



DATE: April 11, 2023

TO: Mayor and City Council

FROM: Assistant City Manager

SUBJECT: Adopt a Resolution Approving the FY 2024 Measure B/BB Annual Paratransit Program Plan and Authorizing the City Manager to Execute FY 2024 Service Agreements for the Continued Provision of Measure B/BB Funded Paratransit Services

RECOMMENDATION

That Council:

1. Adopts a resolution (Attachment II) authorizing the FY 2024 Measure B/BB Annual Paratransit Program Plan, including the continued provision of the Hayward Operated Paratransit (HOP) programs; and
2. Authorizes the City Manager to execute FY 2024 service agreements for the continued provision of Measure B/BB funded paratransit services.

SUMMARY

This report provides an overview of the Hayward Operated Paratransit program’s FY 2024 Annual Paratransit Program Plan, estimated program costs, and next steps. The Measure B/BB funding recommendations are summarized by category and service provider in Table 1 below.

Table 1. FY 2024 Estimated Program Cost

CATEGORY	AMOUNT
Program Administration	\$500,000
Research, Marketing & Data Collection	\$125,000
Service Providers/Program	
RydeTrans (Group Trips)	\$75,000
ASEB (Specialized Transportation)	\$75,000
CRIL (Travel Training)	\$50,000
HOP Means-Based Fare Program	\$50,000
SOS Meals on Wheels (Meal Delivery)	\$100,000
LIFE ElderCare (Door-through-Door)	\$154,574
Eden I&R (On-demand rides, includes ride subsidies)	\$272,619
Safe Route for Seniors Project (Capital)	\$750,000
HOP Program Evaluation Pilot(s)	\$100,000
Total	\$2,252,193

BACKGROUND

The City of Hayward submits an Annual Paratransit Program Plan to the Alameda County Transportation Commission (Alameda CTC) detailing the proposed parameters of paratransit service for seniors (70+) and people with certified disabilities. The Hayward Operated Paratransit (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 and the surrounding unincorporated areas.

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, Alameda County voters approved Measure BB, authorizing the extension and augmentation of Measure B to invest in capital projects addressing local transportation needs and programs that improve countywide transportation systems through March 31, 2045. The full one-cent sales tax authorized by Measure BB will begin April 1, 2022, and will extend through March 31, 2045. The Hayward Operated Paratransit (HOP) program is funded in its entirety by Alameda County Measure B/BB Direct Local Distribution, administered by Alameda County Transportation Commission (Alameda CTC).

In February each year, the City of Hayward submits an Annual Paratransit Program Plan to the Alameda CTC detailing the proposed parameters of eligible paratransit service for seniors (70+) and people with certified disabilities. Alameda CTC staff reviews the City's program plans and provides initial feedback. In April, the proposed Annual Paratransit Program Plan is presented to the Council for review and approval. The finalized plan is presented to the Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) in late April.

DISCUSSION

East Bay Paratransit (operated by AC Transit and BART) is the primary paratransit service for Alameda County residents. HOP is designed to complement and supplement the East Bay Paratransit service when it is unable to provide service or meet the needs of HOP participants. As a City program, HOP is uniquely positioned to extend flexible and creative solutions to meet the unique needs of its riders.

The HOP engages community partners 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 smartphone to access the service. Pre-scheduled, accessible group trips are offered, in partnership with RydeTrans (formerly A-Paratransit), to enrolled HOP riders. Group trips offer participants social outings to reduce isolation.

Volunteer Driver Program

LIFE Eldercare matches screened volunteers driving their own personal vehicles with senior and disabled adults. The volunteers provide “door-to-door” service, acting as attendants who help with medical appointments, shopping, various errands, and other mobility-related services.

Specialty Transit

Alzheimer’s Services of the East Bay (ASEB) provides services for individuals with dementia and their families. ASEB provides Adult Day Care, family support, and education to enable individuals to remain living in their homes for as long as possible. ASEB hires specially trained drivers to operate lift-equipped vehicles to provide transportation to its Adult Day Care 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).

Meals-on-Wheels

Service Opportunities for Seniors (SOS) Meals on Wheels provides homebound seniors with nutritious meals delivered by volunteer drivers.

Capital Project

The Safe Routes for Seniors (SR4S) Program is a collaborative effort between the City’s Community Services Division, Public Works’ Transportation Division, local senior housing facilities, senior centers, and community-based organizations. Through these partnerships, the City is working to identify areas in Hayward to focus accessibility and walkability improvements.

More detailed information about each of these programs is available in Attachment IV.

Existing Project Updates

1. **VIP ZIP program:** In July 2020, the HOP’s VIP ZIP program administrator transitioned to Eden I&R (Alameda County 2-1-1), a provider that has experience in operating as a call center and has over forty years of experience serving Alameda County. Eden I&R has been essential during the COVID-19 pandemic, often connecting riders to other County resources. Since FY 2022, HOP and Eden I&R piloted an extension of the VIP ZIP program to enhance the reliability of wheelchair-accessible vehicles (WAV) available for riders who require WAV rides through the VIP ZIP program.

Status: Continuing in FY 2023-2024

2. **Safe Routes for Seniors Program:** In FY 2020, the HOP executed an MOU with the Public Works Department to allocate Measure BB funds for Americans with Disabilities Act (ADA) street improvements at or near senior/disabled housing developments. On

January 18, 2022¹, Council approved the plans and specifications, and call for bids for the Safe Routes for Seniors (SR4S) Project. The Project consists of streetscape improvements including the expansion of ADA curb-cuts and sidewalk bulb-outs (widening) to accommodate various mobility devices at four intersections located in the Downtown Hayward area. The construction contract was awarded in February 2022. The estimated construction duration was 150 days, with a tentative completion date in FY 2023. This project faced delays due to supply chain issues and a wet winter season. Construction will continue into the summer of 2023. Simultaneously, in FY 2024 HOP will support the design phase of a second location in South Hayward.
Status: Continuing in FY 2023-2024

- 3. Travel Trainer:** At the onset of the pandemic, CRIL paused its in-person travel training workshops. Travel training is mainly provided virtually and through telephone support. Prior to the end of state and local public health emergencies, CRIL had begun to offer in-person travel training by appointment. Staff are working with consultants to evaluate CRIL's ability to provide adequate service to the Hayward community and may consider additional partnerships to meet current needs.

Status: Continuing in FY 2023-2024

- 4. Group Trips:** HOP had suspended group trips based on the County's guidelines and recommendations for social distancing. Currently, HOP is working with consultants and conferring with neighboring jurisdictions to prepare a plan to resume services. Notice will be provided to HOP participants when services become available.

Status: Continuing in FY 2023-2024

- 5. Consulting Services:** As part of the FY 2023 Program Plan, Council authorized funding for consulting services to conduct a comprehensive program evaluation to address ongoing challenges and potential long-term impacts of COVID-19 on public transportation and paratransit services.

Status: Continuing in FY 2023-2024

COVID-19 Program Impacts

While COVID-19 has impacted many programs and will likely have long-term implications on service delivery, HOP has noticed an increase in the demand for transportation services over the last year. While many seniors, identified as individuals who are at higher risk for serious illness, remain at home and practice social distancing, there has been an increase in new registrants and many existing riders who are resuming some level of travel. As part of service delivery planning, staff will take lessons learned from the pandemic to better inform future programming and build in ways to apply adaptive service delivery models to respond to potential impacts.

FY 2022 Outcomes

¹ January 18, 2022, City Council Staff Report

<https://hayward.legistar.com/LegislationDetail.aspx?ID=5382580&GUID=15E9CEE7-48E8-4D11-832D-54CC341FC16E&Options=&Search=>

In FY 2022, the City awarded \$507,579 to local non-profits and paratransit service partners that provide services to HOP participants. Council also approved the allocation of an additional \$1,000,000 toward infrastructure improvements through the SR4S program. In FY 2022, the HOP program served 2,281 individuals, providing participants over 10,000 rides and delivering over 108,926 meals to homebound seniors.

Future Projects

In FY 2023, Council authorized funding to engage a consultant to conduct a comprehensive evaluation of HOP services. On September 20, 2022², Council authorized a professional services agreement with Nelson Nygaard to perform this evaluation. The purpose of this evaluation is to identify service gaps, outreach opportunities, and ways to improve services in order to meet the needs of seniors and individuals with disabilities in Hayward and the surrounding unincorporated areas. This process will include an evaluation of existing conditions, service provider input, public engagement, and the creation of a temporary technical advisory committee comprised of eligible seniors and individuals with disabilities, current HOP riders, service partners, and several senior living facilities staff. City staff is proposing to allocate a portion of the FY 2024 program budget towards the implementation of HOP program improvements in the form of various pilot programs. There is sufficient funding to support the planning and implementation of future service improvement efforts.

ECONOMIC IMPACT

The HOP is supported exclusively 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 SR4S project will address the need for streetscape improvements to expand accessibility for seniors starting in the Downtown area with plans to implement phase 2 in the Tennyson neighborhood. As a result, these modifications will improve accessibility and walkability for all.

FISCAL IMPACT

² September 20, 2022, City Council Staff Report and Attachments
<https://hayward.legistar.com/LegislationDetail.aspx?ID=5844300&GUID=E15BD613-3440-4CD0-A242-3B2771713769&Options=&Search=>

The proposed FY 2024 Annual Paratransit Program Plan has no impact to the City's General Fund. The program costs, including City staff and administrative costs, are entirely offset by the City's Measure B reserves and Measure BB Paratransit special revenue funds derived from Measure B/BB sales tax revenues. There is sufficient fund balance to support the FY 2024 estimated program costs. Funding details can be found in Attachment III.

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 associated emissions.

PUBLIC CONTACT

The Paratransit Program Plan is typically presented at various organizations that serve seniors and people with disabilities throughout the year. Public feedback is received, and based on the feedback collected, staff evaluates the program and recommends changes in order to meet the unique needs of the community. On October 19, 2022, staff made an in-person public presentation at the Baywood Court Senior Community and received feedback on the HOP program. Staff will work with Nelson Nygaard to continue to conduct community outreach and engage stakeholders prior to the development and implementation of program changes. Some planned efforts include tabling at local farmer's markets within the service area (Hayward, San Leandro, Castro Valley), presentations at local libraries, and presentations at senior living facilities and senior centers that have reopened to the public.

The Annual Program Plan will also be posted on the City's website for viewing. Interested parties will have the opportunity to provide feedback up until April 15, 2023, at which time PAPCO will review and act on the plan.

NEXT STEPS

Staff recommends that Council adopts the attached resolution approving the FY 2024 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.

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