



DATE: April 6, 2021

TO: Mayor and City Council

FROM: Assistant City Manager

SUBJECT: Adopt a Resolution Approving the FY 2022 Measure B/BB Annual Paratransit Program Plan and Authorizing the City Manager to Execute FY 2022 Service Agreements for the Continued Provision of Measure B/BB Funded Paratransit Services

RECOMMENDATION

That Council:

1. Adopts the attached resolution (Attachment IV) authorizing the FY 2022 Measure B/BB Annual Paratransit Program Plan, including the continued provision of the Hayward Operated Paratransit (HOP) programs; and
2. Authorizes the City Manager to execute FY 2022 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 2022 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 2022 Estimated Program Cost

CATEGORY	AMOUNT
Program Administration	\$550,000
Research, Marketing & Data Collection	\$75,000
Service Providers/Program	
RydeTrans (Group Trips)	\$75,000
ASEB (Specialized Transportation)	\$75,000
CRIL (Travel Training)	\$75,000
SOS Meals on Wheels (Meal Delivery)	\$90,000
LIFE ElderCare (Door-through-Door)	\$95,000
HOP Means-Based Fare Program	\$125,000
Eden I&R (On-demand rides, includes ride subsidies)	\$358,460
Safe Route for Seniors Project (Capital)	\$1,000,000
Total	\$2,518,460

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. The HOP program is funded in its entirety by Alameda County Measure B/BB half cent tax revenues 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, 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).

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 III.

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. Additional safety measures such as signal operations and timing, stripping, and traffic signal upgrades will all increase pedestrian accessibility. The program is currently in the design phase of the Downtown area. Construction is tentatively scheduled to begin in the summer of 2021.
Status: Continuing in FY 2021-2022
4. **Accessible Van Share Program:** Hayward Operated Paratransit (HOP) was in partnership with CRIL to offer short-term reservations of two wheelchair-accessible vans with hand and foot controls. Membership with Getaround was required for this enhanced car-sharing service. In FY20, CRIL advised the City that they would have to temporarily suspend services due to challenges with their insurance provider. Getaround is a peer-to-peer carsharing marketplace in the San Francisco area that enables private car owners to offer on-demand vehicle rentals. CRIL had commercial auto insurance but it did not cover third-party liability, which was required by Getaround.

CRIL has conducted research but has been unable to find any insurance company/broker that is willing to cover third-party liability, not even for an increased premium. While there are funds set aside for this program in FY21, at this time, it does not appear that HOP will be able to provide this service. Given the challenges around securing appropriate insurance coverage and COVID-19 impacts to carshare services and publicly shared vehicles, HOP does not anticipate offering these services in FY2022. Staff is in communication with CRIL and will continue to offer support as CRIL explores alternatives.

Status: On hold 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.

At the conclusion of FY 2020, the majority of HOP service providers did not meet their targeted goals.

Of the seven HOP programs:

- One exceeded their quantitative objectives for serving Hayward residents (172%)
- Five obtained between 11% and 88% of their quantitative objectives for serving Hayward residents
- One was not able to provide services (unrelated to COVID-19)

Staff was in communication with these agencies throughout the year and exceptions were made as the inability to meet their targets were largely associated with COVID-19 constraints or City related guidance around the modification or limitation of non-essential travel and social gathering.

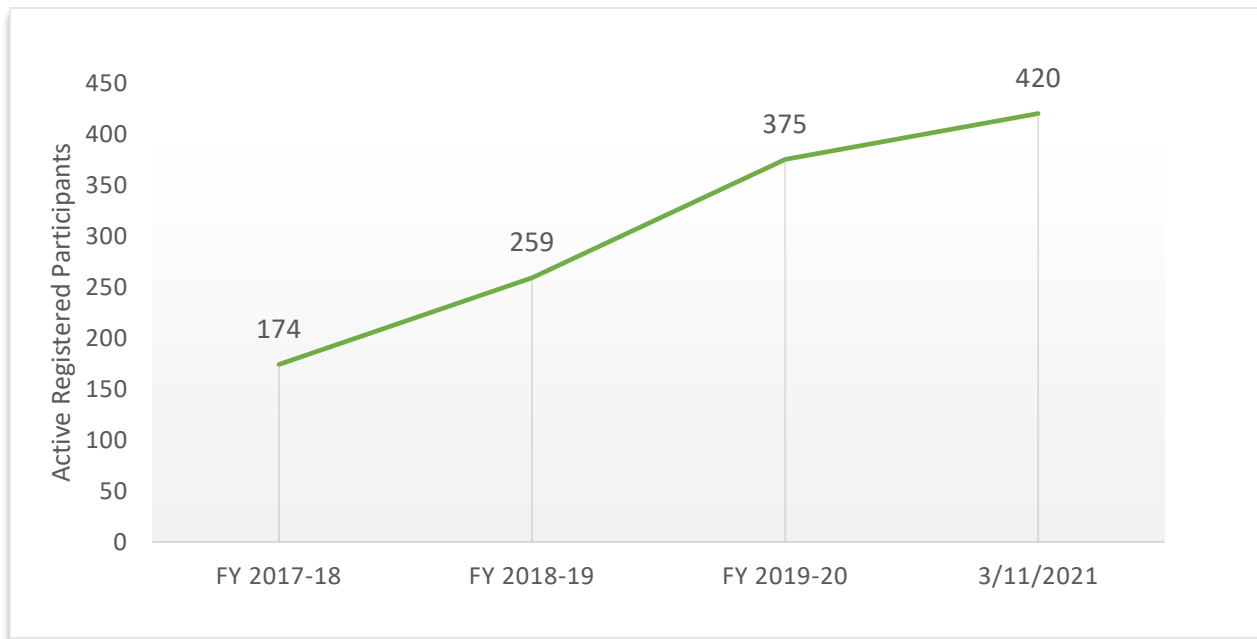
City guidance included:

- Limiting non-essential travel
- Temporarily suspending group trips
- Temporarily suspending in-person training/workshops

Many of HOP service providers have adapted their service delivery model to continue services while adhering to federal, State and local guidelines. While efforts continue to be made to provide quality services while adhering to COVID-19 guidelines, 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.

Despite the impacts that COVID-19 has had on public transportation, ridesharing, and specialized transit, including City-based programs, the number of active registered HOP participants continue to grow year over year as shown in Figure 1 on the following page.

Figure 1. Active Registered Participants Over Time



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 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 administered by Alameda CTC. The estimated combined fund balance of Measure B/BB at the end of FY 2021 is \$2.1M. Additionally, the City's combined FY 2022 Measure B/BB direct local distribution of paratransit funds is projected to be \$1.7M. The total available funds are approximately \$3.8M, which is sufficient for the FY 2022 estimated program costs shown in Table 2 shown below.

TABLE 2. FY 2022 ESTIMATED PROGRAM COST

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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. While public presentations were not made at senior centers and skilled nursing facilities this year, the public had the opportunity to provide comments on SR4S program at the following meetings and community events:

- June 27, 2019 at Hayward Area Senior Center – Japanese Garden
- July 2, 2019 at Hayward Senior Apartments
- July 22, 2020 Council Infrastructure Committee Meeting
- October 27, 2020 City Council Meeting
- March 8, 2021 Community meeting

The public also had the opportunity to provide comments on the draft FY 2022 Paratransit Program Plan at the Community Services Commission meeting of February 17, 2021.

In the spring, in anticipation of restrictions being lifted, staff plans to promote HOP programs and resources, including the Means-Based Fare Program, and provide guidance via a direct mailer that will include a survey to collect feedback from active participants.

NEXT STEPS

Staff recommends that Council adopts the attached resolution approving the FY 2022 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:

A handwritten signature in black ink, appearing to read 'Kelly McAdoo', written over a horizontal line.

Kelly McAdoo, City Manager