

**ACTIA Annual Programs Compliance Report  
July 1, 2004 through June 30, 2005 Reporting Year**

Submitted by:

***CITY OF FREMONT***

Date: December 14, 2005

Prepared for  
Alameda County Transportation Improvement Authority  
426 – 17<sup>th</sup> Street, Suite 100  
Oakland, CA 94612

*(Note: Please submit an electronic version of this report by December 31 to Tess Lengyel, ACTIA Programs and Public Affairs Manager at [tlengyel@acta2002.com](mailto:tlengyel@acta2002.com). A hard copy must also be received in the mail.)*

**Table of Contents**

**MASS TRANSIT PROGRAMS REPORT SUMMARY.....N/A**  
**LOCAL STREETS AND ROADS PROGRAMS REPORT SUMMARY .....2**  
**BICYCLE AND PEDESTRIAN PROGRAMS SAFETY REPORT SUMMARY .....6**  
**PARATRANSIT PROGRAMS REPORT SUMMARY ..... 15**

**ATTACHMENTS**

ATTACHMENT A: Newsletter Publications

ATTACHMENT B: Website Information

ATTACHMENT C: Photos of signage/projects/programs

For Local Streets & Roads and Bicycle & Pedestrian Program Report:

ATTACHMENT D: Capital Improvement Plan/Program Adopted June 7, 2005

For Paratransit Program Report:

ATTACHMENT D: South County Measure B Paratransit Gap Funds-FY 04/05  
Year End Gap Expenditure Reporting Sheet

## **Local Streets and Roads Program Report Summary**

Report Submitted by: City of Fremont

Agency Local Streets and Roads Contact Name: Kunle Odumade  
Senior Transportation Engineer

Agency Address: 39550 Liberty Street, Fremont, CA

Agency Local Streets and Roads Contact Phone Number: (510) 494-4746

Agency Local Streets and Roads Contact Fax: (510) 494-4751

Agency Local Streets and Roads Contact e-mail: KOdumade@ci.fremont.ca.us

1. ACTIA Local Streets and Roads Program funds received/expended (accrual basis). These numbers should be the same as those reported in your compliance audit:

<b>03/04</b>	<b>04/05</b>		<b>ENDING</b>
<b>UNSPENT BALANCE</b>	<b>REVENUES</b>	<b>EXPENSED</b>	<b>BALANCE</b>
\$1,069,539	\$1,740,695	\$516,479	\$2,293,755

If applicable, please explain why expenditures in Reporting Year 2004/2005 were less than or greater than the amount the Agency has received and, if less than, what the Agency intends to do with the additional funds.

The City of Fremont's City Council recently adopted a new five-year (05/06-09/10) Capital Improvement Program (CIP) on June 7, 2005. The Plan appropriates money for capital projects and the maintenance of existing infrastructure for two years, but it defines a plan that looks forward five years. The City intends to spend the remaining funds on specific projects as the CIP Plan outlines. (SEE ATTACHMENT D)

2. Publication date(s) in Newsletter(s) (Agency or ACTIA Newsletter) highlighting Local Streets and Roads projects/programs funded by Measure B:

Because there were no Cape Seal or Street Overlay projects implemented in the City for 2005, no newsletters were published describing Measure B Street projects. The City currently has the Fremont Boulevard Median Landscaping project in progress and a newsletter describing this project is scheduled to be published in the City Newsletter in March 2006. A copy of that newsletter will be submitted to ACTIA in March 2006.

3. Website address(es):

*Your website should describe Local Streets and Roads projects and programs funded by Measure B, with updated and accurate information, and should also have a link to [www.acta2002.com](http://www.acta2002.com).*

See attachment B for a print out of the City website for on-going or planned Streets and Roads project. The City website address is located at:

<http://www.fremont.gov/Construction/RoadworkInformation/LocalStreetsandRoads.htm>  
(SEE ATTACHMENT B)

4. Describe signage used in this project/program indicating the use of Measure B funds.

Because no street overlay or cape seal projects were implemented this year no signs were posted or magnetic signs displayed on City vehicles.

5. Certified number of road-miles within jurisdiction. For Alameda County, include certified miles in each planning area:

*This figure should be consistent with number of miles reported to state and federal agencies.*

Total number of road-miles within City's jurisdiction as listed on the Annual Street Report to the State of California is 486 miles.

6. Jurisdiction population:

*This figure should reflect population as of June 30, 2005.*

The jurisdiction's population is 210,445 as reported in the City of Fremont's Comprehensive Annual Financial Report ending June 30, 2005. The source of the data is the U.S. Census and Department of Finance, State of California.

7. Describe the local streets and roads/local transportation programs/project(s) implemented with Measure B funds in FY 04/05. Please complete Table 2 below by listing project name, project description, project benefits, dates of completion, quantity constructed, total project costs and Measure B expenditures.

There were no new projects implemented with Measure B local streets and roads funding, however, additional funding was added to the following projects: PWC8147 Bart WS Extension, PWC8195 Cape Seal, PWC8234 Overlays and PWC8573 Traffic Service Operations project. The descriptions are listed in Table 2.

8. Describe planned local streets and roads/local transportation improvements to be implemented with Measure B funds and the projected schedule.

*Include description and schedule here.*

The City has planned and programmed local streets and roads/local transportation improvement projects through the Capital Improvement Plan which was adopted by Fremont's City Council on June 7, 2005. (SEE ATTACHMENT D)

**Table 2**  
**Measure B-funded Local Streets and Roads**

<i>Jurisdiction:</i>						
<i>Project Name</i>	<i>Description</i>	<i>Benefits</i>	<i>Date of Completion</i>	<i>Quantity constructed in FY 04/05 (miles, etc.)</i>	<i>Total Project Cost</i>	<i>Measure B Expenditures in FY 04/05</i>
PWC8147- BART Warm Springs Extension	Staff time charges for interagency coordination, environmental review and preliminary design review for BART WSX and SCX.	Reduced traffic on freeways and City streets in Fremont.	2010	None	\$951,550 (Measure B contribution is \$123,000)	\$79,920
PWC8195-Cape Seal	Resurfacing Project	Maintain an existing street system	2006	None	\$6,067,156 (Measure B contribution is \$1,946,142)	\$0
PWC8234-Overlays	Overlay Project	Maintain and Repair an existing street system, and lengthen the life of Roadway	2006	None	\$29,570,383 (Measure B contribution is \$2,020,000)	\$8,330
PWC8384-Fremont BI Median Landscp	Planting, irrigation, and paving treatment to the existing medians.	Enhance existing medians; strengthens urban context for Downtown Fremont.	Estimated project completion and close Jan. 2006	Begin construction April 2005. As of June 30, 2005 project not completed.	\$624,000 (Measure B contribution is \$362,000)	\$276,880
PWC8573 – Traffic Service Operations	Addresses existing traffic control deficiencies related to use and placement of traffic control devices.	Maintain roadway safety and operating efficiency.	On-going annual effort.	N/A	\$260,000 (all Measure B)	\$120,227
PWC8580-Ellsworth Street Design	Concept Design	Provide design plan to future developers.	N/A	0	\$35,000 (all Measure B)	\$31,122

## **Bicycle and Pedestrian Safety Program Report Summary**

Report Submitted by: (Agency) City of Fremont

Agency Bicycle and Pedestrian Contact Name: Rene Dalton

Associate Transportation Engineer

Agency Address: 39550 Liberty St, Fremont, CA

Agency Bicycle and Pedestrian Contact Phone Number: (510) 494-4535

Agency Bicycle and Pedestrian Contact Fax: (510) 494-4751

Agency Bicycle and Pedestrian Contact e-mail address: rdalton@ci.fremont.ca.us

1. ACTIA Bicycle and Pedestrian funds received/expended (accrual basis). These numbers should be the same as those reported in your compliance audit:

<b>03/04</b>	<b>04/05</b>		<b>ENDING</b>
<b>UNSPENT BALANCE</b>	<b>REVENUES</b>	<b>EXPENSED</b>	<b>BALANCE</b>
\$910,145	\$526,059	\$224,527	\$1,211,677

If applicable, explain why expenditures in Reporting Year 2004/2005 were less than or greater than the amount the Agency has received and, if less than, what the Agency intends to do with the additional funds.

The City of Fremont's City Council recently adopted a new five-year (05/06-09/10) Capital Improvement Program (CIP) on June 7, 2005. The Plan appropriates money for capital projects and the maintenance of existing infrastructure for two years, but it defines a plan that looks forward five years. The City intends to spend the remaining funds on specific projects as the CIP Plan outlines. (SEE ATTACHMENT D)

2. Publication date(s) in Newsletter(s) (Agency or ACTIA Newsletter) highlighting Bicycle and Pedestrian Safety projects/programs funded by Measure B. *Please include a copy of the newsletter(s) in Attachment A.*

Fall 2005 ACTIA Newsletter not yet published. Copy of newsletter submitted to ACTIA enclosed with e-mail by ACTIA's Tess Lengyel acknowledging receipt of newsletter. (SEE ATTACHMENT A)

3. Website address(es):  
*Your website should describe Bicycle and Pedestrian Safety projects and programs funded by Measure B, with updated and accurate information, and should also have a link to [www.acta2002.com](http://www.acta2002.com). Please include printout in Attachment B.*

Website address on City of Fremont's site is  
<http://www.fremont.gov/Community/Traffic/BicycleAndPedestrianProgram.htm>  
(SEE ATTACHMENT B)

4. Describe signage used in this project/program indicating the use of Measure B funds, or acknowledgement in programs/plans. Please include photos in Attachment C.

Photos shown are ACTIA Measure B signs for the Fremont Bicycle Facility Project between Thornton Avenue and Beard Road, PWC8584. Signs are located on NB Fremont Boulevard at Thornton Avenue and SB Fremont Boulevard at Enea Court. (SEE ATTACHMENT C)

5. Describe the Bicycle and Pedestrian Safety programs/project(s) implemented with Measure B funds in FY 04/05. Complete Table 3 below by listing project name as titled in the prioritized projects list submitted to ACTIA, a project description, project benefits, date of completion, quantity constructed, total project costs and Measure B expenditures.

There were two new projects implemented with Measure B funds: PWC8584 Fremont Blvd Bike Lane Thornton-Beard Road, and PWC8611 Fremont Bicycle Lane BTA. There was also additional funding added to the following projects: PWC8381 Central Pk/Gomes Pk RR Xings, PWC8541 CW Bicycle & Ped and PWC8576 Bike & Ped Plan project. The descriptions are listed in Table 3.

**Table 3**  
**Measure B-funded Bicycle and Pedestrian Safety Projects/Programs**

<i>Jurisdiction:</i>							
<i>Project Name</i>	<i>Description</i>	<i>Benefits</i>	<i>Date of Completion, if applicable</i>	<i>Quantity constructed in FY 04/05 (length of bike lanes/sidewalks, number of signals, bike racks, etc.)</i>	<i>Total Project Cost</i>	<i>Measure B Expenditures in FY 04/05</i>	<i>Is this project in MTC's Regional Bike Plan Yes/No</i>
PWC8381-Central Pk/Gomes Pk RR Xings	Construction of a non-motorized path from Central Park to Gomes Park and construction of two at-grade railroad crossings with signals.	The project will provide a paved bicycle and pedestrian trail link between Gomes Park and Central Park and provide a safer crossing along the trail at two railroad crossings.	Anticipated in 2008. Project pushed back due to Grade Sep. Project.	None	\$490,000 (Measure B contribution is \$390,000)	\$0	No
PWC8487-Bryant St Sidewalk Improvements	Construct sidewalk, curb & gutter along Bryant Street between Cedar and Pine across from Mission San Jose Elementary school.	The project will provide a pedestrian travel way separate from vehicle travel way for students and neighborhood.	Anticipated completion is 2006	No new construction. Design completed and construction contract awarded.	\$300,095 (Measure B contribution is \$300,095)	\$54,688	No
PWC8541-CW Bicycle & Ped Projects	Funding of miscellaneous bike/ped projects such as: bike/ped education program, staff time for committee meetings, grant application preparation, staff time for Measure B admin.	Fremont residents, elementary students and bicyclists. As of 6/30/05, 8,745 elementary students have attended the City's traffic education program.	Programs are ongoing.	Traffic Education Program completed 75 workshops, 25 school rodeos and one parent workshop.	\$589,200 (Measure B contribution is \$589,200)	\$93,807	Yes

PWC8576-Bike & Ped Plan	Develop Citywide Bike and Pedestrian Plan	Bike and ped users would benefit from the plan. Community participation in the development of a Bike Plan will determine what facilities to construct and where to build according to the users needs.	Bicycle Master Plan completed September 27, 2005	Bicycle Master Plan Completed.	\$75,000 (Measure B contribution is \$75,000)	\$67,259	Yes
PWC8578-Paseo Padre Bike Lanes	Restripe vehicle and bike lanes on Paseo Padre Parkway between Decoto Rd. and Thornton Ave.	Project will benefit bicyclists by ensuring that the bicycle lanes are in conformance with City and State standards.	Anticipated 12-31-05.	No construction yet. Design completed and construction contract awarded.	\$50,000 (Measure B contribution is \$50,000)	\$7,658	Yes
PWC8584-Fremont Blvd Bike Lane Thornton-Beard Road	Installation of new bicycle lanes on Fremont Blvd between Thornton and Beard and installation of video detection at Fremont/Decoto	Project will benefit bicyclists.	Completed November 2005.	1.8 new miles of bicycle lane installed.	\$154,000 (Measure B contribution is \$30,800)	\$0	No
PWC8611-Fremont Bicycle Lane BTA	Installation of new bicycle lanes and AC pavement on Fremont Blvd. between Tamayo St. & Decoto Road	Project will benefit bicyclists.	Anticipated completion is April 1, 2007	No construction. Project is in design.	\$160,000 (Measure B contribution is \$18,000)	\$1,115	No

6. Describe planned Bicycle and Pedestrian Safety improvements to be implemented with Measure B funds and the projected schedule.

*Include description and schedule here.*

The City has planned and programmed Bicycle and Pedestrian Safety improvement projects through the Capital Improvement Plan which was adopted by Fremont's City Council on June 7, 2005. (SEE ATTACHMENT D)

# **ATTACHMENT A**

## **Newsletter Publications**

# **ATTACHMENT B**

## **Website Information**

## **ATTACHMENT C**

### **Photos of signage/projects/program**

## **ATTACHMENT D**

# **Capitol Improvement Plan/Program Adopted By Council June 7, 2005**

## **Paratransit Program Report Summary**

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Report Submitted by: City of Fremont  
Agency Paratransit Contact Name: Shawn Fong  
Agency Address: 3300 Capitol Ave., Fremont, CA 94537  
Agency Paratransit Contact Phone: (510) 574-2033  
Agency Paratransit Contact Fax: (510) 574-2054  
Agency Paratransit Contact e-mail: sfong@ci.fremont.ca.us

1. ACTIA Paratransit Program funds received/expended (accrual basis). These numbers should be the same as those reported in your compliance audit:

<b>03/04</b>	<b>04/05</b>		<b>ENDING</b>
<b>UNSPENT BALANCE</b>	<b>REVENUES</b>	<b>EXPENSED</b>	<b>BALANCE</b>
\$329,332	\$705,300	\$858,700	\$175,932

If applicable, please explain why expenditures in Reporting Year 2004/2005 were less than or greater than the amount the Agency has received and, if less than, what the Agency intends to do with the additional funds.

*Unexpended funds from FY04-05 are being used for an operating reserve fund during FY05-06. It is anticipated that a significant portion of this reserve fund will be spent on service delivery during FY05-06.*

2. Publication date(s) in Newsletter(s) (Agency or ACTIA Newsletter) highlighting Paratransit projects/programs funded by Measure B:

*Articles on paratransit services funded by Measure B were published in the City's newspaper for seniors:*

*Argus, September 4, 2004*

*Argus, December 26, 2004*

*City News, Fall 2004*

*Sterling Times, Fall 2004*

*Sterling Times, Winter 2005*

*Copies of the articles are in Attachment A.*

3. Website address(es): **www.fremont.gov**

*Your website should describe Paratransit projects and programs funded by Measure B, with updated and accurate information, and should also have a link to [www.acta2002.com](http://www.acta2002.com).*

*Printout of Fremont Paratransit Website in Attachment B.*

4. Describe signage used in this project/program indicating the use of Measure B funds.

*All vehicles used for the Fremont Paratransit service have one of the following attached to the body of the vehicle:*

- a) Magnetic signs which include the slogan "Measure B improvements. Your half-cent sales tax at work" and the ACTIA logo and website information.*
- b) Decals which include the slogan "Your Measure B Tax Dollars Help Fund the Operations of this Vehicle" and the ACTIA logo and website information.*

*Photo of vehicles with attached sign/decal included in Attachment C*

5. Describe paratransit programs/project(s) implemented with Measure B funds in FY 04/05. Complete Table 4 below by listing project name, planning area, project description, project benefits. Estimated number of trips provided with Measure B funds, total project cost and Measure B expenditures have already been provided for base program in the October End of the Year report and are not required here. However, for Coordination/GAPS in service and ENABL programs, please briefly describe programs implemented, expenditures and benefits. Include Photographs in Attachment C, if applicable.

*During FY 04-05, the City of Fremont's Paratransit Program offered the following transportation services:*

- **Individual Rides:** Door-to-door transportation was provided for eligible individuals for their health care, shopping, social and recreational needs. Rides were provided in sedans, or lift-equipped vans.*
  - **Group Trips:** Social and recreational group trips were provided to housing complexes, social clubs, or other community organizations that serve disabled individuals or persons over 60 years of age. Additionally, individual seniors who are frail or who are isolated due to language barriers (Mandarin, Farsi, Spanish) participated in group outings that were facilitated by the City's Paratransit Program outreach workers. Lift-equipped vans were used for the group transportation service.*
- a. **Meal delivery:** Hot, nutritious meals are delivered to homebound seniors and persons with disabilities Monday through Friday. Frozen meals for the weekends are delivered to program recipients with each Friday delivery.*

*For information requested in Table 4, please refer to the Paratransit Year End Reporting Cover Sheet and Reporting Form that was submitted to ACTIA on October 1 and the Gap Projects Year End Report (revised) is attached in Attachment D.*

6. Describe any changes to the planned FY 05/06 Paratransit Program and schedule to be implemented with Measure B funds, including changes to the intended uses of fund reserves, if the jurisdiction maintains one.

No major changes are expected to the FY05-06 paratransit program plan. Individual rides, group trips and meal delivery services have been continued as planned for FY05-06. Minor changes to be implemented as of February 1, 2006 include:

- a) Weekday service hours will be extended from 5 pm to 6 pm.
- b) Eligibility for door-to-door transportation services will be extended to seniors 80 years and older without a disability.
- c) Eligibility for door-to-door transportation services will be extended to individuals under 18 years old who have a disability or health condition that prevent them from using public transportation.

During FY05-06, the City will maintain approximately \$157,480 in operating reserve funds (three months of revenues), the majority of which has been budgeted for service delivery in FY 05-06. The City is projecting to have approximately \$60,000 in net revenue at the end of FY05-06; these funds will constitute the program's operating reserve fund for FY06-07.



**ATTACHMENT A**  
**Newsletter Publications**

# LOCAL & BUSINESS

Sept. 4, 2004

## Tri-City paratransit boosts services

■ Program plans to offer fare assistance, escorts for elderly and disabled

By Linh Tat  
STAFF WRITER

Seniors and individuals with disabilities who use the Tri-City area's paratransit programs can take advantage of increased services — including fare assistance and volunteer escorts — starting this month.

The Fremont, Newark and Union

City paratransit programs are accepting applications for fare assistance from low-income riders. Those who qualify receive four free one-way trips per month. Rides usually cost \$2 per trip in Fremont and Union City and \$1 per trip in Newark.

Of the more than 2,000 Tri-City area residents who use the program, about 250 will receive fare assistance, Fremont Paratransit Program Manager Shawn Fong estimates.

"We have gotten funding to do a two-year pilot program. The funds are

going to be available on a first-come, first-served basis," Fong said.

In addition to fare assistance, paratransit riders can request a volunteer escort to accompany them on medical appointments, to the grocery store or on other errands.

The escorts, who come from the nonprofit LIFE ElderCare organization, can provide a steady arm, help push a wheelchair or carry packages.

Also this month, the paratransit programs equipped their vehicles

Please see **ELDER**, Local 2

**"There's no point in just giving a person a ride home from the hospital. That person often will need follow-up medical appointments."**

Shawn Fong  
FREMONT PARATRANSIT  
PROGRAM MANAGER

## Paratransit programs expanded

► **ELDER**, from Local 1

with wheelchairs for riders traveling to or from medical appointments. Paratransit has been working with Kaiser Hospital in Fremont to inform patients of the continued services available to them after they leave the hospital.

"There's no point in just giving a person a ride home from the hospital. That person often will need follow-up medical appointments," Fong said.

Paratransit employees hope to establish a program with Washington Hospital similar to the one that exists at Kaiser.

For more information on paratransit services, Fremont residents may call (510) 574-2033; Union City residents may call (510) 675-5409; and residents in Newark may call (510) 742-4844.



Staff writer Linh Tat can be reached at (510) 353-7004 or [ltat@angnewspapers.com](mailto:ltat@angnewspapers.com).

# Pair appreciates the little things

■ Former teacher, engineer connect through transit program

By Julie Kay  
STAFF WRITER

UNION CITY — On the surface, Fremont's Burnett Barto and Union City's Pat Forgatsch have little in common.

Barto is an engineer who made his fortune in Silicon Valley. Forgatsch is a disabled former teacher too scared of falling to go to church. But when the two spend time together, they connect intuitively.

Both awake daily to the aftermath of lives changed overnight.

Forgatsch was an active 61-year-old when a stroke left her unable to get out of bed by herself in the morning. Barto was retired and in his 40s when he received a sobering reminder of what money can't buy.

These days, Forgatsch and Barto spend about a day a week together. Forgatsch is a client, and Barto a volunteer, in a new local initiative called the Travel Escort Program.

The program matches people who use Tri-City Paratransit, a transportation system for the elderly and disabled, with volunteers who accompany them grocery shopping, to appointments and elsewhere.

The program, a joint effort of LIFE Elder-Care, and Fremont, Newark and Union City Paratransit, began in September. Its seeds were planted when city case managers became concerned that many elderly and disabled people were struggling without friends or family close by, said Shawn Fong, the paratransit program manager for the city of Fremont. The program was financed with Measure B gap funds, designed to plug holes in the public transportation system.

So far the program, which helps 45 elderly or disabled Tri-City residents and has 15 volunteers, has received positive feedback, program coordinator Lori Vogel said.

"One woman hadn't been out of her house in seven months," Vogel said. "She was so thankful for the volunteer just being there."

Please see **DUO**, Local 2

## Pair appreciates the little things

► **DUO**, from Local 1

"It's not just escorting people," Vogel continued. "It's letting them know that they're not so alone in this world."

Vogel still is looking for an additional 35 volunteers for the program, she said.

Forgatsch and Barto said the program gives their lives meaning.

"If it weren't for these programs, I'd be a shut-in," Forgatsch said.

Until she began participating in the program, Forgatsch's life was riddled with Catch-22s. She needed to see the doctor in order to get better, but was too afraid of falling to go alone. Often, none of her friends or neighbors was available to accompany her.

"I was scared I couldn't make it," Forgatsch said. "So I stayed home." That in turn made Forgatsch's recovery slower, and put her at continued risk of hurting herself further. Last January, Forgatsch fell and broke her arm while she was at church, starting the whole cycle over.

When she joined the program and met Barto, he was recovering from a sudden, serious illness, and dealing with the recent death of his mother. Money could do nothing to ease the suffering from either.

"You take a moment to re-examine your priorities," said Barto of the experience. "My life is completely different now than it was before."

These days he meets Forgatsch at her Union City home several times a month, walks her to the bus stop, and travels to places such as the doctor's office, Wal-Mart or the grocery store with her. Now she feels safe, able and happy, Forgatsch said.

Together the two talk about friends or family, the weather or the news. And they appreciate the little things in the lives they never thought they'd have.

To find out more about the Transit Companion Program, call Lori Vogel at (510) 574-2096.



**PAT FORGATSCH**, 63, (front) poses at her Union City home with her travel escorts Vilma Perry, 68, (left) and Burnett Barto, 50.

**BEA ANBECK** — Staff

## Travel Escort Program Assists People in Need

### *Program Seeks Volunteers*

Often times, seniors and persons with disabilities have a difficult time getting groceries, attending critical doctor's appointments, or running important errands. The Travel Escort Program, a new joint program of the cities of Fremont, Union City and Newark, will hopefully help those in need.

Volunteers will accompany users of city paratransit services and assist them by pushing wheelchairs, providing a steadying arm, helping with shopping, and carrying packages. The cities are working with LIFE ElderCare, a local non-profit organization, to recruit and train volunteers and match them with paratransit riders. Funding for the project comes from Alameda County Measure B, the transportation sales tax measure passed in 2000.



If you would like to help a senior or disabled person and have two or three hours a week to volunteer, or if you ride City paratransit and could use a volunteer escort, please contact LIFE ElderCare's Liz Jardin at 574-2073.

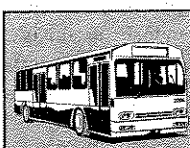
## A Travel Escort to the Rescue

**D**orothy was in a bind...she had a doctor's appointment scheduled for Wednesday but didn't have anyone to accompany her and push her wheelchair on this particular trip. Dorothy uses Fremont Paratransit to get to and from her medical appointments. When she goes to the doctor, the paratransit driver pushes her wheelchair into the main lobby of the medical office and she can usually manage on her own from there when her doctor's office is on the first floor.

Wednesday's appointment was going to be a challenge...the doctor's office was on the 3<sup>rd</sup> floor and she knew the paratransit driver couldn't assist her beyond the main lobby of the building. She knew it would be too difficult for her to propel her wheelchair that distance because of her breathing problems and other physical limitations. Although she has a paid caregiver at home, this person is charged with the care of Dorothy's husband, who has advanced Parkinson's disease and can't be left home alone.

Fortunately, Dorothy had received a notice in the mail the week before her appointment announcing a new Travel Escort service. She learned that the cities of Fremont, Newark and Union City had recently teamed up with LIFE Eldercare to help paratransit riders who need assistance when traveling in the community for medical appointments, shopping or errands but lack a relative, friend, or paid caregiver to accompany and assist them. LIFE Eldercare, Dorothy discovered, recruits, screens and trains volunteer escorts who can assist seniors with the following:

- Provide a steady arm as a senior negotiates walkway and/or step
- Push a wheelchair



### AC Transit Buses

For information on schedules, routes, fares, or how to obtain a Regional Transit Connection Discount ID Card, please contact AC Transit at 477-0192 or visit AC Transit's website at [www.actransit.org](http://www.actransit.org).



*Dorothy has found the new Travel Escort Service a great help*

- Assist with shopping (i.e. selecting items from shelf, pushing cart, etc.)
- Carry packages
- Assist with completing forms
- Help the senior get around safely in the community

LIFE Eldercare linked Dorothy with Susan, a volunteer who had recently completed her two-hour travel escort training. During her recent training, Susan learned how to provide travel assistance to individuals with various disabilities, including how to handle a wheelchair safely. Susan, a full time marketing professional,

has a flexible work schedule and was eager to help frail seniors and give back to her community.

Susan met Dorothy at her home on the day of her appointment and accompanied her on her paratransit trip to the doctor. Dorothy said that having Susan's help and company was a god-send, "I couldn't have maneuvered my wheelchair up and down the elevator or opened the heavy glass doors to the doctor's office on my own. Being in a wheelchair makes you feel extra vulnerable, especially when you are waiting by yourself or have to go into a bathroom alone. It was nice to have the extra security of having someone with me."

Frail seniors and persons with disabilities who are enrolled with the Fremont Paratransit, Newark Paratransit or Union City Paratransit are eligible to receive services through the new Travel Escort Program.

*To volunteer as an escort or to receive an application or more information on the Travel Escort Program, contact Lori Vogel, Travel Escort Program Coordinator, at 574-2096.*

*Paid Advertisement*



**For the right hospital, the right price, the right doctor, right in your neighborhood, choose Washington Senior Care.**

### Where can I get affordable, quality health-care Medicare supplement insurance?

The Washington Senior Care Medicare Supplement Plan is an affordable Medicare Supplement Insurance you can count on. How does it compare to your Medicare HMO?

#### **Frustrated by not being able to choose your own doctor?**

Now you have the freedom to choose your own doctor.

#### **Tired of filling out forms and paying co-pays with each office visit?**

There are NO HMO authorizations and NO office co-pays.

#### **Are you concerned about your premium rates?**

Our premium rates are competitive with or less than other plans in the market.

#### **Tired of wading through phone trees and long hold times to talk to someone?**

Our friendly on-site Senior Care Specialist can answer your questions and help with benefit questions.

**For more information, call our Senior Care Specialist at 1-800-993-8995**



Washington Hospital Healthcare System

## East Bay Paratransit Increases Fares

In the past few years, AC Transit and BART have seen a significant decrease in overall transit funding. At the same time, paratransit costs and demand for paratransit services have increased. Recently, AC Transit and BART, who operate the East Bay Paratransit service, approved an increase in paratransit fares beginning January 1, 2005. This is the first time East Bay Paratransit fares have been raised since July 1998.

East Bay Paratransit will be sending information out to their riders about the new fares. Beginning in December 2004, East Bay Paratransit will have

new fare coupons available for purchase; coupons will be sold in both \$3.00 and \$1.00 denominations.

For riders who have the old \$2.25 coupons and want to trade them in for the new \$3.00 coupons, there will be a coupon exchange/purchase day at the Fremont Senior Center on December 13th, from 1-3 pm. Riders do not have to exchange and purchase the new coupons. EBP will continue to accept the old \$2.25 coupons with the additional required fare paid in cash to the driver. Riders also have the option of sending their coupons back to the East Bay Paratransit office in Oakland or visiting the office in person to make an exchange/purchase.

*For more information about the new fares or the services offered by East Bay Paratransit, please call 800-555-8085.*

East Bay Paratransit trips occurring on or after January 1, 2005 will be subject to the following new fares:

### For Service in the East Bay

Trip Distance	Fare
0 to 8 miles.....	\$3.00
Greater than 8 miles, and up to 12 miles.....	\$4.00
Greater than 12 miles, and up to 20 miles.....	\$5.00
Greater than 20 miles.....	\$6.00

### For Service to/from San Francisco

Trip Distance	Fare
For destinations up to the Civic Center BART station.....	\$6.00
For destinations beyond the Civic Center BART station.....	\$7.00

In addition, there may be a MUNI charge of \$1.65, for trips beyond ¾ of a mile of a BART station.

## New Wheelchair Breakdown Transportation Service

Do you use a manual or power wheelchair? Ever worry about what you would do if your wheelchair broke down and you were stranded somewhere in the community? Well, there is a new service that can help! The Alameda County Transportation Improvement Authority oversees a transportation service that provides rides throughout Alameda County for people in wheelchairs who experience a mechanical breakdown. The service will also pick up a stranded wheelchair if someone is taken to the hospital in an emergency. The Wheelchair Breakdown Transportation Service is available 24 hours a day. The program is supported by your Measure B tax dollars.

*For transportation assistance in the event of wheelchair breakdown, call toll-free 1-877-50-WHEEL (1-877-509-4335)*

### Help the Sisters help the poor and needy- Donate your car today

The Sisters of the Holy Family are excited to announce that we are now able to accept nearly all donations of cars, trucks, trailers, boats and RV's!

Most vehicles are accepted — running or not. When you call to make the contribution you will be contacted within five business days.

Free towing & free appraisal - there is absolutely no cost to you.

Receive a full fair-market value tax deduction.

Call today: 510-624-4580



*"...to seek out and advocate for the poor and needy, especially families, for the kingdom of God..."*

Quick response • No cost to you

## New Program to Benefit Low-income Paratransit Riders

Eligible low-income seniors and people with disabilities who are enrolled with the Fremont, Newark or Union City Paratransit Program now have access to a limited number of free paratransit rides on their city-operated paratransit service. The Paratransit Fare Assistance Program which was launched in September 2004, provides 4 free one-way trips per month for individuals who are receiving the following forms of income support:

- Supplemental Security Income (SSI)
- Medi-Cal
- Temporary Aid to Needy Families (TANF) from Alameda County
- General Assistance (GA)

Please note that simply receiving Social Security, Social Security Disability Insurance (SSDI) or Medi-Care does not qualify you for this program. The Paratransit Fare Assistance Program is supported by Measure B Gap Funds. Funds are limited and free trips will only be available as funds permit.

For more information on the Paratransit Fare Assistance Program or transportation assistance services in your area, please call your city paratransit program office:

Fremont Paratransit: 574-2053  
Newark Paratransit: 791-7879  
Union City Paratransit: 471-3232, ext. 373

## Using Paratransit for Your Medical Appointments

Seniors often encounter challenges when using paratransit to travel to and from medical appointments. Here are some helpful suggestions for avoiding problems with your medical trips:

**When scheduling your ride, be sure to provide the time you must arrive at your destination.** Be sure to account for when you have to check in for your appointment, not just when the appointment is scheduled.

**Schedule plenty of time in case your doctor runs late.** For example, if your regular appointment is only 30 minutes long, leave yourself an hour. It's much better to wait an extra 15 minutes for your scheduled ride than to miss your return trip and have to call your paratransit provider in hopes they can schedule an emergency "same-day" trip.

**Describe your pick-up and drop-off locations clearly when you are scheduling your ride.** The information you give when reserving your ride (street numbers and addresses, building names, suite numbers and specific entrance locations) will be communicated to the driver so they can locate you easily. Drivers who only have instructions like "Kaiser Fremont" or "Washington Hospital" will look for you but may not be able to locate you. If a driver cannot locate you, he/she will have to leave without picking you up.

**If you need extra time boarding the vehicle or need assistance from the driver, schedule extra time for your ride.** Generally, it takes 5 – 8 minutes for passengers using wheelchairs to board the vehicle and have their wheelchairs properly secured. Extra time is also needed to disembark the vehicle. Riders using walkers and those who walk slowly should also schedule extra time for their trips as needed.

**Give your doctor's name and phone number when scheduling your ride.** If there is a problem with your driver locating you, the paratransit provider has a way of trying to contact you. Better yet, if you have a cell phone be sure to give this number to the reservation agent.



Mary Mitchell deboarding a paratransit bus in wheelchair.

**Know your pick-up window and be at your pick-up locations on time.** Ask the reservation agent for your pick-up window information when you schedule your ride. Always be at your pick-up location at the beginning of your pick-up window. Be sure that you are in a location where the driver can locate you or that you can see the area where the paratransit vehicle will arrive. Passengers who are not ready to board the vehicle within 5 minutes of the driver arriving will be considered "no-shows" and will miss their trip.

**Let your doctor's office know that you are using paratransit.** When you check in for your appointment, let the medical staff know what time your return ride is scheduled. Sometimes medical staff will make an extra effort to see you in a timely manner so you don't miss your return ride home.

**Call your paratransit provider if your appointment is running late and you think you may miss your return trip.** Re-scheduling your return ride as soon as you can helps avoid long delays. Medical office staff can often assist you in calling your paratransit provider.

**Pack a snack and something to drink.** This can help if you have to wait a bit for your return ride and you get hungry or thirsty. Many riders also find it helpful to have reading materials, knitting or other things to do while they are waiting for their paratransit ride.

**Call if your ride is late.** If the driver has not arrived during the pick-up window, call your paratransit provider. The dispatcher can verify the status of your ride and give you an estimated time of arrival if the driver is running late.

**Schedule a "standing order" if you have "repeat" appointments.** Standing orders are for trips that you take at the same time, on the same day, at least once a week. For example, standing orders may be placed for dialysis treatment, physical therapy appointments, etc.

**Inform your paratransit provider if there is a change in your trip plans.** Avoid accumulating "no-show" penalties and help us avoid wasting driver and vehicle time by canceling unneeded rides at least 2 hours prior to pick-up time.

**REMEMBER:** If you miss your scheduled trip, a same-day, emergency ride may take an hour or more to arrange because another available vehicle and driver must be located for your re-scheduled pick-up.

*These tips can also be helpful for other types of paratransit rides...*

## YOUR "MEASURE B" TAX DOLLARS AT WORK!

The City of Fremont Paratransit Program is supported 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.

### AC Transit Buses



For more information on schedules, routes, fares, or how to obtain a Regional Transit Connection Discount ID Card, please contact AC Transit at 817-1717 (Text Telephone for hearing or speech impaired: 1-800-448-9790) or visit AC Transit's website at [www.actransit.org](http://www.actransit.org)



## New Paratransit Stops at Kaiser

**D**o you go to Kaiser in Fremont, Hayward or Union City for your doctor appointments? Good news! Getting dropped off close to your medical appointment and locating your ride home is easier now that these Kaiser facilities have designated stops for paratransit vehicles. Each stop has a

convenient sheltered waiting area outside, and a back-up waiting area just inside the building lobby for bad weather.

Maps for the Kaiser Fremont, Hayward or Union City Medical Centers are available from your city's paratransit program. The maps are helpful in locating where your appointments are in relation to these designated stops. Make sure to inform your reservation agent of your pick-up and drop-off locations when you are scheduling your ride.

Also...Are you wondering whether you've missed your ride or if your ride is running late? Ask the staff at the Information Desk for assistance. They can tell you if a driver has been looking for you or assist you in calling your paratransit provider.

## Paratransit Service Providers

For more information on paratransit, including eligibility and application processes, please contact the appropriate paratransit service provider:

### Fremont Paratransit Program

3300 Capitol Avenue  
Fremont, CA 94537  
Phone: (510) 574-2053  
*(Serves eligible Fremont residents)*

### Newark Paratransit Program

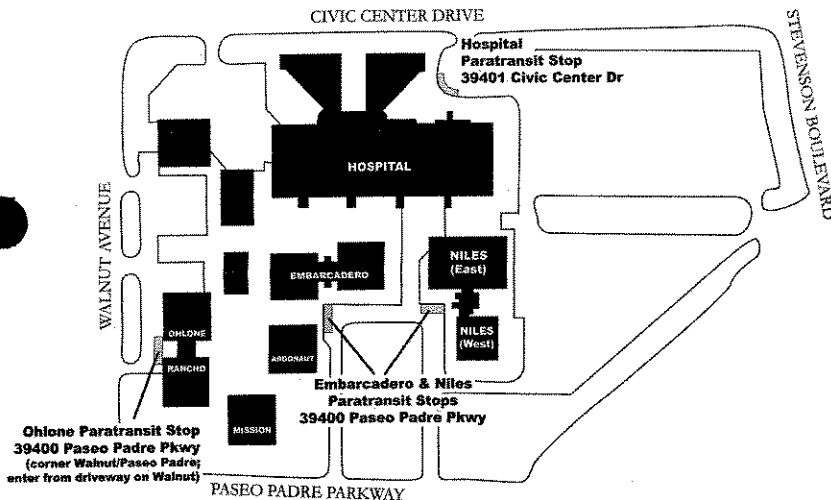
35300 Cedar Boulevard  
Newark, CA 94560  
Phone: (510) 791-7879  
*(Serves eligible Newark residents)*

### Union City Paratransit

34009 Alvarado-Niles Road  
Union City, CA 94587  
Phone: (510) 675-5373  
*(Serves eligible Union City residents)*

### East Bay Paratransit

1720 Broadway, Suite 310  
Oakland, CA 94612  
Phone: 1-800-555-8085  
*(Serves eligible Alameda County residents)*



## Kaiser Fremont Medical Center

## Transportation Available for Hospital Discharges

**I**n response to community-identified needs, local paratransit programs have teamed up with Washington Hospital and Kaiser Hospital in Fremont to provide affordable, wheelchair accessible transportation for seniors and persons with disabilities who are being discharged from the hospital.

Discharge planners at the designated hospitals are now able to access same-day transportation for patients who are paratransit service eligible but do not have transportation available to get them home or to a skilled nursing facility once they

are discharged. The service is provided at no cost to service recipients thanks to generous funding from Measure B Gap Funds and support from Washington Hospital and Kaiser Medical Center.

*For more information, contact Shawn Fong, Fremont Paratransit Program Manager, at (510) 574-2033.*



*Paid Advertisement*

# Line M

FROM CASTRO VALLEY & HAYWARD TO FOSTER CITY & SAN MATEO VIA THE SAN MATEO BRIDGE

Line M luxury highway cruisers feature comfortable highback seats, reading lights, overhead racks, and room for six bicycles. Line M operates seven days a week. So sit back, relax, and enjoy the ride!

**ExpressBUS** **A/C Transit**

www.actransit.org  
or call 511 and say "AC Transit"

**ATTACHMENT B**  
**Website Information**

The City Government of Fremont, California


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- [Child Care Facilities](#)
- [Community Feedback](#)
- [Community Involvement](#)
- [Counseling](#)
- [Demographics](#)
- **Disability Services**
  - > [Intersection Ramp Program](#)
  - > [Paratransit](#)
- [Event Calendar](#)
- [Family Resource Center](#)
- [Grant Programs](#)
- [Hospitals](#)
- [Housing](#)
- [Libraries](#)
- [Neighborhood News](#)
- [News in the City](#)
- [Newsletter](#)
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- [Parks & Recreation](#)
- [Public Nuisances](#)
- [Redevelopment](#)
- [Schools](#)
- [Seniors](#)
- [Shelters](#)
- [Street Sweeping](#)
- [Teens](#)
- [Traffic](#)
- [Transportation](#)
- [Utilities](#)
- [Volunteering](#)

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## Paratransit

### City of Fremont Paratransit Program

The City of Fremont's Paratransit Program provides transportation services to eligible elderly and disabled Fremont residents. These services include:

1. Door-to-Door Transportation
2. Group Trips

[Back to top.](#)

### Door-to-Door Transportation

The City of Fremont's Paratransit Program provides a shared-ride, door-to-door transportation service for health care, shopping, social and recreational needs. Service is provided to and from destinations in the Tri-City area (Fremont, Newark and Union City) and is available from 8 a.m. to 5 p.m., Monday - Friday and 9 a.m. to 5 p.m. Saturday - Sunday. Rides are provided in sedans and lift-equipped vans. Ride reservations should be made at least 24 hours prior to the desired trip and are taken up to 7 days in advance. Same day trip requests can only be accommodated on a vehicle available basis.

[Back to top.](#)

### Eligibility and Application Process

In order to be eligible for the door-to-door transportation a person must:

- Reside in Fremont;
- Be at least 18 years of age; and,
- be unable to access public transportation independently due to disability or disabling health condition.

Applications can be obtained from the Fremont Paratransit Program. The application includes a Medical statement Form that must be completed by a physician, nurse, social worker or other health care professional to verify eligibility.

To apply for services or for more information on the City of Fremont's Paratransit Program, please call Monica Gloria at 510-574-2053.

[Back to top.](#)

### Service Usage and Costs

Program participants generally receive 24 one-way trip vouchers per quarter. Additional vouchers may be allocated in special circumstances. Individuals are required to present a trip voucher and a \$2 cash fare each time they take a ride. If you are on Medi-Cal, you may be eligible to receive pre-paid trip vouchers through the Paratransit Fare Assistance Program. For more information on the PFAP Program, please call Monica Gloria at 510-574-2053.

A personal care attendant, who provides needed assistance when traveling, may accompany the program participant at no charge. Additional passengers (companions) are required to pay the same fare as the enrolled participant but are not required to have their own voucher.

[Back to top.](#)

### Group Trips

Fremont's Group Trip services are available to housing complexes and community organizations that serve seniors or persons with disabilities. Additionally, seniors who are frail or isolated due to language barriers (Mandarin, Farsi, Spanish) may participate in outings facilitated by the City's paratransit outreach workers.

Group Trips can be arranged for 6 or more individuals. Trip destinations, which must be within a 30-mile radius of the Fremont Senior Center, include: grocery stores, restaurants, museums, shopping malls, parks, special events, and other local places of interest. Individuals pay \$1 each way for Group Trip rides.

[Back to top.](#)

### Program Funding

The City of Fremont Paratransit Program is supported 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 on Measure B, visit the [Alameda County Transportation Authority website](#).

Alameda County Paratransit services information can also be found at: [www.accessalameda.org](http://www.accessalameda.org)

[Back to top.](#)

### Paratransit Program Application



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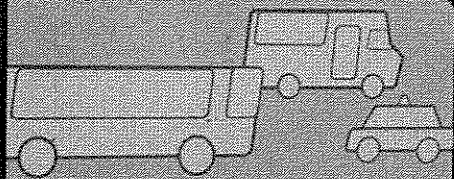
Please contact [mgloria@ci.fremont.ca.us](mailto:mgloria@ci.fremont.ca.us) if you have any questions about this specific page.

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**ATTACHMENT C**

**Photos of signage/projects/programs**

**Your Measure B**  
Tax Dollars  
Help Fund the  
Operations of this Vehicle!



**ACTIA**

For more information, visit [www.ACTIA2022.com](http://www.ACTIA2022.com)



**ATTACHMENT D**

**South County Measure B Paratransit Gap Funds –  
FY04-05 Year End Gap Expenditure Reporting Sheet  
Revised 12/13/05**

**SOUTH COUNTY MEASURE B PARATRANSIT GAP FUNDS –  
FY 04-05 YEAR END GAP EXPENDITURE REPORTING SHEET**

**Date of Report:** July 7, 2005 (Revised 12/13/05)

**Agency Name:** City of Fremont  
(lead agency for all Gap funded South County projects)

**Contact Person:** Shawn Fong  
**Title:** Paratransit Program Manager

**Phone:** (510) 574-2033

**Fax:** (510) 574-2054

**Email:** sfong@ci.fremont.ca.us

**Address:** 3300 Capitol Ave., Fremont, CA 94537

Please complete the following budget sheet at the end of each fiscal year **for each project** listed on your original Gap application, Part 3.

<b>FY 04-05 Project Expenses</b>	<b>Project 1: TEP</b>	<b>% of overall budget</b>	<b>Project 2: PFAP</b>	<b>% of overall budget</b>	<b>Project 3: MTOF</b>	<b>% of overall budget</b>
Administrative (salary, wages, fringe)	\$ 4,550	12%	\$ 2,062	29%	\$ 5,730	17%
Administrative (supplies)	\$ 0	%	\$ 0	%	\$ 0	%
Customer Service and Outreach	\$ 0	%	\$ 0	%	\$ 25,526	75%
Service Delivery (in-house)	\$ 0	%	\$ 4,981	71%	\$ 0	%
Contracts (if service offered through contractor)	\$ 34,368	88%	\$ 0	%	\$ 2,914*	8%
Capital	\$ 0	%	\$ 0	%	\$ 0	%
Other	\$ 0	%	\$ 0	%	\$ 0	%
<b>TOTAL</b>	<b>\$ 38,918</b>	<b>48%</b>	<b>\$ 7,043</b>	<b>9%</b>	<b>\$ 34,170</b>	<b>43%</b>

**TOTAL EXPENSES FOR FY04-05: \$80,131**

\* Expenses (\$2914) for the Hospital Discharge Transportation Service which are paid directly by ACTIA.

**Project # 1: Travel Escort Program (TEP)**

**A. Planning areas served:** Fremont, Newark and Union City

**B. Lead Agency:** City of Fremont

**C. Program Type:**

<i>Check all that apply:</i>	
<input checked="" type="checkbox"/>	<b>Program</b>
<input type="checkbox"/>	<b>Capital</b>
<input type="checkbox"/>	<b>Other</b>

**D. Total Consumers served by this Gap Service project for the reporting fiscal year:**

Travel Escort Program was started in the fourth week of Sept. 2004.

# of clients enrolled with TEP:	141
# of volunteers recruited for TEP:	46
# of unduplicated clients requesting travel escorts:	34
# of service linkages completed:	196
# of escorted trips provided:	392
# of service requests filled but then cancelled:	18
# of service requests not filled:	7

**E. Plan for unexpended funds:** There are no unexpended funds from the FY04-05 Travel Escort Program budget.

**F. Report on the performance measure you listed as part of you application, Part 3.J., items i. and ii.**

- Total # of volunteer travel escorts recruited: 46
- Total # of volunteer travel escorts retained: 28 (61%)
- Total number of escort trips measured on a monthly and annual basis:

Service Month	Fremont Svc Linkages	Newark Svc Linkages	Union City Svc Linkages	Total Svc Linkages	Total Escorted Trips
July	0	0	0	0	0
August	0	0	0	0	0
September	1	0	0	1	2
October	9	1	1	11	22
November	5	1	6	12	24
December	4	0	4	8	16
January	19	4	1	24	48
February	19	4	4	27	54
March	22	5	4	31	62

**SOUTH COUNTY MEASURE B PARATRANSIT GAP FUNDS –  
FY 04-05 YEAR END GAP EXPENDITURE REPORTING SHEET**

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April	13	2	6	21	42
May	16	4	8	28	56
June	22	5	6	33	66
<b>Year Total</b>	<b>130</b>	<b>26</b>	<b>40</b>	<b>196</b>	<b>392</b>

4. Cost per escorted trip (Total admin + service delivery expenses/Total escorted trips): \$99.28

5. Qualitative information will be based on telephone interviews with all of the volunteers and at least one-third (but no less than ten) riders six and twelve months into the program:  
371 surveys completed; summary results below.

Rider surveys conducted: 184

Rider's overall rating of experience with the travel escort –

Excellent - 177

Very Good - 4

Good - 1

Fair - 0

Poor – 1

Travel escort surveys conducted: 187

Volunteer's overall rating of experience providing travel escort services to paratransit rider –

Excellent - 164

Very Good - 10

Good - 6

Fair - 0

Poor - 0

**Project # 2: Paratransit Fare Assistance Program (PFAP)**

**A. Planning areas served:** Fremont, Newark and Union City

**B. Lead Agency:** City of Fremont

**C. Program Type:**

<i>Check all that apply:</i>	
<input checked="" type="checkbox"/>	<b>Program</b>
<input type="checkbox"/>	<b>Capital</b>
<input type="checkbox"/>	<b>Other</b>

**D. Total Consumers served by this Gap Service project for the reporting fiscal year:**

Paratransit Fare Assistance Program was started in October 2004.

1. Number of clients enrolled with PFAP: 302
  - i. # of Fremont enrollees: 189
  - ii. # of Newark enrollees: 57
  - iii. # of Union City enrollees: 56
2. Number of PFAP trips provided during FY04-05: 2,704

<b>Service Month</b>	<b>Fremont</b>	<b>Newark</b>	<b>Union City</b>	<b>Total All Cities</b>
October	74	0	58	148
November	113	58	94	226
December	92	96	159	184
January	116	52	150	232
February	174	109	89	348
March	192	58	79	384
April	223	96	87	446
May	216	69	57	432
June	160	111	33	304
<b>TOTAL</b>	<b>1360</b>	<b>649</b>	<b>806</b>	<b>2704</b>

**E. Plan for unexpended funds:** Unexpended funds from the FY04-05 will be rolled over and used for additional PFAP trips during the FY05-06. Number of free rides each PFAP recipient may receive monthly has been increased to 8 one-way trips per month (up from 4 one-way trips per month in FY04-05).

**F. Report on the performance measure you listed as part of you application,  
Part 3.J., items i. and ii.**

See performance data provided in D1 and D2.

Cost per PFAP trip (Total admin + service delivery expenses/Total PFAP trips): \$2.60

Qualitative information based on telephone interviews with a sample of participants to determine how the availability of PFAP trips has affected their lives: Telephone surveys to be completed during FY05-06

### Project # 3: Medical Transportation Outreach Program (MTO)

A. **Planning areas served:** Fremont, Newark and Union City

B. **Lead Agency:** City of Fremont

C. **Program Type:**

Check all that apply:	
<input checked="" type="checkbox"/>	Program
<input checked="" type="checkbox"/>	Capital
<input type="checkbox"/>	Other

D. **Total Consumers served by this Gap Service project for the reporting fiscal year:**

Number of consumers served by the Medical Transportation Outreach Program cannot be clearly determined given the nature of the project. See performance measures below for more information.

E. **Plan for unexpended funds:** Unexpended funds from the FY04-05 will be rolled over and used to expand paratransit waiting areas project to Washington Hospital and Palo Alto Medical Foundation's Fremont clinic and continue the Hospital Discharge Transportation Service at Washington Hospital and Kaiser Hospital in Fremont.

F. **Report on the performance measure you listed as part of you application, Part 3.J., items i. and ii.**

#### Component #1: Outreach and Education

1. Total number of outreach meetings conducted by city staff: 28
2. Number of informational materials printed and distributed within the community.  
5,750 copies of "The Extra Mile" newsletter were printed. Fremont initiated contact with EBP to offer printing and mailing of "The Extra Mile" newsletter to EBP active riders enrolled in Fremont and Newark.

# of "The Extra Mile" newsletters mailed to City-based paratransit enrollees and EBP active riders within the following cities:

Fremont:	1577	Newark:	1187
Union City:	875		
Total:	3639		

**SOUTH COUNTY MEASURE B PARATRANSIT GAP FUNDS –  
FY 04-05 YEAR END GAP EXPENDITURE REPORTING SHEET**

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# of "The Extra Mile" newsletters the cities have on hand for distribution to new enrollees, at outreach presentations, etc.: 2,111

Additional informational materials:

- Sterling Times (Fremont Senior Newspaper), Winter 2005: Articles on Using Paratransit for Medical Appointments, New Paratransit Stops at Kaiser, Transportation Available for Hospital Discharges. Circulation approximately: 7,000
- Senior Scene (Newark Senior Center Newsletter), April, May and June 2005 issues: Transportation Available for Hospital Discharges. Circulation approximately: 1,200 each issue
- Paratransit Services Information Guide developed by Fremont Paratransit for service providers. Over 50 copies were disseminated at two volunteer trainings at Kaiser Fremont and Hayward facilities. Twelve guides were provided to peer counselors at the Tri-City Senior Peer Counseling Program. Additional guides will be distributed to skilled nursing facilities, residential care facilities, senior centers, medical facilities during future training sessions.
- Approximately 100 Kaiser Paratransit Stop packets and drafts of "The Extra Mile" newsletter were distributed at paratransit provider trainings, local paratransit advisory committees, Fremont Senior Commission meeting, and other outreach meetings.

3. Interviews with social service agency staff to determine effectiveness at reaching the targeted community.  
Decision made to not survey social service agency staff; unclear how to measure "effectiveness" of outreach given the different educational approaches being utilized and difficulty in determining how outcomes correlate with specific actions.

Component #2: Paratransit Waiting Areas

1. Solicitation of feedback from consumers at existing advisory committee meetings regarding comfort, convenience, effect on medical trip experience.  
Feedback from advisory committees will be collected during FY05-06.
2. Comparative costs of each waiting area in terms of effectiveness in meeting program objectives.

**SOUTH COUNTY MEASURE B PARATRANSIT GAP FUNDS –  
FY 04-05 YEAR END GAP EXPENDITURE REPORTING SHEET**

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No capital funds were spent on the paratransit waiting area project at Kaiser. Fremont paratransit program staff was responsible for the coordination and implementation of the project and Kaiser provided in-kind labor. East Bay Paratransit provided the paratransit stop signs for the project at no cost.

Component #3: Hospital Discharge Transportation Service

1. Total number of riders that received discharge transportation:  
74 discharge transportation trips provided from Washington Hospital and Kaiser Hospital in Fremont to 66 unduplicated consumers. Service was also arranged for 1 individual who no-showed the discharge transportation ride.
2. Total number of individuals receiving discharge transportation who obtained follow-up assistance to enroll with paratransit services:  
41 of the 66 riders who received HDS were enrolled with city-based paratransit or EBP.
3. Qualitative information based on telephone interviews with a sample of riders to determine how the availability of the hospital discharge trip affected their visit to the hospital and what alternative arrangements were available to them.  
To be completed during FY05-06.
4. Telephone interviews with hospital discharge planners/social workers to determine their assessment of the program.  
See attached responses below.
5. Cost per rider: \$38.85  
Cost of service through June 30, 2005: \$2913.75  
# of service requests: 75

**Hospital Discharge Transportation Service  
Provider Evaluation Surveys – Sept. 2005**

**Provider Name:** Arlene Pruitt, Social Worker - Kaiser Fremont

- 1 Have you had any difficulties getting through to the HDTS number to make a ride reservation?**  
No. I generally get a live person. Sometimes I have to hold but not too long.
- 2 Have you had any difficulties setting up a HDTS ride on the first call?**  
Approximately 70% of the time I am able to schedule the ride on the first call. If they can't give me a time when I first call, they usually call back within 15 minutes.
- 3 Have you been able to arrange a pick-up within 1hr of your requested pick-up time?**  
I mostly work in the ER during the week and I cover both inpatient and ER on Sundays. I rarely ask for a specific pick-up time. Instead I tell them my patient is about to be discharged and ask what's available for rides.
- 4 Have there been instances when the service was not been able to accommodate your ride request? If so, what were the circumstances?**  
No denials.
- 5 Do HDTS rides come within the designated 20 minute pick-up window?**  
They have generally been on time. There have been a few times when they have called to say that the ride has been pushed back later – this has been a little inconvenient but it's worked out ok so far. There have also been times when the service has called back to say they can pick the patient up earlier, say at 2pm instead of 3pm. This has worked out well especially with my ER patients. May be problematic with the inpatient units.
- 6 Have the patients who have used the HDTS had their own wheelchairs or need a w/c provided for them when being transported?**  
With the exception of one patient who was overweight and whose family brought in her extra-wide wheelchair, all the patients who have used the service have needed a wheelchair provided for them.
- 7 Have you had to cancel HDTS rides? Have you given a minimum of 1hr notice when you have cancelled rides?**  
There have been a few times when I set the ride up earlier in the day and then lab results come back and we need to keep the patient for additional tests and monitoring.
- 8 What types of problems have occurred with the HDTS?**  
No major problems.

**SOUTH COUNTY MEASURE B PARATRANSIT GAP FUNDS –  
FY 04-05 YEAR END GAP EXPENDITURE REPORTING SHEET**

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- 9 Did you notify your paratransit contact person when problems occurred?**  
N/A

- 10 Are you satisfied with the service? What suggestions do you have for improving the service?**

Satisfied – no suggestions at this time. Provide training for the Patient Care Coordinators (nurse discharge planners) on how to use the service.

- 11 How has the service benefited you and your patients?**

It a huge cost saver for the patients. Private wheelchair services have a \$50 basic charge plus a \$5 per mile charge. A lot of patients can't afford these charges. Having the service has made my job a lot easier, especially on Sundays when other vendors are all booked up.

- 12 What steps do you take to ensure that a patient has transportation resources for transportation needs once they leave the hospital?**

I give patients a paratransit application.

- 13 If you have not completed paratransit applications for patients, why not?**

I need to work on helping the patients to complete the applications and fax them over to your office. It's often a matter of having enough time and actually doing it. I'll work on this.

- 14 Under what conditions have you used private w/c services over the HDTs?**

I almost always use your service. When a patient is to be transported via guerney van, I always check with the nurses to see if the person is able to sit in a wheelchair. If so, we try to use your service. Guerney van service costs \$150+.

**Hospital Discharge Transportation Service  
Provider Evaluation Surveys – Sept. 2005**

**Provider Name:** Nataragen Gowda, Social Worker - Kaiser Fremont

- 1 Have you had any difficulties getting through to the HDTs number to make a ride reservation?**  
No – sometimes put on hold.
- 2 Have you had any difficulties setting up a HDTs ride on the first call?**  
25-30% of the time they have to call me back with a time for the ride. Usually they call back within 10 minutes.
- 3 Have you been able to arrange a pick-up within 1hr of your requested pick-up time?**  
I will usually ask for a ride within a couple of hours but I have not consistently been able to have rides accommodated within this time frame.
- 4 Have there been instances when the service was not been able to accommodate your ride request? If so, what were the circumstances?**  
There have been 3 or 4 times when they were not able to schedule a ride. I was told that there were no drivers available or given a pick-up time that was too late.
- 5 Do HDTs rides come within the designated 20 minute pick-up window?**  
Most of the time the ride is on time. If they are running late, they generally call.
- 6 Have the patients who have used the HDTs had their own wheelchairs or need a w/c provided for them when being transported?**  
All the patients who have used the service have needed a wheelchair...their wheelchair is usually at home and there is no way to get it to the hospital.
- 7 Have you had to cancel HDTs rides? Have you given a minimum of 1hr notice when you have cancelled rides?**  
Yes a couple of times. I will call at 10am to schedule a ride and they tell me the only available time is at 4pm. I will schedule the ride but I'll end up canceling it later. The hospital wants patients to be discharged by 11 am so there is a lot of pressure to get people moved in a timely manner. I end up having to arrange private pay transport and occasionally have used taxi vouchers when the person is ambulatory
- 8 What types of problems have occurred with the HDTs?**  
Rides are not readily available. Often the ride is not available until 3hrs or more hours from the time I need it.
- 9 Did you notify your paratransit contact person when problems occurred?**  
No. I just find alternative (private pay) transportation.

**10 Are you satisfied with the service? What suggestions do you have for improving the service?**

Ok but needs improvement. Need better availability for rides – within 2 hours. Also, drivers need to be on time – nurses/cna's have to bring the patient down from the inpatient unit to the first floor lobby and they have to wait with the patient; this waiting takes away time from their work with other patients. Can drivers come up to the floor to pick the patient up?

**11 How has the service benefited you and your patients?**

It's a lifesaver because sometimes a patient has no other transportation resources. Even if they have paratransit, they often can't get a ride on the same day. It's great that the service is available at no charge for patients.

**12 What steps do you take to ensure that a patient has transportation resources for transportation needs once they leave the hospital?**

I will give them an application.

**13 If you have not completed paratransit applications for patients, why not?**

If they need transportation immediately, I will help them complete the application and fax the completed application to your office.

**14 Under what conditions have you used private w/c services over the HDTS?**

Typically, I use your service when there are no other options for the patient. Because of the ride timing issues I have mentioned, I end up making arrangements with private wheelchair services because their service is available within an hour.

**Hospital Discharge Transportation Service  
Provider Evaluation Surveys – Sept. 2005**

**Provider Name:** Rhonda Coppin, Social Worker – Washington Hospital

- 1 Have you had any difficulties getting through to the HDTS number to make a ride reservation?**  
Yes, there have been times when I am put on hold for a lengthy time (5 minutes). I end up hanging up and calling back.
- 2 Have you had any difficulties setting up a HDTS ride on the first call?**  
Almost always they will say they need to call me back to schedule the time. Return calls are not made in a timely manner – once it took two hours to get a call back. If I am pressed for time, I usually end up calling back before they do.
- 3 Have you been able to arrange a pick-up within 1hr of your requested pick-up time?**  
Yes but I have to be assertive. Example: Skilled nursing facilities will often not take an admission after 4:30 pm because of staffing issues so I have to push to make sure I can get a pick-up time that works with not just the hospital's needs but the facility they are going to.
- 4 Have there been instances when the service was not been able to accommodate your ride request? If so, what were the circumstances?**  
No. Our discharges happen all day long.
- 5 Do HDTS rides come within the designated 20 minute pick-up window?**  
Yes, no real problems here. We are required to send a nurse/cna down to the lobby with the patient. Have not heard any complaints from nursing staff. Once, the driver arrived early and we got a call from dispatch asking where the patient was. I was afraid the driver was going to leave...we did get the patient down to the lobby.
- 6 Have the patients who have used the HDTS had their own wheelchairs or need a w/c provided for them when being transported?**  
70-80% need to have wheelchair provided.
- 7 Have you had to cancel HDTS rides? Have you given a minimum of 1hr notice when you have cancelled rides?**  
A couple of times...family members come at the last minute. We try to cancel with 1 hr notice but not always possible.
- 8 What types of problems have occurred with the HDTS?**  
Generally we try to avoid using the service because of the problems we have experienced with the timing and lack of availability of rides, service staff's poor communication, unresponsiveness and lack of professionalism. Examples: amount of time it takes service to return phone calls, dispatch has 3 conversations going on at

**SOUTH COUNTY MEASURE B PARATRANSIT GAP FUNDS –  
FY 04-05 YEAR END GAP EXPENDITURE REPORTING SHEET**

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once, attitude of “we tell you when we can come get the rider, you don’t tell us”.  
Particular problems with dispatcher “Angela”.

**9 Did you notify your paratransit contact person when problems occurred?**  
Yes (to Shawn)

**10 Are you satisfied with the service? What suggestions do you have for improving the service?**

I would rate the service as a 4 or 5 on a scale of 10 (10 being excellent). The service needs improvement – needs to be easier to use, have better timing/availability of rides and improve professionalism on the part of staff.

**11 How has the service benefited you and your patients?**

It’s been a last resort for our patients. It’s helped us to get people out of the hospital faster. Service is free to patients. Patients and family members have access to transportation resources. For the seniors, this is critical because they are not stuck in their homes with no way to get out for doctor appointments, grocery shopping, etc. It often opens up a whole realm of services that the patient and their family did not know existed. It’s a service we really need to have...wouldn’t want to see it go away.

**12 What steps do you take to ensure that a patient has transportation resources for transportation needs once they leave the hospital?**

Give paratransit applications to patient or family.

**13 If you have not completed paratransit applications for patients, why not?**

Paratransit applications are cumbersome; different applications for different programs. Paperwork is mundane – it takes time to do and sometimes there are competing interests for the social workers’ time. Try to have family members complete as much of the applications as possible.

**14 Under what conditions have you used private w/c services over the HDTs?**

Private w/c service is more responsive, easier to use.

