



## FY 2021-22 Annual Paratransit Program Plan Application for Measures B and BB Funding

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• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

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 2021-22 Program Plan Excel workbook contains a tab to report on FY 2019-20 performance and budget (Attachment Table A). The FY 2019-20 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 2019-20 compliance report.*
3. References:
  - a. FY 2021-22 Measure B and Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2021)
  - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised November 2020 – Draft, pending PAPCO approval on February 22, 2021
  - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

**Submit the Word and Excel files listed above electronically via email by February 26, 2021 to Krystle Pasco at [kpasco@alamedactc.org](mailto:kpasco@alamedactc.org).**

*Be sure to include your agency name and FY 21-22 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY21-22\_Paratransit\_Program\_Application.doc).*

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

## FY 2021-22 Annual Paratransit Program Plan Application

### Due by February 26, 2021

| CONTACT INFORMATION |                          |
|---------------------|--------------------------|
| Agency:             | CITY OF HAYWARD          |
| Contact Name:       | CAROL LEE                |
| Title:              | MANAGEMENT ANALYST       |
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Date Submitted: **February 26, 2021**

#### 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 Table 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 November 2020 (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").
- **Means-Based Fare Programs:** 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. Explain the impact of the COVID-19 pandemic on the FY 2019-20 and FY 2020-21 programs.**

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, including those who reside in the City of Hayward. Many have or may experience further income impacts related to the COVID-19 pandemic, reducing already limited resources. Over the last year, staff has noticed a reduction in the demand for transportation services and an increase in the demand for meal deliveries to homebound seniors.

At the conclusion of FY 2020, the majority of Hayward Operated Paratransit (HOP) service providers did not meet their targeted goals.

Of the 7 HOP programs:

- 1 exceeded their quantitative objectives for serving Hayward residents (172%)
- 5 obtained between 11% and 88% of their quantitative objectives for serving Hayward residents
- 1 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 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 of 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.

**B. Provide a short narrative description of your agency's FY 2021-22 program.**

The Hayward Operated Paratransit (HOP) program provides paratransit and related services to eligible enrolled residents and their attendants who live in Hayward, the unincorporated areas of San Leandro, Castro Valley, San Lorenzo, Ashland, Cherryland, and Fairview. Per Alameda CTC Implementation Guidelines, The HOP is available to seniors (70+) and individuals between the ages of eighteen (18) and sixty-nine (69) years old with a certified disability and unable to drive or 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.

**C. 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 qualifying individuals with disabilities in the Hayward service area:

**EDEN Information & Referral (EDEN I & R) - VIP ZIP program:** Through a partnership with EDEN I & R, The HOP offers rides through TNC (transportation network company) providers *Lyft Concierge* and *Uber Health*. This partnership with EDEN I & R does not require enrolled clients have a smart phone to access Lyft/Uber rides. Clients call EDEN I & R directly, and EDEN I & R staff 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.

**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. In FY21, CRIL started offering 1-on-1 consultations and support groups remotely via telephone, email, or web conference.

**LIFE Eldercare – VIP Rides:** Volunteer driver-based mobility program for seniors and people with disabilities to supplement both public transportation and Paratransit services for individuals who would benefit from a door-through-door service experience. Volunteers help clients with destination assistance, light shopping, and other mobility related services. In FY2, LIFE ElderCare's DthruD program evolved to help seniors avoid the exposure of shopping for food, and instead stay safe in their homes by deliver free groceries from food banks and LIFE's food depots.

**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. In FY21, ASEB pivoted to include the delivery of activity kits to Hayward area participants who are sheltering-in-place and unable to attend ASEB (in-center) at this time. These kits help to stimulate their minds and provide structured interaction between the participant and the caregiver. ASEB continues to provide support to participants/caregivers electronically or telephonically and hosts family caregiver support groups via Zoom on a bi-weekly basis.

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

**Means-Based Fare 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.

**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 Alameda CTC 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.

**ADA Improvements to Sidewalks and Streets:** In 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 partnered with local senior housing facilities, senior centers, and nonprofit provider CRIL to gather information from seniors and people with disabilities about locations that do not 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.

- D. 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 centers (including Food Bank)
- Medical offices
- Hospitals
- Dialysis centers
- Banks
- Social services-related organizations
- Regional Parks

- E. 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.**

Between July 2019 and June 2020, the average length of ride for VIP ZIP, HOP's most frequently used program, was 5.22 miles. About 82% of the rides are 8 miles or less in length. The majority of rides that exceed that distance are to and from medical offices and hospitals.

- 2. Will your agency's program for FY 2021-22 conform to the Paratransit Program Implementation Guidelines, as required?**

[X] Yes

[ ] No

**A. If “No”, explain below and contact Alameda CTC staff to discuss** (prior to February 26, 2021)

N/A

- 3. If proposing any service or program changes in FY 2021-22 from the current year, FY 2020-21, 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.

**Accessible Car-Sharing Program- Suspended**

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.

**Travel Training (Hayward Area Recreation and Parks District Program (HARD) Mobility Specialist)**

In FY 2020 HOP partnered with 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 FY 2020 after the annual program plan was submitted. HARD eliminated that position, and HOP contracted the former incumbent on a part-time basis in FY21.

**Means Based Fare Program – Expansion**

Expanding the Scholarship Program to include free AC Transit bus/paratransit passes for use by qualifying residents who demonstrate a financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation. This will allow participants, who do not participate in VIP ZIP, to receive free AC Transit bus passes.

- 4. Looking ahead, beyond FY 2021-22, 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.

Hayward will continue to review data and assess client needs to ensure programs are best serving the community. Should changes need to be made, Hayward is open to explore alternative services.

#### NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

- 5.** The November 2020 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 2021-22 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2020-21 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table 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 and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)

**Means Based Fare/Scholarship Program – Expansion**

Exploring the expansion of the Means Based Fare Program to include free AC Transit bus/paratransit passes for use by qualifying residents who demonstrate a financial need. To qualify, clients must meet HUD/federal income limits for extremely-low income and submit income documentation. This will allow participants to receive 20 AC Transit Day-Passes per month.

#### 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.

Programs and services included in the FY 21-22 Program Plan were presented at the meeting bodies and community events listed below and developed with the consideration of feedback provided.

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

February 17, 2021 Community Services Commission Meeting

March 8, 2021 Public meeting (virtual) to introduce and receive feedback on proposed improvements of four intersections in Downtown Hayward as part of the City of Hayward's Safe Routes for Seniors (SR4S) Program

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

The HOP conducted a Community Needs Assessment in 2019 to explore community needs and requests. The next HOP survey is planned for late spring 2021. Ongoing feedback is collected from HOP participants.

**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.**

After the first quarter of FY21, EDEN I & R reported that some participants expressed concerns about the limited availability of WAV rides. Staff explored alternatives to increase the availability of WAV rides. With the guidance of Alameda CTC staff and consultants, the City was prepared to launch a pilot to offer same-day WAV rides through a service provider that had specialized wheelchair accessible vehicles. Fortunately, prior to the pilot launch, WAV rides became available through Uber Health. The City will continue to monitor the situation and maintain partnerships in order to be prepared should this issue arise in the future or if the demand for WAV rides exceed the capacity of the current TNC partners.

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

The HOP VIP Zip program continues to utilize emerging technology by cooperating with TNCs to help address the need for on-demand same-day service through a web-based platform. In addition, mobility management workshops and family caregiver support groups are now available virtually.

**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 City Council review (April 6, 2021)

## 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 Table 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; 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 (EBP) 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 Means based fare programs, 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 typically reviewed within 24 hours of receipt during business hours, however due to COVID-19 impacts, this process may have taken longer in FY21. Applicants determined eligible are mailed an enrollment packet within 3-5 business days of processing. Enrollment packets can be expedited to same-day 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 includes information 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 with 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 Table B.

*(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

In FY 2021, VIP ZIP riders expressed concerns about the limited availability of WAV rides and the cancellation charges that occurred when rides were cancelled.

On several occasions, frequent, long-term participants offered commendations for the customer service that Eden I & R staff has provided.

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

In response to the concern listed in section A, EDEN I & R staff provides exceptional customer service and often advocates for HOP participants in order to obtain refunds for charges incurred for cancelled rides. In the first half of FY 2021, over 330 additional rides were attempted by EDEN I & R staff, but either no driver was available, rides were cancelled by the driver, or rides were cancelled at the fault of the client. This often led to cancellation charges. Only a small number of cancelled rides actually incurred charges, as Eden I & R staff advocates for HOP riders to get refunds when cancellations are made at no fault of the client. Furthermore, HOP worked with EDEN I & R to create a direct mailer to active HOP participants providing tips and recommendations to adjust to COVID-19 impacts to the program to increase customer safety and satisfaction. This direct mailer was distributed in September 2020 in English and Spanish.

## 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.

|   |                        |
|---|------------------------|
| <b>Registrants at beginning of FY 2019-20</b> | 259 Active Registrants |
| <b>Registrants at end of FY 2019-20</b>       | 375 Active Registrants |
| <b>Current Registrants for FY 2020-21</b>     | 419 Active Registrants |

|   |                        |
|---|------------------------|
| <b>Projected Registrants for FY 2021-22</b> | 450 Active Registrants |
|---|------------------------|

**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.**

HOP had initially expected starting the fiscal year with around 450 active participants. That was not the case as the rate of receiving new applications declined in Q4 of FY 2019-2020. In the first seven months, there was an increase of 44 active HOP participants. Based on this rate of increase, HOP finds that 450 active participants by the end of FY 2020-2021 is reasonable.

**16. What are the current program registrant demographics for FY 2020-21, if available? Fill in the boxes below.**

| <b>Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)</b> |               |
|--|---------------|
| American Indian or Alaska Native   | 2             |
| Asian  | 80            |
| Black or African American  | 35            |
| Hispanic or Latino   | 44 (Hispanic) |
| Native Hawaiian or Other Pacific Islander  | 0             |
| White  | 100           |
| Other  | 8             |
| <b>Disability (check all that apply, individuals may be listed in multiple categories)</b>     |               |
| Mobility/Physical  |               |
| Spinal Cord (SCI)  |               |
| Head Injuries (TBI)  |               |
| Vision   |               |
| Hearing  |               |
| Cognitive/Learning   |               |
| Psychological  |               |
| Invisible  |               |
| <b>Household Income</b>  |               |
| < \$27,450   |               |
| \$27,451-\$45,700  |               |

|                   |  |
|-------------------|--|
| \$45,701-\$54,840 |  |
| \$54,841-\$73,100 |  |
| > \$73,101        |  |

**A. Based on the current program demographics, describe any demographic trends you foresee for FY 2021-22.**

Based on the current reported demographics, there is insufficient data to draw projected trends. 36% of the active participants list had no information provided. HOP will continue to refine the data collection process in order to provide more constructive information in the future.

**17. Do you expect the total number of one-way trips provided by your program in FY 2021-22 to increase, decrease or stay the same compared to the current year, FY 2020-21? Why?**

HOP expects the number of one-way trips to increase in FY 2021-2022 compared to the current year due to the expanding dissemination of COVID-19 vaccines and the reopening of non-essential businesses as that may impact the demand for transportation services.

**18. Do the ridership numbers reported in Attachments Table A and Table 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.)*

|  |
|--|
|  |
|--|

**19. 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.

|  |                               |
|--|-------------------------------|
| <b>Number of trips provided to consumers who require an accessible vehicle in FY 2019-20</b>                     | 223 (TNC)<br>289 (group trip) |
| <b>Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020</b> | 112 (TNC)                     |
| <b>Number of trips projected to consumers who require an accessible vehicle in FY 2021-22</b>                    | 275 (TNC)                     |

## VEHICLE FLEET

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

## SAFETY AND PREPAREDNESS

**21. Describe any safety incidents recorded by your program in FY 2019-20, or to date in FY 2020-21.** Specify for each of the paratransit projects and programs listed in Attachment Table 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

**22. If possible, describe your city's or your program's emergency preparedness plan.** Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

The City of Hayward's Comprehensive Emergency Management Plan (CEMP) is an internal document that addresses the City of Hayward's responsibilities in emergencies associated with natural disaster, human-caused emergencies, and technological incidents. It provides a framework for coordination of response and recovery efforts within the City in coordination and with local, State, and Federal agencies. The CEMP establishes an emergency organization to direct and control operations during a period of emergency by assigning responsibilities to specific personnel.

While the CEMP does not directly include the Hayward Operated Paratransit program, it does encompass provisions that account for the transportation of individuals with disabilities and individuals who require alternative modes of transportation. Furthermore, the CEMP comprises resources in the event of an emergency for seniors, including but not limited to meals, home care, and transportation.

## FINANCES: PROGRAM REVENUE AND COST

**23. Detail your FY 2021-22 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table 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.

|  |
|--|
|  |
|--|

**24. 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 are also included.

## PROGRAM FUNDING RESERVES

**25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2021-22, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?**

As currently projected, the HOP anticipates a remaining balance of Measure B/BB DLD funding at the end of FY21-22. Staff continues to explore innovative ways to utilize funds as part of developing a long-term strategic plan. This process will include analyzing service gaps and planning small scale pilot programs to potentially address local needs and concerns. All additions or deviations from the proposed plan will be presented to Alameda CTC staff prior to implementation.

In addition, HOP will continue to partner with Hayward Public Works & Utilities Department to extend the Safe Routes for Seniors (SR4S) program to additional locations within the City. The planned SR4S ADA improvements to sidewalks and streets in FY22 are estimated at \$1M.

## MISCELLANEOUS

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

The near and long-term impacts of COVID-19 may influence many of HOP's programs and services. While the degree is still unknown, FY 2022 may still see the changes seen in FY 2020 and FY 2021. Staff will continue to work with service partners to maximize program effectiveness while simultaneously evaluate current approaches to providing services in order to ensure equity.

If COVID-19 constraints or City related guidance around the modification or limitation of non-essential travel and social gathering continue, HOP will update Alameda CTC staff of any potential impacts to the quantity of planned units (trips, meals, etc.).