



Oakland Paratransit for the Elderly and Disabled (OPED)

Group Trip Program (GTP) Policies and Procedures

INTRODUCTION

Welcome to the Oakland Paratransit for the Elderly and Disabled (OPED) Group Trip Program (GTP). The GTP promotes social connection and enhances quality of life for Oakland residents aged 55 and older by providing opportunities to participate in organized social, recreational, and community-based activities. The GTP operates through partnerships with eligible community-based organizations (“Agencies”) that organize and coordinate group outings for their participants.

The Group Trip Program is made possible through funding from Measure BB Direct Local Distribution, administered by the Alameda County Transportation Commission. As a locally funded program, the GTP prioritizes equitable access, efficient service delivery, and responsible stewardship of public resources. Transportation costs to group outings are heavily subsidized with Measure BB dollars to keep the cost to the Participants affordable. Transportation is provided through OPED-approved transportation vendors and is scheduled in advance to accommodate group travel needs.

The following GTP Policies and Procedures outline the program requirements, roles, and expectations to ensure safe, reliable, and consistent service for all participating Agencies and Participants.

I. DEFINITIONS

Agency – An entity registered with the OPED GTP and authorized to make trip reservations. The Agency must be a 501(c)(3) nonprofit/not-for-profit, public entity, or a special interest group fiscally sponsored by a nonprofit or public entity. The Agency is responsible for organizing, coordinating, and overseeing group trips for its Participants.

Participant – Individuals aged 55 and older who are affiliated with or members of an authorized OPED GTP Agency. Participants must be able to participate independently or be accompanied by a caregiver/attendant who provides necessary assistance throughout the trip. Drivers, Trip Leaders, and other Participants are neither responsible for nor allowed to provide personal assistance due to liability and safety for all concerned.

Trip Leader – A designated representative of the Agency who serves as the primary on-site point of contact during the trip. The Trip Leader is responsible for coordinating participant check-in and headcounts, ensuring participants adhere to trip schedules and safety expectations, communicating with the transportation provider and OPED staff as needed, and following established protocols to



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respond to, communicate, and report any issues, incidents, or emergencies that arise during the trip.

Agency Liaison - The primary administrative contact for the Agency who works directly with the OPED GTP Coordinator on trip reservations, logistics, invoicing/billing, troubleshooting, and ongoing communication.

GTP Coordinator – A City of Oakland staff member assigned to administer and coordinate the OPED Group Trip Program. The GTP Coordinator works directly with Agencies and Agency Liaisons on reservations, invoicing/billing, communication, reporting, troubleshooting, and program evaluation.

II. GROUP TRIP PROGRAM POLICIES AND PROCEDURES

A. Policies

1. Hours of Operation

The OPED Group Trip Program (GTP) operates Monday through Friday, 9:00 a.m. to 5:00 p.m. All timelines, deadlines, and references to business days or hours in this document correspond to these operating hours.

2. Agency Eligibility and Registration

Participation in the GTP is limited to Agencies that are registered and approved by OPED. Eligible Agencies include:

- 501(c)(3) nonprofit organizations
- Public entities
- Special interest groups fiscally sponsored by a nonprofit or public entity.

Agencies must submit a completed application (available at:

www.oaklandca.gov/OPED or request one by calling 510-238-3036 or emailing GroupTrips@oaklandca.gov. Approval is required prior to making reservations or accessing GTP services.

3. Communication Protocols

To ensure consistent and trackable communication:

- All GTP-related communications, including reservations, changes, inquiries, reporting, and concerns, must be directed to: **grouptrips@oaklandca.gov** or by contacting the GTP Coordinator at (510) 238-3036.
- All official program communications will be issued from the **grouptrips@oaklandca.gov** email.



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- Emails sent directly to individual OPED/City staff or bus/charter company regarding GTP matters will not be responded to.

4. Transportation Coordination

To maintain program integrity and vendor coordination:

- Agencies, their representatives, and Participants shall not contact transportation providers directly regarding reservations, scheduling, billing, or service issues.
- All coordination must occur through the GTP Coordinator via grouptrips@oaklandca.gov or 510-238-3036.

5. Liability and Assumption of Risk

Participation in the GTP constitutes acknowledgment of risk.

- Agencies, their representatives, and Participants agree to hold harmless the City of Oakland, its Councilmembers, directors, officers, agents, and volunteers from any claims, injuries, damages, or liabilities arising from participation in GTP trips.
- Agencies are responsible for ensuring Participants understand participation expectations and risks.

6. Minimum Trip Requirements

- All scheduled trips must have a minimum duration of four (4) hours.
- Trips must be planned in advance and adhere to approved reservation parameters.
- Trip arrangements and logistics must be based on established Agency policies and procedures.

7. Agency Roles and Responsibilities

Agencies are responsible for the safe and effective implementation of all group trips. Agencies must:

- Plan and coordinate all trip logistics, including destination, schedule, and participant management
- Designate a Trip Leader for each trip
- Maintain internal protocols to communicate with Participants before, during, and after trips
- Ensure Participants meet program eligibility and support requirements
- Implement safety procedures appropriate to the trip activity and participant needs



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8. GTP-Initiated Trip Cancellations

Trips may be canceled by OPED or the transportation provider under conditions including, but not limited to:

- Declared emergencies or disasters
- Unsafe weather or environmental conditions
- Public health or safety concerns
- Other circumstances beyond program or provider control

OPED will make reasonable efforts to notify Agencies as soon as practicable.

9. Agency-Initiated Cancellations and Fees

Agencies are responsible for timely cancellation of scheduled trips.

- Cancellations made fewer than three (3) business days prior to the scheduled trip may be subject to fees and penalties.
- Cancellations made fewer than 24 business hours prior to the scheduled trip may result in full cost recovery (i.e., non-subsidized rate).
- Agencies are responsible for all applicable charges resulting from late cancellations.

10. Compliance and Enforcement

Compliance with GTP policies and procedures is required for continued participation in the program.

- Violations by Agencies, their representatives, or Participants may result in corrective action, including suspension, termination, or disenrollment from the program.
- OPED reserves discretion in determining appropriate enforcement actions based on the nature and severity of the violation.

11. Program Modifications and Funding Contingency

The GTP is subject to funding and operational capacity.

- The City of Oakland reserves the right to modify, reduce, suspend, or discontinue the program, in whole or in part, based on funding availability, organizational capacity, or service priorities.
- Agencies will be notified of any significant program changes.

B. Standard Operating Procedures

1. Reservations

- a. Submission of Request



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- Agencies must complete a Group Trip Reservation Request Form by requesting a copy by emailing grouptrips@oaklandca.gov or calling 510-238-3036.
- Completed forms must be emailed to grouptrips@oaklandca.gov.
- b. Acknowledgment of Receipt
 - Agencies will receive an acknowledgment of receipt within two (2) business days of submission.
 - If no acknowledgment is received, the Agency must follow up via email or phone.
- c. Review and Approval
 - The GTP Coordinator will review all requests for completeness and accuracy.
 - Incomplete, inaccurate, or inconsistent submissions will be rejected and returned for correction, which may delay processing.
- d. Confirmation of Reservation
 - Approved reservations will be confirmed within five (5) business days of submission.
 - The confirmation will include, at minimum:
 - Agency name
 - Agency contact name
 - Confirmation number
 - Trip date and schedule
 - Destination(s)
 - Vehicle type
 - Number of Participants
 - Subsidized estimated cost to the Agency
- e. Agency Review Responsibility
 - The Agency/Agency Liaison must review the reservation confirmation for accuracy.
 - Any discrepancies must be reported within two (2) business days of receipt by emailing grouptrips@oaklandca.gov.
 - Failure to report errors timely may result in delays, additional costs, or cancellation at the Agency's expense.

2. Cancellation Procedures

- a. Agency-Initiated Cancellations
 - All cancellations must be submitted in writing to grouptrips@oaklandca.gov within program business hours.



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- Cancellation requests must include the confirmation number, Agency name, and trip date.
- b. Cancellation Timeline and Financial Responsibility
 - More than 3 business days prior to trip: No penalty.
 - Fewer than 3 business days prior to trip: Subject to fees and penalties.
 - Fewer than 24 business hours prior to trip: Agency is responsible for the full cost of the trip (non-subsidized rate).
- c. No-Show or Same-Day Cancellation
 - Failure of the Agency to utilize scheduled transportation without prior notice will be treated as a same-day cancellation and subject to full cost recovery.
- d. OPED GTP-Initiated Cancellations
 - OPED may cancel trips due to emergencies, unsafe conditions, or circumstances beyond control (e.g., weather, public safety events, provider issues).
 - OPED will notify Agencies as soon as practicable. Fees will not apply in these cases.
- e. Rescheduling
 - Rescheduling requests are not guaranteed and are subject to availability.
 - Rescheduled trips may be treated as new reservations and subject to standard processing timelines.

3. Day-of-Event Protocols

- a. Trip Leadership and Accountability
 - Each trip must have a designated **Trip Leader** present for the duration of the trip.
 - The Trip Leader serves as the primary on-site contact and is responsible for coordination with the driver, Agency contact, and OPED, if needed.
 - Trip Leader must follow established Agency communication and reporting protocols during the trip.
- b. Participant Management and Safety

The Agency and Trip Leader must:

 - Ensure all Participants are present at departure and return times
 - Maintain an accurate headcount at all times
 - Ensure Participants understand the trip schedule, expectations, and safety guidelines
 - Confirm that Participants requiring assistance are accompanied by a caregiver/attendant
- c. Timeliness and Adherence to Schedule



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- Trips must adhere to the confirmed schedule.
 - Participants are responsible for arriving on time at all departure and pick-up locations.
 - The vehicle will depart as scheduled and will not be delayed for late Participants.
- d. Late or Missing Participants
- If a Participant is not present at the scheduled departure time, the vehicle will depart without them.
 - The Participant is responsible for arranging and covering the cost of their own return transportation.
 - OPED, the Agency, and the transportation provider are not responsible for delayed or missed pick-ups due to Participant lateness.
- e. Communication During Trip
- Any issues, delays, or incidents must be reported by the Trip Leader to OPED as soon as practicable via 510-238-3036 or **grouptrips@oaklandca.gov** (if non-urgent).
- f. Safety and Incident Protocols
- In the event of an emergency, Trip Leaders must first contact emergency services (911), if necessary.
 - Follow Agency safety and incident reporting protocols.
 - All incidents must be reported to OPED following the trip, in accordance with reporting requirements.
- g. All Conduct and Compliance
- Participants must follow all safety rules and instructions from the Trip Leader and driver.
 - Disruptive or unsafe behavior may result in removal from the trip and potential program sanctions.

4. Dispute Resolution

The following process establishes a clear, consistent process for resolving participant, staff, or program-related conflicts arising within the Group Trip Program. This process is guided by the principles of resolving issues at the lowest level possible, ensuring timely and fair resolution, maintaining respectful communication, and promoting consistency and accounting across participating Agencies.

Step 1: Frontline Resolution

Responsible: OPED GTP Coordinator

Action:

- a. Address issue directly with involved parties
- b. Clarify expectations, policies, or misunderstandings
- c. Attempt informal resolution through discussion

Outcome

- If resolved → Document, close, and file record



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- If unresolved → Escalate to Step 2

Step 2: Supervisor Review

Responsible: OPED Program Supervisor

Action:

- a. Review issue details and prior actions
- b. Consult relevant staff and gather additional information
- c. Develop and communicate a resolution

Outcome:

- If resolved → Document, close, and file record
- If unresolved → Escalate to Step 3

Step 3: Division-Level Review

Responsible: Aging and Adult Services Manager

Action:

- a. Conduct formal review of the issue
- b. Assess policy, operational, and equity considerations
- c. Consult with staff as needed

Outcome:

- Determine resolution or corrective action
- If needed, proceed to final determination

Step 4: Final Determination

Responsible: Aging and Adult Services Manager

Action:

- a. Issue final decision and implementation direction
- b. Provide guidance to OPED Program Supervisor and OPED GTP Coordinator

Outcome:

- Final resolution implemented
- Case closed

5. Attestation

As a condition of participation in the OPED Group Trip Program (GTP), all participating Agencies are required to formally acknowledge and agree to comply with program policies and procedures. The **Agency Attestation and Agreement Form** documents that the Agency has reviewed the GTP requirements, understands its responsibilities, and agrees to adhere to all applicable rules, including reservation protocols, communication standards, safety expectations, and compliance requirements. All Agencies must complete and submit the Agency Attestation and Agreement Form at grouptrips@oaklandca.gov prior to initiating or continuing participation in the GTP. Failure to submit a completed attestation may result in delayed approval or denial of program access.



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OPED Group Trip Program (GTP) Agency Attestation and Agreement

Agency Name

Agency Address

City/State/Zip

Agency Liaison Name

Title

Phone

Email

Acknowledgements (Required)

- I have read and understand the GTP Policies and Procedures.
- I agree to comply with reservation and cancellation policies.
- I agree to follow communication protocols.
- I understand enforcement actions for non-compliance
- I agree to ensure Agency staff, representatives, and Participants follow program rules.

By signing below, I certify that I am an authorized representative of the Agency. The Agency has reviewed and agrees to comply with all OPED GTP Policies and Procedures. Failure to comply may result in suspension or removal from the program.

Authorized Representative
(Print Name)

Signature

Date

FOR OPED USE ONLY - APPROVED BY:

Signature/Name:

Date: