



**DATE:** April 5, 2022

**TO:** Mayor and City Council

**FROM:** Assistant City Manager

**SUBJECT:** Adopt a Resolution Approving the FY 2023 Measure B/BB Annual Paratransit Program Plan and Authorizing the City Manager to Execute FY 2023 Service Agreements for the Continued Provision of Measure B/BB Funded Paratransit Services

**RECOMMENDATION**

That Council:

1. Adopts the attached resolution (Attachment II) authorizing the FY 2023 Measure B/BB Annual Paratransit Program Plan, including the continued provision of the Hayward Operated Paratransit programs; and
2. Authorizes the City Manager to execute FY 2023 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 2023 Annual Paratransit Program Plan, estimated program costs, and next steps. The funding requests are summarized by service provider in Table 1 below.

**Table 1. FY 2023 Estimated Program Cost**

CATEGORY	AMOUNT
<b>Program Administration</b>	\$500,000
<b>Research, Marketing &amp; Data Collection</b>	\$175,000
<b>Service Providers/Program</b>	
RydeTrans (Group Trips)	\$75,000
ASEB (Specialized Transportation)	\$75,000
CRIL (Travel Training)	\$75,000
HOP Means-Based Fare Program	\$75,000
SOS Meals on Wheels (Meal Delivery)	\$90,000
LIFE ElderCare (Door-through-Door)	\$154,574
Eden I&R (On-demand rides, includes ride subsidies)	\$272,624
Safe Route for Seniors Project (Capital)	\$750,000
<b>Total</b>	<b>\$2,242,198</b>

## **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, 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 will begin 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 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 smart phone to access to 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-through-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 enabling individuals to remain living in their home 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. This partnership has been successful. Eden I&R has been essential during the pandemic, often connecting riders to other County resources. In 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 2022-2023**
2. **Safe Routes for Seniors Program:** In FY 2020, the HOP executed a MOU with the Public Works Department to allocate Measure BB funds for ADA street improvements

at or near senior/disabled housing developments. On January 18, 2022<sup>1</sup>, 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 four intersections located in the Downtown Hayward area. The bid opening is currently scheduled for February 2022 and the start of construction is estimated to begin in April 2022. The estimating construction duration is 150 days, with a tentative completion date in October 2022.

**Status: Continuing in FY 2022-2023**

- 3. Travel Trainer:** Since the onset of the pandemic, CRIL paused their in-person travel training workshops. Travel training is provided virtually and through telephone support. This limits CRIL's ability to provide extensive travel training. The timeline to resume in-person services is to be determined.

**Status: Continuing in FY 2022-2023**

- 4. Group Trips:** Given the Centers for Disease Control and Prevention's (CDC) guidance to maintaining physical distance to prevent COVID-19, HOP has temporarily suspended group trips. The timeline to resume this service is to be determined. Notice will be provided to HOP participants when services become available.

**Status: Continuing in FY 2022-2023**

### COVID-19 Program Impacts

Due to the continued impacts of COVID-19, and most recently the Omicron surge, many seniors, identified as individuals who are at higher risk for serious illness, remain at home and practice social distancing. Many seniors continue to experience a reduction to their access to essential supplies and food. Over the past two years, there has been an overall reduction in the demand for transportation services and an increase in the demand for meal and grocery 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 increased funding towards the delivery of meals to homebound seniors and people with disabilities.

### FY 2021 Outcomes

In FY 2021, the City awarded \$470,575 to local non-profits and paratransit service partners that provide services to HOP participants. Council also approved the allocation of an additional \$750,000 toward infrastructure improvements through the SR4S program. In FY 2021, the HOP program served 2,281 individuals, providing participants over 8,790 rides and delivering over 112,400 meals to homebound seniors.

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<sup>1</sup> January 18, 2022, City Council Staff Report

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

## Future Projects

Staff is proposing to allocate a portion of the FY 2023 program budget towards hiring a consultant to complete a comprehensive evaluation of the HOP program. The purpose of 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 areas. This is especially critical as HOP prepares participants for the many changes in public transportation ahead.

## **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. As a result, these modifications will improve accessibility and walkability for all.

## **FISCAL IMPACT**

The proposed FY 2023 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/BB Paratransit special revenue fund derived from Measure B/BB sales tax revenues administered by Alameda CTC. The estimated combined fund balance of Measure B/BB at the end of FY 2022 is \$2.8 million. Additionally, the City's FY 2023 Measure BB direct local distribution of paratransit funds is projected to be \$1.7 million. The total available funds are approximately \$4.5 million, which is sufficient for the FY 2023 estimated program costs shown in Table 2 on the following page.

**TABLE 2. FY 2023 ESTIMATED PROGRAM COST**

CATEGORY	AMOUNT
<b>Program Administration</b>	\$500,000
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Staff anticipates expending a portion of the fund reserves on potential future program changes based on the findings of the proposed comprehensive evaluation of services.

**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 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 August 5, 2021, a virtual public presentation was made at the Baywood Court Senior Community and a second presentation was made in person at the Japanese Community Center on October 12, 2021. These presentations offer the public the opportunity to provide comments on the HOP program and planned FY 2023 program plan.

The public also had the opportunity to provide comments on the draft FY 2023 Paratransit Program Plan at the Community Services Commission meeting of February 16, 2022<sup>2</sup>.

If approved, following the comprehensive evaluation of the HOP program, staff plans to conduct robust community outreach and engage stakeholders prior to the development and

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<sup>2</sup> February 16, 2022, Staff Report  
<https://hayward.legistar.com/LegislationDetail.aspx?ID=5450534&GUID=8737E0CA-C4DF-4DDC-9D1E-B987AFC73A66&Options=&Search=>

implementation of program changes. Interested parties will have the opportunity to provide feedback at that time.

**NEXT STEPS**

Staff recommends that Council adopts the attached resolution approving the FY 2023 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, Assistant City Manager

Approved by:



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Kelly McAdoo, City Manager