



CITY OF HAYWARD

Hayward City Hall
777 B Street
Hayward, CA 94541
www.Hayward-CA.gov

Cover Memo

File #: CONS 16-185, **Version:** 1

DATE: May 3, 2016
TO: Mayor and City Council
FROM: Director of Library & Community Services
SUBJECT: Approval of FY 2016-17 Measure B/BB Annual Paratransit Program Plan

RECOMMENDATION

That the Council:

- 1) Adopts the attached resolution authorizing the FY 2017 Measure B/BB Annual Paratransit Program Plan, including the continued provision of paratransit taxi, door-to-door group trip, meals-on-wheels, travel to Alzheimer's daycare, travel training and volunteer driver program through the Hayward Operated Paratransit (The HOP) program effective July 1, 2016;
- 2) Authorizes the City Manager to extend research into the feasibility of the provision of the CRIL accessible car share program, the Taxi ID/Debit Card program, and a city-wide Needs Assessment through Measure B/BB funds; and
- 3) Authorizes the City Manager to execute service agreements with: Alzheimer's Services of the East Bay (ASEB); Community Resources for Independent Living (CRIL); LIFE Eldercare /VIP Rides; MV Transportation Inc.; St. Mini Cab, Inc. and Services Opportunities for Seniors (SOS) Meals on Wheels, for the continued provision of Paratransit services in FY 2017 through Measure B/BB funds.

BACKGROUND

Each year, the City of Hayward submits an Annual Paratransit Program Plan to ACTC detailing the proposed parameters of paratransit service. In FY 2017, 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.

The HOP program is administered in Hayward by the Library and Community Services Department. The program is funded in its entirety by Alameda County Measure B and Measure BB half cent tax revenues administered by the Alameda County Transportation Commission (ACTC). Hayward paratransit service is a complement and supplement to the Alameda county-wide mandated ADA Paratransit Service, East Bay Paratransit Service (EBP).

DISCUSSION

The Hayward Operated Paratransit (HOP) program engages subcontractors to carry out all services in its Annual Paratransit Program Plan subject to Measure B/BB pass-through funding availability.

- The primary means of paratransit service is through standard sedans and accessible van taxi, offered on demand as a curb-to-curb service and contracted through St. Mini Cab, Inc.
- MV Transportation and Alzheimer's Services of the East Bay (ASEB) provide door-to-door paratransit service with lift equipped vehicles on a shared ride basis.
- Community Resources for Independent Living (CRIL) provides travel training workshops to the mobility challenged through excursions on various modes of Bay Area transportation (including BART, AC Transit and The HOP).
- Service Opportunities for Seniors (SOS) Meals on Wheels provides homebound seniors with nutritious meals delivered by volunteer drivers.
- LIFE Eldercare matches screened volunteers driving their own personal vehicles with senior and non-senior disabled adults. The volunteers provide "door-through-door" service, acting as attendants who help with medical appointments, shopping and various errands.

Additional funding for non-ADA paratransit service was authorized by Alameda County voters in November 2014 with the passage of Measure BB. Working with ACTC, staff continues to develop pilot projects to expand transportation options for eligible riders to improve their independence and provide respite to their families and friends who are often responsible for providing transit:

1. Community Resources for Independent Living (CRIL) continues to explore a pilot car sharing project utilizing accessible vehicles in the Hayward area. The project would operate similarly to Bay Area operated Zip Car and City Car Share systems, but would be restricted to wheelchair dependent clients. Through a program grant, CRIL would lease lift equipped and specially converted vehicles which would be housed on-site and made available to eligible consumers through a CRIL dispatched system.
2. Consulting firm Nelson\Nygaard, nationally recognized experts in paratransit service provision, has completed its feasibility study piloting an electronic identification and payment system in Central Alameda County, including Hayward. Currently, the HOP taxi program, like other programs in the county, utilizes a woefully outdated Microsoft Access database for client enrollment and a paper-based voucher system for service payments. Study results are under review by ACTC and the cities of Hayward, Fremont, Oakland and Berkeley.
3. ACTC has approved the use of Measure B/BB funds to conduct a Needs Assessment to identify unmet needs related to the transportation, housing and health of senior citizens and disabled individuals in Hayward. The goal is to refine policy recommendations to support programmatic goals and objectives as a result of the research, short and long term trends and analysis uncovered in the study.

ECONOMIC IMPACT

The Hayward Operated Paratransit Program will be supported 100% by Alameda County Measure B/BB funds. Eligible enrolled riders and their attendants (attendants ride free of charge) are offered three options for service in the Hayward, Castro Valley, San Lorenzo and unincorporated areas. The service offers convenient, cost-effective transportation alternatives for residents who cannot take regular public transit due to age or disability.

FISCAL IMPACT

The proposed FY 2017 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.

PUBLIC CONTACT

Staff presented the FY 2017 Paratransit Program Plan, including the three proposed pilot programs, to the following senior and disabled serving organizations-for review and approval on the following dates:

- 11/18/15: Paratransit Advisory Committee (PAC) Meeting
- 12/16/15: Public Presentation at Hayward Senior Center;
- 03/01/16: Public Presentation at the San Leandro Senior Center

NEXT STEPS

Staff recommends that Council adopts the attached resolution approving the FY 2017 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, Senior Property Rehabilitation Specialist
Dawn Jaeger, Community Services Manager

Recommended by: Sean Reinhart, Director of Library and Community Services

Approved by:



Fran David, City Manager

Attachments:

Attachment I
Attachment II

Resolution
Paratransit Program Plan Application