# CITY OF HAYWARD

## Cover Memo

---

**File #:** CONS 22-482, **Version:** 1

---

**DATE:**  September 20, 2022

**TO:**  Mayor and City Council

**FROM:**  Assistant City Manager

## SUBJECT

Adopt a Resolution Authorizing the City Manager to Execute a Professional Services Agreement with Nelson Nygaard Consulting Associates to Provide Paratransit Consulting Services for the Hayward Operated Paratransit Program in an Amount Not-to-Exceed $100,000

## RECOMMENDATION

That Council adopts a resolution (Attachment II) authorizing the City Manager to execute a Professional Services Agreement with Nelson Nygaard Consulting Associates (Nelson/Nygaard) to provide paratransit consulting services for the Hayward Operated Paratransit (HOP) program in an amount not-to-exceed $100,000, in a form to be approved by the City Attorney.

## SUMMARY

The 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.

Since the onset of the COVID-19 pandemic, the demand for paratransit services has changed and many services providers, including HOP service partners, have had to adapt service delivery models in order to meet resident needs while maintaining safe practices. Staff continues to work with these agencies to safely resume services. However, at the conclusion of FY 2021, the majority of HOP service providers did not meet their targeted goals.

Due to these ongoing challenges and potential long-term impacts to public transportation and paratransit services, staff is recommending completing a comprehensive evaluation of the HOP program in order to evaluate existing conditions and HOP services to ensure compliance, identify currents needs and service gaps, and determine initial implementation processes.

## ATTACHMENTS

Attachment I          Staff Report
Attachment II         Resolution

---

Attachment III        Single Source Justification Form