

# **CITY OF HAYWARD**

Hayward City Hall  
777 B Street  
Hayward, CA 94541  
[www.Hayward-CA.gov](http://www.Hayward-CA.gov)



CITY OF  
**HAYWARD**  
HEART OF THE BAY

## **Agenda**

**Tuesday, April 14, 2020**

**5:30 PM**

**Remote Participation**

**City Council**

**SPECIAL CITY COUNCIL MEETING**

This meeting is being conducted utilizing teleconferencing and electronic means consistent with State of California Executive Order No. 29-20 dated March 17, 2020, and Alameda County Health Officer Order No. 20-04 dated March 31, 2020, regarding the COVID-19 pandemic.

How to observe the Meeting:

1. Comcast Channel 15
2. Live stream <https://hayward.legistar.com/Calendar.aspx>

How to submit written Public Comment:

1. Use eComment on the City's Meeting & Agenda Center webpage at <https://hayward.legistar.com/Calendar.aspx>. eComments are directly sent to the iLegislate application used by City Council and City staff. Comments received before 3:00 p.m. the day of the meeting will be exported into a report, distributed to the City Council and staff, and published on the City's Meeting & Agenda Center under Documents Received After Published Agenda. eComments received after 3:00 p.m. through the adjournment of the meeting will be included as a part of the meeting record and published the following day.
2. Send an email to [List-Mayor-Council@hayward-ca.gov](mailto:List-Mayor-Council@hayward-ca.gov) by 3:00 p.m. the day of the meeting. Please identify the Agenda Item Number in the subject line of your email. Emails will be compiled into one file, distributed to the City Council and staff, and published on the City's Meeting & Agenda Center under Documents Received After Published Agenda.

How to provide spoken Public Comment during the City Council Meeting:

1. Call the City Clerk at (510) 583-4400 prior to the close of public comment on an item as indicated by the Mayor.

**CALL TO ORDER****ROLL CALL****CLOSED SESSION ANNOUNCEMENT**

**Special Meeting on April 13, 2020**

**PUBLIC COMMENTS**

*Limited Only to Items on the Agenda.*

**ACTION ITEMS**

The Council will permit comment as each item is called for the Consent Calendar, Public Hearings, and Legislative Business. In the case of the Consent Calendar, a specific item will need to be pulled by a Council Member in order for the Council to discuss the item or to permit public comment on the item. Please notify the City Clerk any time before the Consent Calendar is voted on by Council if you wish to speak on a Consent Item.

## CONSENT

1. [CONS 20-183](#) 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

**Attachments:** [Attachment I Staff Report](#)  
[Attachment II FY21 Measure B/BB Paratransit Plan](#)  
[Attachment III Resolution](#)

## WORK SESSION

Work Session items are non-action items. Although the Council may discuss or direct staff to follow up on these items, no formal action will be taken. Any formal action will be placed on the agenda at a subsequent meeting in the action sections of the agenda.

2. [WS 20-015](#) General Fund COVID-19 Pandemic Update (Report from City Manager McAdoo)

## LEGISLATIVE BUSINESS

3. [LB 20-017](#) Minimum Wage Ordinance: Adopt an Ordinance Amending Article 15 of Chapter 6 of the Hayward Municipal Code Relating to Payment of Minimum Wages by Employers (Report from City Clerk Lens)

**Attachments:** [Attachment I Staff Report](#)  
[Attachment II Summary of Published Ordinance](#)

## CITY MANAGER'S COMMENTS

An oral report from the City Manager on upcoming activities, events, or other items of general interest to Council and the Public.

## COUNCIL REPORTS AND ANNOUNCEMENTS

Council Members can provide oral reports on attendance at intergovernmental agency meetings, conferences, seminars, or other Council events to comply with AB 1234 requirements (reimbursable expenses for official activities).

**COUNCIL REFERRALS**

Council Members may bring forward a Council Referral Memorandum (Memo) on any topic to be considered by the entire Council. The intent of this Council Referrals section of the agenda is to provide an orderly means through which an individual Council Member can raise an issue for discussion and possible direction by the Council to the appropriate Council Appointed Officers for action by the applicable City staff.

**ADJOURNMENT**

**NEXT SPECIAL MEETING, April 28, 2020**

**PUBLIC COMMENT RULES**

*Any member of the public desiring to address the Council shall limit her/his address to three (3) minutes unless less or further time has been granted by the Presiding Officer or in accordance with the section under Public Hearings. The Presiding Officer has the discretion to shorten or lengthen the maximum time members may speak. Speakers will be asked for their name before speaking and are expected to honor the allotted time. Speaker Cards are available from the City Clerk at the meeting.*

**PLEASE TAKE NOTICE**

*That if you file a lawsuit challenging any final decision on any public hearing or legislative business item listed in this agenda, the issues in the lawsuit may be limited to the issues that were raised at the City's public hearing or presented in writing to the City Clerk at or before the public hearing.*

**PLEASE TAKE FURTHER NOTICE**

*That the City Council adopted Resolution No. 87-181 C.S., which imposes the 90-day deadline set forth in Code of Civil Procedure section 1094.6 for filing of any lawsuit challenging final action on an agenda item which is subject to Code of Civil Procedure section 1094.5.*

*\*\*\*Materials related to an item on the agenda submitted to the Council after distribution of the agenda packet are available for public inspection in the City Clerk's Office, City Hall, 777 B Street, 4th Floor, Hayward, during normal business hours. An online version of this agenda and staff reports are available on the City's website. Written comments submitted to the Council in connection with agenda items will be posted on the City's website. All Council Meetings are broadcast simultaneously on the website and on Cable Channel 15, KHRT. \*\*\**

*Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans with Disabilities Act of 1990. Interested persons must request the accommodation at least 48 hours in advance of the meeting by contacting the City Clerk at (510) 583-4400 or TDD (510) 247-3340.*

*Assistance will be provided to those requiring language assistance. To ensure that interpreters are available at the meeting, interested persons must request the accommodation at least 48 hours in advance of the meeting by contacting the City Clerk at (510) 583-4400.*

*CHILDCARE WILL NOT BE PROVIDED UNTIL FURTHER NOTICE DUE TO COUNTYWIDE SHELTER-IN-PLACE ORDER.*



# CITY OF HAYWARD

Hayward City Hall  
777 B Street  
Hayward, CA 94541  
www.Hayward-CA.gov

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**File #:** CONS 20-183

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**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.

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**File #:** CONS 20-183

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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.

**ATTACHMENTS**

Attachment I	Staff Report
Attachment II	FY21 Meas. B/BB Annual Paratransit Plan
Attachment III	Resolution



**DATE:** April 14, 2020

**TO:** Mayor and City Council

**FROM:** Deputy City Manager

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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



# FY 2020-21 Annual Paratransit Program Plan Application for Measures B and BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607 • 510.208.7400 • [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities in Alameda County.

## Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2020-21 Program Plan Excel workbook contains a tab to report on FY 2018-19 performance and budget (Attachment Table A). The FY 2018-19 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2018-19 compliance report.*
3. References:
  - a. FY 2020-21 Measure B and Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2020)
  - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised December 2018
  - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

**Submit the Word and Excel files listed above electronically via email by February 28, 2020 to Krystle Pasco at [kpasco@alamedactc.org](mailto:kpasco@alamedactc.org).**

*Be sure to include your agency name and FY 20-21 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY20-21\_Paratransit\_Program\_Application.doc).*

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

Alameda CTC Annual Paratransit Program Plan Application  
 Application Period: July 1, 2020 - June 30, 2021

## FY 2020-21 Annual Paratransit Program Plan Application Due by February 28, 2020

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CONTACT INFORMATION	
Agency:	CITY OF HAYWARD
Contact Name:	CAROL LEE
Title:	MANAGEMENT ANALYST
Phone Number:	510-583-5343
E-mail Address:	CAROL.LEE@HAYWARD-CA.GOV

Date Submitted: February 28, 2020

### TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment Table B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

- **Specialized Accessible Van Service:** *Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.*
- **Accessible Fixed-Route Shuttle:** *Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.*
- **Group Trips Program:** *Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.*
- **Door-through-Door/Volunteer Driver Program:** *Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.*
- **Mobility Management and/or Travel Training:** *Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").*
- **Scholarship/Subsidized Fare Program:** *Program to subsidize any service for customers who are low-income and can demonstrate financial need.*
- **Meal Delivery:** *Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.*
- **Capital Expenditure:** *Capital purchase or other capital expenditure.*
- **Note on volunteer driver programs and mobility management/training:** *If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.*



**A. Provide a short narrative description of your agency's FY 2020-21 program.**

The HOP (Hayward Operated Paratransit) program provides paratransit and related services to eligible enrolled residents and their attendants who live in Hayward, the unincorporated areas of Castro Valley, San Lorenzo, Ashland/Cherryland and San Leandro. Per ACTC Implementation Guidelines, The HOP is available to seniors (70+) and individuals between the ages of eighteen (18) and sixty-nine (69) years old with a certified disability and unable to drive or use public transportation.

The HOP currently operates eight (9) paratransit and transportation related programs to provide a broad range of mobility options in addition to those offered by public transit.

**B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

The following is a brief overview of the suite of services targeted to seniors (70+) and qualifying individuals with disabilities in the Hayward service area:

**EDEN I&R- VIP ZIP program:** Through a partnership with EDEN I&R, The HOP offers rides through TNC (transportation network company) providers *Lyft Concierge* and *Uber Health*. This partnership with EDEN does not require enrolled clients have a smart phone to access Lyft/Uber rides. Clients call EDEN direct, and EDEN arranges for the ride using a specially equipped software system.

**Group transportation:** Pre-scheduled, accessible trips for a minimum group of four are offered to enrolled HOP riders. Group trips are available primarily to senior housing complexes, skilled nursing facilities and various community organizations serving seniors and people with disabilities. Group trips offer participants social outings to reduce isolation.

**Accessible car-sharing program:** In partnership with CRIL, two wheelchair-accessible vans with hand and foot controls are available for short-term reservation. Membership is required for this enhanced car-sharing service. The service gives participants the ability to travel with friends and family in a private vehicle at a reasonable cost.

**Travel training:** Mobility management workshops and classes are available to groups or individuals and conducted by the CRIL Travel Training Coordinator. Participants receive training in a wide variety of transportation options including accessing AC Transit and BART, obtaining Clipper cards, enrolling in paratransit services and travel safety tips.

**LIFE Eldercare – VIP Rides:** Volunteer driver-based mobility program for seniors and people with disabilities who would benefit from a door-through-door service experience. Volunteers help clients with destination assistance, light shopping and other mobility related services.

**Alzheimer's Services of the East Bay (ASEB):** ASEB provides door-to-door transportation through specially trained drivers in lift equipped vans to individuals with dementia attending a local day program.

**SOS Meals on Wheels:** Meals on Wheels program provides nutritionally balanced meals to homebound seniors and person with disabilities residing in the Hayward service area through a network of trained volunteer drivers.

**Scholarship program:** Subsidized Lyft/Uber fare program for enrolled HOP clients with demonstrated financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation.

**Purchase of AC Transit Easy Passes:** In partnership with the City of Hayward Housing Division – purchasing AC Transit Easy Passes for use by qualifying residents of newly proposed senior housing developments and the newly approved Homeless Navigation Center operated by Bay Area Community Services. Residents who meet HOP and ACTC Implementation Guidelines will be assessed by a property /case manager and provided scholarships through Easy Passes to aid in accessing transportation to employment or social services-related appointments.

**ADA Improvements to Sidewalks and Streets:** In partnership with Hayward Public Works Department to make ADA improvements to sidewalks and streets near senior housing and disabled services providers. Measure BB funds will be allocated to the installation of curb cuts and sidewalk widening to accommodate wheelchairs and mobility devices. The City of Hayward and The HOP partnered with local senior housing facilities, senior centers, and nonprofit provider CRIL to gather information from seniors and people with disabilities about locations that don't currently have access or in need of rehabilitation. Phase I of the project will be offered in coordination with the Hayward Downtown Specific Plan to enhance projects within 5 miles of the Hayward Downtown. This area includes five senior housing developments and three nonprofit offices serving disabled clients.

- C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.**

The top destinations reported by HOP clients:

- Retail and grocery shopping centers
- Medical offices
- Hospitals
- Dialysis centers
- Banks
- Social services-related organizations

**D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.**

Between July 2019 and December 2019, the average length of ride for VIP ZIP, HOP's most frequently used program, was 4.68 miles. The highest actual trip length was slightly over 30 miles and was to transport a participant from Castro Valley to San Francisco International Airport. Distances of this magnitude are infrequent. Over 86% of the rides are 8 miles or less in length.

**2. Will your agency's program for FY 2020-21 conform to the Paratransit Program Implementation Guidelines, as required?**

Yes

No

**A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2020)**

N/A

**3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, describe the changes and explain why they are proposed. Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.**

The HOP is considering one program change for FY 20-21:

**VIP ZIP program:**

In January 2019, the HOP implemented a pilot TNC program. Since its inception, HOP has seen great success and high usage. In response, HOP will be transitioning to a provider that has experience in operating as a call center.

Furthermore, during the TNC program pilot, HOP partnered with the City of San Leandro and LIFE Eldercare to provide on-demand curb-to-curb services to both HOP and FLEX participants. In FY20-21, Hayward will no longer administer the TNC program for the City of San Leandro.

4. **Looking ahead, beyond FY 2020-21, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Hayward will continue to review data and assess client needs to ensure programs are best-serving the community. Should changes need to be made, Hayward is open to explore alternative services.

#### NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements ***prior to implementation***. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.
- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
  - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
  - C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
  - D. **Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
  - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities)
  - F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

At this time, there are no proposed changes in the City's FY20-21 program plan that require Alameda CTC staff review.

## DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

The FY 20-21 Program Plan was presented to the agencies and community organizations listed below, developed with the consideration of feedback provided, and following authorization from the Department Director: City of Hayward Public Works Department; City of Hayward Housing Division; City of Fremont; City of San Leandro; Hayward Senior Center; The ARC; Kenneth Aitken Senior & Community Center; Ashland Community Center; Eden Issie Terrace; Hayward Senior Apartments; Casa Sandoval; Wittenberg Manor.

- 7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

The HOP conducted a Community Needs Assessment in 2019 to explore community needs and requests. The program is in alignment with the expressed needs of paratransit users.

- 8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.**

On January 1, 2020, HOP expanded the eligible service area for the VIP ZIP ride program. City of Hayward staff reviewed VIP ZIP rider data to explore expanding service area to better meet the needs of clients. Staff reviewed all usage data and found that 90% of rides were within an 8-mile radius of Hayward and San Leandro. Given this finding, HOP expanded the service area from the original Hayward, San Leandro, and unincorporated to the following areas: Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Cherryland, San Lorenzo, and Ashland.

**9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.**

The HOP VIP Zip program utilizes emerging technology by cooperating with TNCs to help address the need for on-demand same-day service through a web-based platform.

**10. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

Yes

No

**A.** If "Yes", provide the name of the governing body and planned or actual approval date.

Scheduled for Council review (April 7, 2020)

## OUTREACH

**11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment Table B.

Potential users primarily access information about The HOP through direct contact with the paratransit program. Ongoing outreach is conducted by the Paratransit Coordinator and the Travel Trainer. Services are also advertised through the following: City website; Community Access Channel 15; The Matt Jimenez Community Center; Mobile home park newsletters; CRIL The Hayward Public Library; Various dialysis and medical treatment centers; Kaiser Hospital San Leandro; St. Rose Hospital; The Hayward Senior Center; The San Leandro Senior Center; The Castro Valley Senior Center.

## ELIGIBILITY AND ENROLLMENT

**12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).**

Hayward service area residents who are senior (70+) or disabled adults (18+) who are unable to use public transportation because of infirmity or disability or for whom East Bay Paratransit is not an option are eligible to enroll. An application must be submitted and approved to enroll, and all applicants are encouraged to enroll concurrently with EBP. Applicants under the age of 70 must submit a medical certification form signed by a physician or social worker. To qualify for scholarship, applicants must qualify by income (50% of AMI) and provide supporting documentation (proof of SSI/SDI, bank statements, most recent tax return, etc). All applicants must also apply concurrently with EBP to enroll with the HOP.

**13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

Applications are accepted year-round and typically reviewed within 24 hours of receipt during business hours. Applicants determined eligible are mailed an enrollment packet within 3 business days of processing. Enrollment packets can be expedited within a few hours of receipt for those with urgent travel needs.

**CUSTOMER SATISFACTION**

**14. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

The HOP program Rider's Guide has been updated with the new brand and additional information is included detailing the service communication process. Enrolled riders, their attendants-caregivers, and others serving seniors and the disabled can provide feedback to City staff in writing, via telephone, email or through the city website at any time. Complaints and commendations are documented by City staff and shared with the appropriate vendor. All complaints are investigated by the paratransit staff and a response is typically provided with 48 hours of receipt.

**A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.** Specify for each of the paratransit projects and programs listed in Attachment Table B.  
*(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

The 2019 Community Needs Assessment revealed information about community needs along with viable improvements to the HOP program. One of the requests, aligned with general HOP participant feedback, called for the expansion of HOP's service area, largely for participants who had medical appointments outside of the designated service area.##

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**B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

As previously mentioned, on January 1, 2020, HOP expanded the eligible service area for the VIP ZIP ride program. City of Hayward staff reviewed VIP ZIP rider data to explore expanding service area to better meet the needs of clients. Staff reviewed all usage data and found that 90% of rides were within an 8-mile radius of Hayward and San Leandro. Given this finding, HOP expanded the service area from the original Hayward, San Leandro, and unincorporated to the following areas: Hayward, Newark, Livermore, Oakland, San Leandro, Fremont, Dublin, Alameda, Union City, Pleasanton, San Ramon, Castro Valley, Fairview, Cherryland, San Lorenzo, and Ashland.#

**EXPECTED DEMAND/USE OF SERVICES**

**15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2018-19</b>	174
<b>Registrants at end of FY 2018-19</b>	259 Active Registrants
<b>Current Registrants for FY 2019-20</b>	365 Active Registrants
<b>Projected Registrants for FY 2020-21</b>	450 Active Registrants

**A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

HOP expects the number of registrants to increase do the success of the VIP ZIP ride program and the recent expansion of the service area which was advertised through a direct mailer.

**16. Do you expect the total number of one-way trips provided by your program in FY 2020-21 to increase, decrease or stay the same compared to the current year, FY 2019-20? Why?**

HOP expects the number of one-way trips to continue to increase due to the favorable response to rides through the TNC providers Lyft Concierge and Uber Health.

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**17. Do the ridership numbers reported in Attachments Table A and Table B include companions and/or attendants?**

- Yes
- No

**A.** If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

**18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available.** If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2018-19</b>	200 (taxi – van share) 241 (group trip)
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019</b>	170 (TNC) 104 (group trip)
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2019-20</b>	340 (TNC) 210 (group trip)

**VEHICLE FLEET**

**19. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment Table D (Table D tab of the Excel workbook).

**SAFETY INCIDENTS**

**20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20.** Specify for each of the paratransit projects and programs listed in Attachment Table B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

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## FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

### A. Management/Overhead Costs

Funds:

- 1) Direct staff costs (salaries/benefits) based on program oversight, planning, budgeting, customer service and outreach (Measure B/BB and City of Hayward CDBG (10%) shared costs);
- 2) Insurance costs (Measure B- 100%); Direct program costs including printing, supplies, computer/IT support, travel, etc. (Measure B and Hayward CDBG (10%) shared costs).

### B. Customer Service and Outreach Costs

Customer outreach includes daily operational activities such as fielding customer inquiries, application distribution and processing, database maintenance, group trip scheduling and monitoring, etc. Other related activities include community presentations, and identification of potential partnerships. Marketing materials, vehicle signage and potentially street signage are also included.

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## PROGRAM FUNDING RESERVES

- 23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2020-21, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?**

As currently projected, the HOP anticipates a remaining balance of Measure B/BB DLD funding at the end of FY20-21. Staff is in the process of developing a long-term strategic plan. As part of the process, service gaps will be identified, analyzed and potentially addressed through small scale pilot programs. Any additions or deviations from the proposed plan will be presented to Alameda CTC staff prior to implementation.

**MISCELLANEOUS****24. Use this space to provide any additional notes or clarifications about your program plan.**

In FY19-20, the HOP program experienced some staffing changes. The impact on HOP services has been minor and services will continue into FY20-21 as planned. Looking forward, staff will focus on developing on a long-term strategic plan to utilize the City's reserve balances to implement innovative programs and continuing existing programs that are effectively serving its most vulnerable residents. HOP will continue to collaborate with Hayward stakeholders including neighboring cities, LIFE Eldercare, CRIL, ASEB, SOS Meals on Wheels, Eden I&R, and the Hayward Area Recreation Department to achieve effective outcomes.

HAYWARD CITY COUNCIL

RESOLUTION NO. 20-

Introduced by Council Member \_\_\_\_\_

RESOLUTION AUTHORIZING THE CITY MANAGER TO IMPLEMENT AN ANNUAL PARATRANSIT PLAN AND NEGOTIATE AND EXECUTE ALL DOCUMENTS RELATED TO AND IN SUPPORT OF PARATRANSIT ACTIVITIES INCLUDING THE ADMINISTRATION OF THE HAYWARD OPERATED PARATRANSIT (HOP) PROGRAM

WHEREAS, voters approved the 20-year Measure B half-cent transportation sales tax on November 7, 2002 and the funding agreement of the measure between the Alameda County Transportation Commission and the City of Hayward, and;

WHEREAS, voters approved the 20-year Measure BB half-cent transportation sales tax on November 4, 2014 and the funding agreement of the measure between the Alameda County Transportation Commission and the City of Hayward;

NOW, THEREFORE BE IT RESOLVED that the Hayward City Council authorizes and directs the City Manager on behalf of the City of Hayward to implement the FY 2021 Annual Paratransit Plan submitted to the Alameda County Transportation Commission in according with the terms of the City's contract with the Alameda County Transportation Commission for Measure B/BB paratransit funds;

BE IT FURTHER RESOLVED that the City Manager shall have the authority to approve and amend current service contracts and execute purchase orders as necessary to deliver the service to Central Alameda County participants;

IN COUNCIL, HAYWARD, CALIFORNIA \_\_\_\_\_, 2020

ADOPTED BY THE FOLLOWING VOTE:

AYES:           COUNCIL MEMBERS:  
                  MAYOR:

NOES:           COUNCIL MEMBERS:

ABSTAIN:       COUNCIL MEMBERS:

ABSENT:        COUNCIL MEMBERS:

ATTEST: \_\_\_\_\_  
          City Clerk of the City of Hayward

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney of the City of Hayward



# CITY OF HAYWARD

Hayward City Hall  
777 B Street  
Hayward, CA 94541  
www.Hayward-CA.gov

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**File #:** WS 20-015

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**DATE:** April 14, 2020

**TO:** Mayor and City Council

**FROM:** City Manager

**SUBJECT**

General Fund COVID-19 Pandemic Update

**RECOMMENDATION**

That Council reviews and provides direction on updated General Fund budget projections and expenditures for FY2020 and initial direction on FY2021.

**SUMMARY**

The current COVID-19 pandemic emergency is anticipated to have dramatic economic impacts throughout the country and, locally, on the City's finances. City staff have consulted with numerous economic consultants to better understand the financial impacts of the current shelter in place order on local revenues as well as potential longer term impacts. All but essential businesses in the community are closed and many Hayward residents are likely facing unemployment. This work session will focus on the City's General Fund cash flow projection for the remainder of FY2020 and early estimates for FY2021, assuming the shelter in place order is lifted in late June. Staff will be asking for general policy guidance and direction from the Council on a number of budget planning scenarios during the work session.

**ATTACHMENTS**

None



# CITY OF HAYWARD

Hayward City Hall  
777 B Street  
Hayward, CA 94541  
www.Hayward-CA.gov

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**File #:** LB 20-017

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**DATE:** April 14, 2020

**TO:** Mayor and City Council

**FROM:** City Clerk

**SUBJECT**

Minimum Wage Ordinance: Adopt an Ordinance Amending Article 15 of Chapter 6 of the Hayward Municipal Code Relating to Payment of Minimum Wages by Employers

**RECOMMENDATION**

That the Council adopts the Ordinance introduced on April 7, 2020, by Council Member Mendall.

**SUMMARY**

This item entails adoption of an Ordinance to amend Chapter 6 “Minimum Wage Ordinance” of the City of Hayward Municipal Code delaying the implementation date of the ordinance to January 1, 2021, and adjusting the date of the yearly increases from July 1 to January 1, in response to significant impacts to businesses caused by the COVID-19 pandemic.

**ATTACHMENTS**

Attachment I	Staff Report
Attachment II	Summary of Published Ordinance on April 10, 2020



**DATE:** April 14, 2020  
**TO:** Mayor and City Council  
**FROM:** City Clerk  
**SUBJECT:** Minimum Wage Ordinance: Adopt an Ordinance Amending Article 15 of Chapter 6 of the Hayward Municipal Code Relating to Payment of Minimum Wages by Employers

### **RECOMMENDATION**

That the Council adopts the Ordinance introduced on April 7, 2020, by Council Member Mendall.

### **SUMMARY**

This item entails adoption of an Ordinance to amend Chapter 6 “Minimum Wage Ordinance” of the City of Hayward Municipal Code delaying the implementation date of the ordinance to January 1, 2021, and adjusting the date of the yearly increases from July 1 to January 1, in response to significant impacts to businesses caused by the COVID-19 pandemic.

### **BACKGROUND**

The Ordinance was introduced by Council Member Mendall at the April 7, 2020, special meeting of the City Council with the following vote:

**AYES:** COUNCIL MEMBERS: Márquez, Mendall, Salinas  
MAYOR Halliday  
**NOES:** COUNCIL MEMBERS: Lamnin, Wahab, Zermeño  
**ABSENT:** NONE  
**ABSTAIN:** NONE

### **STRATEGIC ROADMAP**

This agenda item is a routine operational item and does not relate to any of the six priorities outlined in the Council’s Strategic Roadmap.

### **FISCAL IMPACT**

There is no fiscal impact associated with this report.



## **PUBLIC CONTACT**

The summary of the Ordinance was published in the Hayward Daily Review on Friday, April 10, 2020. Adoption at this time is therefore appropriate.

## **NEXT STEPS**

The Hayward Municipal Code will be updated accordingly if the Ordinance is adopted.

*Prepared and Recommended by:* Miriam Lens, City Clerk

Approved by:

A handwritten signature in black ink, appearing to read 'K. McAdoo', written over a horizontal line.

Kelly McAdoo, City Manager

**PUBLIC NOTICE OF AN INTRODUCTION OF AN ORDINANCE BY THE CITY  
COUNCIL OF THE CITY OF HAYWARD**

**AN ORDINANCE OF THE CITY OF HAYWARD, AMENDING ARTICLE 15 OF CHAPTER 6 OF  
THE HAYWARD MUNICIPAL CODE RELATING TO PAYMENT OF MINIMUM WAGES BY  
EMPLOYERS**

THE CITY COUNCIL OF THE CITY OF HAYWARD DOES ORDAIN AS FOLLOWS:

Section 1. Article 15 of Chapter 6 of the Hayward Municipal Code is hereby amended as follows:

SEC. 6-15.11 Definitions.

SEC. 6-15.12 Minimum Wage.

Section 2. California Environmental Quality Act (CEQA). The City Council independently finds and determines that this action is exempt from CEQA pursuant to Section 15061(b)(3) of the CEQA Guidelines, as an activity that is covered by the general rule that CEQA applies only to projects which have the potential for causing a significant effect on the environment. The general exemption applies in this instance because it can be seen with certainty that there is no possibility that the proposed amendments could have a significant effect on the environment, and thus are not subject to CEQA. Thus, it can be seen with certainty that the proposed project would not have a significant effect on the environment.

Section 3. If any section, subsection, paragraph or sentence of this Ordinance, or any part thereof, is for any reason found to be unconstitutional, invalid or beyond the authority of the City of Hayward by a court of competent jurisdiction, such decision shall not affect the validity or effectiveness of the remaining portions of this Ordinance.

Section 4. Pursuant to Section 620 of the Charter of the City of Hayward, this Ordinance shall become effective thirty (30) days from the date of its adoption by the City Council.

Introduced at a special meeting of the City Council of the City of Hayward, held the 7<sup>th</sup> day of April 2020, by Council Member Mendall.

This Ordinance will be considered for adoption at the special meeting of the Hayward City Council, to be held on April 14, 2020. This meeting will be conducted via teleconference consistent with State of California Executive Order No. 29-20 regarding the COVID-19 pandemic. The full text of this Ordinance is available for examination by the public by contacting the Office of the City Clerk at [cityclerk@hayward-ca.gov](mailto:cityclerk@hayward-ca.gov) or (510) 583-4400.

Dated: April 10, 2020  
Miriam Lens, City Clerk  
City of Hayward