



**DATE:** September 20, 2022

**TO:** Mayor and City Council

**FROM:** Assistant City Manager

**SUBJECT** Adopt a Resolution Authorizing the City Manager to Execute a Professional Services Agreement with Nelson Nygaard Consulting Associates to Provide Paratransit Consulting Services for the Hayward Operated Paratransit Program in an Amount Not-to-Exceed \$100,000

## **RECOMMENDATION**

That Council adopts a resolution (Attachment II) authorizing the City Manager to execute a Professional Services Agreement with Nelson Nygaard Consulting Associates (Nelson/Nygaard) to provide paratransit consulting services for the Hayward Operated Paratransit (HOP) program in an amount not-to-exceed \$100,000, in a form to be approved by the City Attorney.

## **SUMMARY**

The HOP program provides paratransit and related services to eligible enrolled residents and their attendants who live in Hayward, the unincorporated areas of San Leandro, Castro Valley, San Lorenzo, Ashland, Cherryland, and Fairview.

Since the onset of the COVID-19 pandemic, the demand for paratransit services has changed and many services providers, including HOP service partners, have had to adapt service delivery models in order to meet resident needs while maintaining safe practices. Staff continues to work with these agencies to safely resume services. However, at the conclusion of FY 2021, the majority of HOP service providers did not meet their targeted goals.

Due to these ongoing challenges and potential long-term impacts to public transportation and paratransit services, staff is recommending completing a comprehensive evaluation of the HOP program in order to evaluate existing conditions and HOP services to ensure compliance, identify current needs and service gaps, and determine initial implementation processes.

## **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 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 San Leandro, Castro Valley, San Lorenzo, Ashland, and Cherryland.

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 through March 31, 2022. The full one-cent sales tax authorized by Measure BB began on April 1, 2022, and will extend through March 31, 2045. The HOP program is funded in its entirety by Alameda County Measure B/BB Direct Local Distribution, administered by Alameda CTC.

In February each year, the City of Hayward submits an Annual Paratransit Program Plan to the Alameda CTC presenting the proposed parameters of eligible paratransit service for subsequent fiscal year. Alameda CTC staff reviews the City's program plans and provides initial feedback. In April 2022<sup>1</sup>, the proposed FY 2022-2023 Annual Paratransit Program Plan was presented to the Council and approved. The finalized FY 2022-2023 plan was presented to and unanimously approved by the Alameda CTC's Paratransit Advisory and Planning Committee (PAPCO) in late April.

## **DISCUSSION**

The HOP currently operates seven (7) paratransit and transportation related programs to provide a broad range of mobility options in addition to those offered by public transit. Over the last two years, several HOP services have been discontinued due to various reasons, including staffing shortages, operational challenges, and the inability to secure required insurance coverage.

Additionally, the COVID-19 pandemic continues to impact HOP services and participants. Throughout the County, the demand for services and types of services have changed, resulting in some service gaps. Many of HOP service providers have adapted their service delivery model to continue services while adhering to Federal, State, and local guidelines, yet others are no longer available. Staff continues to work with these agencies and have requested updated plans for how the agencies plan to safely resume services. At the conclusion of FY 2021, the majority of HOP service providers did not meet their targeted goals and continue to struggle to keep up with a changing mobility landscape.

Due to these ongoing challenges and potential long-term impacts to public transportation and paratransit services, staff recommends a comprehensive evaluation of the HOP program and requests a single source approval for Nelson\Nygaard Consulting Associates to complete the evaluation.

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<sup>1</sup> April 5, 2022, Staff Report and Attachments  
<https://hayward.legistar.com/LegislationDetail.aspx?ID=5542822&GUID=839C9074-3043-45D0-89CE-E6F4B284F7B9&Options=&Search=>

Staff received a quote from Nelson\Nygaard in the amount of \$90,000 for the proposed evaluation and implementation plan. Given the scope of work, staff is recommending a not-to-exceed amount of \$90,000 for the proposed services and \$10,000 for additional services that the City may authorize if needed, for a total not-to-exceed contract amount of \$100,000. Staff has reviewed the costs for similar work performed for other agencies and believes that the negotiated contract amount is reasonable.

The proposed scope of work is as follows:

Task	Cost
Evaluate existing conditions	\$20,000
Peer reviews of relevant programs	\$6,000
Community engagement	\$30,000
Identify needs and gaps from prior tasks	\$14,000
Identify initial implementation processes	\$20,000
Additional Services	\$10,000
Total	\$100,000

Nelson\Nygaard is a transportation planning firm committed to mobility, accessibility, and sustainability for all, with experience managing a wide range of multi-faceted paratransit programs. Per Alameda CTC Memorandum 6.9<sup>2</sup>, Nelson\Nygaard was awarded a two-year contract with the option to extend for an additional three years to support Alameda CTC’s paratransit coordination. As part of their agreement, Nelson\Nygaard coordinates, monitors, prepares reports, researches, advises Alameda CTC staff on funding programs for seniors and people with disabilities, and provides technical assistance to support the implementation of local paratransit programs, including city-based programs such as HOP.

Neighboring jurisdictions, including the City of San Leandro that had historically partnered with HOP to administer the TNC on-demand service, are also in contract with Nelson\Nygaard to conduct similar consulting projects. Nelson\Nygaard is uniquely positioned to support local jurisdictions that administer city-based paratransit programs, such as the City of Hayward. If approved, Nelson\Nygaard would evaluate existing conditions and HOP services to ensure compliance, identify needs and service gaps, and identify initial implementation processes.

**ECONOMIC IMPACT**

The HOP is solely funded by Alameda County Measure B/BB funds. The services offer cost-effective transportation alternatives for eligible residents on fixed incomes. Caregivers also benefit when loved ones have reliable transportation options.

**FISCAL IMPACT**

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<sup>2</sup> April 15, 2021, Alameda CTC Memorandum 6.9  
[https://www.alamedactc.org/wp-content/uploads/2021/04/6.9\\_COMM\\_Para\\_Contract\\_Award\\_20210422.pdf](https://www.alamedactc.org/wp-content/uploads/2021/04/6.9_COMM_Para_Contract_Award_20210422.pdf)

On April 5, 2022, Council adopted a resolution approving the FY 2023 Measure B/BB Annual Paratransit Program Plan and budget. Furthermore, this project is programmed in the Alameda CTC approved FY 2022-2023 Annual Paratransit Program Plan Application for Measure BB Funding. Per Resolution 22-079, Council authorized an additional \$100,000 in FY 2023 for Research, Marketing, and Data Collection. These funds are sufficient for the proposed evaluation.

The program costs, including research marketing and data collection costs, are entirely offset by the City's Measure B/BB Paratransit special revenue fund derived from Measure B/BB sales tax revenues administered by Alameda CTC. This is no impact to the City's General Fund.

### **STRATEGIC ROADMAP**

The HOP program provides specialized services to seniors and individuals with certified disabilities and collaborates with Hayward Public Works to implement infrastructure improvements to increase safety and walkability in the City. This project intends to identify HOP service gaps and address unmet needs which supports the Strategic Priorities of Enhance Community Safety & Quality of Life and Invest in Infrastructure.

### **PUBLIC CONTACT**

No public contact has been made related to this item. However, community outreach and engagement will be conducted as part of the evaluation. The public will have an opportunity to provide comments prior to the implementation of any major changes to the HOP program.

### **NEXT STEPS**

If Council approves, the City Manager will execute the single source agreement with Nelson/Nygaard for paratransit consulting services (Attachment III). The proposed evaluation and initial implementation process is expected to be completed in FY 2023.

*Prepared by:* Carol Lee, Management Analyst

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

Approved by:



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Kelly McAdoo, City Manager