



DATE: July 18, 2017

TO: Mayor and City Council

FROM: Director of Library and Community Services

SUBJECT: Approval of FY 2018 Measure B/BB Annual Paratransit Program Plan

RECOMMENDATION

That Council:

- 1) Adopts the attached resolution (Attachment I) authorizing the FY 2018 Measure B/BB Annual Paratransit Program Plan for the continued provision of the Hayward Operated Paratransit (HOP) program including: paratransit taxi service, door-to-door group trip, meals-on-wheels, travel to Alzheimer's daycare, travel training, and volunteer driver program;
- 2) Authorizes the City Manager to use Measure B/BB funds to commission a city-wide Needs Assessment and five-year plan for Paratransit services through 2023, including research and analysis of existing services and new paratransit pilot projects: partnership with Lyft Concierge Program, the CRIL accessible car share program, the Taxi ID/Debit Card program; and
- 3) Authorizes the City Manager to execute service agreements with: A-Paratransit; Alzheimer's Services of the East Bay (ASEB); Community Resources for Independent Living (CRIL); LIFE Eldercare /VIP Rides; St. Mini Cab, Inc. and Services Opportunities for Seniors (SOS) Meals on Wheels, for the continued provision of Paratransit services in FY 2018 through Measure B/BB funds.

BACKGROUND

The City of Hayward submits an Annual Paratransit Program Plan to the Alameda County Transportation Commission (ACTC) detailing the proposed parameters of Hayward Operated Paratransit (HOP) service using Measure B/BB sales tax funding collected by the County and annually distributed to the City. The HOP program provides paratransit and related services to eligible enrolled riders and their attendants who live in Hayward and the unincorporated areas of Castro Valley, San Lorenzo, Ashland and Cherryland.

The HOP program is administered in Hayward by the Library and Community Services Department. The program is funded in its entirety by Alameda County Measure B and Measure BB half cent tax revenues administered by the Alameda County Transportation Commission (ACTC). Additional funding for non-ADA paratransit service was authorized by Alameda County voters in November 2014 with the passage of Measure BB. Hayward paratransit service is a complement and supplement to the Alameda County-wide mandated ADA Paratransit Service, East Bay Paratransit Service (EBP). City-based programs such as Hayward's have much more flexibility to meet the unique needs of its consumers by offering a range of different types of services.

DISCUSSION

At the May 10, 2017 review of the HOP Program Plan, ACTC recognized the City of Hayward for its innovation and acknowledged Hayward for offering the widest variety of paratransit services of any city-based program in the east bay.

The Hayward Operated Paratransit (HOP) program engages subcontractors to carry out all services in its Annual Paratransit Program Plan subject to Measure B/BB pass-through funding availability. More detail about each of these programs is available in Attachment III:

- The primary means of paratransit service is through standard sedans and accessible van taxi, offered on demand as a curb-to-curb service and contracted through St. Mini Cab, Inc.
- A-Paratransit and Alzheimer's Services of the East Bay (ASEB) provide door-to-door group trip paratransit service with lift equipped vehicles on a shared ride basis.
- Community Resources for Independent Living (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).
- Service Opportunities for Seniors (SOS) Meals on Wheels provides homebound seniors with nutritious meals delivered by volunteer drivers.
- 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.

With the guidance of ACTC, staff continues to implement pilot projects to expand transportation options and improve the independence of eligible consumers and provide respite to their families and friends who are often responsible for providing transit:

1. ACTC has approved the use of Measure B/BB funds to conduct a Needs Assessment to identify service gaps related to transportation, housing 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 including a five-year program plan through 2023.
2. Community Resources for Independent Living (CRIL) is partnering with ride share operator Get Around to pilot a program to offer modified vehicles for use to eligible consumers through a CRIL managed reservation system. CRIL was recently gifted three specially modified lift-equipped vans for potential use in the pilot. The HOP would potentially underwrite the pilot program in conjunction with CRIL and Get Around.
3. The HOP has partnered with ridesharing pioneer Lyft and the Hayward Area Recreation District (H.A.R.D.) to operate a senior-focused on-demand ride system 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 are not comfortable hailing a ride through a cell phone. The HOP is developing a system to dispatch the Lyft Concierge service in partnership with H.A.R.D.-operated senior centers.
4. 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 manage data and service payments across the wide range of contracts managed by the program.

ECONOMIC IMPACT

The Hayward Operated Paratransit Program is supported 100% by Alameda County Measure B/BB funds. 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.

FISCAL IMPACT

The proposed FY 2018 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.

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:

- 1/17/17: Paratransit Advisory Committee (PAC) meeting
- 2/16/17: Public presentation at Hayward Senior Center;
- 4/28/17: Public presentation at the San Leandro Senior Center

NEXT STEPS

Should Council adopt the attached resolution (Attachment I) approving the FY 2018 Annual Paratransit Program Plan and authorizing the City Manager to negotiate and execute all agreements necessary for program implementation, staff will meet with representatives from each contracting agency to facilitate contract execution to ensure the seamless continuation of Paratransit services to Hayward area residents.

Prepared by: Dana Bailey, Community Services Manager

Recommended by: Sean Reinhart, Director of Library and Community Services

Approved by:



Kelly McAdoo, City Manager