



DATE: June 5, 2018
TO: Mayor and City Council
FROM: Assistant City Manager
SUBJECT: Approval of FY 2018-2019 Measure B/BB Annual Paratransit Program Plan

RECOMMENDATION

That the Council adopts the attached resolution (Attachment II) which:

- 1) Authorizes the appropriation of FY19 Measure B/BB Funds to the Hayward Operated Paratransit (HOP) Program Plan which includes the following programs:
 - a. Hayward Operated Paratransit (HOP) Taxi
 - b. Alzheimer's Services of the East Bay transportation program for individuals with dementia
 - c. Travel Training
 - d. Accessible Car-Sharing Program
 - e. Meals-on-Wheels Meal Delivery
 - f. Volunteer Driver Program
- 2) Authorizes the City Manager to execute service agreements with the following organizations for the continued provision of Measure B/BB funded Paratransit services:
 - a. St. Mini Cab, Inc.
 - b. A-Paratransit
 - c. Alzheimer's Services of the East Bay (ASEB)
 - d. Community Resources for Independent Living (CRIL)
 - e. Services Opportunities for Seniors (SOS)
 - f. LIFE Eldercare /VIP Rides
- 3) Authorizes the City Manager to execute a Joint Powers Agreement with the City of Fremont and LIFE Eldercare for the paratransit concierge program pilot partnership with LYFT.

SUMMARY

The HOP program engages subcontractors to carry out all services in its Annual Paratransit Program Plan subject to Measure B/BB pass-through funding availability. The program

currently operates five programs for seniors and people with disabilities with transportation needs:

- 1) St. Mini Cab: same day taxi service;
- 2) Alzheimer's Services of the East Bay (ASEB): adult day program;
- 3) Community Resources for Independent Living (CRIL): travel training and van share;
- 4) LIFE Eldercare: volunteer driver program; and
- 5) SOS Meals on Wheels; senior meal delivery program.

This report also includes updates on four pilot projects, which include the Crescendo Needs Assessment, the CRIL / Getaround Van share project, the LYFT project, and the HOP Database update.

BACKGROUND

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 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. Eligible enrolled riders and their attendants (attendants ride free of charge) are offered three options for service in the Hayward, Castro Valley, San Lorenzo and unincorporated areas. The service offers convenient, cost-effective transportation alternatives for residents who cannot take regular public transit due to age or disability.

The HOP program is administered by the City and is funded by Alameda County Measure B and Measure BB half-cent tax revenues. Hayward paratransit service supplements the Alameda County-wide ADA mandated, East Bay Paratransit Service (EBP).

DISCUSSION

The HOP program engages the subcontractors listed below to carry out all services in its Annual Paratransit Program Plan subject to Measure B/BB pass-through funding availability.

- **St. Mini Cab, Inc. and A-Paratransit:** These entities provide the primary means of paratransit service through standard sedans and accessible van taxi which are offered on demand as a curb-to-curb service.
- **Alzheimer's Services of the East Bay (ASEB):** ASEB provides door-to-door group trip paratransit service with lift equipped vehicles on a shared ride basis.
- **Community Resources for Independent Living (CRIL):** CRIL provides travel training workshops to the mobility challenged through excursions on various modes of Bay Area transportation (including BART, AC Transit and the HOP). CRIL also offers consumers with disabilities access to a membership-based car-sharing service with

wheelchair/mobility device accessible vehicles available for short term reservation. This program serves as a supplement to taxi service.

- **Service Opportunities for Seniors (SOS) Meals on Wheels:** Meals on Wheels provides homebound seniors with nutritious meals delivered by volunteer drivers.
- **LIFE Eldercare:** LIFE Eldercare matches screened volunteers driving their own personal vehicles with senior and non-senior disabled adults. The volunteers provide “door-through-door” service, acting as attendants who help with medical appointments, shopping and various errands.

Update on Pilot Projects

Through FY 2018, staff explored the following pilot projects to expand transportation options to improve the independence of eligible consumers and provide respite to their families and friends who are often responsible for providing transit:

1. **Crescendo Consulting – Needs Assessment:** In 2017, ACTC approved and Council authorized the use of Measure B/BB funds to conduct a Needs Assessment to identify service gaps related to transportation, housing, employment and health of senior and disabled residents in the Hayward service area. The goal is to identify and prioritize program objectives based on the analysis provided in the study and use the data to refine and/or develop policy.
Status: Underway
2. **Community Resources for Independent Living (CRIL) - Van Share Pilot Program:** CRIL is currently partnering with ride share operator Getaround to offer vehicles modified for accessibility to eligible disabled consumers through a CRIL managed reservation system. CRIL was gifted three specially modified lift-equipped vans for use in the project which launched in January 2018. To date, the program has averaged thirteen trips per month including six multi-day reservations. The HOP underwrites the endeavor in conjunction with CRIL and Getaround and plans to collaboratively market the project to increase ridership.
Status: Underway.
3. **LIFE Eldercare VIP ZIP pilot program:** The HOP is negotiating with transportation network company (TNC) LYFT, the City of Fremont and LIFE Eldercare to operate a senior-focused ride service in the Hayward service area. LYFT Concierge is a specialty service designed specifically to meet the needs of seniors who want the flexibility of same day ride service but may not have access to a smart cell phone. The HOP and the City of Fremont will execute a Joint Powers Agreement to expand the new LIFE Eldercare VIP ZIP pilot program LYFT.
Status: in progress
4. **Database Software:** Currently, the HOP program, like other programs in the county, utilizes a woefully outdated Microsoft Access database for client enrollment and a

paper-based voucher system for service payments. The program is developing a scope of work for an RFQ for vendors with the capacity to manage data and service payments across the wide range of contracts managed by the program. The HOP is placing this project on hold until compatibility with the Lyft system is confirmed.

Status: on hold

FISCAL IMPACT

The proposed FY 2019 Annual Paratransit Program Plan has no General Fund impact. The program costs, including City staff and administrative costs, are funded by Measure B/BB Paratransit special revenue fund (227).

STRATEGIC INITIATIVES

This agenda item supports the Complete Communities Strategic Initiative. The purpose of the Complete Communities Strategic Initiative is to create and support structures, services, and amenities to provide inclusive and equitable access with the goal of becoming a thriving and promising place to live, work and play for all. This item supports the following goals:

Goal 1: Improve the quality of life for residents, business owners, and community members in all Hayward neighborhoods.

Goal 2: Provide a mix of housing stock for all Hayward residents and community members, including the expansion of affordable housing opportunities and resources.

PUBLIC CONTACT

Staff presented the FY 2018 Paratransit Program Plan, including the four proposed projects, to the following senior and disabled serving organizations—for review and approval on the following dates:

February 2018:	Paratransit Advisory Committee Meeting
December 2017:	Public presentation at Hayward Senior Center

NEXT STEPS

If Council adopts the resolution, staff will meet with representatives from each contracting agency to facilitate contract execution for the continuation of Paratransit services.

Prepared by: Dana Bailey, Community Services Manager

Recommended by: Maria A. Hurtado, Assistant City Manager

Approved by:

A handwritten signature in black ink, appearing to read "K. McAdoo". The signature is fluid and cursive, with the first letter of each name being capitalized and prominent.

Kelly McAdoo, City Manager