

F.1 Authorization for the Mayor to sign the Amendment to the Agreement between the City and All Star Building Maintenance, Inc. for Janitorial Services for City Buildings to assign the Agreement to Marina Zepeda – Tri County Building Maintenance and authorize a one year extension – from Maintenance Superintendent Costa. (RESOLUTION)

Background/Discussion – The City entered into an Agreement with All Star Building Maintenance, Inc. to provide janitorial services for City Buildings effective May 1, 2013. The duration of the contract was until April 30, 2014. The Agreement had provisions that upon mutual agreement, the contract could be renewed for two additional one year periods.

Recently, Marina Zepeda, a principal of All Star Building Maintenance, Inc., split from her partners to establish a new firm, Marina Zepeda – Tri County Building Maintenance. The two firms have presented to the City a Notice of Assignment effectively transferring all of the responsibilities under the original contract to the newly formed firm. Marina Zepeda has been working satisfactorily with the City throughout the contract period.

Attachment

Action – It is recommended that the City Council, by resolution, authorize the Mayor to sign the Amendment to the Agreement between the City of Newark and All Star Building Maintenance, Inc. for Janitorial Services for City Buildings to assign the Agreement to Marina Zepeda – Tri County Building Maintenance and authorize a one year extension.

RESOLUTION NO.

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NEWARK AUTHORIZING THE MAYOR TO SIGN THE AMENDMENT TO THE AGREEMENT BETWEEN THE CITY OF NEWARK AND ALL STAR BUILDING MAINTENANCE, INC. FOR JANITORIAL SERVICES FOR CITY BUILDINGS TO ASSIGN THE AGREEMENT TO MARINA ZEPEDA – TRI COUNTY BUILDING MAINTENANCE AND AUTHORIZE A ONE YEAR EXTENSION

WHEREAS, the City of Newark entered into an Agreement with All Star Building Maintenance, Inc. pursuant to Resolution No. 10081, for Janitorial Services for City Buildings, in the City of Newark effective May 1, 2013; and

WHEREAS, All Star Building Maintenance, Inc. is seeking to assign janitorial services for City Buildings to Marina Zepeda – Tri County Building Maintenance; and

WHEREAS, Marina Zepeda – Tri County Building Maintenance is seeking to accept the assignment; and

WHEREAS, the City now wishes to accept the assignment of the Agreement for janitorial services for City Buildings to Marina Zepeda– Tri County Building Maintenance and implement the first of the optional two year extension.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Newark does hereby authorize the Mayor to sign the Amendment to the Agreement between City of Newark and All Star Building Maintenance, Inc. for janitorial services to assign the Agreement to Marina Zepeda – Tri County Building Maintenance and authorize a one year extension.

AMENDMENT TO THE AGREEMENT BETWEEN THE CITY OF NEWARK AND ALL STAR BUILDING MAINTENANCE, INC. FOR JANITORIAL SERVICES FOR CITY BUILDINGS TO ASSIGN THE AGREEMENT TO MARINA ZEPEDA – TRI COUNTY MAINTENANCE AND AUTHORIZE A ONE YEAR EXTENSION

This Amendment to the Agreement for Janitorial Services for City Buildings, by and between the City of Newark, All Star Building Maintenance, Inc. and Marina Zepeda – Tri County Maintenance is effective as of May 1, 2014.

RECITALS

WHEREAS, the City of Newark has entered into a certain Agreement with All Star Building Maintenance, Inc. pursuant to Resolution No. 10081, for Janitorial Services for City Buildings, in the City of Newark effective May 1, 2013 (hereinafter “Agreement”); and

WHEREAS, All Star Building Maintenance, Inc. is seeking to assign the Agreement for Janitorial Services for City Buildings to Marina Zepeda – Tri County Maintenance; and

WHEREAS, Marina Zepeda – Tri County Maintenance is seeking to accept the assignment; and

WHEREAS, the City now wishes to accept the assignment of the Agreement for Janitorial Services for City Buildings to Marina Zepeda– Tri County Maintenance and implement the first of the optional two year extension.

AGREEMENT

NOW, THEREFORE, in consideration of the foregoing recitals and other good and valuable consideration the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

- 1) All Star Building Maintenance, Inc. as assignor, hereby assigns any and all interest in the above referenced Agreement to Marina Zepeda – Tri County Maintenance.
- 2) The City of Newark hereby accepts the assignment of the Agreement for Janitorial Services for City Buildings in its entirety to Marina Zepeda – Tri County Maintenance.
- 3) The term of the Agreement is hereby extended to April 30, 2015.

The Amendment of the Agreement for Janitorial Services for City Buildings has been executed by the parties as of the date first set forth above. Each party represents that she/he has authority to sign this Amendment and bind her/his respective entity.

CITY OF NEWARK, CALIFORNIA

A municipal corporation

BY: _____

Alan Nagy
Mayor

Date: _____

Attest: _____

Sheila Harrington
City Clerk

Date: _____

Approved as to form:

BY: _____

David J. Benoun
City Attorney

Date: _____

ASSIGNOR

ALL STAR BUILDING MAINTENANCE, INC.

BY: _____

Name: PETER TANIYAMA
Title: CEO

Date: 03/19/2014

ASSIGNEE

**MARINA ZEPEDA - TRI COUNTY
MAINTENANCE**

BY: _____

Name: Marina Zepeda
Title: CEO

Date: 3/19/14

**F.2 Amendment to Resolution No. 2505, Employee Classification Plan, to revise the Police Lieutenant classification specification; and amendment to Resolution No. 10130, The City Officials, and the Management, Supervisory, and Professional Employee Group Compensation and Benefit Plan, to add the Police Lieutenant position, effective April 10, 2014 – from Human Resources Technician Gendreau.
(RESOLUTIONS - 2)**

Background/Discussion – Effective with the 2014-2016 Biennial Budget, the Police Department is adding two Police Lieutenant positions. The Police Lieutenant position was deleted from the City Officials, and Management, Supervisory, and Professional Employee Group Compensation and Benefit plan in 2008 following a restructuring of the command staff in the Police Department.

There is now a need to add the Police Lieutenant position to the City Officials, and Management, Supervisory, and Professional Employee Group Compensation and Benefit plan. Upon review of the salary previously assigned to the Police Lieutenant position, it is recommended that a salary change from salary range 17 to salary range 18 be made to be in-line with the internal salary structure.

The classification specification has also been revised to update the current command staff reporting structure (change from Police Captain to Police Commander).

Attachments

Action - It is recommended that the City Council, by resolution, amend Resolution No. 2505, Employee Classification Plan, to revise the Police Lieutenant classification specification; Amend Resolution No. 10130, the City Officials, and the Management, Supervisory, and Professional Employee Group Compensation and Benefit plan to add the Police Lieutenant position.

RESOLUTION NO.

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
NEWARK AMENDING RESOLUTION NO. 2505, EMPLOYEE
CLASSIFICATION PLAN, TO REVISE THE POLICE
LIEUTENANT CLASSIFICATION SPECIFICATION

BE IT RESOLVED by the City Council of the City of Newark that Resolution No. 2505, adopting an Employee Classification Plan, be amended as set forth in the following, effective April 10, 2014:

REVISION

Current Classification Title	Current Class Code	New Classification Title	New Class Code
Police Lieutenant	320.2	Police Lieutenant	320.3



Class Code: 320.3
WP Code: Police Lt
Established: 11-93
Revised: 4-04, 1-08, 4-14
EEO Code: P

City of Newark, California

POLICE LIEUTENANT

DEFINITION – Under administrative direction, the Police Lieutenant supervises a section or division of the Police Department; ~~serves as a management level officer~~~~serves as command officer~~; conducts staff studies and research projects and participates in the overall department planning; performs responsible police field and services work; provides professional and technical staff assistance to the Police Chief and other department staff in areas of responsibility; and performs related work as required.

This management classification is responsible for directing the day-to-day activities of an administrative, investigative, or patrol function. Police Lieutenant may be rotated among assignments based on departmental needs. Work is performed in accordance with department policies, procedures, and general orders received from the Police Chief. This class performs a variety of management and administrative duties ranging from commanding a police function and managing a budget through leading a police patrol team. It is distinguished from Police ~~Captain-Commander~~ in that Police ~~Captain-Commander~~ has a higher responsibility for the overall direction of the Police Department and takes over command of the Police Department in the absence of the Police Chief.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, direct, and inspect the work of personnel engaged in law enforcement work; establish work schedules and set work priorities; implement division and departmental policies and procedures.

Conduct research, prepare special staff studies and reports, and make recommendations on department policies and procedures.

Administer and review citizen complaints and citizen problems; conduct internal investigations.

Assist in developing and conducting training programs according to the needs of personnel and the police department.

Supervise the investigation of crimes, including the collection, analysis, and preservation of evidence, and perform difficult and complex investigation work.

Prepare and supervise the preparation of records and reports relating to department activities, and review reports prepared and submitted by subordinates.

Coordinate police department activities with other city departments and divisions and outside agencies; represent the department to the public and other governmental and private agencies.

Assign, supervise, and evaluate subordinates and recommend disciplinary actions.

Police Lieutenant

Determine need for police action and direct and assist officers in handling problems; develop operational plans for special events and disasters; personally take charge and supervise activities of major police problems.

Participate in department management team meetings to establish overall direction, policies, and procedures of the department; participate in the formulation of the budget and budget administration.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of modern police work and police administration.

Laws governing custody of prisoners, search and seizure.

Methods of patrol and criminal investigation techniques, interrogation, gathering and preserving of evidence, and rules of evidence.

Department policies, rules, regulations, and controlling laws and ordinances.

Geography of the City of Newark and location of building and areas requiring special police services.

Criminal identification and records maintenance.

Principles of supervision and motivation.

Ability or Skill to:

Analyze situations quickly and objectively and determine proper course of action.

Interpret and make decisions in accordance with laws, regulations and policies

Perform research and analysis and prepare accurate and comprehensive reports.

Assign, direct and evaluate the work of subordinate personnel.

Establish goals and objectives of a division or assigned area.

Make oral presentations, to express ideas clearly and concisely.

Deal effectively with employees and the general public, maintain composure and take responsible courses of action during stress situations.

Police Lieutenant

Use firearms, police equipment, and motor vehicles.

Develop an operational plan, direct implementation, and evaluate police actions following a special event.

Gather and analyze evidence and to draw logical conclusions.

Obtain information through interview and interrogation.

Prepare reports and supervise the maintenance of police records and police evidence.

Operate a computer terminal and specialized software applications related to police work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include effecting arrests, subduing resisting individuals, chasing fleeing subjects, running, jumping, walking, crouching or crawling during emergency operations, moving equipment and injured/deceased persons, climbing stairs/ladders, performing life-saving and rescue procedures, walking, standing or sitting for extended periods of time, and operating assigned equipment and vehicles.

Effectively deal with personal danger which may include exposure to armed/dangerous persons, dangerous animals, communicable diseases, hazards of emergency driving, hazards associated with traffic control and working in and near traffic, and disasters.

Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating assigned equipment and vehicles.

Maintain mental capacity which allows the capability to exercise sound judgment and rational thinking under dangerous circumstances, evaluate various options and alternatives and choose an appropriate and reasonable course of action, and demonstrate intellectual capabilities during training and testing processes.

Experience and Education

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Progressively responsible experience in public agency police work including experience in a supervisory capacity at the rank of Police Sergeant.

Police Lieutenant

Education:

Equivalent to a Bachelor's degree from a college or university with course work in Police Science, Administration of Justice, Public or Business Administration or a related field.

College degree and graduate degree desirable. Conform to the guidelines established by the California Commission on Peace Officers Standards and Training.

License or Certificate

Must possess an appropriate, valid California driver's license and have a satisfactory driving record.

Working Conditions:

Work in an emergency environment; work in confined spaces; work in intense life-threatening conditions; exposure to dangerous persons, firearms, body fluids, fumes, moving objects, and noise; running, jumping, walking, crawling, kneeling, climbing, stooping, and moderate lifting; visual, auditory, and speech capabilities required; work in inclement weather conditions; may work irregular work hours.

Probationary Period: 12 Months

FLSA: Exempt

RESOLUTION NO.

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NEWARK AMENDING RESOLUTION NO. 10130, THE CITY OFFICIALS AND THE MANAGEMENT, SUPERVISORY, AND PROFESSIONAL EMPLOYEE GROUP COMPENSATION AND BENEFIT PLAN TO ADD THE POLICE LIEUTENANT POSITION

BE IT RESOLVED by the City Council of the City of Newark that Resolution No. 10130, the Compensation and Benefit Plan for City Officials and the Management, Supervisory, and Professional Employee Group, is amended as follows effective April 10, 2014:

ADDITION

Add New Classification Title	Add New Salary Schedule (Salary Range)
Police Lieutenant	Range 18

F.3 Establishing the number of residents in the City of Newark for the purpose of determining the voluntary expenditure ceiling for the November 4, 2014, Municipal Election - from City Clerk Harrington. (RESOLUTION)

Background/Discussion – Pursuant to Municipal Code 2.11.010, Voluntary Expenditure Ceiling, the City has a voluntary campaign expenditure ceiling for elections to City offices at one dollar (\$1) per resident of the City. The contributions limits were established in 1997 and remained the same until 2007 when the City Council updated the contribution limits. The current contribution limit for any candidate who accepts the voluntary expenditure ceiling is \$500. The contribution limit for any candidate who does not accept the voluntary expenditure ceiling is \$100.

Municipal Code 2.11.010 requires the City Council, prior to each election for a City elective office, to adopt a resolution that establishes the number of residents in the City. The most recent data from the *State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013. Sacramento, California, May 2013*, finds that there are 43,342 residents. Therefore, the amount of the voluntary expenditure ceiling for campaigns for City elective office will be \$43,342 for the November 4, 2014, Municipal Election.

Attachment

Action - It is recommended that the City Council, by resolution, establish the number of residents in the City of Newark for the purpose of determining the voluntary expenditure ceiling for the November 4, 2014, Municipal Election.

RESOLUTION NO.

RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
NEWARK ESTABLISHING THE NUMBER OF RESIDENTS IN
THE CITY OF NEWARK FOR THE PURPOSE OF
DETERMINING THE VOLUNTARY EXPENDITURE CEILING
FOR THE NOVEMBER 4, 2014, MUNICIPAL ELECTION

The City Council of the City of Newark does hereby find, order, and resolve as follows:

Section 1. Recitals.

A. City of Newark Municipal Code 2.11.010 established a voluntary expenditure ceiling for campaigns for City elective office.

B. Pursuant to said Code, the voluntary expenditure ceiling was established at an amount equal to one dollar (\$1) per resident of the City for each election to City elective office.

C. Pursuant to said Code, the City Council is required to establish, by resolution, the number of residents in the City prior to each election for City elective office.

Section 2. For the sole and exclusive purpose of determining the exact amount of the voluntary expenditure ceiling for campaigns for City elective office, the City Council hereby finds that there are 43,342 residents of the City of Newark, as reflected in the most recent data provided from the *State of California, Department of Finance, E-1 Population Estimates for Cities, Counties and the State with Annual Percent Change — January 1, 2012 and 2013, Sacramento, California, May 2013*. Therefore, as established by said Code, the amount of the voluntary expenditure ceiling for campaigns for City elective office is \$43,342 for the November 4, 2014, Municipal Election.

Section 3. The City Council hereby declares that the determination herein shall apply only to the voluntary expenditure ceiling established in the City of Newark Municipal Code 2.11.010 and shall have no bearing on any other matter.

F.4 Resolution of the City of Newark City Council Authorizing the Annual Program Submittal for Measure B Funding of Paratransit Services – from Recreation and Community Services Director Zehnder. (MOTION)

Background/Discussion – The Alameda County Transportation Commission (ACTC) administers the distribution of Measure B, a half-cent transportation sales tax, which provides funding to the City of Newark to provide paratransit services for the elderly and disabled. Each year the City is required to submit an application for funding and a budget to ACTC outlining the paratransit services to be offered in the upcoming fiscal year.

ACTC forecasts that the City of Newark will receive approximately \$155,354.84 in Measure B sales tax revenue for Fiscal Year 2014-2015.

On September 3, 2013, the City of Newark amended the Joint Powers Agreement with the City of Fremont enabling Fremont to provide paratransit services to eligible Newark residents. Fremont Paratransit provides door-to-door wheelchair accessible service for Newark seniors ages 70 and older and for people with disabilities, ages 18 and older. Fremont's robust, reliable and efficient paratransit service provides Newark riders with the following enhanced services:

- Expanded service hours – Monday through Friday, 8:00am – 6:00pm
- Increased service area – service is now provide to all parts of Fremont, Union City and Newark
- Expanded reservation and dispatch system – Monday through Friday, 8:00am – 5:00pm.

In addition to these paratransit services, Newark riders also receive access to supplemental transportation services offered through the Fremont Human Services Department:

- Tri-City Travel Training Program
- Senior Clipper Card Distribution Program
- Tri-City Mobility Management Program.

The City of Newark will reimburse the City of Fremont at a cost to not exceed \$145,000. This includes a cost per trip billing for all one-way trips as well as monthly administrative fees. Should rider demand be greater than projected, the City of Newark has sufficient Measure B Operational Reserves which can be used to offset excess service costs.

The City also utilizes Measure B funding to subsidize the Life Eldercare, Inc., Meals on Wheels service, which provides over 11,500 home-delivered meals annually to Newark residents. The proposed level of funding for Fiscal Year 2014-2015 will remain at \$7,000.

Attachment

Action – Staff recommends that the City of Newark City Council, via motion, approve the annual program submittal for Measure B funding of paratransit services for Fiscal Year 2014-2015.

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



1333 Broadway, Suites 220 & 300

Oakland, CA 94612

PH: (510) 208-7400

www.AlamedaCTC.org

Annual Paratransit Program Plan Application for Measure B Funding

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

Requirements and Instructions

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

Paratransit Program Plan Application Deadline: March 3, 2014

The Annual Paratransit Program Plan Application includes the following documents:

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

Submit both files via email by March 3, 2014 to Naomi Armenta: narmenta@alamedactc.org. **Hard copies are not required.** Clearly label both the Word document and the Excel workbook application forms with your agency name and date in the file name (e.g., Albany_FY14-15_Paratransit_Program_Application.doc).

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

Paratransit Program Plan Application

Due by March 3, 2014

CONTACT INFORMATION	
Paratransit Program Agency:	City of Newark
Contact Name:	David Zehnder
Title:	Recreation and Community Services Director
Phone Number:	(510) 578-4405
E-mail Address:	David.zehnder@newark.org

Date Submitted: March 3, 2014

TYPES OF SERVICES PROVIDED

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

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

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

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis at a reduced fare.

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

- **City-based Specialized Van Service:** *Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.*
- **Accessible Fixed-Route Shuttle:** *Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.*
- **Group Trips Program:** *Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.*
- **Volunteer Driver Program:** *Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.*
- **Mobility Management/Travel Training:** *Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").*
- **Scholarship/Subsidized Fare Program:** *Program to subsidize any service for customers who are low-income and can demonstrate financial need.*
- **Meal Delivery:** *Program to deliver meals to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.*
- **Capital Expenditure:** *Capital purchase or other capital expenditure.*

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

Newark Paratransit provides door-to-door transportation services for our most vulnerable population; seniors ages 70 and over and those people 18 and over with disabilities. Without this service, some these community members would not have access to meet basic needs such as medical appointments, food shopping and exercise and recreational opportunities. Our contribution of Measure B funds to Life Elder Care Meals on Wheels program provides daily hot meals to homebound seniors. These seniors are typically frail and unable to prepare their own meals. This service also provides a well-check whereby Life Elder Care driver volunteers can provide referrals for seniors in need.

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

Recurring primary destinations within the Newark Paratransit program include:

- Dialysis appointments
- Medical appointments
- Washington Hospital
- Kaiser in Fremont
- Grocery stores
- NewPark Mall
- Newark Senior Center
- Silliman Activity and Family Aquatic Center
- Places of worship

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

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

Yes

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

Not applicable

DEVELOPMENT OF PROGRAM PLAN

- 4. How was consumer input sought in development of your program plan and selection of the services offered?** Describe all activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide general dates for these activities. *(see questions 4A and 4B that follow)*

Program updates for fiscal year 2013-2014 were presented to the Fremont, Newark and Union City Paratransit Advisory Committee October 23, 2013 and January 22, 2014. This committee received and provided feedback related to service quality and operational issues. Customer feedback related to service quality issues were received throughout the operational year with suggestions for improvement of services considered during development of the 2014-2015 program plan.

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

Yes

No

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

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

General discussions were held between City of Newark and City of Fremont staff to develop the service plan for fiscal year 2014-2015. Staff reviewed ridership and contract provider MV Transportation performance data to determine the service parameters for fiscal year 2014-2015 program offerings.

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

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

Results of our outreach enabled us to affirm that our program plan continues to meet the needs of our ridership and community.

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

[] Yes
[] No

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

April 24, 2014 Newark City Council Meeting

OUTREACH

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

A description of the Newark Paratransit program is included in our department's Activity Guide which is distributed three times per year and is directly mailed to all Newark residences and businesses. Newark Paratransit is also promoted at our Senior Center, Silliman Activity and Family Aquatic Center, Newark Library, Newark City Hall and various local business and service organizations. Partner agency City of Fremont also provides information through their Human Services Department and the Fremont Resource Center.

ELIGIBILITY AND ENROLLMENT

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

Eligible Newark Paratransit riders must be at least 70 years of age or older. Also eligible are those residents ages 18 and over who are unable to use fixed route services. Consumers must complete and file an application with service provider City of Fremont Human Services Department. Once the application is screened and approved, consumers may purchase ride tickets at the Newark Senior Center, Silliman Activity and Family Aquatic Center and City of Fremont Human Services Department.

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

On average, it can take up to two working days for an application to be reviewed and approved before a consumer can begin to utilize Newark Paratransit services.

EXPECTED USE OF SERVICES

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

Estimated Registrants in FY 14-15
180

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

Stay the same. It appears that the need for paratransit services is being met within the City of Newark as registration numbers have been flat for the majority of the current operational year.

12. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 13-14? Why?

Stay the same. When we began our partnership with the City of Fremont September, 2013, we eliminated excessive standing order rider requests. This has contributed to an overall decline in ridership. Efforts are underway to increase ridership but projections remain flat into the next fiscal year.

CUSTOMER SATISFACTION

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

Passengers may file a complaint any time that the service is not satisfactory, safe or secure. Complaints should be directed to the Fremont Paratransit Program Office. Complaints may be filed in writing or by telephone. When filing a complaint, customers need to provide the following information:

- Rider's name, address and phone number
- Date and time of incident
- Details of the incident

Staff from the City of Fremont Human Services Department will investigate each complaint and make every effort to resolve complaints in a timely manner.

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

We only receive a small amount of complaints throughout the year. The most common complaint is a rider unable to schedule a ride because the vehicles are already booked for that time of day of service. Staff is usually able to find an alternate appointment time for these riders.

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

None

VEHICLE FLEET

14. Please provide details regarding your vehicle fleet. To answer this question, complete the Table D Attachment (Table D tab) in the excel workbook. Vehicles are supplied through partnership agreement with the City of Fremont’s contract service provider MV Transportation. Please refer to the City of Fremont’s program application for explanation of vehicle fleet.

CAPITAL PURCHASES

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

None

FINANCES: PROGRAM COSTS AND REVENUE

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

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

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

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

18A. Management/Overhead

Not applicable

18B. Customer Service and Outreach

Not applicable

MISCELLANEOUS

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

None

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IMPLEMENTATION GUIDELINES ASSISTANCE GRANT APPLICATION (*optional*)

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

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

The Paratransit Implementation Guidelines can be found in Appendix A.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Cell: A4

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

- Management/Overhead: Program oversight, planning, budgeting, participation in regional/community meetings. Please include admin/ labor even if it is paid by the City for accurate reporting of full program expenses.
- Customer Service/Outreach: Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations.
- ADA-mandated Paratransit: Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- City-owned Door-to-Door: Pre-scheduled, door-to-door service provided by the City. Provides a higher level of service to individuals with disabilities who are unable to use transit.
- Taxi Program: Provides a same day, call to curb service intended for situations when consumers cannot take taxis on a pre-scheduled basis. A lower eligible consumer to use transit is required for.
- City-based Specialized Van Services: 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 Shuttles: 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, busk 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 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")
- Meal Delivery (only existing programs are eligible; no new programs can be established); Program to deliver meals to the homes of individuals who are low-income and can demonstrate financial need.
- Capital Expenditure: Any capital purchase or other capital expenditure.

Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.

Cell: G4

Comment: Accessibility

Accessible: Able to serve consumers with mobility devices

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

Cell: H4

Comment: Training

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

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

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

Cell: I4

Comment: Origins and Destinations

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

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

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

Cell: H15

Comment: Program Status

Included in FY 13-14

Continuing or Changing

Closed (N) in FY 13-14

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 Table C Attachment: Anticipated Fund Balance Calculation

REVENUE	
Row A	Estimated MB pass-through balance at the end of THIS fiscal year FY 13-14 (June 30, 2014). \$10,000.00
Row B	Projected Measure B pass-through revenue for FY 14-15 (Use projections distributed by the Alameda CTC: http://www.alamedactc.org/app_pages/view/4134 or request from staff.) \$155,345.84
<i>All the following cells calculate automatically</i>	
Row C	Total MB RESERVE funds planned to be expended on your base program in FY 14-15. \$0.00
Row D	Total OTHER MB funds planned to be expended on your base program in FY 14-15 (E.g. gap, implementation guidelines grant, Local Streets & Roads, etc.) \$0.00
Row E	Total NON-Measure B funds to be expended on your base program in FY 14-15 \$0.00
Row F	Total fare revenue expected from program in FY 14-15 \$8,000.00
Row G	Total anticipated funds available for your whole program in FY 14-15 \$173,345.84
Row H	Total anticipated cost of program in FY 14-15 \$152,000.00
Row I	Anticipated fund balance by June 30, 2015 \$21,345.84
Row J	Allowable MB pass-through reserve (Equal to 60% of pass-through allocation) \$93,207.50
Row K	Amount over/under allowable MB pass-through reserve (\$71,861.66)

