



DATE: February 17, 2021

TO: Community Services Commission

FROM: Community Services Manager

SUBJECT: FY 2022 Measure B/BB Annual Paratransit Program Plan

RECOMMENDATION

That the Commission review the informational report about the FY 2022 Measure B/BB Annual Paratransit Program Plan.

SUMMARY

This report provides a brief overview of the Hayward Operated Paratransit program's Annual Paratransit Plan, estimated program costs, and next steps.

BACKGROUND

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. The Hayward Operated Paratransit (HOP) program is funded in its entirety by Alameda County Measure B/BB Direct Local Distribution, administered by Alameda County Transportation Commission (Alameda CTC).

In February, 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. 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 Castro Valley, San Lorenzo, Ashland, and Cherryland, and San Leandro.

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 our participants. As a City program, HOP is uniquely positioned to flexibly meet the unique needs of its riders and offer a suite of non-mandated paratransit programs to more effectively serve the community, including highly vulnerable populations within the City.

The HOP engages subcontractors to carry out the services detailed in the Annual Paratransit Program Plan. The following provides a summary of the programs and program administrators that partner to assist the City in implementing the HOP program:

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.



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, and various errands.

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).

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.

Existing Project Updates

1. **Partnership with Hayward Area Recreation District:** The HOP had partnered with the Hayward Area Recreation District (HARD), sharing a part-time Mobility Specialist to link HOP enrolled seniors to other social services including housing, food and in-home supportive care programs. This partnership ended in March 2020.
Status: Concluded in FY 2020-2021
2. **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 continues to improve the TNC program and has been essential during the pandemic, often connecting riders to other County resources.
Status: Continuing in FY 2021-2022
3. **Safe Routes for Seniors Program:** In FY 2020, the HOP executed 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 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 professional design services agreement was awarded in October 2020. Construction is tentatively scheduled to commence in the summer of 2021. This delay is associated with COVID-19 constraints.
Status: Continuing in FY 2021-2022

COVID-19 Program Impacts

Due to the State of Emergency and the Alameda County Shelter-in-Place Order, many seniors, identified as individuals who are at higher risk for serious illness, remain at home and practice social distancing. As a result, many seniors have experienced a sudden reduction to their access to essential supplies and food. Many have or may experience further income impacts related to the COVID-19 virus, reducing already limited resources. Currently, there has been an overall reduction in the demand for transportation services and an increase in the demand for meal 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 meals to homebound seniors and people with disabilities.

The City coordinated volunteers and City employees to meet the increased needs of the community. While efforts continue to be made to match volunteers with identified needs, there may be some impacts to current service agreements in order to sustain the level of service required at this time. Any additions or deviations from the current plan will be in accordance with the program guidelines and presented to Alameda CTC staff prior to implementation. At this time, Alameda CTC has been supportive of staff recommendations to

adjust existing programs in order to effectively serve some of the City's most vulnerable residents.

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.

FISCAL IMPACT

The proposed FY 2022 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.

NEXT STEPS

Staff continues to support and work with services partners to adapted programs during shelter-in-place. In addition, staff is preparing the FY 2022 Annual Paratransit Program Plan (Plan), due to Alameda CTC by February 26, 2021. The Plan is scheduled for Council review on April 6, 2021 and will be presented to the Alameda CTC's PAPCO on April 26, 2021.

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Approved by:

Jennifer Ott, Assistant City Manager