



CITY OF
HAYWARD
HEART OF THE BAY

Report to TAC/PAPCO

February 28 - April 25, 2011

SUMMARY:

1. During this reporting period, the City's paratransit program operated Monday-Friday 8am-6pm, and 8 – 4 on Saturdays.
2. There are 610 active riders in the City's paratransit program (up from 563 in February, an 8% increase). We've added 220 new riders so far this fiscal year (up from 175 in February, a 25% increase).
3. Through March, the program has provided 3,362 door-to-door rides, maintaining the previous quarter's average number of rides per week, despite the seasonal cold and rainy weather.
4. In addition, the program provides group trips per month to a duplicated ridership of 218 (up from 147 in February, a 48% increase).
5. Generally, the City's door-to-door service operates within the City's service area, although exceptions are readily made, for example: rides to bay area's Veterans Hospitals are always approved, in support of our veterans.

SUBCONTRACTS:

1. The City has two subcontracts with nonprofit agencies: Meals on Wheels and Alzheimers Services of the East Bay:
 - Meals on Wheels maintained its delivery of an average 3,478 meals to 155 unduplicated clients, a 5% increase in the number of people served. To date this fiscal year, 31,031 meals have been delivered.
 - Alzheimers Services has provided 4,844 rides to and from home to 24 unduplicated clients.
2. The City's primary transportation provider is MV Transportation. As we reported in February, MV's contract has been renewed for the remainder of the current fiscal year. In consultation with ACTC, the contract authorizes a continuance of the 6-day-per-week door-to-door service, and delays start of the north Hayward fixed route shuttle, pending a more comprehensive presentation of the shuttle's

marketing plan, schedule, projected ridership, and perhaps most importantly in this time of reduced resources, verification that the shuttle would not unnecessarily duplicate existing transportation options for the intended ridership. We look forward to making this presentation at our Program Plan Review meeting, next Monday, May 2nd, where we'll have an opportunity to present some of characteristics that make Hayward unique, and establish a compelling case for the significance of group trips and shuttle transportation options.

RECENT ACTIVITIES AND DEVELOPMENTS:

1. As we reported, beginning in January the City's Paratransit Advisory Committee's meeting schedule was reformatted from quarterly to monthly meetings, and the staff members who provide support to that committee have been expanded to include – in addition to the paratransit coordinator - the City's housing rehabilitation coordinator, and the housing rehabilitation secretary. This staffing configuration is intended to layer-on resources for the paratransit ridership. For example:
 - The Paratransit Advisory Committee will assist in the development of housing rehabilitation goals – to include, for example, an expanded number of home accessibility modifications and weatherization projects to reduce utility bills for seniors and people who have disabilities. The program has received authorization from our City Council to raise the maximum grant per qualifying household from \$5,000 to \$10,000.
 - The Paratransit Advisory Committee will provide oversight and input into several developing disaster preparedness strategies, including the distribution of preparedness supplies stored in backpacks, and paid for by other sources.
2. The City is in the process of acquiring a web-based reporting system so our non-profit contractors will be able to report and upload expenses (including back-up documents, such as receipts and timesheets) and program activities on-line. The system will allow the City to run reports to evaluate impact, adjust performance objectives, and report outcomes. All the programs in the City's Community Services Division will use this web-based system, including the paratransit program, although the system is being acquired using non-Measure B funds.
3. We will continue to consult with ACTC and AC Transit to incorporate "mobility management" principles wherever possible, and to ease and improve access to transportation options for seniors and people who have disabilities. We also look forward to continuing to work with adjacent jurisdictions to create linkages to those jurisdictions' paratransit services, and consolidation of services where to do so would produce benefits for our respective riderships. (END)