



Senior Mobility Program

Agency Service Plan

Jurisdictions and agencies participating in the Orange County Transportation Authority (OCTA) Senior Mobility Program (SMP) must complete the following Service Plan in order to receive SMP funding. The Service Plan must be developed in accordance with SMP Guidelines, included in Attachment 1, and submitted to OCTA for review. Upon review from OCTA, the Service Plan must be formally adopted by the agency's council or governing body and approved by the OCTA Board of Directors. Any modifications to SMP services will require the submittal of a new Service Plan.

Participant Information:

Agency	<u>City of Fullerton</u>	Date	<u>August 20, 2024</u>
Program Contact	<u>Amanda Arbiso</u>	Phone	<u>714-738-3338</u>
Email	<u>Amanda.Arbiso@cityoffullerton.com</u>		

Service Description:

1. Program goals and objectives:

The City of Fullerton Senior Transportation Program's mission is to advocate for senior citizens to achieve a better quality of life, reduce social alienation and promote a positive and active image of the senior programs within the community through the patron's personal satisfaction. One of the main objectives of the senior transportation program is to identify isolated, low-income, English, and non-English-speaking older adults by facilitating the social, emotional, and physical well-being of independent senior citizens by providing access to community resources, providing services and activities that maintain senior citizens independence and wellness, including special services for those with physical and/or cognitive impairments.

Our goal is to ensure that the City of Fullerton is utilizing opportunities to introduce appropriate programs and/or services to meet the changing needs and interests of older adults, recognize seniors as a valuable assets to the community, and meet the needs to ensure older adults can maintain their independence.

2. Indicate how the SMP service will be operated: *(Please check all that apply)*

- | | |
|--|---|
| <input type="checkbox"/> Directly-Operated | <input checked="" type="checkbox"/> Subsidized Taxi Program |
| <input type="checkbox"/> Contract Service Provider | <input checked="" type="checkbox"/> Other (Please Describe) |
| <input type="checkbox"/> Volunteers | |

California Yellow Cab for taxi rides and OCTA Senior 30-Day Bus Passes for the use of local routes.

3. Eligible trips provided under the SMP are limited to the following categories. Please indicate the categories of service to be provided by your program: *(Please check all that apply)*

- | | |
|---|---|
| <input checked="" type="checkbox"/> Senior Center | <input checked="" type="checkbox"/> Personal Care |
| <input checked="" type="checkbox"/> Nutrition | <input checked="" type="checkbox"/> Shopping |
| <input checked="" type="checkbox"/> Medical | <input checked="" type="checkbox"/> Social / Recreation (Please Describe) |

The California Yellow Cab Taxi provides rides for older adults to the Fullerton Community Center for nutrition programs, social interaction, and a variety of activities happening at the Fullerton Community Center. Other rides may include aquariums/zoos, beach/ parks, charity/ social group events, community cultural events, education/ employment, family/ friends, funeral/ memorial service, government office/ service, library/ museum/ historical site, movies/ theater/ concert, religious institutions, restaurant, sporting/ fitness, transient center/ hub. Yellow Cab Taxi rides can be used for medical visits to select satellite locations in Orange County. A final option of taxicab rides is for shopping in Orange County.

4. SMP Guidelines restricts trips outside of Orange County to medical trips within approximately 10 miles of the Orange County border. Do you intend to provide medical trips outside of Orange County?

If yes, please list the trip purpose and destinations: *(e.g., medical trips to the VA Hospital in Long Beach)*

No

5. Fare structure:

<p><u>OCTA Senior 30-Day Bus Pass Program:</u> the \$22.25 value pass is available for \$7.00. 30-Day Senior Bus passes are available for purchase 30 days after the previous purchase date of the pass. Passes are good for unlimited use on all local routes.</p> <p><u>Fullerton Community Center Transportation Program:</u> No-cost transportation is available to Fullerton Residents aged 60 and older to participate in the weekday nutrition program and other activities offered at the Fullerton Community Center. Service is available Monday through Friday to transport from the resident's home to the Center only. Donations are accepted for Nutrition Transportation. A donation of \$1 per trip is suggested.</p> <p><u>Non-Emergency Medical Trips:</u> No-cost transportation per ride in Fullerton and no-cost transportation per ride to selected satellite locations outside of Fullerton. Limit 8 trips per month (4 round trips to satellite locations). Satellite locations are subject to change.</p> <p><u>Other Social/Recreational Rides to include shopping:</u> \$3 per ride in Fullerton and \$7 per ride outside of Fullerton, is available to Fullerton residents aged 60 and older to participate in the daily rides around Orange County. Service will be available Monday through Sunday to transport from the resident's home to the local destination. Limit outside of Fullerton trips to 8 trips per month (4 round trips).</p>
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6. Number of vehicles:

0

7. Projected annual ridership:

4,800

8. Source(s) of 20 percent match funding:

City of Fullerton General Fund

Program Requirements:

1. Jurisdiction/Agency shall follow competitive procurement practices in selection of vendors for all services which it does not provide using its own work force. Any Request for Proposals (RFP) for services shall specify the use of vehicles meeting Americans with Disabilities Act (ADA) accessibility standards.
2. Jurisdiction/Agency will perform, or ensure that a contracted vendor performs, maintenance of all vehicles used in the Senior Mobility program, including, at a minimum:
 - a) Daily Pre-Trip Inspections that meet or exceed the guidelines provided in the attached Pre-Trip Inspection Checklist (Attachment 2)
 - b) Scheduled preventative maintenance that meets or exceeds the guidelines provided in the attached PM Checklist, including the maintenance of all accessibility features of the vehicles.
 - c) Maintain maintenance records for each vehicle for five (5) years and, if required, cooperate fully in annual motor coach carrier terminal inspections conducted by the California Highway Patrol.
3. Jurisdiction/Agency will ensure that its operators, or its contracted vendor's operators, are properly licensed and trained to proficiency to perform duties safely, and in a manner which treats its riders with respect and dignity. Disability awareness and passenger assistance will be included in this training.
4. Jurisdiction/Agency will establish and implement an alcohol and drug program that complies with 41 U.S.C. sections 701-707, (the Drug Free Workplace Act of 1988), and will produce any documentation necessary to establish its compliance with sections 701-707.
5. Jurisdiction/Agency will submit a monthly report to OCTA's Community Transportation Services Department as illustrated in Attachment 3.
6. Jurisdiction/Agency will participate in OCTA marketing and outreach efforts to encourage older adults' use of fixed route transit service.
7. Jurisdiction/Agency will note OCTA sponsorship in any promotional material for service funded under this agreement and will display an OCTA Senior Mobility Program logo on vehicles used in this program (excluding taxis).
8. Jurisdiction/Agency will ensure that it maintains adequate oversight and control over all aspects of services that are provided by a contracted vendor.

IN WITNESS WHEREOF, has formally adopted the Senior Mobility Program Scope of Work as written above.

AGENCY REPRESENTATIVE

Name: _____

Title: _____

OCTA REPRESENTATIVE

Name: _____

Title: _____