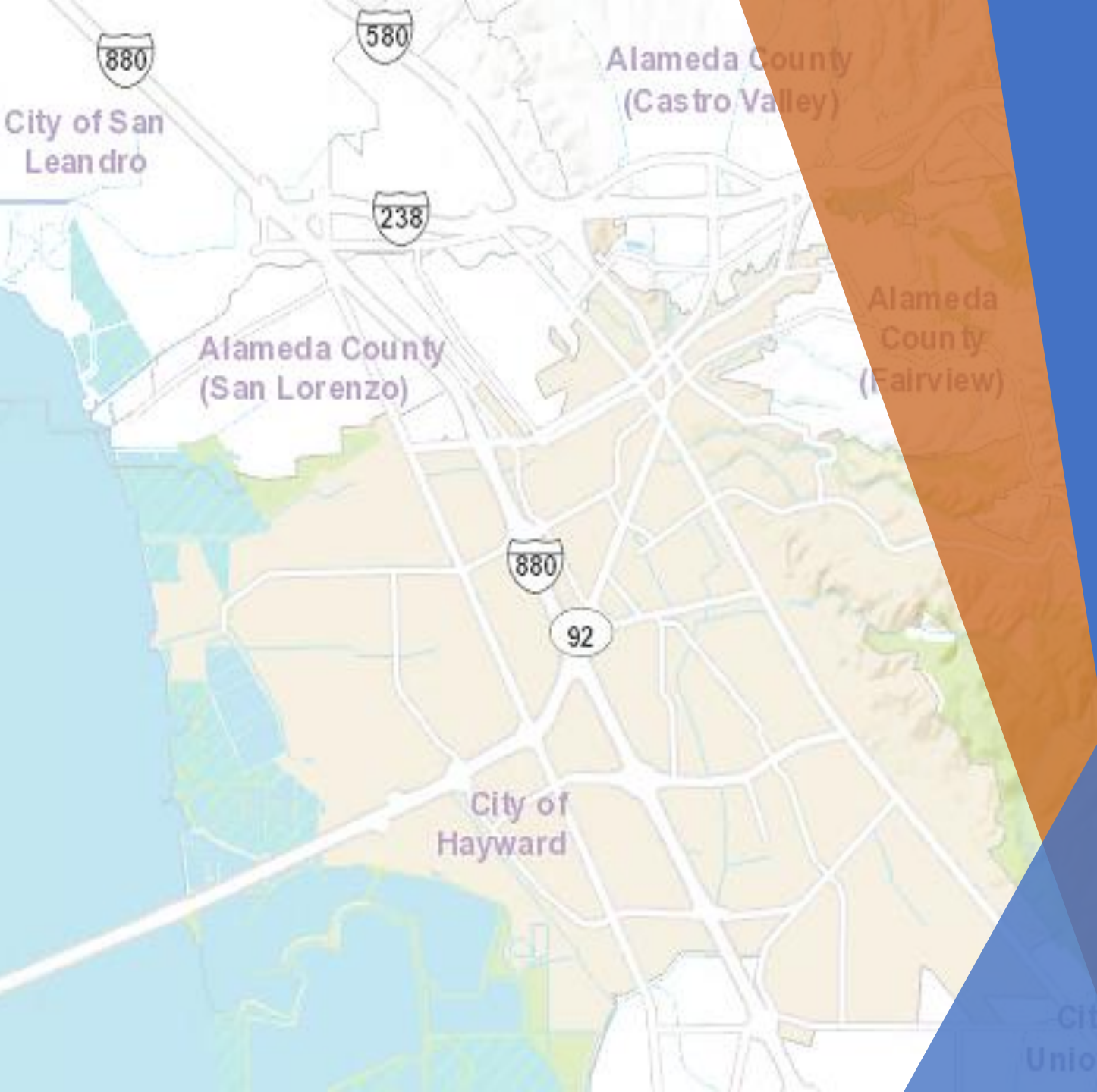




FY 2021-22 Annual Paratransit Program Plan

THE HAYWARD OPERATED
PARATRANSIT PROGRAM



HAYWARD OPERATED PARATRANSIT PROGRAM

Provides paratransit and related services to eligible residents

- ▶ Live in Hayward, the unincorporated areas of San Leandro, Castro Valley, San Lorenzo, Ashland and Cherryland
- ▶ Seniors (70+)
- ▶ Individuals with a certified disability and unable to drive or use public transportation



HOP PROGRAMS

OVERVIEW

VIP ZIP Program (TNC On-Demand Curb-to-Curb)

Group Transportation

Meal Delivery

VIP Rides (Door-through-Door)

Specialized Accessible Van Service

Mobility Management and/or Travel Training

Means-Based Fare Programs

Safe Routes for Seniors Program (Capital Improvements to Sidewalks and Streets)

VIP ZIP PROGRAM

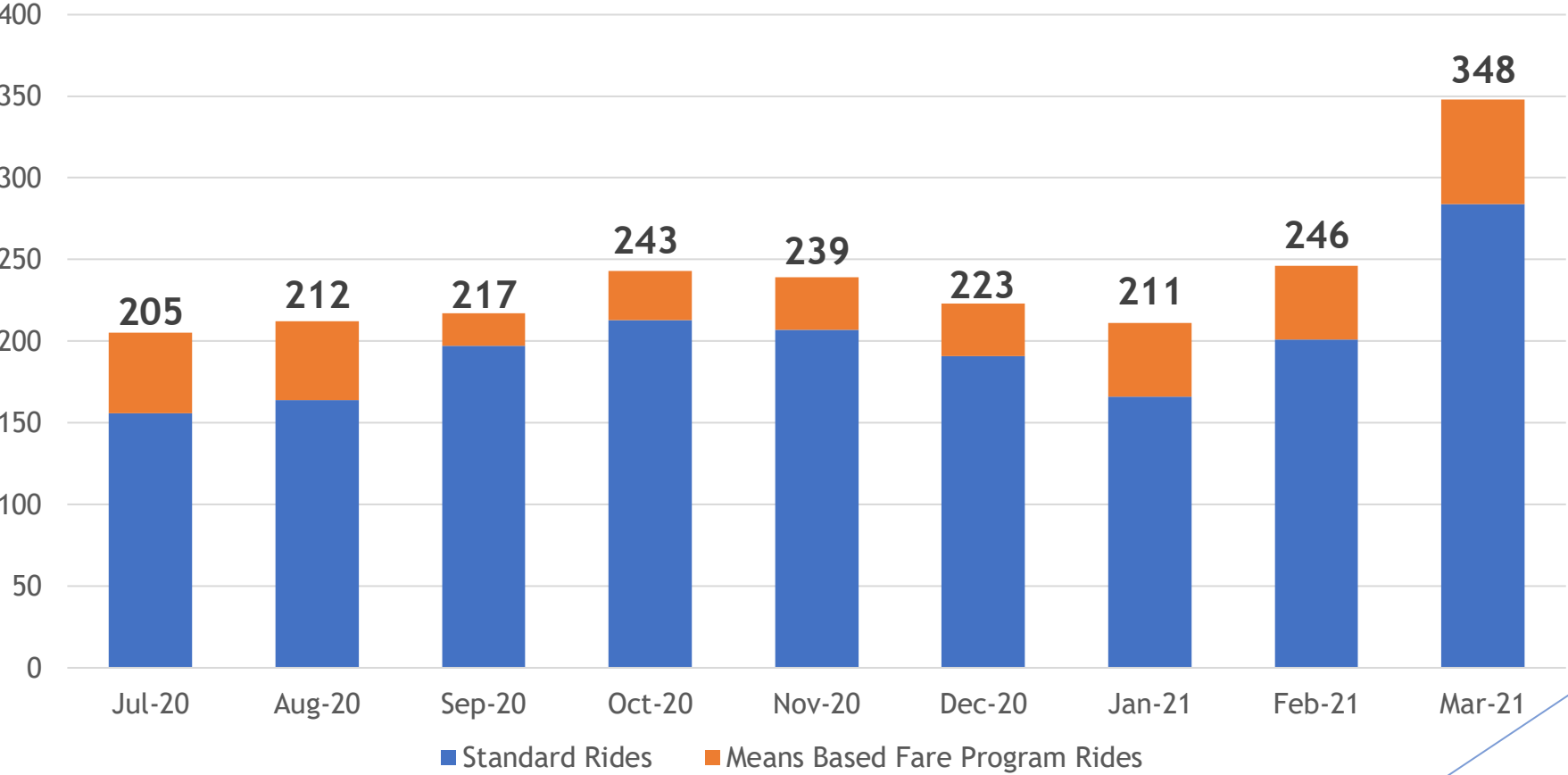
(TNC On-Demand Curb-to-Curb)

Now in partnership with Eden I&R



- On-demand curb to curb rides through TNC providers (transportation network company)
 - Lyft Concierge
 - Uber Health
- Transitioned service providers from LIFE ElderCare to Eden I&R

RIDERSHIP OVER TIME



TOP DESTINATIONS FOR ON-DEMAND RIDES



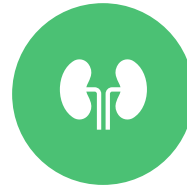
**Retail and Grocery
Shopping Centers**



Medical Offices



Hospitals



Dialysis Centers



**Banking
Institutions**



Regional Parks

GROUP TRANSPORTATION

In partnership with RydeTrans (A-Para Transit)

- ▶ Pre-scheduled, accessible trips for a minimum group of four riders
- ▶ Primarily coordinated through senior housing complexes, skilled nursing facilities and various community organizations serving seniors and people with disabilities
- ▶ Provides social outings to reduce isolation



MEAL DELIVERY

In partnership with SOS Meals on Wheels

- ▶ Provides nutritionally balanced meals to homebound seniors
- ▶ Addresses senior isolation and malnutrition in our local community



VIP RIDES

(LIFE Door-through-Door)

In partnership with LIFE ElderCare

- ▶ Volunteer-driver-based mobility program
- ▶ Serving seniors and people with disabilities who require destination assistance



SPECIALIZED ACCESSIBLE VAN SERVICE

**In partnership with Alzheimer's
Services of the East Bay (ASEB)**

- ▶ Door-to-door transportation through drivers who are specially trained in lift equipped vans
- ▶ Serving individuals with dementia

MOBILITY MANAGEMENT AND TRAVEL TRAINING

In partnership with Community Resources for Independent Living

Travel training

- ▶ Mobility management workshops and classes
- ▶ Training in a wide variety of transportation options including
 - ▶ Accessing AC Transit
 - ▶ BART
 - ▶ Clipper cards
 - ▶ Enrolling in paratransit services
 - ▶ Travel safety tips

City of Hayward Ensuring Equity

Means-Based Fares Program

- Subsidized TNC fare program is available for enrolled HOP clients with demonstrated financial need
- Income documentation that meet federal income limits for extremely-low income required

Purchase of AC Transit Easy Passes

- AC Transit Easy Passes are made available to qualifying residents of newly proposed senior housing developments and the Homeless Navigation Center
- Aid in accessing transportation to employment or social services-related appointments





ADA Improvements to Sidewalks and Streets

**In partnership with Hayward Public Works
Department**

- ▶ ADA improvements to sidewalks and streets near senior housing and disabled services providers
- ▶ Installation of curb cuts and sidewalk widening to accommodate wheelchairs and mobility devices
- ▶ Address Community feedback on safety concerns
- ▶ Construction scheduled for summer 2021

FOOTHILL BLVD. / CITY CENTER DR. – PROPOSED



FOOTHILL BLVD. / CITY CENTER DR. – PROPOSED



Safe Routes for Seniors (SR4S)

<https://www.hayward-ca.gov/SR4S>

PROGRAM CHANGE OVERVIEW

Means-Based Fare Program

- ▶ Exploring expansion
- ▶ AC Transit bus/paratransit passes for qualifying residents
- ▶ HUD/federal income limits for extremely-low income
- ▶ 20 AC Transit Day-Passes per month



REGISTERED PARTICIPANTS

Active Registered Participants

174

259

375

432*

450

Beginning of FY 2018-19

End of FY 2018-19

End of FY 2019-20

Current FY 2020-21

Projected FY 2020-21

*As of 04/21/21

PLANNING FOR FY22

Outreach

- Survey scheduled for the spring
- Collect feedback from riders
- Improve services

Means-Based Fare Program

- Expansion
- AC Transit bus/paratransit passes

Demographic Data Collection

- Continue to refine application process
- Work with service providers to update data base
- Ensure equitable service

NEXT STEPS

- ▶ Continue to outreach and collect feedback to improve programs
- ▶ Continue to use technology to enhance services
- ▶ Long-term planning in partnership with Hayward Public Works
 - Bring accessibility to the forefront of future infrastructure and transportation projects
- ▶ Flexibility & Adaptability
 - To creatively meet the needs of our community

