



**DATE:** April 14, 2020

**TO:** Mayor and City Council

**FROM:** Deputy City Manager

**SUBJECT:** Adopt a Resolution Approving the FY 2021 Measure B/BB Annual Paratransit Program Plan and Authorizing the City Manager to Execute FY 2021 Service Agreements for the Continued Provision of Measure B/BB Funded Paratransit services

### **RECOMMENDATION**

That Council:

- 1) Adopts a Resolution (Attachment III) authorizing the FY 2021 Measure B/BB Annual Paratransit Program Plan, including the continued provision of the following Hayward Operated Paratransit (HOP) programs:
  - a. Transportation for seniors (70+) and people with disabilities;
  - b. Volunteer driver program;
  - c. Specialty transit to adult day care program operated for individuals with dementia;
  - d. Travel Training and Mobility Resource programs;
  - e. Accessible van-share rental;
  - f. Meals-on-Wheels meal delivery;
  - g. ADA sidewalk improvements to targeted locations; and
  - h. Public transit passes for Hayward Navigation Center residents, and
  
- 2) Authorizes the City Manager to execute FY 2021 service agreements for the continued provision of Measure B/BB funded Paratransit services.

### **SUMMARY**

The City of Hayward submits an Annual Paratransit Program Plan to the Alameda County Transportation Commission (ACTC) detailing the proposed parameters of paratransit service. The Hayward Operated Paratransit (HOP) program provides paratransit and related services to eligible enrolled riders and their attendants who live in Hayward, the unincorporated areas of Castro Valley, San Lorenzo, Ashland, and Cherryland, and San Leandro.

The HOP is administered by the City of Hayward Community Services Division. The program is funded in its entirety by Alameda County Measure B/BB half cent tax revenues administered by ACTC. The HOP complements and supplements the county-mandated ADA paratransit service, East Bay Paratransit (EBP). ACTC expects City-based programs such as

Hayward's to have more flexibility to meet the unique needs of its consumers and offer a wide range of customized services.

## **BACKGROUND**

The City of Hayward submits an Annual Paratransit Program Plan to ACTC detailing the proposed parameters of paratransit service for seniors (70+) and people with certified disabilities. The HOP program, administered by the City's Community Services Division, provides paratransit and related services to eligible enrolled riders and their attendants who live in Hayward, the unincorporated areas of Castro Valley, San Lorenzo, Ashland, and Cherryland, and San Leandro.

In 2000, Alameda County voters approved the reauthorization of Measure B, the half-cent transportation sales tax, to deliver essential transportation services and improvements. In November 2014, voters approved Measure BB, authorizing the extension of Measure B to invest in capital projects addressing local transportation needs and programs that improve countywide transportation systems. The HOP program is funded in its entirety by Alameda County Measure B/BB half cent tax revenues administered by ACTC. The HOP complements and supplements the county-mandated ADA paratransit service, East Bay Paratransit (EBP). ACTC expects City-based programs such as Hayward's to be more flexible to meet the unique needs of its consumers, adaptable to emerging needs and to offer a suite of customized services to effectively serve the community's most vulnerable. ACTC recognizes HOP for its commitment to innovation and commends the program for the widest array of paratransit services of any city-based program in the East Bay.

## **DISCUSSION**

The HOP engages subcontractors to carry out all services through the Annual Paratransit Program Plan subject to Measure B/BB funding availability. The following provides a summary of the partners that assist the City in implementing the HOP:

- **Transportation for Seniors:** The HOP partners with Eden I&R (Eden) to offer transportation network company (TNC) based rides, such as Lyft Concierge and Uber Health, to eligible residents. Eden arranges the ride with the TNC on behalf of clients through a web-based platform, eliminating the need for a smart phone to access to the service.
- **Volunteer Driver Program:** LIFE Eldercare matches screened volunteers driving their own personal vehicles with senior and disabled adults. The volunteers provide "door-through-door" service, acting as attendants who help with medical appointments, shopping, and various errands.
- **Specialty Transit:** Alzheimer's Services of the East Bay (ASEB) hires specially trained drivers to operate lift-equipped vehicles to provide transportation to its adult day program.

- **Travel Trainer:** Community Resources for Independent Living (CRIL) provides travel training workshops to people with mobility challenges through excursions on various modes of Bay Area transportation (including BART, AC Transit and the HOP).
- **Accessible Van-Share:** CRIL also offers consumers with disabilities access to wheelchair/mobility device accessible vehicles for short term reservations. The program allows families and friends to travel conveniently and safely together.
- **Meals-on-Wheels:** Service Opportunities for Seniors (SOS) Meals on Wheels provides homebound seniors with nutritious meals delivered by volunteer drivers.

More detail about each of these programs is available in Attachment II.

### Existing Project Updates

1. **VIP ZIP program:** In January 2019, the HOP partnered with the City of San Leandro (COSL) and LIFE ElderCare to implement a TNC program pilot to provide on-demand curb-to-curb services to both HOP and COSL FLEX participants. During the pilot, HOP administered the program for both Hayward and COSL. Since its inception, usage has increased dramatically. In response, HOP will be transitioning to Eden I&R, a provider that has experience in operating as a call center. In addition, the COSL will administer their TNC program independently starting in FY2021.  
**Status: Continuing in FY 2020-2021**
2. **Partnership with Hayward Area Recreation District:** The HOP, in partnership with the Hayward Area Recreation District (HARD), shares a part-time Mobility Specialist to link HOP enrolled seniors to other social services including housing, food and in-home supportive care programs.  
**Status: Continuing in FY 2020-2021**
3. **Joint street improvement project with Hayward Public Works:** In FY 2020, the HOP executed a MOU with the Public Works Department to allocate Measure B/BB funds for ADA street improvements at or near senior/disabled housing developments. Public Works plans for streetscape improvements including the expansion of ADA curb-cuts and sidewalk bulb-outs (widening) to accommodate various mobility devices. Access to Measure B/BB funds increases project feasibility and production. This combined effort has made possible the Safe Routes for Seniors (SRS) project. As part of this project, staff will coordinate outreach to seniors and disability-serving advocates to identify obstacles to safe and walkable neighborhoods, develop a set of design solutions to increase walkability for all, and advocate for and implement physical improvements on the street.  
**Status: Continuing in FY 2020-2021**

4. **AC Transit Passes - Hayward Navigation Center:** Council approved the development of the Hayward Navigation Center to assist homeless individuals as they transition to permanent housing. The Hayward Navigation Center opened in late 2019 and at the time of writing, the Center is housing 44 individuals, and as of March 23, 2020, 11 individuals have been placed into permanent housing. The HOP will continue to work with Navigation Center operator Bay Area Community Services (BACS) to improve access to transportation for shelter residents. BACS case managers have the option to provide AC Transit bus passes to clients who are not HOP eligible. HOP eligible clients (senior 70+ or certified disabled) will be enrolled with the service.  
***Status: Continuing in FY 2020-2021***

#### COVID-19 Program Impacts

Due to the State of Emergency and the Alameda County Shelter-in-Place Order, many seniors, identified as individuals who are at higher risk for serious illness, remain at home and practice social distancing. As a result, many seniors have experienced a sudden reduction to their access to essential supplies and food. Many have or may experience further income impacts related to the COVID-19 virus, reducing already limited resources. Currently, there has been a reduction in the demand for transportation services and an increase in the demand for meal deliveries to homebound seniors. In response, staff partnered with HOP service providers to meet the increased demand to provide services to deliver essential goods and meals to homebound seniors and people with disabilities.

The City is coordinating volunteers and City employees to meet the increased needs of the community. While efforts continue to be made to match volunteers with identified needs, there may be some impacts to current service agreements in order to sustain the level of service required at this time. Any additions or deviations from the current plan will be in accordance to the program guidelines and presented to ACTC staff prior to implementation. At this time, ACTC has been supportive of staff recommendations to adjust existing programs in order to effectively serve the City's most vulnerable residents.

#### **ECONOMIC IMPACT**

The HOP is supported 100% by Alameda County Measure B/BB funds. The service offers cost-effective transportation alternatives for eligible residents on fixed incomes. Caregivers also benefit when loved ones have reliable transportation options.

#### **STRATEGIC ROADMAP**

This agenda item supports the Strategic Priority of Improve Infrastructure. Specifically, this item relates to improving access and mobility and the implementation of the following project:

*Project 8, Parts 8.e, 8.f:                    Implement the Bike and Ped Master Plan  
   Assess Safe Route for Seniors in the downtown area  
   Implement Route for Seniors in the downtown area*

Through the joint efforts of HOP and Hayward Public Works, the Safe Routes for Seniors project will address the need for streetscape improvements to improve accessibility for senior citizens primarily in Downtown Hayward.

**FISCAL IMPACT**

The proposed FY 2021 Annual Paratransit Program Plan has no impact to the City’s General Fund. The program costs, including City staff and administrative costs, are 100% offset by the City’s Measure B/BB Paratransit special revenue fund derived from Measure B/BB sales tax revenues administered by ACTC. The estimated combined fund balance of Measure B/BB at the end of FY 2020 is \$3 million. Additionally, the City’s combined FY 2021 Measure B/BB direct local distribution of paratransit funds is projected to be \$1.8 million. The total funds available is approximately \$4.8 million, which is more than sufficient for the FY 2021 estimated program costs shown below.

<u>FY 2021 Estimated Program Cost</u>	
Program Administration	\$625,000
Service Providers	
Eden I&R (includes ride subsidies)	\$335,000
A-Paratransit	\$75,000
ASEB	\$75,000
CRIL (Travel Training)	\$75,000
CRIL (Van Share)	\$75,000
HARD	\$75,000
LIFE ElderCare	\$75,000
SOS Meals on Wheels	\$70,000
Safe Route for Seniors Project	\$800,000
HOP Scholarships	\$110,000
Total	<u>\$2,390,000</u>

**SUSTAINABILITY FEATURES**

Several paratransit programs promote the use of public transportation and vehicle sharing, thereby reducing the number of vehicles on the road, as well as associate emissions.

**PUBLIC CONTACT**

The Paratransit Program Plan is presented at various organizations that serve seniors and people with disabilities throughout the year. Public feedback is welcomed, and based on the feedback collected, staff evaluates the program and recommends changes in order to meet the unique needs of the community. In FY 2020, public presentations were made at the following locations:

- Hayward Senior Center
- The ARC of Alameda County
- Kenneth C. Aitken Senior & Community Center
- Ashland Community Center
- Eden Issie Terrace
- Hayward Village Senior Apartments
- Casa Sandoval
- Wittenberg Manor

The draft FY 2021 Paratransit Program Plan was posted on the City's website and made available for public viewing. Staff announced the opportunity to review the draft plan during the Community Services Commission meeting of March 18.

### **NEXT STEPS**

Staff recommends that Council adopts the attached resolution approving the FY 2021 Annual Paratransit Program Plan and authorizing the City Manager to negotiate and execute all agreements necessary for program implementation. Should Council adopt the resolution, staff will meet with representatives from each contracting agency to facilitate contract execution so that there will be a continuation of delivery of Paratransit services.

*Prepared by:* Carol Lee, Management Analyst

*Recommended by:* Monica Davis, Community Services Manager  
Jennifer Ott, Deputy City Manager

Approved by:



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Kelly McAdoo, City Manager