



FY 2019-20 Annual Paratransit Program Plan Application for Measure B and BB Funding

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The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Program Plan Review process. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities in Alameda County.

Requirements and Instructions

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C, and D of the provided MS Excel workbook) *NOTE: The FY 2019-20 Program Plan Excel workbook contains a tab to report on FY 2017-18 performance and budget (Attachment A Table). The FY 2017-18 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2017-18 compliance report.*
3. References:
 - a. FY 2019-20 MB and MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2019)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised December 2018
 - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

Submit the Word and Excel files listed above electronically via email by February 28, 2019 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 19-20 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY19-20_Paratransit_Program_Application.doc).

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

FY 2019-20 Annual Paratransit Program Plan Application Due by February 28, 2019

| CONTACT INFORMATION | |
|---------------------|----------------------------|
| Agency: | CITY OF HAYWARD |
| Contact Name: | DANA BAILEY |
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Date Submitted: February 28, 2019

TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (DLD, pass-through) and paratransit discretionary grant funds?** To answer this question, complete Attachment B (Table B tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised December 2018 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Door-through-Door/Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management and/or Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.

A. Provide a short narrative description of your agency's FY 2019-20 program.

The HOP (Hayward Operated Paratransit) program provides paratransit and related services to eligible enrolled residents and their attendants who live in Hayward, the unincorporated areas of Castro Valley, San Lorenzo, Ashland/Cherryland and San Leandro. Per ACTC Implementation Guidelines, The HOP is available to seniors (70+) and people with disabilities unable to use public transportation.

The HOP currently operates eight (8) paratransit and transportation related programs to provide a broad range of mobility options in addition to those offered by public transit.

B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?

The following is a brief overview of the suite of services targeted to seniors (70+) and people with disabilities in the Hayward service area:

(New) LIFE Eldercare – VIP ZIP program: Through an expanded partnership with LIFE Eldercare, The HOP began offering rides through TNC (transportation network company) providers *Lyft Concierge* and *Uber Health* in January 2019. Since 2017, The HOP and the City of Fremont have investigated options to partner with Lyft Concierge in Central Alameda County. LIFE Eldercare was awarded a pilot grant from the California State Automobile Association (CSAA) in 2018 to offer Lyft Concierge on a limited basis. The HOP and LIFE decided to partner to expand the pilot program in the Hayward service area. We continue to work closely with the City of Fremont and LIFE during this pilot period to monitor costs, effectiveness and client feedback.

HOP curb-to-curb rides prior to January had been provided by local taxi service. The taxi industry is evolving and locally, fewer taxi drivers were available to The HOP who were willing to accept taxi vouchers from HOP clients. This new partnership with LIFE does not require enrolled clients have a smart phone to access Lyft/Uber rides. Clients call LIFE direct, and LIFE arranges for the ride using a specially equipped software system.

Group transportation: Pre-scheduled, accessible trips for a minimum group of four are offered to enrolled HOP riders. Group trips are available primarily to senior housing complexes, skilled nursing facilities and various community organizations serving seniors and people with disabilities. Group trips offer participants social outings to reduce isolation.

Accessible car-sharing program: In partnership with CRIL, two wheelchair-accessible vans with hand and foot controls are available for short-term reservation. Membership is required for this enhanced car-sharing service. The service gives participants the ability to travel with friends and family in a private vehicle at a reasonable cost.

Travel training: Mobility management workshops and classes are available to groups or individuals and conducted by the CRIL Travel Training Coordinator. Participants receive training in a wide variety of transportation options including

accessing AC Transit and BART, obtaining Clipper cards, enrolling in paratransit services and travel safety tips.

LIFE Eldercare – VIP Rides: Volunteer driver-based mobility program for seniors and people with disabilities who would benefit from a door-through-door service experience. Volunteers help clients with destination assistance, light shopping and other mobility related services.

Alzheimer's Services of the East Bay (ASEB): ASEB provides door-to-door transportation through specially trained drivers in lift equipped vans to individuals with dementia attending a local day program.

SOS Meals on Wheels: Meals on Wheels program provides nutritionally balanced meals to homebound seniors and person with disabilities residing in the Hayward service area through a network of trained volunteer drivers.

(Enhanced) Scholarship program: Subsidized Lyft/Uber fare program for enrolled HOP clients with demonstrated financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation. **MODIFICATION:** The HOP is exploring subsidizing monthly AC Transit Easy Passes for new senior housing development and navigation center residents who meet eligibility requirements.

- C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve, e.g. dialysis centers, hospitals, major shopping complexes, senior centers. Please report separately, if available, for ADA paratransit, Same-Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.**

The top destinations reported by HOP clients:

- Retail and grocery shopping
- Medical office appointments
- Hospital appointments
- Dialysis appointments
- Banking and social services-related appointments

Year-to date data for FY 18-19 includes

- Taxi rides = 2,858 (ambulatory) 52 (wheelchair)
- Group trips = 234 trips, 1193 passenger rides
- Specialized accessible van-share trips =

- D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.**

The HOP does not collect trip length or destination data.

- 2. Will your agency's program for FY 2019-20 conform to the Paratransit Program Implementation Guidelines, as required?**

☒ Yes

☐ No

- A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2019)**

- 3. If proposing any service or program changes in FY 2019-20 from the current year, FY 2018-19, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

The HOP is considering two changes for FY 19-20:

- Partnership with Hayward Public Works Department to make ADA improvements to sidewalks and streets near senior housing and disabled services providers. Measure BB funds will be allocated to the installation of curb cuts and sidewalk widening to accommodate wheelchairs and mobility devices. The City of Hayward and The HOP will partner with nonprofit provider CRIL to gather information from seniors and people with disabilities about locations that don't currently have access or in need of rehabilitation. Phase I of the project will be offered in coordination with the Hayward Downtown Specific Plan to enhance projects within 5 miles of the Hayward Downtown. This area includes five senior housing developments and three nonprofit offices serving disabled clients.
- Purchase of AC Transit Easy Passes: In partnership with the City of Hayward Housing Division – purchasing AC Transit Easy Passes for use by qualifying residents of newly proposed senior housing developments and the newly approved Homeless Navigation Center operated by Bay Area Community Services. Residents who meet HOP and ACTC Implementation Guidelines will be assessed by a property /case manager and provided scholarships through Easy Passes to aid in accessing transportation to employment or social services-related appointments.

- 4. Looking ahead, beyond FY 2019-20, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

The HOP will continue to work closely with the City of Fremont to monitor the results of TNC pilot projects in central county. As data is collected and the service refined, the goal is to pursue seamless, regional access to TNC services for eligible Alameda County clients. In addition, The HOP will continue to review TNC options for clients with mobility devices.

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The December 2018 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 5A – 5F below and for each item, further explanation is requested. **If your FY 2019-20 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.

- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
- C. Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
- D. Accessible Shuttle Service** (for new shuttles – describe service plan and how city is coordinating with the local fixed route transit provider)
- E. New mobility management and/or travel training programs** (describe the well-defined set of activities)
- F. Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility)

A. Planned capital expenditures: The HOP has requested and received approval to expend Measure BB capital funds on curb cuts and sidewalk widening as described above.

DEVELOPMENT OF PROGRAM PLAN

- 6. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

The FY 19-20 Program Plan was developed and approved in consultation with the community organizations listed below, and following authorization from the Department Director: * City of Hayward Public Works Department * City of Hayward Housing Division * City of Fremont * City of San Leandro * City of Hayward Community Services Commission * Area Agency on Aging * Alzheimer's Services of the East Bay * Community Resources for Independent Living * Eden Housing * Meta Housing * Hayward Adult School * Hayward Mobile Country Club * Hayward Senior Center * The ARC

- 7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

The FY 19-20 Program Plan was reviewed by a random sample of HOP clients transitioning from the taxi to LIFE VIP ZIP programs. Feedback was also solicited from Bay Area Community Services (BACS), CRIL, Hayward Senior Center and Meta Housing.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

The HOP has been conducting outreach regarding the transition from taxi to TNC service for over two years. Qualitative data has been collected regarding the overall offerings of the program in the course of developing the FY 19-20 Program Plan. In addition, The HOP hired a consultant to conduct a community needs assessment to identify service gaps related to housing, transportation, employment and health. The focus group and interview data collected by the consultant was used in the development of the program plan and the final report will be available in May 2019. The LIFE VIP ZIP program will continue to monitor and collect feedback from participants in the LIFE VIP ZIP program through the end of the pilot (June 2019). This feedback and that of the program operator and other stakeholders is helping us to refine the program offering in FY 19-20

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

The City of Hayward has implemented a new city-wide program called Lean Innovation. The Lean Innovation process sets the customer experience as the priority focus of any new program or project. Any new project must cycle through five key steps before approval: 1) Expose – determine what key problem the project solves 2) Empathize – understand the customers perspective by talking with them in detail 3) Explore – propose multiple ways to solve the problem based on customer feedback 4) Experiment – develop prototypes to test solutions and gather data, and 5) Evidence – make decisions to move forward or adapt based on evidence. The HOP used this process before moving forward with the LIFE VIP ZIP program and continues to use elements of it as the project progresses.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☒ Yes

☐ No

A. If "Yes", provide the name of the governing body and planned or actual approval date.

Scheduled for Council review 4/2/19

OUTREACH

11. How do community members and potential users learn about the Alameda CTC-funded services provided in your community? Specify for each of the paratransit projects and programs listed in Attachment B.

Potential users primarily access information about The HOP through direct contact with the paratransit program. Ongoing outreach is conducted by the Paratransit Coordinator and the Travel Trainer. Services are also advertised through the following: City website; Community Access Channel 15; The Matt Jimenez Community Center; Mobile home park newsletters; CRIL The Hayward Public Library; Various dialysis and medical treatment centers; Kaiser Hospital San Leandro; St. Rose Hospital; The Hayward Senior Center; The San Leandro Senior Center; The Castro Valley Senior Center;

ELIGIBILITY AND ENROLLMENT

12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

Hayward service area residents who are senior (70+) or disabled adults (18+) who are unable to use public transportation because of infirmity or disability or for whom East Bay Paratransit is not an option are eligible to enroll. An application must be submitted and approved to enroll, and all applicants are encouraged to enroll concurrently with EBP. Applicants under the age of 70 must submit a medical certification form signed by a physician or social worker. To qualify for scholarship, applicants must qualify by income (50% of AMI) and provide supporting documentation (proof of SSI/SDI, bank statements, most recent tax return, etc. All applicants must also apply concurrently with EBP to enroll with the HOP.

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

Applications are accepted year-round and reviewed within 24 hours of receipt. Applicants determined eligible are mailed an enrollment packet and travel vouchers within 3 business days of processing. Enrollment packets can be expedited within a few hours of receipt for those with urgent travel needs

CUSTOMER SATISFACTION

14. Describe your complaint and commendation process. Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

The HOP program Rider's Guide is being updated with the new brand and additional information is included detailing the service communication process. Enrolled riders, their attendants-caregivers, and others serving seniors and the disabled can provide feedback to City staff in writing, via telephone, email or through the city website at any time. Complaints and commendations are documented by City staff and shared with the appropriate vendor. All complaints are investigated by the paratransit staff and a response is typically provided within 48 hours of receipt.

A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the paratransit projects and programs listed in Attachment B. *(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

The most common complaints involved issues related to taxi availability; 1) Ride scheduling difficulty through taxi dispatch 2) Taxi driver availability during peak hours 3) Taxi drivers untrained in basic customer service; 4) Attrition among drivers.

The most common commendations involve the following; 1) Kudos to specific drivers (taxi and group trip) for excellent customer service; 2) Reliable and efficient scheduling of taxi rides.

B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.

The continuing and consistent nature of complaints against taxi prompted The HOP to move decisively to partner with LIFE Eldercare to pilot TNC rides with Lyft Concierge and Uber Health. The program is being monitored closely through the pilot period. To date, comments from riders has been very positive. Some riders expressed apprehension being unfamiliar with how TNC's operate. However, feedback has been the service is much more reliable and faster than the taxi service. Riders are eager to see the program expand beyond business hours and to weekends.

EXPECTED DEMAND/USE OF SERVICES

15. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.

| | |
|---|-----|
| Registrants at beginning of FY 2017-18 | 746 |
| Registrants at end of FY 2017-18 | 174 |
| Current Registrants for FY 2018-19 | 236 |
| Projected Registrants for FY 2019-20 | 311 |

A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.

Two developments have impacted the number of HOP registrants in FY 18-19. First, the program is updating its 15-year-old ACCESS client database to a new cloud-based system. Clients with no activity from July 2016 through February 2019 were purged from the system. The registrants reported in Question 15 are active riders with the program.

Second, the program saw a decline in applications and ridership in FY 17-18 due to continuing concerns related to taxi service. Many applicants come to the

program through word-of-mouth and news of service challenges caused some potential applicants to hesitate. The introduction of Lyft and Uber to The HOP has generated an enthusiastic response. Both Hayward and San Leandro are fielding many inquiries and expect the number of registrants to increase substantially as word spreads. The program is partnering with LIFE, CRIL, HARD and the San Leandro Senior Center to increase awareness and conduct outreach. Flyers announcing the program change were mailed to all HOP registrants. On-site presentations were completed to Kaiser medical social workers, Hayward and San Leandro senior centers and senior mobile home parks. More presentations are scheduled .

16. Do you expect the total number of one-way trips provided by your program in FY 2019-20 to increase, decrease or stay the same compared to the current year, FY 2018-19? Why?

The HOP expects the number of one-way trips to increase with the addition of Lyft and Uber to the program.

17. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?

☐ Yes

☒ No

A. If "Yes", and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

| | |
|--|--|
| Number of trips provided to consumers who require an accessible vehicle in FY 2017-18 | 226 (taxi – van share) 738 (group trip) |
| Number of trips provided to consumers who require an accessible vehicle in FY 2018-19 | 200 (taxi – van share) 241 (group trip) |
| Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 | 125 (TNC – van share) 800 (group trip) |

VEHICLE FLEET

19. Provide details regarding your vehicle fleet. To answer this question, complete Attachment D (Table D tab of the Excel workbook).

SAFETY INCIDENTS

- 20. Describe any safety incidents recorded by your program in FY 2017-18, or to date in FY 2018-19.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

N/A

FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2019-20 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city's general fund.*

A. Management/Overhead Costs

Funds;

- 1) Direct staff costs (salaries/benefits) based on program oversight, planning, budgeting, customer service and outreach (Measure B/BB and City of Hayward CDBG (10%) shared costs);
- 2) Insurance costs (Measure B- 100%); Direct program costs including printing, supplies, computer/IT support, travel, etc. (Measure B and Hayward CDBG (10%) shared costs).

B. Customer Service and Outreach Costs

Customer outreach includes daily operational activities such as fielding customer inquiries, application distribution and processing, database maintenance, group trip scheduling and monitoring, etc. Other related activities include community presentations, and identification of potential partnerships. Marketing materials, vehicle signage and potentially street signage. In FY 18-19 The HOP commissioned a Measure BB funded Hayward-area needs assessment to ensure the planning and delivery of services over the next five years is aligned with the needs of seniors (age 60+) and people with disabilities through consultant Crescendo. The results of the assessment are due in May.

PROGRAM FUNDING RESERVES

- 23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2019-20, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

Fund reserves are expected to be reduced by the following capital purchases;
1) The HOP has requested and received approval to expend Measure BB capital funds on curb cuts and sidewalk widening as described above. Public Works has confirmed projects totaling \$1.8M and expects to complete the work by the end of FY 2019-20.

MISCELLANEOUS

- 24. Use this space to provide any additional notes or clarifications about your program plan.**

The HOP is deeply appreciative to the Alameda CTC PAPCO for its continued support of Hayward's focus on innovation in pursuit of an excellent client experience. As a measure of responsible management, the program will continue to collaborate with Hayward stakeholders including the Cities of San Leandro and Fremont, LIFE Eldercare, CRIL, ASEB, SOS Meals on Wheels, and the Hayward Area Recreation Department to achieve effective outcomes. Hayward is committed to inclusiveness and will continue to prioritize programs in service to its most vulnerable residents.