



**DATE:** April 2, 2019

**TO:** Mayor and City Council

**FROM:** Deputy City Manager

**SUBJECT:** Approval of FY 2020 Measure B/BB Annual Paratransit Program Plan

### **RECOMMENDATION**

That Council:

- 1) Adopts the attached resolution authorizing the FY 2020 Measure B/BB Annual Paratransit Program Plan, including the continued provision of the following Hayward Operated Paratransit ("HOP") programs:
  - a. Transportation for seniors (70+) and people with disabilities;
  - b. Volunteer Driver program;
  - c. Specialty transit to a day program operated for individuals with dementia;
  - d. Travel Training and Mobility Resource programs;
  - e. Accessible van-share rental;
  - f. Meals-on-Wheels meal delivery;
  - g. ADA sidewalk improvements to targeted locations; and
  - h. Public transit passes for Hayward Navigation Center residents.
- 2) Authorizes the City Manager to execute FY 2020 service agreements for the continued provision of Measure B/BB funded Paratransit services.

### **SUMMARY**

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 Hayward Operated Paratransit ("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, and San Leandro.

The HOP is administered by the City of Hayward Community Services Division. The program is funded in its entirety by Alameda County Measure B/BB half cent tax revenues administered by ACTC. The HOP complements and supplements the county-mandated ADA paratransit service, East Bay Paratransit (EBP). ACTC expects City-based programs such as Hayward's to have more flexibility to meet the unique needs of its consumers and offer a wide range of customized services.

## 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 for seniors (70+) and people with certified disabilities. The Hayward Operated Paratransit (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, and San Leandro.

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## DISCUSSION

ACTC continues to recognize HOP for its commitment to innovation and commends the program for the widest array of paratransit services of any city-based program in the east bay.

The HOP engages subcontractors 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 subcontractors that assist the City in implementing the HOP:

- **Transportation for Seniors.** The HOP partners with LIFE Eldercare to offer transportation network company (TNC) based rides, such as Lyft Concierge and Uber Health, to eligible residents. LIFE Eldercare arranges the ride with the TNC on behalf of clients, eliminating the need for smart phone access to the service.
- **Volunteer Driver Program.** LIFE Eldercare also 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, and various errands.
- **Specialty Transit.** Alzheimer's Services of the East Bay (ASEB) hires specially trained drivers in lift-equipped vehicles to provide transportation to its adult day 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).
- **Accessible Van-Share.** CRIL also offers consumers with disabilities access to wheelchair/mobility device accessible vehicles for short term reservations. The program allows families and friends to travel conveniently and safely together.

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

More detail about each of these programs is available in Attachment II.

#### Existing Project Updates

Staff researched and completed the following projects to expand transportation options and improve the independence of eligible paratransit clients:

1. The HOP transitioned from taxi service in January 2019 and executed an agreement with LIFE Eldercare to offer same day transportation service through TNC companies Lyft and Uber. LIFE Eldercare uses the Lyft Concierge software platform to schedule rides for seniors who want the flexibility of same day rides but whom may not have smart cell phone access to arrange rides independently.  
**Status: Complete**
2. 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. The results of this assessment will be presented to the City Council this Spring.  
**Status: Complete**
3. The HOP, in partnership with the Hayward Area Recreation District (HARD), shares a part-time Mobility Specialist to link HOP enrolled seniors to other social services including housing, food and in-home supportive care programs.  
**Status: Complete**
4. The HOP replaced its outdated Microsoft Access client database with a cloud-based system in January 2019. The update has improved data collection and security controls and provides greater efficiency in information sharing with contracted programs.  
**Status: Complete**

## New Projects for FY 2020

The ACTC Timely Use of Funds policy encourages that recipients of Measure B/BB funding spend expeditiously on transportation improvements and operations that the public can use and benefit from. To remain in compliance, staff is proposing the following new programs for FY 2020:

- 1. Joint street improvement project with Hayward Public Works:** The HOP will execute a MOU with the Public Works Department to allocate Measure B/BB funds for ADA street improvements at or near senior/disabled housing developments. Public Works has pending plans for streetscape improvements including the expansion of ADA curb-cuts and sidewalk bulb-outs (widening) to accommodate various mobility devices. Access to Measure B/BB funds increases project feasibility and production. The HOP will coordinate outreach to senior and disability-serving advocates to solicit input as projects move forward.
- 2. AC Transit Passes - Hayward Navigation Center:** Council approved the development of the Hayward Navigation Center to assist homeless individuals as they transition to permanent housing. The HOP will work with navigation center operator Bay Area Community Services (BACS) to improve access to transportation for shelter residents. BACS case managers will have the option to provide AC Transit bus passes to clients who are not HOP eligible. HOP eligible clients (senior 70+ or certified disabled) will be enrolled with the service.

## **ECONOMIC IMPACT**

The HOP is supported 100% 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.

## **FISCAL IMPACT**

The proposed FY 2020 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.

## **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 goal:

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

## **PUBLIC CONTACT**

Staff presented the FY 2020 Paratransit Program Plan, including the two proposed projects, to the following organizations that serve seniors and people with disabilities—for review and approval on the following dates:

December 2018: Public presentation at Hayward Senior Center  
February 2019: Public presentation at the San Leandro Senior Center

## **NEXT STEPS**

Staff recommends that Council adopts the attached resolution approving the FY 2020 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:* Dana Bailey, Management Analyst

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

*Approved by:*



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Kelly McAdoo, City Manager