



# 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 as 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 submittal of a new Service Plan.

### Participant Information:

Agency City of Costa Mesa Date March 28, 2016  
 Program Contact Yvette E. Aguilar Phone (714) 327-7540  
 Email yvette.aguilar@costamesaca.gov

### Service Description:

#### 1. Program goals and objectives:

The City of Costa Mesa will utilize funding provided by OCTA, Measure M2 Funds, and it's local match to provide transportation services to Costa Mesa residents, age 60 and older, to and from their home and the Costa Mesa Senior Center, and during the day for various errands, from various locations in Costa Mesa.

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

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

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) |

Costa Mesa City Hall, Neighborhood Community Center, Downtown Aquatics/Recreation Center, Balearic Community Center, and the library.

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?

Yes  No

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

5. Fare structure:

\$0 - No charge for service.

6. Number of vehicles:

1

7. Projected annual ridership:

4,500 trips/year

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

General fund/maintenance services.

**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 use of fixed route transit service by older adults.
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: Yvette E. Aguilar

Title: Senior Center Program Administrator

OCTA REPRESENTATIVE

Name: \_\_\_\_\_

Title: \_\_\_\_\_