedactc.org]  
Sent: Friday, April 11, 2014 12:24 PM  
To: Foley, Kirsten  
Cc: Cooke, Keith; Udemezue, Uchenna; Heather Barber  
Subject: RE: Articles for ACTC newsletter submission

Thank you, I am confirming receipt of this and we will include in our upcoming publication

Tess Lengyel, Deputy Director of Planning and Policy  
Alameda County Transportation Commission  
1111 Broadway, Suite 800, Oakland, CA 94607  
510.208.7428 direct dial | 510.208.7400 main line  
Email: [tlengyel@alamedactc.org](mailto:tlengyel@alamedactc.org) Website: [www.alamedactc.org](http://www.alamedactc.org)  
Facebook: [www.facebook.com/AlamedaCTC](http://www.facebook.com/AlamedaCTC) Twitter: @AlamedaCTC

From: KFoley@sanleandro.org [mailto:KFoley@sanleandro.org]  
Sent: Friday, April 11, 2014 8:55 AM  
To: Tess Lengyel  
Cc: KCooke@sanleandro.org; UUdemezue@sanleandro.org  
Subject: Articles for ACTC newsletter submission

Hi Tess,

Attached please find our articles for the ACTC newsletter. I have recently joined the City of San Leandro's Engineering & Transportation department as the new Administrative Services Manager. As such, this will be my first time working with you on submitting our newsletter articles. Please let me know if you need anything further for the newsletter.

Best regards,

Kirsten "Kurry" Foley  
Administrative Services Manager  
Engineering & Transportation Department  
City of San Leandro  
Tel: (510) 577-3432  
[kfoley@sanleandro.org](mailto:kfoley@sanleandro.org)  
[www.sanleandro.org](http://www.sanleandro.org)

Articles to be submitted annually to the Alameda CTC. Each is to be 150 words or less.

**Annual Street Overlay and Rehabilitation 2012-13**

The City of San Leandro used Measure B funds to complete this project in early 2014. Fremont Avenue and Floresta Boulevard in San Leandro were reconstructed via a Full Depth Rehabilitation method, using existing subgrade materials mixed with powdered cement to form the road base; resulting in a reduction in costs, use of resources and hauling. Bicycle lanes were added to Floresta Boulevard as well.  
Word Count: (65, excluding title)

**Annual Street Overlay and Rehabilitation 2013-14**

The City of San Leandro will use Measure B funds to reconstruct Bigge Street from Adams Avenue east to the cul-de-sac and also the easterly portion of Bancroft Avenue from Dutton Avenue south to San Leandro Creek. The reconstruction method will be Full Depth Rehabilitation, which involves strengthening the road base by mixing in Portland cement. This method of road reconstruction involves less excavation, offhaul, and use of virgin materials compared to the installation of a traditional road section comprised of asphalt concrete over aggregate base. As a result, both the environmental impact and the construction cost are significantly reduced. Construction is planned for summer 2014.  
Word Count: (106, excluding title)

**Annual Street Overlay and Rehabilitation 2014-15**

The City of San Leandro will use Measure B funds to reconstruct a number of residential streets in San Leandro, including: Georgetown Avenue, Victor Avenue, Hannover Street, Amherst Court, Sydney Avenue, and Graham Way. The planned reconstruction method will be Full Depth Rehabilitation, which involves strengthening the road base by mixing in Portland cement. Construction is anticipated to start in summer 2015.  
Word Count: (62, excluding title)

**Annual Street Sealing 2011-12 and 2012-13**

The City of San Leandro used Measure B funds to complete this project in 2013. This project applied conventional and rubberized street sealing treatments to extend the life of various streets throughout San Leandro. In all, more than 414,700 square yards of pavement were treated on 79 street segments.  
Word Count: (49, excluding title)

**Annual Street Sealing 2013-14**

The City of San Leandro will use Measure B funds to apply preventive maintenance measures on various streets throughout San Leandro. Treatments will include slurry seal, microsurfacing, and asphalt rubber chip seal. Approximately 108,000 square yards of pavement on 26 street segments are included in the project scope. Construction is planned for summer 2014.  
Word Count: (54, excluding title)

**BART-Downtown Pedestrian Improvements**

The City of San Leandro is using Measure B funds to construct pedestrian-orientated streetscape improvements along San Leandro Boulevard between Davis Street and Williams Street, including wider sidewalks, bulb outs, and medians. The project includes traffic signals, streetlights, landscape and irrigation systems, and way-finding signage between the BART station and various destinations in Downtown. Construction is scheduled to be completed in spring 2014.  
Word Count: (63, excluding title)

**Bridge Maintenance and Repair 2011**

The City of San Leandro used Measure B funds to complete this project in 2013. This project applied a deck seal to a Wicks Avenue bridge and repaired spalling concrete at a San Leandro Boulevard bridge, extending the life of both structures.

Word Count: (42, excluding title)

**East 14<sup>th</sup> Street / Hesperian Blvd / 150<sup>th</sup> Ave Intersection Improvements**

The City of San Leandro is using Measure B funds for this project which will add a second left turn lane southbound East 14th Avenue at 150th Avenue and a second left turn lane eastbound Hesperian Boulevard at East 14<sup>th</sup> Street. This project will reduce congestion at the intersection. This project is in design phase currently and construction is expected to commence in 2016.

Word Count: (64, excluding title)

**East 14<sup>th</sup> Street Utility Undergrounding (150<sup>th</sup> to Blossom Way)**

The City of San Leandro is using Measure B funds to fund the street light portion of this project which will remove power poles, overhead wires and associated overhead structures along East 14th Street between Thornton Street and 150th Avenue. All utilities will have underground feeds and be much more aesthetically pleasing along one of the City's main thoroughfares. New street light poles and fixtures will replace utility pole mounted lights improving the streetscape for pedestrians and motorists. Construction is expected to start in the fall 2014.

Word Count: (87, excluding title)

**Monarch Bay Bridge Maintenance and Repair**

The City of San Leandro is using Measure B funds for this project which will repair spalling concrete and seal the deck of a Monarch Bay Drive bridge. The project will extend the life of the structure which forms a portion of the San Francisco Bay Trail and is located south of Marina Park. A construction contract has been awarded and construction is planned for September 2014.

Word Count: (67, excluding title)

**San Leandro Boulevard Rehabilitation**

The City of San Leandro will use Measure B funds to complete preventive street maintenance on San Leandro Boulevard from Williams to Hudson Streets in San Leandro. Repair will comprise replacing the top 4 inches of asphalt concrete with new paving to extend the service life of the existing street. Construction is anticipated to begin in spring 2015.

Word Count: (58, excluding title)

**Storm Drain Inventory and Replacement**

The City of San Leandro is using Measure B funds for this project to develop a system to manage the 100 miles of storm water pipelines in the City that remove water from our city streets. Inventory, such as pipeline lengths, diameter, material and condition will be input into an Asset Management System and their locations will be mapped and linked in GIS. The completed system will provide comprehensive management and of the storm system and will allow monitoring and prioritizing of individual sections needing repair or replacement. This project is ongoing.

Word Count: (92, excluding title)

**Storm Drain Outfall Repair**

The City of San Leandro is using Measure B funds to repair Storm Drain Outfalls at 3 separate locations to keep our city streets driveable during rainstorms. At the bay shoreline, a broken pipeline will be

replaced in kind. Two existing outfalls at San Leandro Creek have collapsed and their upstream flows will be diverted into nearby functioning outfalls. This project is in design phase currently and construction dates will be set after permits are obtained.

Word Count: (76, excluding title)

#### **West Juana Pedestrian Improvements**

The City of San Leandro is using Measure B funds for this project which will design and construct sidewalk bulb outs at the intersections of West Juana Street and Carpentier Street, Clarke Street, and Hayes Street as well as stamped asphalt decorative crosswalks at all locations. Additionally, the work includes widening the sidewalk on the north side of West Juana between San Leandro Boulevard and Carpentier Street four feet by moving the curb toward the center of the street. This project will enhance the pedestrian environment on a street that links San Leandro's Downtown with a BART station. The City is in the process of selecting a consultant to perform the design work; construction is expected to be complete by the end of 2015.

Word Count: (124, excluding title)

#### **Annual Sidewalk Repair Program 2012-13**

As part of the City of San Leandro's ongoing improvements for pedestrian safety and using Measure B funds, the 2012-2013 sidewalk program repaired or replaced 9,330 square feet of damaged concrete sidewalk and 2,523 linear feet of curb and gutter, and installed 46 curb ramps.

Word Count: (45, excluding title)

#### **Annual Sidewalk Repair Program 2013-14**

As part of the City of San Leandro's ongoing improvements for pedestrian safety, this year's sidewalk program is expected to repair or replace about 8,000 square feet of damaged concrete sidewalk, 1,200 linear feet of curb and gutter, and to install 30 curb ramps.

Word Count: (44, excluding title)

#### **San Leandro Bikeway Network – East Project**

This project designs 4.5 miles of Class II Bikeways and 13.2 miles of Class III Bikeways in San Leandro east of the Union Pacific Railroad Niles Subdivision tracks. Using the City's Measure B Bicycle and Pedestrian funds, the project will complete gaps in the bicycle network in the eastern half of San Leandro. This project is currently in its design phase and construction will begin in fall 2014.

Word Count: (53, excluding title)

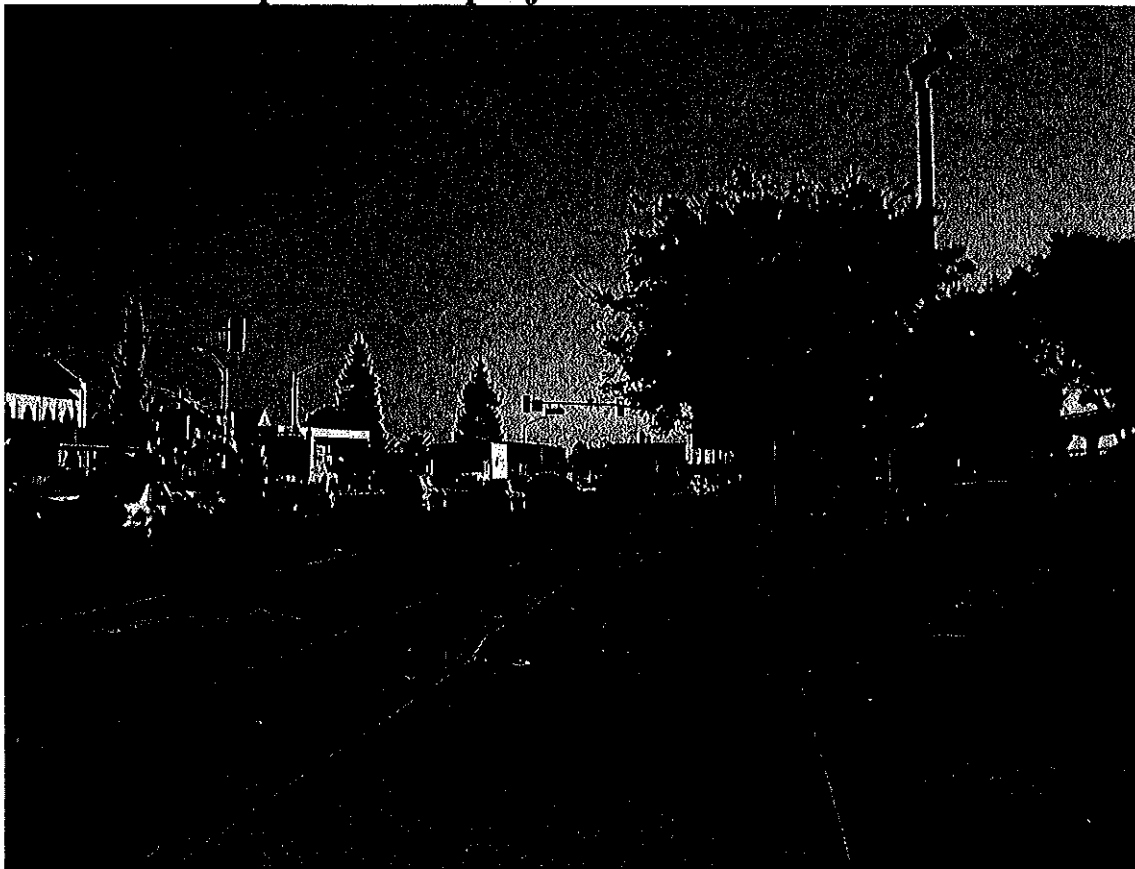
**Attachment B**

**ACTC signage on Floresta Blvd for Annual Overlay  
Rehabilitation 2012-13 project.**



City of San Leandro  
FY13-14 Measure B report  
Attachment B

**ACTC signage on San Leandro Blvd for BART Downtown  
Pedestrian Improvement project.**



City of San Leandro  
FY13-14 Measure B report  
Attachment B

**ACTC signage on Estudillo Avenue for the Annual Street Sealing Program 2012-13 project.**





City of San Leandro  
FY13-14 Measure B report  
Attachment B

**ACTC signage on Wicks Blvd for the Bridge Repair and Maintenance project.**



City of San Leandro  
FY13-14 Measure B report  
Attachment B

## Confirmation of submission of articles for ongoing projects:

From: Tess Lengyel [mailto:tlengyel@alamedactc.org]  
Sent: Friday, April 11, 2014 12:24 PM  
To: Foley, Kirsten  
Cc: Cooke, Keith; Udemezue, Uchenna; Heather Barber  
Subject: RE: Articles for ACTC newsletter submission

Thank you, I am confirming receipt of this and we will include in our upcoming publication

Tess Lengyel, Deputy Director of Planning and Policy  
Alameda County Transportation Commission  
1111 Broadway, Suite 800, Oakland, CA 94607  
510.208.7428 direct dial | 510.208.7400 main line  
Email: [tlengyel@alamedactc.org](mailto:tlengyel@alamedactc.org) Website: [www.alamedactc.org](http://www.alamedactc.org)  
Facebook: [www.facebook.com/AlamedaCTC](http://www.facebook.com/AlamedaCTC) Twitter: [@AlamedaCTC](https://twitter.com/AlamedaCTC)

From: [KFoley@sanleandro.org](mailto:KFoley@sanleandro.org) [mailto:KFoley@sanleandro.org]  
Sent: Friday, April 11, 2014 8:55 AM  
To: Tess Lengyel  
Cc: [KCooke@sanleandro.org](mailto:KCooke@sanleandro.org); [UUdemezue@sanleandro.org](mailto:UUdemezue@sanleandro.org)  
Subject: Articles for ACTC newsletter submission

Hi Tess,  
Attached please find our articles for the ACTC newsletter. I have recently joined the City of San Leandro's Engineering & Transportation department as the new Administrative Services Manager. As such, this will be my first time working with you on submitting our newsletter articles. Please let me know if you need anything further for the newsletter.  
Best regards,  
Kirsten "Kurry" Foley  
Administrative Services Manager  
Engineering & Transportation Department  
City of San Leandro  
Tel: (510) 577-3432  
[kfoley@sanleandro.org](mailto:kfoley@sanleandro.org)  
[www.sanleandro.org](http://www.sanleandro.org)



Attachment C

**City of San Leandro Paratransit Program**  
**Compliance Report Supplemental Information for FY 2013-2014**

**10. Did your agency publish an article(s) that highlight Paratransit projects and programs funded by Measure B in an agency or Alameda CTC newsletter?**

Yes. If yes, complete the table below and INCLUDE a copy of the article(s) as Attachment D: Paratransit Program Attachments.

Publication	Date Published (Month/Year)	Confirm Copy Attached? (Y/N)
City of San Leandro seasonal Activity Guide (delivered to all San Leandro households and distributed throughout San Leandro)	August 2013	Y
	January 2014	Y
	May 2014	Y

**11. Did your agency include a description of the Paratransit projects and programs funded by Measure B on its website?**

Yes. If yes, include a printout of the website as Attachment D and provide the URL below that contains updated and accurate project information.

Website Address	Confirm Printout Copy Attached? (Y/N)
<a href="http://www.sanleandro.org/depts/rec/paratransit.asp#available">http://www.sanleandro.org/depts/rec/paratransit.asp#available</a>	Y

**12. Did your agency use signage that indicates use of Measure B funds for its Paratransit projects and programs?**

Yes. If yes, include photos of the posted signage in Attachment D and describe the signage below.

Signage Location//Project	Confirm Photos Attached? (Y/N)
Signage on Flex Shuttles	Y
Signs Installed at Flex Shuttle Stops	Y

## Community Education

Receive Important Information on services that relate to seniors. Registration is required unless otherwise noted. For information, call 577-3462.



### Public Safety Forum

Panelists from Alameda County Fire, San Leandro Police and other agencies will provide information about personal safety, fire prevention, disaster planning, elder abuse and other topics of interest to seniors and their caregivers.

#29968 Tue, Jul 16 9:30am - 11:30am

### Affordable Care Act

With the recent third anniversary of the Affordable Care Act, over 100 million Americans with private health plans and Medicare beneficiaries have been helped by the law's prevention coverage improvements. This includes an estimated 34 million Americans in traditional Medicare and Medicare Advantage plans who have received at least one preventive service, such as an annual wellness visit at no out-of-pocket cost. Come hear more about what seniors need to know to help themselves and their loved ones get more value for their health care dollars. Presented by David Sayen, Regional Administrator of the Centers for Medicare & Medicaid Services San Francisco office.

#29983 Tue, Aug 6 2:30pm - 4:30pm

### Free Travel Training Course

For 55+ and persons with disabilities. Receive guidance and training in learning the necessary skills to ride AC Transit, BART and Paratransit, while learning to safely use your mobility device. For more information contact: Community Resources for Independent Living (CRIL) at 881-5743 Ext. 5938. Space is limited to 10 participants per session. Presented in partnership with Community Resources for Independent Living (CRIL), City of Hayward and funded by transportation tax dollars through the Alameda County Transportation Commission.

#29763 Mon, Jun 24 9:00am - 11:00am  
Tue, Jun 25 9:00am - 2:30pm  
(Field Training)

#29764 Mon, Aug 26 9:00am - 11:00am  
Tue, Aug 27 9:00am - 2:30pm  
(Field Training)

### Specialized Phones

**For California Residents.** Learn how individuals with functional limitations in hearing, vision, mobility, speech and/or interpretation of information can qualify for FREE telecommunications services and equipment provided by the State of California. A representative from California Telephone Access Program (CTAP) will present information about the application process to receive free specialized phones. Samples of equipment will also be on display.

#29967 Tue, Sep 24 3:00pm - 4:00pm

## Paratransit and You

### East Bay Paratransit

Provides transportation services within Alameda County to residents with disabilities. Service is provided by AC Transit and BART. For more information, call 287-5000 or 1-800-555-8085.



### San Leandro FLEX Shuttle

The City of San Leandro offers transportation services for San Leandro residents age 60 years old and over and for people with disabilities.

#### The FLEX Shuttle provides two types of service:

**Shuttle:** Allows San Leandro residents who are 60 years old or older, or at least 18 years old and East Bay Paratransit certified to access the shuttle from any of the planned stops at specific locations, or along the shuttle bus route within San Leandro. Operates Monday through Friday from 9:00pm - 4:00pm and is free of charge.

**Medical Trips:** Allow San Leandro residents who are 75 years or older, or at least 18 years old and East Bay Paratransit certified to call and make a reservation for pick up and drop off for medical purposes within Alameda County. Fee is \$4 per 10 miles each way. Operates Monday through Friday from 8:00 AM - 5:00 PM. Note: FLEX Shuttle Services do not operate on City observed holidays.

Enrollment is required to use the FLEX Shuttle services. An application must be completed and submitted with required documentation and annual registration fee of \$20.

**Program Funding:** The Flex Paratransit Service is supported entirely by funds from Measure B, a voter-approved ballot measure that set aside a portion of Alameda County Sales tax revenue to fund transportation projects. For more information, visit the Alameda County Transportation Commission website. [www.alamedaactc.org](http://www.alamedaactc.org)

#### Central County Taxi Voucher Pilot Program

Same day, wheelchair accessible transportation service that provides a limited number of subsidized taxi rides to registered participants of the San Leandro and Hayward Paratransit Programs. Vouchers may be purchased for \$3.50 per voucher. Each voucher subsidizes up to \$14 of taxi meter fare. Riders can purchase a maximum of 72 vouchers per fiscal year.

You may obtain applications for East Bay Paratransit and the FLEX Shuttle or purchase taxi vouchers at:

Senior Services Office at the Senior Community Center, 13909 E. 14th St.  
Marina Community Center, 15301 Wicks Blvd.

For questions, call 577-3462.

50+ Programs

September 2013

41

## Paratransit and You

### East Bay Paratransit

Provides AC Transit and BART transportation services within Alameda County to residents with disabilities. For more information, call 1-800-555-8085.

### San Leandro FLEX Shuttle

The City of San Leandro offers transportation services for San Leandro residents aged 60+ and for people with disabilities.

The FLEX Shuttle provides two types of service:

**Shuttle:** Allows San Leandro residents aged 60 years old and older, or at least 18 and East Bay Paratransit certified to access the shuttle from any of the planned stops or along the shuttle route within San Leandro. Operates Monday - Friday, 9:00am - 5:00pm and is free of charge, with the annual \$20 registration fee.

**Medical Trips:** Allows San Leandro residents who are at least 75 years of age or 18 years old and East Bay Paratransit certified to make a reservation for pick up and drop off for medical purposes within Alameda County. Fee is \$4 per 10 miles each way. Operates Monday through Friday, 8:00am - 5:00pm.

Enrollment is required to use FLEX Shuttle services. An application must be completed and submitted with required documentation and annual registration fee of \$20. All Flex riders are encouraged to attend our annual focus group meetings to share opinions and help us improve our services. The meetings will be held on Tuesday, February 4, 10:00am - 11:30am and Thursday, February 13, 1:00pm - 2:00pm.

*Note: Shuttle Services do not operate on City observed holidays.*

### \*\*IMPORTANT ANNOUNCEMENT REGARDING MEDICAL TRIPS\*\*

Due to changes in county funding for paratransit programs, the City of San Leandro's Medical Trip Shuttle will be discontinued after June 30, 2014. Riders are encouraged to attend one of the educational workshops listed below to learn about their transportation options:

**\*NEW\* Paratransit Educational Workshops:** We invite you to attend one of our new paratransit educational workshops to learn about transportation options in San Leandro. Anyone is welcome to attend.

Tuesday, May 13 10:00am - 11:30am @ MCC  
Thursday, May 22 1:00pm - 2:30pm @ SCC

**Program Funding:** The Flex Paratransit Service is supported entirely by funds from Measure B, a voter-approved ballot measure that set aside a portion of Alameda County Sales tax revenue to fund transportation projects. For more information, visit the Alameda County Transportation Commission website [www.alamedaactc.org](http://www.alamedaactc.org).

**Central County Taxi Voucher Program:** Same day, wheelchair accessible transportation service that provides a limited number of subsidized taxi rides to registered participants of the San Leandro and Hayward Paratransit Programs. Vouchers may be purchased for \$3.50 per voucher. Each voucher subsidizes up to \$14 of taxi meter fare. Riders can purchase a maximum of 72 vouchers per fiscal year. You may purchase taxi vouchers at the Senior Community Center and the Marina Community Center.

For questions, call Paratransit Coordinator, Michelle Silva at 577-7985.

## Community Education

### Free Travel Training Course

For 55+ and persons with disabilities. Receive guidance and training in learning the necessary skills to ride AC Transit, BART and Paratransit, while learning to safely use your mobility device when traveling on public transportation. For more information about course content, contact Community Resources for Independent Living (CRIL) at (510) 881-5743 ext. 5938.

#31143 Mon, Feb 3 9:00am - 11:00am  
Tue, Feb 4 9:00am - 3:30pm (Field Training)  
#31144 Mon, Apr 21 9:00am - 11:00am  
Tue, Apr 22 9:00am - 3:30pm (Field Training)

### Surviving or Thriving During Times of Transition

Dr. Patrick Arbore is the Founder and Director of the Center for Elderly Suicide Prevention and Grief Related Services and the Friendship Line, a 24 hour telephone counseling program for older adults. He is also the Director of Staff Development at the Institute on Aging. Dr. Arbore will share his insights about how to enhance your physical and emotional health to improve your quality of life during times of transition. Come and learn how to thrive rather than survive during challenging situations and life changes.

#31590 Tuesday, Mar 25 3:00pm - 4:30pm

### Getting to the HEART of What Matters

Eden Medical Center staff will teach you how you can lower your risk of developing heart disease so you can stay on top of your game.

#31589 Thursday, Feb 27 9:30am - 11:00am

### Cholesterol

#### The "Good", the "Bad" and the Total

What do all those numbers that your doctor gives to you mean? Take control of this important health issue. Alameda County Public Health staff will share effective steps to follow to maintain a healthy cholesterol level.

#31591 Thursday, Apr 24 9:30am - 11:00am

### Coffee With the Cops

San Leandro Police Department Personnel will be discussing crime trends in your neighborhood. They will be available to answer your questions, offer tips and provide information on topics of interest, and speak with residents about enhancing Neighborhood Watch Programs and other strategies to reduce crime.

#31592 Tuesday, May 20 8:30am - 9:30am



## Community Education

Receive important information on services that relate to seniors. Registration is required unless otherwise noted. For information, call 577-3462.



### Specialized Phones

**For California Residents.** Learn how individuals with functional limitations in hearing, vision, mobility, speech and/or interpretation of information can qualify for FREE telecommunications services and equipment provided by the State of California. A representative from California Telephone Access Program (CTAP) will present information about the application process to receive free specialized phones. Samples of equipment will also be on display.  
#29967 Tue, Sep 24 3:00pm - 4:00pm

### Urinary Tract Health

Eden Medical Center staff will provide the latest information on how to maintain urinary tract health, preventive measures, symptoms and the latest treatments for overactive bladder, benign prostatic disorders, stress incontinence and urinary tract infections.  
#30408 Thu, Oct 10 3:00pm - 4:30pm

### Smoking Cessation

Have you been thinking about quitting smoking? Have you tried before and not succeeded? Know someone who needs help? Learn about the benefits of living a smoke-free life. In preparation for the Great American Smokeout on November 15.  
#30409 Tue, Nov 5 9:30am - 11:00am

### Taking Care of Someone Else!

"The care you give to yourself is the care you give to your loved one." This might be easy to say, but it can be difficult to accept and act on. Join the Family Caregiver Alliance and learn how to take care of yourself as a caregiver.  
#30410 Thu, Dec 12 9:30am - 11:00am

### Creating a Secure Future

Review legal options that help protect you and your estate in the face of illness. Learn about Advance Health Care Directives and how to complete the form. Legal Assistance for Seniors (LAS) will provide information about other planning tools including Durable Power of Attorney for Finances, Do Not Resuscitate and POLST forms, and Conservatorships. Advance Health Care Directive booklets will be available for purchase at the presentation for \$3.  
#30411 Thu, Jan 23 3:00pm - 4:30pm

## Paratransit and You

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### San Leandro FLEX Shuttle

The City of San Leandro offers transportation services for San Leandro residents age 60 years old and over and for people with disabilities.

#### The FLEX Shuttle provides two types of service:

**Shuttle:** Allows San Leandro residents who are 60 years old or older, or at least 18 years old and East Bay Paratransit certified to access the shuttle from any of the planned stops at specific locations, or along the shuttle bus route within San Leandro. Operates Monday through Friday from 9:00am - 5:00pm and is **FREE** of charge.

**Medical Trips:** Allow San Leandro residents who are 75 years or older, or at least 18 years old and East Bay Paratransit certified to call and make a reservation for pick up and drop off for medical purposes within Alameda County. Fee is \$4 per 10 miles each way. Operates Monday through Friday from 8:00am - 5:00pm. Note: FLEX Shuttle Services do not operate on City observed holidays.

Enrollment is required to use the FLEX Shuttle services. An application must be completed and submitted with required documentation and annual registration fee of \$20.

**Program Funding:** The Flex Paratransit Service is supported entirely by funds from Measure B, a voter-approved ballot measure that set aside a portion of Alameda County Sales tax revenue to fund transportation projects. For more information, visit the Alameda County Transportation Commission website, [www.alamedaactc.org](http://www.alamedaactc.org)

#### Central County Taxi Voucher Program

Same day, wheelchair accessible transportation service that provides a limited number of subsidized taxi rides to registered participants of the San Leandro and Hayward Paratransit Programs. Vouchers may be purchased for \$3.50 per voucher. Each voucher subsidizes up to \$14 of taxi meter fare. Riders can purchase a maximum of 72 vouchers per fiscal year.

You may obtain applications for East Bay Paratransit and the FLEX Shuttle or purchase taxi vouchers at:  
Senior Services Office at the Senior Community Center, 13909 E. 14th St.  
Martinez Community Center, 15301 Wicks Blvd.  
For questions, call 577-7985.

50+ Programs

Call  
577-3462

377



## PROGRAMS

### 1. Who can use the FLEX Shuttle Bus Service?

- A resident of the City of San Leandro
- Must be sixty (60) years old or older, or at least 18 years old and East Bay Paratransit certified

Note: You are eligible for East Bay Paratransit service if you are unable to drive or access other forms of private or public transportation independently due to a medical or disabling condition. For more information on East Bay Paratransit, please call (510)287-5000.

### How much does it cost to use the FLEX Shuttle?

- Annual registration fee of \$20/rider due with application and renewed each year.

**\*Note:** You must renew your FLEX registration by June 30 of each year to continue using the FLEX services.

- Flex Shuttle Bus is FREE.

### What are the hours of operation?

- Shuttle Bus: Monday – Friday between 9:00 a.m. – 5:00 p.m.

### How can I enroll?

- Complete the FLEX Shuttle Application.
- **Attach a copy of your identification card that shows proof of age and residency.**
- **If applicable, also attach copy of your East Bay Paratransit card.**
- Enclose payment of \$20.00 annual registration fee. Make check payable to City of San Leandro. Please do not send cash in the mail or put cash in drop box.
- You can **mail in or drop off** your application at the following City of San Leandro Recreation and Human Services Customer Service locations:

Senior Community Center  
13909 E. 14<sup>th</sup> Street  
San Leandro, CA 94578  
Monday – Friday  
8:30am – 5:00pm

Marina Community Center  
15301 Wicks Blvd  
San Leandro, CA 94579  
Monday – Friday, 11:30am – 7:00pm  
Saturday, 10:00am – 2:00pm

Phone: 510-577-3462  
Fax: 510-577-7989

### Central County Taxi Voucher Program

The Central County Taxi Voucher Program is a same-day, wheelchair accessible transportation service that provides a limited number of subsidized taxi rides to enrolled participants of the Hayward and San Leandro Paratransit Programs. Advance reservation is not required, this program provides same-day service.

This program is operated by the Alameda County Transportation Commission (Alameda CTC) in cooperation with the Cities of San Leandro and Hayward and is funded with Alameda County Measure B Funds.

Registered San Leandro FLEX riders can purchase taxi vouchers at a cost of \$3.50 per voucher. Each voucher subsidizes up to \$14 of taxi meter fare. See the Taxi Voucher Program Riders Guide for more information about the program.

### Links to Other Paratransit Websites

- Access Alameda (Accessible Transit Services in Alameda County) <http://www.accessalameda.com/>
- East Bay Paratransit <http://www.actransit.org/rider-info/rider-guides/paratransit/>
- Network of Care - [www.networkofcare.org](http://www.networkofcare.org)

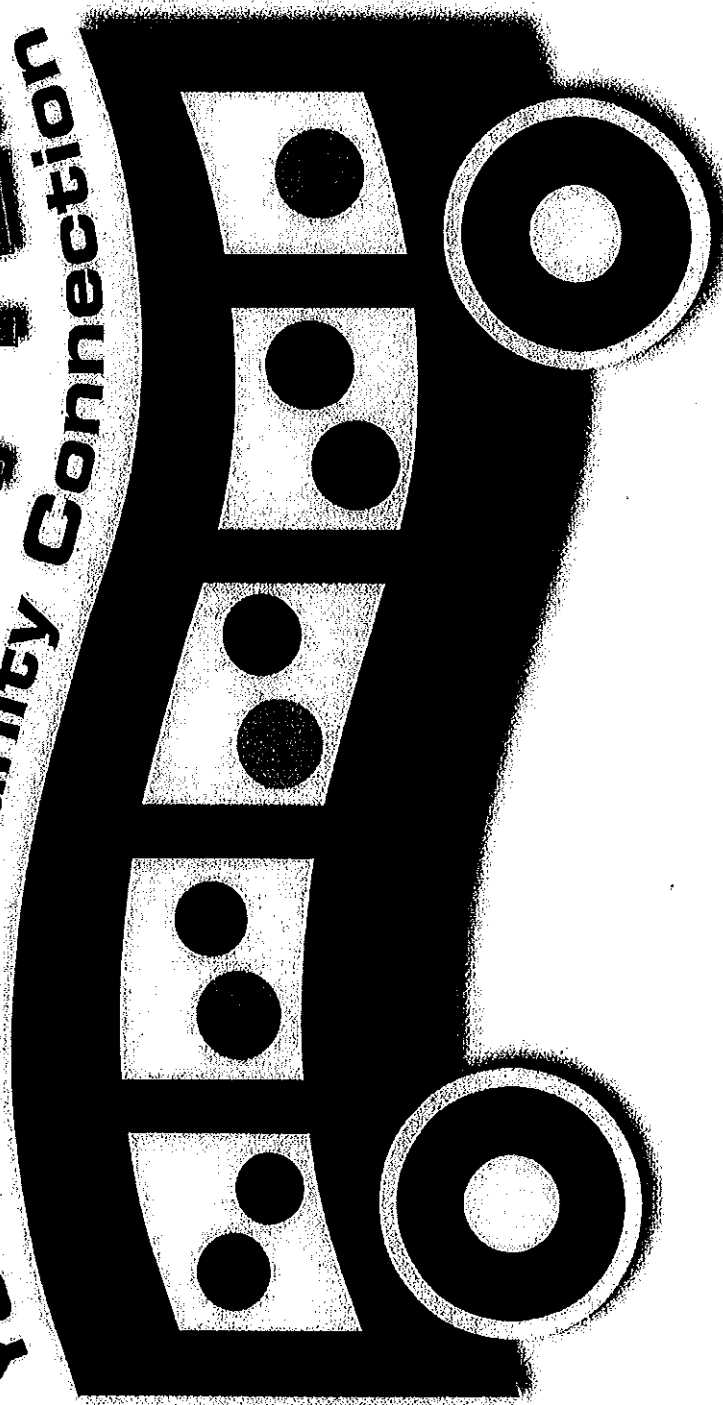
### Program Funding

The City of San Leandro Paratransit Program is supported entirely by funds from Measure B, a voter-approved ballot measure that set aside a portion of Alameda County Sales tax revenue to fund transportation projects. For more information, visit the Alameda County Transportation Commission website at <http://www.alamedactc.org>

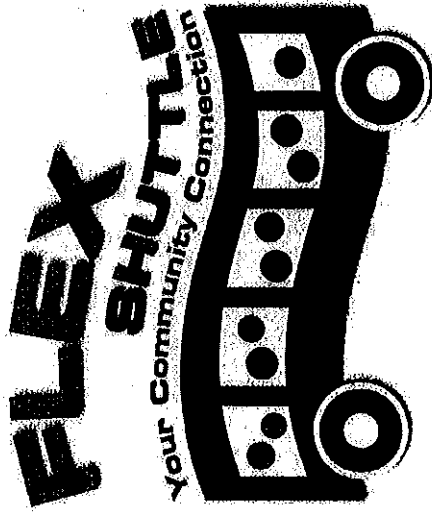
# **FLEX**

# **SHUTTLE**

**Your Community Connection**



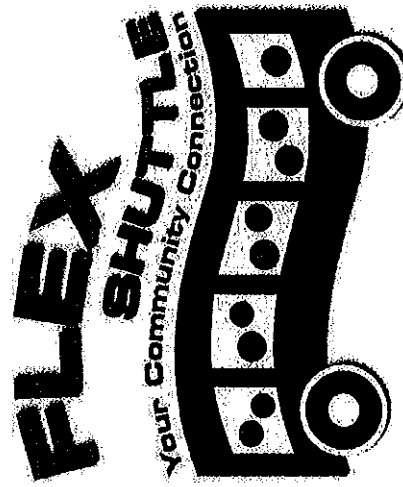
**Transportation for Seniors and People with Disabilities  
Funded by Measure B**



**CITY OF SAN LEANDRO**  
**510-577-3462**



Transportation for Seniors and People with Disabilities Funded by Measure B

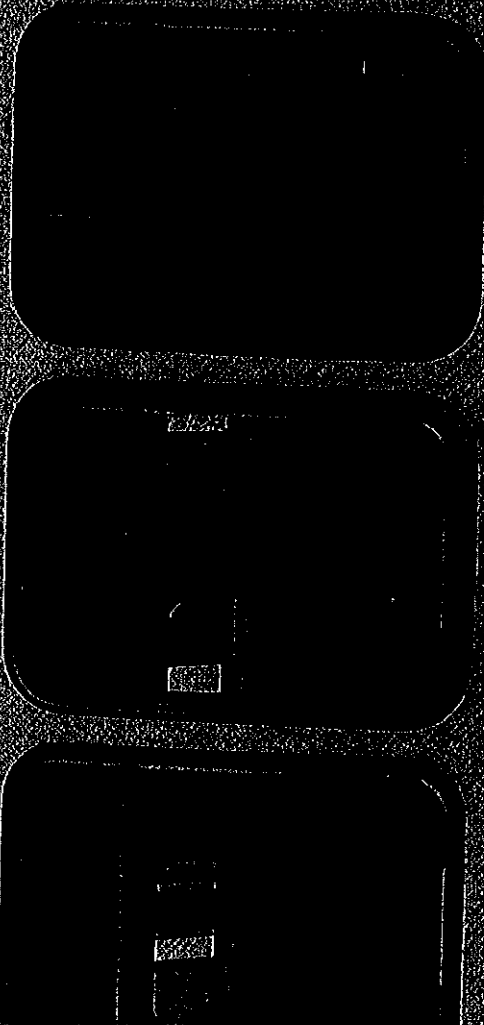


**CITY OF**  
**SAN LEANDRO**  
**510-577-3462**

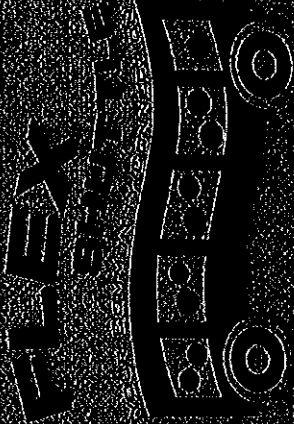


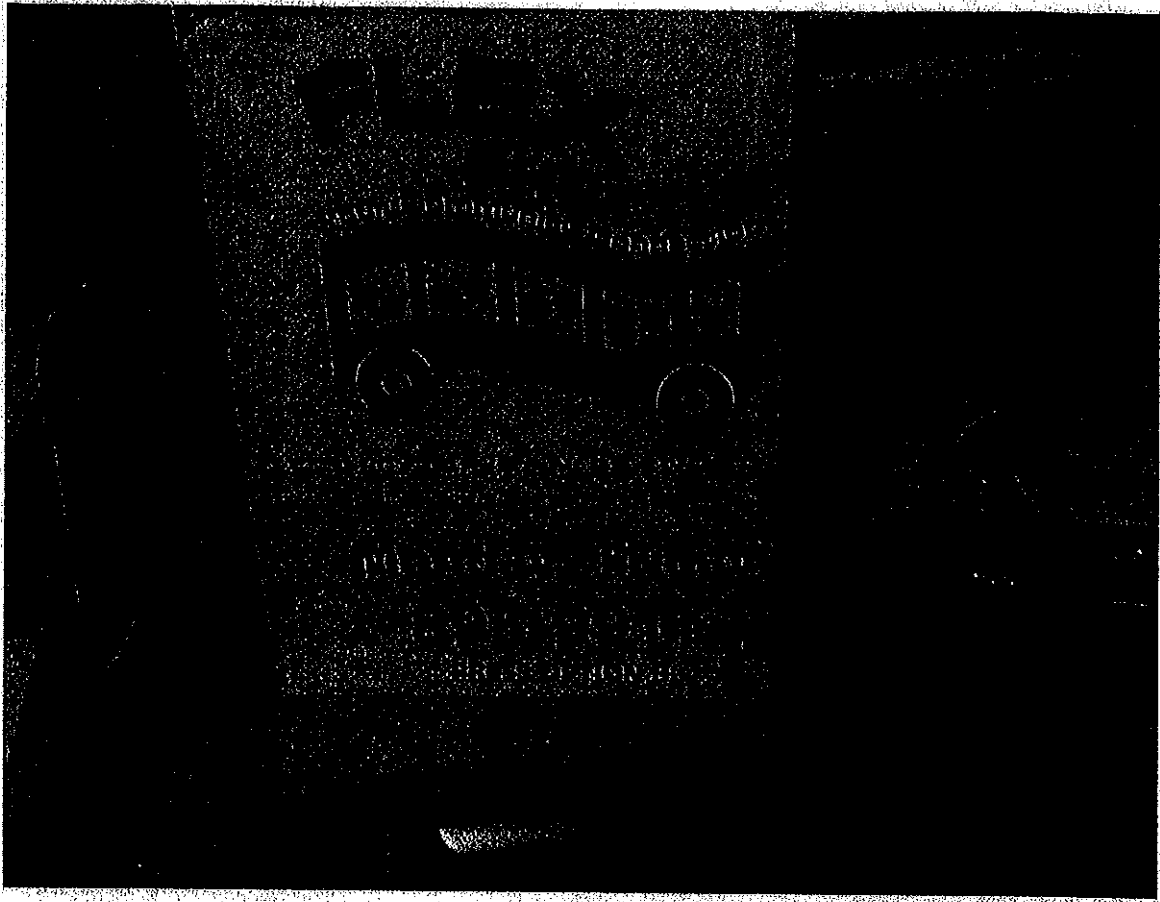
Transportation for Seniors and People  
with Disabilities Funded by Measure B

CITY OF SAN LEANDRO 510-577-3462



San Leandro Senior and People with Disabilities  
Fundraising Measure B





**EXHIBIT B**

**FEE SCHEDULE**

Type of Trip	Hourly Fee	Annual Hours	Annual Cost
Shuttle Service	\$ 53.68	3012	\$ 161,671.76
Medical Service	\$ 47.29	1630	\$ 77,078.56
		Total	\$ 238,750.31

The pricing shown above is based on the following assumptions:

\* A total of 4,642 billable hours (Flex.Shuttle - 3,012; Out-of-Town Medical - 1,630)

\* Pricing is based on an assumption of gate to gate billing based on information at the Prebid Conference.