

**City of Hayward**  
**Hayward Operated**  
**Paratransit**



**Rider's Guide**  
**Revised January 2026**

**City of Hayward  
Hayward Operated Paratransit (HOP) Program  
Hayward City Hall  
777 B Street  
Hayward, CA 94541-5007  
Phone: (510) 583-4230, ext. 1  
Fax (510) 583-3650**

*Upon request, this document can be made available in alternative accessible formats (i.e., large print, etc.). Please contact the Paratransit Program Coordinator's office at (510) 583-4230, ext. 1 to request the Riders' Guide in an alternative accessible format.*

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## **Important Telephone Numbers**

Keep these numbers handy so you can get help when you need it.

### **Hayward Operated Paratransit (HOP) Program**

(510) 583-4230, Option 1

Call here for general program information, enrollment questions, and support.

### **Onward Ride Reservation**

(510) 583-4230, Option 2

Use this number to book your ride (including through Paige, the AI voice helper), or to schedule or cancel rides.

### **Onward Feedback & Escalation**

(510) 583-4230, Option 3

Call this direct line to reach a live Onward Concierge team member. Use this for urgent help with rides in progress, to file complaints, or to share feedback.

### **Text-to-Ride (24/7)**

Text "Book" to (510) 925-1700

This number is for texting only (no voice calls). You'll receive a link to book your ride at any time.

### **East Bay Paratransit (EBP) – Alameda County ADA Service**

(510) 287-5000

This agency offers mobility services for qualified disabled adults throughout Alameda County.



## **Community Resources for Independent Living (CRIL)**

(510) 881-5743

A local referral and advocacy service for adults with disabilities in Hayward and surrounding areas. They can help with completing HOP or EBP applications.

Website: [www.crilhayward.org](http://www.crilhayward.org)

## **Glad Tidings Community Development Corporation**

(510) 783-2225 or (925) 307-6602

A faith-based nonprofit serving South Hayward. They assist with HOP and EBP applications and offer workforce, health, education, and food-security services.

## **Service Opportunities for Seniors – Meals on Wheels**

(510) 582-1263 ext. 118

Provides food assistance to seniors through the Meals on Wheels program.

For life-threatening or medical emergencies, always call 911 – Paratransit will not provide emergency or urgent transport.

## General Information

Two paratransit programs are available to Hayward residents and people living in nearby unincorporated areas who are older adults or have disabilities:

- **East Bay Paratransit (EBP):** A regional ADA paratransit service jointly operated by BART and AC Transit. EBP is not operated by the City of Hayward, but it is available to qualifying Hayward residents who meet ADA eligibility requirements.
- **Hayward Operated Paratransit (HOP):** A City-managed program that offers flexible, same-day and local transportation for adult residents of Hayward and unincorporated Eden Area (Ashland, Castro Valley, Cherryland, Fairview, Hayward Acres, and San Lorenzo) who are over 70 or have a disability.

HOP is designed to **supplement and support** East Bay Paratransit—not replace it. It provides backup and alternative service when EBP cannot meet your travel needs.

You may use HOP if you:

- Cannot schedule a ride in advance through East Bay Paratransit.
- Live or need to travel outside East Bay Paratransit's regular service area.
- Need transportation while your EBP application is still being processed.
- Experience a missed or delayed EBP pickup and need backup service.
- Are not eligible for EBP but still meet HOP eligibility requirements.

Riders may travel **for any reason**, including healthcare, errands, shopping, socializing, and recreation, up to **30 miles each way**. Trips between **31 and 49 miles** may be approved **in advance**. To request prior authorization, call the City of Hayward at **(510) 583-4230, Option 1**.

Each enrolled rider may bring up to **three (3) guests** at no additional cost.

## Three Types of HOP Service

HOP now offers three different transportation options to meet riders' individual needs. These services are explained in detail in the next section, **Service Description**.

1. **Curb-to-Curb Rides:** Standard same-day transportation using professional rideshare drivers.
2. **Companion Rides:** Rides with trained drivers available to help with entering and exiting vehicles, getting to and from the vehicle, and handling mobility aids.
3. **Wheelchair Accessible Vehicle (WAV) Rides:** Transportation for riders who use a wheelchair or mobility device that cannot be safely folded and stowed in a standard vehicle.

## How to Request a Ride

Rides can be requested in several convenient ways:

**By Phone:** Call (510) 583-4230 and choose **Option 2** to use the automated phone system or speak with a live Onward representative.

**By Text:** Text "**Book**" to (510) 925-1700 to receive a link to book your ride online.

Live Onward representatives are available during **extended operating hours** to assist riders directly:

- **Monday through Thursday:** 6 a.m. – 8 p.m.
- **Friday:** 6 a.m. – 6 p.m.
- **Saturday and Sunday:** 8 a.m. – 6 p.m.

Availability of **same-day Companion** and **Wheelchair Accessible Vehicle (WAV)** rides may be limited. If you plan to use either of these services between 6.p.m. and 8 p.m. please call at least 24 hours in advance to ensure that a driver can be scheduled. **Note:** Companion and WAV rides can **only be scheduled during operating hours**.

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## Curb-to-Curb Rides

Curb-to-Curb rides are provided by **Uber drivers** dispatched through Onward. We are currently working to add **Lyft** as an additional option and will notify riders when it becomes available.

Riders can choose their preferred ride option when booking. Uber drivers are background-checked by Uber—not by the City of Hayward or Onward.

These rides are best for passengers who can enter and exit a vehicle independently.

*Please note:*

*The City of Hayward cannot take responsibility for items lost or misplaced during Uber rides.*

*The City cannot directly contact Uber drivers after a trip is completed.*

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## Companion Rides (Door-Through-Door Service)

**Companion Rides** are Onward's assisted **Door-Through-Door** service. They provide an extra level of help for riders who need light physical assistance during their trip.

Companion Rides are provided by **Onward's trained Companion Drivers**, who serve as both the driver and personal companion for the trip. These drivers meet **Federal Transit Administration (FTA) compliance standards** and are trained to assist riders safely with:

- Navigating stairs, ramps, or curbs
- Entering and exiting vehicles
- Managing foldable mobility devices (walkers, canes, or manual wheelchairs)

**Companion Drivers cannot assist with powered scooters or non-folding mobility devices.**

All Companion Drivers undergo:

- Routine drug and alcohol screening
- Background and driving record checks
- Training in elder abuse awareness, HIPAA compliance, safe transfer procedures, and other safety topics

Onward coordinates and monitors all Companion Drivers.

Companion Rides are subject to driver availability and may be limited outside of standard business hours. Since there are fewer drivers and high demand, Companion Rides must be booked 24 hours in advance. Same-day rides requests are not guaranteed.

Each rider may bring up to **three (3) guests** at no cost.

Riders may also **designate favorite Companion Drivers**. While this does not guarantee a specific driver, Onward will assign a favorite driver whenever possible.

For single-destination trips lasting **less than 1.5 hours**, riders may request a **Wait-and-Return Companion Ride**, where the driver waits during the appointment and returns the rider home afterward. Wait-and-Return is not available for multi-stop or multi-leg trips.

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## Wheelchair Accessible Vehicle (WAV) Rides

For riders who use power wheelchairs or electric scooters that cannot be folded or safely loaded into a standard car, HOP provides **Wheelchair Accessible Vehicle (WAV)** service.

WAV rides are **dispatched by Onward** and fulfilled through a network of more than a dozen **Non-Emergency Medical Transportation (NEMT)** partners across the Bay Area. All drivers are trained to assist riders with ramps, lifts, and securement devices.

WAV rides must be booked 24 hours in advance. Same-day rides requests are not guaranteed.

Each WAV rider may bring **one (1) guest or companion** at no additional cost.

**Note:** WAV rides may accommodate only one (1) wheelchair per ride.

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## Requirements for Text-to-Ride

To use the Text-to-Ride feature, the following conditions must be met:

1. The **primary phone number** on your account must be a **text-enabled mobile phone** with a **working web browser**.
2. The text message must be sent **from your registered primary phone number**.
3. You must be able to provide your **Date of Birth** as it appears in your HOP rider profile.

If any of these requirements are not met, please contact **Onward at (510) 583-4230, ext. 2** for assistance in updating your account information.

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## Voicemail, Callback, and Hold Options

After dialing **(510) 583-4230, ext. 2**, you may be placed on hold if no live Onward representatives are available. **Once on hold, you will have three options:**

1. **Press 1 to leave a voicemail message.** You may leave a detailed message including your **name, telephone number**, and a brief description of your issue or request. Voicemail messages are **monitored regularly** and returned as soon as possible, though responses may take **up to 24 hours**.
2. **Press 2 to request a callback.** The automated system will read back your phone number and ask you to confirm it by pressing **1**. If you hang up before verifying your number, the callback request will not be completed and you will not receive a call. Callback requests are ideal for **immediate or time-sensitive concerns**, as they are automatically queued for the **next available representative** once operating hours resume.
3. **Remain on hold.** You may also stay on the line to wait for a representative. However, **hold times are limited to three (3) minutes**. After three (3) minutes, the system will automatically transfer your call to voicemail.

If your call concerns a **ride already in progress** or another **urgent service issue**, you may also hang up and call **(510) 583-4230, Option 3** to reach the **Onward Feedback and Escalation line**, which is prioritized for active ride support.

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### Important Note

Callers are **should not hang up and dial again** if they are placed on hold. Doing so will move them to the end of the queue and delay their response.

Similarly, calling multiple times after leaving a voicemail or callback request may slow response times for all riders, as it diverts the Concierge team’s attention from the existing response queue.

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### Fares and Cost Sharing

Effective **July 1, 2025**, the **Hayward Operated Paratransit (HOP)** program uses a **flat-rate, one-way fare schedule** for all three ride types (Rideshare, Companion, and Wheelchair Accessible Vehicle).

#### Flat-Rate One-Way Fare Schedule (Effective July 1, 2025)

Distance (one way)	Rider Fare
1–10 miles	four dollars (\$4)
11–20 miles	six dollars (\$6)
21–30 miles	eight dollars (\$8)
31–49 miles <i>(with prior authorization)</i>	ten dollars (\$10)

As of **July 1, 2025**, the HOP program does **not** limit the number of rides that may be taken per month. However, the program reserves the right to implement ride limits in the future if necessary to manage funding or service capacity. If ride limits are introduced, all registered riders will be notified by mail in the **quarterly HOP newsletter**.

Riders who qualify for the **Means-Based Fare Program (MBF)** will ride at **no cost**. (Details of the MBF program appear in the section following Eligibility Requirements.)

All riders—including those in the MBF program—must provide a **valid credit or debit card** before scheduling their first ride.

A **no-show or late-cancellation fee** of **five dollars fifty cents (\$5.50)** will be charged to the card on file if a rider fails to cancel a scheduled trip at least one (1) hour before the pickup time or does not appear for a confirmed ride.

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## Program Funding Source

The **Hayward Operated Paratransit (HOP)** program is funded through **local transportation sales tax measures** administered by the **Alameda County Transportation Commission (Alameda CTC)**.

### Measure B (2000)

In 2000, Alameda County voters approved **Measure B**, a one-half (½) cent transportation sales tax dedicated to improving local mobility options for residents.

Measure B funds a wide range of transportation programs, including:

- Public transit operations and maintenance,
- Local streets and roads,
- Bicycle and pedestrian safety improvements, and
- **Specialized transportation services for seniors and individuals with disabilities.**

### Measure BB (2014)

In 2014, voters approved **Measure BB**, which **increased the transportation sales tax to one (1) cent** and extended funding authorization through **2045**. Measure BB built on the framework of Measure B, expanding the scope and reliability of transportation funding across Alameda County.



Together, these measures provide a **stable, locally controlled funding source** that enables the City of Hayward to maintain the HOP program and keep fares affordable for eligible residents.

## Purpose of Local Paratransit Funding

Funds from Measure B and Measure BB are specifically allocated to **non-ADA paratransit services** such as HOP. This funding allows the City of Hayward to supplement regional ADA programs—like **East Bay Paratransit**—with flexible, community-based services designed for seniors and people with disabilities who may not meet ADA eligibility or who need additional local trip options.

Together, these funding sources make it possible for HOP to provide **equitable, accessible, and cost-effective transportation** for Hayward and Mid-County residents.

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## Eligibility Requirements

The **Hayward Operated Paratransit (HOP)** program provides subsidized transportation services to eligible residents of the **City of Hayward** and unincorporated areas of **Mid-County Alameda County**, including the Census-designated places of **Ashland, Castro Valley, Cherryland, Fairview, Hayward Acres, and San Lorenzo** (as defined by Alameda County).

### Basic Eligibility Criteria

To be eligible for HOP, applicants must meet the following:

1. **Residency**

The applicant must live in the City of Hayward or in one of the unincorporated Mid-County areas listed above.

2. **Age or Disability**

- **Older Adults:** Applicants who are **seventy (70) years of age or older**; or
- **Individuals with Disabilities:** Applicants who are **eighteen (18) years of age or older** and who have a qualifying disability that prevents or limits independent use of public, fixed-route transportation.

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## Application Process and Documentation

### Application Process

Applicants must complete and submit the **City of Hayward Paratransit Program Application** to enroll in HOP. Submission of the application is considered the applicant's certification that the information provided is true and accurate. **Proof of age is not required.**

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### Required Documentation

Applicants whose eligibility is based on disability must provide one (1) of the following:

- A **Medical Certification Form**, completed by a doctor, nurse practitioner, case worker, social worker, community health worker, or other professional familiar with the applicant's disability; **or**
  - A valid East Bay Paratransit (EBP) rider identification number; **or**
  - A **copy of the applicant's Social Security Disability Insurance (SSDI) certification letter.**
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### Assistance with Applications

If you need help completing your HOP or **East Bay Paratransit (EBP)** application, you may contact our community partner organizations. These nonprofit agencies provide free assistance with applications, documentation, and certification.

### Community Resources for Independent Living (CRIL)

439 A Street,  
Hayward, CA 94541

Phone: (510) 881-5743

Monday–Friday, 9:00 a.m.–12:30 p.m. and 1:30 p.m.–5:30 p.m.

CRIL is a peer-based disability resource and advocacy organization dedicated to

helping people with disabilities live independently and participate fully in their communities. CRIL can also assist with completion of the **Medical Certification Form**, as staff are authorized to evaluate and verify disability status. Visit [www.crilhayward.org](http://www.crilhayward.org) for more information.

## **Glad Tidings Community Development Corporation (GTCD)**

1027 W. Tennyson Road, Hayward, CA 94544

Phone: (510) 783-9377

Tuesday–Friday, 9:00 a.m.–2:00 p.m.

GTCD is the nonprofit community outreach arm of **Glad Tidings Church of God in Christ**, a faith-based organization serving South Hayward through workforce development, education, housing, health, and food security programs. Visit [www.gtcd.org](http://www.gtcd.org) for more information.

Applicants may contact either organization to schedule a **virtual or in-person appointment** for assistance with HOP or East Bay Paratransit applications.

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## **Submission Options**

You may submit your completed application and supporting documentation in any of the following ways:

- **Mail:** City of Hayward – Paratransit Program  
777 B Street, Hayward, CA 94541-5007
- **Email:** [paratransit@hayward-ca.gov](mailto:paratransit@hayward-ca.gov)
- **Fax:** (510) 583-3650
- **In person:** HOP/Paratransit Program Office  
777 B Street, Hayward, CA 94541-5007

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## **Processing Time**

Please allow up to **ten (10) business days** from the time HOP receives your application and documentation for review and processing. You will be notified

by mail once your eligibility has been verified and your enrollment is approved. Processing time may vary depending on Hayward official business closures.

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## Ride Booking Identification Requirements

When booking a ride, the system verifies the rider's **primary telephone or cell phone number** and **date of birth** against the information on file. Both must match to complete the booking.

If a rider's phone number or date of birth changes, HOP staff or an Onward Concierge representative can update the information upon request. These details must be accurate in order to use the **Text-to-Ride** service.

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## Account Updates and Status Changes

Once enrolled, riders remain active in the HOP program without the need for recertification.

If you need to update your account information—including changes to your phone number, date of birth, disability status, or address—please call **HOP staff at (510) 583-4230, ext. 1**.

Please note that moving to an address **outside of HOP's service area** will result in the loss of program enrollment.

In the event that a registered rider passes away, **next of kin** may notify HOP staff to remove the individual from the system and mailing lists.

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## Means-Based Fare (MBF) Eligibility

The **Means-Based Fare (MBF)** program allows qualifying **Hayward Operated Paratransit (HOP)** riders to receive **no-cost rides** on all eligible HOP transportation services. The MBF program ensures that transportation remains affordable for riders with **extremely low incomes**, consistent with federal guidelines.

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## Eligibility Criteria

To qualify for the Means-Based Fare program, applicants must:

- Be currently enrolled in the HOP program and in good standing; and
- Meet the U.S. Department of Housing and Urban Development (HUD) definition of “Extremely Low Income,” which is **30 percent of the Alameda County Area Median Income (AMI)** for their household size; or
- Provide proof of enrollment in at least one (1) of the following qualifying public assistance programs:
  - Social Security (retirement, SSI, or SSDI)
  - Medi-Cal
  - CalFresh (SNAP)
  - WIC (Women, Infants, and Children)
  - CalWORKs
  - General Assistance (GA)
  - Cash Assistance Program for Immigrants (CAPI)

If a rider cannot verify eligibility through one (1) of the above programs, they may submit **three (3) recent pay stubs** as proof of income.

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## Income Guidelines (FY 2025)

Applicants may use the table below to estimate eligibility. The **income guidelines change each year** when new limits are released by the U.S. Department of Housing and Urban Development (HUD).

When reviewing the most current HUD Income Limits, applicants should visit <https://www.huduser.gov/portal/datasets/il.html>, select **California** as the state, and then select **Alameda County** to view the correct income limits for this program.

Persons in Household	Maximum Annual Income (30% AMI)
1	\$33,600

2	\$38,400
3	\$43,200
4	\$46,700
5	\$51,800
6	\$55,650
7	\$59,500
8	\$63,300

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## How to Submit Verification Documents

A separate application form is **not required** for the Means-Based Fare program. Riders may submit copies, pictures, or scans of their income verification documents in one (1) of the following ways:

- Along with their initial HOP application, or
- As a standalone submission that includes the rider's **full name** and **primary account telephone number**.

### Submission options:

- **Mail:** City of Hayward – Paratransit Program, 777 B Street, Hayward, CA 94541-5007
- **Email:** [paratransit@hayward-ca.gov](mailto:paratransit@hayward-ca.gov)
- **Fax:** (510) 583-3650
- **In person:** HOP/Paratransit Program Office, 777 B Street, Hayward, CA 94541-5007

Please allow up to **ten (10) business days** for review and processing.

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## Ongoing Eligibility

Approved MBF participants will continue to receive fare-free rides as long as they meet the income requirements or remain enrolled in an eligible public assistance

program. HOP staff may periodically request updated documentation if income limits change under new HUD guidelines.

Riders who no longer qualify for MBF will revert automatically to the **standard flat-rate fare schedule** described in the *Fares and Cost Sharing* section.

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## Important Note

All MBF riders must still provide a **valid credit or debit card** prior to their first ride. While rides are free under the MBF program, this card will be used to process **no-show or late-cancellation fees** if applicable.

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## Need Help?

If you are unsure whether you qualify for the Means-Based Fare program or need help submitting your documents, please contact **HOP staff at (510) 583-4230 ext. 1** or email [paratransit@hayward-ca.gov](mailto:paratransit@hayward-ca.gov). Staff can assist with determining eligibility, explaining acceptable documents, or confirming receipt of your materials.

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## Ride Booking and Scheduling Policies

### Ride Reservations and Eligibility for Subsidy

All rides must be booked through **HOP's phone line** or the **Text-to-Ride system** to receive the HOP fare subsidy. HOP will not honor rides scheduled directly through third-party apps (such as Uber or Lyft) or by contacting Wheelchair Accessible Vehicle (WAV) providers directly. Rides arranged outside the HOP system are not eligible for fare reimbursement or cost-sharing.

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## Trip Scheduling Recommendations

To ensure timely service:

- **Uber rides:** Schedule at least 30 minutes before pickup.
- **Companion or WAV rides:** Schedule at least 24 hours in advance.

- **Same-day requests** for Companion or WAV service may be accommodated based on availability, but wait times of two (2) or more hours should be expected. Ride availability is not guaranteed.
- 

## Trip Cancellations

If you need to cancel a ride, please call (510) 583-4230 Option 2 as soon as possible. Trips must be canceled at least one (1) hour before pickup to avoid a **no-show or late-cancellation fee of \$5.50**. If you experience an emergency that prevents timely cancellation, contact the **Onward Feedback and Escalation Line** at (510) 583-4230 Option 3.

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## No-Shows

A **no-show** occurs when a rider fails to appear at the pickup location within five (5) minutes of the driver's arrival window. Each no-show will result in a **\$5.50 charge** to the credit or debit card on file. Riders with three (3) or more no-shows within a 90-day period may receive a written warning; continued no-shows may result in temporary suspension of up to thirty (30) days. Riders will be notified in writing before any suspension and may request a review of the decision.

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## Multiple Stops and Wait-and-Return Rides

HOP rides are provided on a **single-destination basis**. Riders may not request multiple stops or deviations from their scheduled route. If a rider needs to make multiple stops (for example, visiting more than one location), each leg of the trip must be booked separately.

For short appointments lasting less than 1.5 hours, riders may request a **Wait-and-Return Companion Ride**, where the driver waits and returns the rider to their starting point once the appointment is complete. **Wait-and-Return** service is not available for WAV or Rideshare trips.

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## Safety and Conduct

The **Hayward Operated Paratransit (HOP)** program is committed to providing safe, comfortable, and reliable service for all riders, guests, and drivers. To ensure safety and fairness, the following rules apply to all HOP trips, regardless of service type.

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### General Conduct

All riders, guests, and care partners must treat drivers, HOP staff, and Onward Concierge staff with courtesy and respect. The following behaviors are prohibited:

- Yelling, threats, slurs, or abusive language
- Physical aggression or intimidation
- Disruptive, unsafe, or harassing conduct
- Intoxication or possession of alcohol or illegal substances
- Smoking, vaping, or use of open flames in or near vehicles
- Distracting or obstructing the driver while the vehicle is in motion

Riders must **wear seat belts** at all times and ensure that all guests are present and ready when the vehicle arrives. Neither riders nor drivers may make unscheduled stops during a trip.

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### Hygiene and Cleanliness

Riders are expected to maintain reasonable personal hygiene and ensure that their guests and service animals do the same. If a vehicle requires professional cleaning or repair due to a rider, guest, or animal, the rider may be charged for the cost. Drivers may decline service if hygiene conditions create health or safety concerns for others.

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## Packages and Personal Items

Riders may bring shopping bags, personal items, or mobility aids as long as these items can be **safely stored and secured** inside the vehicle without blocking aisles, exits, or other passengers. Drivers are not required to load or unload heavy items and may refuse items that are unsafe, excessively large, or unmanageable. Mobility devices (such as walkers or wheelchairs) are **not considered parcels**.

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## Hazardous and Prohibited Materials

For the safety of all passengers and drivers, **hazardous materials** are not permitted on HOP rides. This includes—but is not limited to—flammable, explosive, corrosive, or toxic substances such as:

- Gasoline, propane, or lighter fluid
- Oxygen or medical gas cylinders not properly secured or approved for transport
- Car batteries or large power cells
- Sharp instruments, firearms, or weapons of any kind

Small quantities of personal-use items such as **disinfectants, aerosol sprays, or household cleaners** may be transported only if sealed, securely packaged, and stored in a way that prevents leaks or spills.

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## Food and Beverages

Food must remain unopened and sealed for the duration of the trip. Eating is not permitted inside any HOP vehicle. Drinks are allowed only if they are in **spill-resistant containers** such as bottles or cups with secure lids.

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## Service Animals and Pets

Service animals are welcome on all HOP rides in accordance with the Americans with Disabilities Act (ADA). Riders must maintain control of their service animals at all times. **Non-service animals**, including pets and emotional support animals,

are not covered under this policy. Drivers may refuse transportation to any non-service animal.

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## Driver and Companion Policies

### Driver Assistance and Limitations

- **Uber drivers** provide curb-to-curb service only and are not required to assist riders entering or exiting vehicles, handling mobility devices, or carrying parcels.  
Riders selecting this option must be able to enter and exit standard vehicles independently.
  - **Companion and WAV drivers** may assist riders door-to-door and, when appropriate, door-through-door (for example, into a lobby or waiting area).
  - Companion Drivers may assist with foldable mobility devices such as walkers and canes, but may not lift riders, handle powered scooters, or enter private residences.
- 

### Guests

HOP riders may bring guests at no additional cost.

- **Uber/Rideshare:** up to three (3) guests
- **Companion and WAV rides:** one (1) guest

Guests must follow all conduct and safety rules and remain with the rider for the full trip. WAV rides may only accommodate one (1) wheelchair or powered mobility device.

Guests may include **children under age 18**; the rider is responsible for their supervision and must provide any legally required **child safety seats**. Drivers are not responsible for installing or securing car seats.

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## Care Partners and Emergency Contacts

Riders may designate a Care Partner or Emergency Contact who is authorized to schedule, update, or cancel rides and receive ride updates on the rider's behalf. To designate a Care Partner, contact the Onward Concierge team.

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## Driver Notes

HOP and Onward staff may include driver notes to help drivers locate riders or understand access needs. Requests based on driver race, gender, or language cannot be accommodated.

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## Oxygen for WAV Riders

Riders using WAVs are encouraged to bring their own portable oxygen tanks. If this is not possible, oxygen can be provided upon request. Please notify the Concierge when booking.

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## Communication and Program Compliance

### Notifications and Ride Updates

Riders may choose to receive ride updates by text message, email, or phone call. Contact the Onward Concierge team to update preferences. To check a Text-to-Ride booking, click the link in the confirmation text or refresh your browser to view current status.

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## Safety and Zero Tolerance Policy

If a driver appears under the influence of alcohol or drugs, riders should report the incident to:

- Onward Concierge: (510) 583-4230 Option 3
- California PUC Consumer Intake Unit: (800) 894-9444

Onward maintains a strict Zero Tolerance Policy for substance use while operating a vehicle.

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## Program Compliance and Data Collection

To qualify for **Measure BB funding**, the City of Hayward must provide aggregate rider demographic and service data to the **Alameda County Transportation Commission (ACTC)**.

Information may include age, gender identification, racial or ethnic identification, individual and household income, disability status, and trip destinations. All data reported to ACTC is **aggregated and anonymized** to remove personally identifiable information.

HOP asks riders to provide demographic details when requested to help maintain funding and improve services. The program also follows the **Measure BB Transportation Service Guidelines** as adopted by ACTC. A copy of the most recent version is included as an appendix for reference and may be periodically updated by ACTC.

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## PAPCO Representation

Riders interested in representing the Hayward community may apply to serve on the **Paratransit Advisory and Planning Committee (PAPCO)**, the citizen oversight body for Alameda County paratransit programs. Hayward is allocated one (1) PAPCO representative serving a two-year term. Contact HOP staff for application information.

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## Service Suspensions and Appeals

The City of Hayward is committed to ensuring that every HOP rider receives fair, consistent, and respectful treatment. Service suspension is used only when necessary to protect the safety of passengers, drivers, and staff or to ensure responsible use of program resources.

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## Reasons for Suspension

Suspension may occur for: repeated no-shows or late cancellations, abusive or unsafe behavior, fraudulent use of program benefits, or violations of HOP or Onward policies.

Suspensions are corrective, not punitive, and riders will be notified of the reason and duration. HOP reserves the right to enact a permanent suspension if deemed appropriate.

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## Notice of Suspension

Before any suspension takes effect, HOP issues a written notice by mail and, when possible, email. Notices include the reason, dates, appeal instructions, and contact information. Riders may continue using services until an appeal is reviewed, unless there is an immediate threat to safety.

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## Appeal Process

Riders may appeal within ten (10) business days of the notice date by writing to: **City of Hayward – Paratransit Program, 777 B Street, Hayward CA 94541-5007**  
Email: [paratransit@hayward-ca.gov](mailto:paratransit@hayward-ca.gov) Phone: (510) 583-4230 ext. 1  
Reviews are scheduled within fifteen (15) business days and decided by the Paratransit Program Supervisor or designee. An **Appeals Form** is included in the Appendix for convenience.

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## Restoration of Service

If an appeal is approved, service is reinstated immediately. If upheld, the rider will receive the reinstatement date and any next steps (such as re-orientation or updated information).

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## Ongoing Support

HOP encourages riders to communicate early if they experience difficulties meeting program requirements. Staff can assist with scheduling, mobility support, or account updates to prevent suspensions and maintain access to transportation.

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## Customer Service, Compliments, and Complaints

The **Hayward Operated Paratransit (HOP)** program and its partner **Onward** are committed to providing safe, courteous, and dependable transportation. We encourage all riders to share feedback—both positive and negative—so we can continue improving the quality and reliability of service.

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## How to Contact Us

If you have a question, comment, or concern about your ride, please contact the **HOP staff** or **Onward Concierge team** using one (1) of the following options:

- **Phone:** (510) 583-4230
  - **Option 1 – HOP Staff:** Enrollment, eligibility, programmatic questions, and policy inquiries
  - **Option 2 – Onward Ride Reservation:** Schedule, modify, or cancel a ride
  - **Option 3 – Onward Feedback and Escalation:** Report urgent issues, safety concerns, or driver-related matters
- **Email:** [paratransit@hayward-ca.gov](mailto:paratransit@hayward-ca.gov)
- **Mail:** City of Hayward – Paratransit Program, 777 B Street, Hayward, CA 94541-5007
- **Fax:** (510) 583-3650

Please allow up to **ten (10) business days** from the time HOP receives any form, application, or document for processing.

Voicemails and written messages are reviewed regularly. You may expect a response within **five (5) business days**, though complaints requiring further investigation may take longer. HOP staff will keep you informed of the status of your inquiry.

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## Types of Feedback

You may contact either **HOP Staff** or **Onward Escalation** depending on the nature of your concern:

### HOP (Option 1):

- Compliments about helpful staff
- Suggestions for improving the HOP program or communication
- Requests for information about policies or eligibility
- Requests for **prior authorization** for rides between 31 and 50 miles

### Onward Escalation (Option 3):

- Reports of **service problems**, such as driver conduct, missed trips, or long wait times
- Requests to **modify or cancel** existing reservations
- Reports of **issues with an in-progress ride**
- Reports of **issues with the automated phone or AI assistance system**
- Reports of **safety concerns or accessibility barriers**
- Requests for **refund investigation** for incorrect charges
- Requests to **designate or update Favorite Companion Ride Drivers**

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## Submitting a Formal Complaint

If **Onward Escalation** does not satisfy your request for resolution, you may file a **formal complaint** with HOP.

To help us investigate your concern, please provide:



- Your name and telephone number
- The date and approximate time of the incident
- The driver's name (if known) or a description of the vehicle
- A brief description of what occurred

You may submit this information by phone, email, mail, or fax. A **Complaint and Feedback Form** is also included in the Appendix of this Rider's Guide and may be submitted in person, by mail, fax, or email.

All formal complaints are reviewed by the **Paratransit Program Manager** and/or the **Community Services Manager**. If the concern involves an Onward driver or partner transportation provider, HOP staff will coordinate directly with Onward management to review the issue and take appropriate action.

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## Confidentiality and Follow-Up

All rider feedback is treated as confidential. Your name and contact information will be used only to follow up on your concern or verify details of the incident. Complaints are logged, reviewed, and tracked to identify service patterns or areas for improvement.

If your concern results in a service suspension, you will receive a separate written notice outlining your right to file an **appeal**, as described in the *Service Suspensions and Appeals* section of this Guide.

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## Continuous Improvement and Rider Communication

HOP continuously evaluates program performance and may **add, remove, or modify service offerings** based on funding, demand, and rider feedback. While changes may occur at any time, HOP will make every effort to implement **major program adjustments** at the start of the **fiscal year (July 1)** whenever possible.

The HOP program also shares important updates, service reminders, and rider tips through its quarterly newsletter, *The Hayward Hopper*. The Hopper is mailed to all active riders at the **address on file** and includes:

- Service changes or new features
- Safety and policy reminders
- Tips for booking and using the service
- Community and accessibility news

Riders are encouraged to keep their **mailing address updated** with HOP staff to ensure they continue receiving the newsletter and other official notices.

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## Other Alameda County Non-ADA Paratransit Programs

Each city in Alameda County operates its own **non-ADA paratransit program** funded by **Measure BB** to supplement ADA-mandated services.

Riders may **apply online for all Alameda County non-ADA paratransit programs** by visiting: [www.accessalameda.org](http://www.accessalameda.org)

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### Albany

#### Albany Paratransit (Senior Center Programs)

Phone: (510) 524-9122

Provides shuttle and subsidized taxi services for seniors and people with disabilities. Enrollment is through the Albany Senior Center.

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### City of Alameda

#### Alameda Connect (City Paratransit)

Phone: (510) 747-7513 | Email: [CityParatransit@alamedaca.gov](mailto:CityParatransit@alamedaca.gov)

Local transportation for seniors and persons with disabilities, supplementing East Bay Paratransit with subsidized rides within Alameda.

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## Berkeley

### Berkeley Rides for Seniors & the Disabled (BRSD)

Phone: (510) 981-7269 | Email: [BRSD@berkeleyca.gov](mailto:BRSD@berkeleyca.gov)

Taxi-scrip and wheelchair-accessible ride program for residents 70+ and East Bay Paratransit participants.

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## Dublin

Served by **LAVTA Wheels Dial-A-Ride** and Pleasanton Senior Center programs; provides accessible local and regional paratransit trips.

Reservations: (925) 455-7510 | Administration: (925) 455-7500

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## Emeryville

### 8-To-Go (Door-to-Door Shuttle)

Phone: (510) 596-3730

Shared, wheelchair-accessible service for Emeryville residents and nearby Oakland ZIP 94608; free or low-cost local rides.

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## Fremont / Newark (Tri-City Area)

### Ride-On Tri-City! (City of Fremont Human Services)

Phone: (510) 574-2053 | Email: [RideOnTriCity@fremont.gov](mailto:RideOnTriCity@fremont.gov)

Subsidized rides via Lyft, GoGo, taxi, and WAV options for seniors and adults with disabilities in Fremont and Newark.

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## Livermore

Reservations: (925) 455-7510 | Administration: (925) 455-7500

Served by **LAVTA Wheels Dial-A-Ride**; ADA and senior services available for local residents.

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## **Newark**

Covered through the **Ride-On Tri-City!** program (see Fremont/Newark listing).

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## **Oakland (and Piedmont)**

**Oakland Paratransit for the Elderly & Disabled (OPED)**

Phone: (510) 238-3036

City-funded transportation for older adults and people with disabilities, offering subsidized individual rides and group trip programs. Piedmont residents are served through OPED.

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## **Pleasanton**

**Pleasanton Paratransit / Pleasanton Senior Center**

Phone: (925) 931-5365

Door-to-door rides and group trip programs for Pleasanton residents 70 and older.

**Tri-Valley ADA (LAVTA Wheels Dial-A-Ride)**

Reservations: (925) 455-7510 | Administration: (925) 455-7500

ADA paratransit for Dublin, Pleasanton, and Livermore, also coordinating non-ADA senior ride support.

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## **San Leandro**

**FLEX Rides (City of San Leandro Paratransit)**

Phone: (510) 577-7985

Door-to-door transportation for older adults and people with disabilities; reservations handled through the Senior Community Center.

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## Union City

### Union City Paratransit (includes Paratransit Plus)

Information: (510) 675-5373 | Reservations: (510) 475-1500

City paratransit with an extended Paratransit Plus service for trips into south Hayward, north Fremont, and Newark.

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## Countywide ADA Service

### East Bay Paratransit (EBP)

Phone: (510) 287-5000

Jointly operated by AC Transit and BART; provides ADA-mandated paratransit throughout Alameda and western Contra Costa Counties.

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## Fixed Route Public Transit

In addition to paratransit services, many riders may find that regular public transit is a convenient, reliable, and affordable way to travel within Hayward and throughout the Bay Area.

The Bay Area's main public transit systems—AC Transit and BART—offer accessible, reduced-fare options for seniors and riders with disabilities, along with real-time information tools that make planning a trip easier than ever.

For information on regular public transit services (bus/train routes and schedules), or reduced fare programs, call:

AC Transit: 5-1-1      TTY: 1-800-448-9790

BART: 510-464-6000      TTY: 1-800-448-9790

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## Reduced Fare Options

### Regional Transit Connection (RTC) Discount Card

The RTC Discount Card allows seniors (65+) and people with qualifying disabilities to ride at reduced fares on most Bay Area transit systems, including AC Transit, BART, County Connection, Wheels, SamTrans, and others. The RTC Card also functions as a Clipper card, so you can use it to pay fares electronically and transfer between systems.

#### How to Apply:

Applications are available online or in person at designated transit offices. For more information, visit [www.clipperstartcard.com/rtc](http://www.clipperstartcard.com/rtc) or call (510) 287-5000 for local information.

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## Clipper START Means-Based Fare Program

Riders with household incomes below 200% of the federal poverty level may qualify for Clipper START, which provides a 20% discount on BART and a 50% discount on AC Transit fares.

#### How to Apply:

Apply online at [www.clipperstartcard.com](http://www.clipperstartcard.com) or call (855) 614-9149 (toll-free) for application assistance.

Applicants must provide income verification such as a tax return, pay stub, or public assistance document.

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## AC Transit

AC Transit operates local, rapid, and Transbay bus routes connecting Hayward to surrounding cities and BART stations.

All buses are wheelchair accessible and equipped with ramps and securement areas.

Priority seating is reserved for seniors and riders with disabilities.

Buses can kneel to reduce the step height for easier boarding.

## Contact Information

Customer Service: (510) 891-4700

TDD: 711 (California Relay Service)

Website: [www.actransit.org](http://www.actransit.org)

Senior and disabled fare information is available online or by phone. Riders may also purchase discounted fare media at many local retailers, BART stations, and senior centers.

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## BART (Bay Area Rapid Transit)

BART provides regional rail service linking Hayward to Oakland, San Francisco, Richmond, Dublin/Pleasanton, and beyond.

All stations include elevators, accessible fare gates, and tactile floor surfaces.

Priority seating areas are available on every train.

Station agents can assist with directions, elevator access, and fare issues.

## Contact Information

BART Customer Service: (510) 464-7133

TTY: (510) 839-2220

Website: [www.bart.gov](http://www.bart.gov)

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## Trip Planning Tools

511 Trip Planner – plan trips across all Bay Area transit systems: [www.511.org](http://www.511.org) or dial 511 by phone.

AC Transit Real-Time Info – check live arrival times via the AC Transit app or [realtime.actransit.org](http://realtime.actransit.org).

BART App – view train times, elevator status, and service alerts on your smartphone.

# **FY 2025-26 Paratransit Program Implementation Guidelines and Performance Measures**

## **Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program**

### **Implementation Guidelines**

These guidelines lay out the service types that are eligible to be funded with Alameda County Measure B (2000) reserves and Measure BB (2014) revenues under the Special Transportation for Seniors and People with Disabilities (Paratransit) Program. All programs funded partially or in their entirety through these sources, including American with Disabilities Act (ADA)- mandated paratransit services, city programs and discretionary grant funded projects, must abide by the following requirements for each type of paratransit service. While the collection of Measure B has sunset, remaining funds continue to be utilized.

Fund recipients are able to select which of these service types are most appropriate for their community to meet the needs of older adults and people with disabilities. Overall, all programs should be designed to enhance quality of life for older adults and people with disabilities by offering accessible, affordable and convenient transportation options to reach major medical facilities, grocery stores and other important travel destinations to meet life needs. Although some programs may need to prioritize based on trip purpose due to capacity constraints, ideally, the importance of a trip should be determined by the consumer.

### **Performance Measures**

The Alameda CTC collects performance data from all programs funded with Alameda County Measure B (2000) reserves and Measure BB (2014) revenues. All programs funded partially or in their entirety through these sources must at a minimum report annually through the Annual Compliance Report for Direct Local Distribution (DLD) funding on the performance measures identified within the Implementation Guidelines for each DLD program.

The performance measures for the Measure B and Measure BB Direct Local Distribution (DLD) funding distributed through the Special Transportation for Seniors and People with Disabilities (Paratransit) Program, which funds ADA-mandated paratransit services, city paratransit programs and discretionary grant funded projects, are identified below. Performance data required for Compliance Reports are marked with a ❖. Additional performance-related data is listed and may be required through:

- Separate discretionary grant guidelines
- Report to the Alameda CTC's Commission
- Report to one of its community advisory committees.

Additional performance measures include but are not limited to those below marked with a regular bullet.



ADA Paratransit Guidelines	
Service Description	Origin-to-destination trips for people with disabilities unable to ride fixed route transit. Trips are pre-scheduled and accessible.
Eligible Population	Due to a disability or health-related condition, the individual must be unable to use fixed route transit.
Time & Days of Service	Varies by area. Available when and where fixed route transit operates.
Fare (Cost to Customer)	Varies by area.
Other	<p>Programs mandated by the Americans with Disabilities Act are implemented and administered according to federal guidelines that supersede these guidelines; however, all ADA-mandated programs funded through Measures B and BB are subject to the terms of the Master Programs Funding Agreement.</p> <p>Historically, at the request of a health care provider or ADA provider, city programs would provide interim service through their programs to consumers awaiting ADA certification. Currently, the ADA programs meet these needs directly.</p>
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> <li>❖ Number of one-way trips provided</li> <li>❖ Total Measure B/BB cost per one-way trip <i>(Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.)</i> <ul style="list-style-type: none"> <li>• Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period).</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of applicants and registrants</li> <li>• Demographic data on age, disability, ethnicity/race, and income</li> <li>• On-time performance</li> <li>• Number of trips provided to consumers who require an accessible vehicle</li> <li>• Quantitative and qualitative information on complaints</li> <li>• Quantitative and qualitative information on safety incidents</li> <li>• Quantitative and qualitative information on outreach</li> <li>• Quantitative and qualitative information on “high need” trips</li> </ul> </li> </ul>

ADA Paratransit Guidelines	
	<ul style="list-style-type: none"> <li>Quantitative and qualitative information on ridership satisfaction</li> </ul>

Same-Day Transportation Service Guidelines	
Service Description	<p>Same-day transportation services provide on-demand same-day services utilizing taxis, Transportation Network Companies a.k.a. TNCs (e.g. Lyft, Uber) that use ride-hailing mobile apps, or other new transportation options. Services may be subsidized in different ways including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.</p> <p>Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps and web-based platforms provide curb-to-curb service that can be scheduled on a same-day basis. TNCs charge riders on a distance/time basis depending on calculations determined by the app. Subsidy programs allow eligible consumers to use TNCs at a reduced fare by reimbursing consumers a percentage of the fare, providing a coupon code, or by providing some initial fare payment, which can be used to cover a portion of the fare. These programs are intended for situations when consumers cannot make their trip on a pre-scheduled basis. TNC trip services can incorporate a concierge service.</p> <p>Taxis also provide curb-to-curb service that can be scheduled on a same-day basis. Taxis charge riders on a distance/time basis using a meter. Taxi subsidy programs offer a reduced fare by reimbursing consumers a percentage of the fare or by providing some fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare.</p> <p>The availability of accessible vehicles varies by geographical area and provider, but programs should expand availability of accessible vehicles where possible in order to fulfill requests for same-day accessible trips. Programs may incorporate a parallel Specialized Accessible Van Service to meet the need for accessible trips.</p>
Eligible Population	<p>Eligible Populations include:</p> <ol style="list-style-type: none"> <li>1. People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18, and</li> <li>2. Older adults 70 years or older without proof of a disability.</li> </ol> <p><i>Cities may continue to offer eligibility to program registrants below 70 years old who were enrolled in the program as of FY 2011/12 and have continued</i></p>

Same-Day Transportation Service Guidelines	
	<p><i>to use it regularly, as long as it does not impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary or interim eligibility due to disability.</i></p> <p><i>ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.</i></p>
Time & Days of Service	Service times should be consistent with transportation provider availability to public consumers.
Fare (Cost to Customer)	<p>Programs must subsidize at least 50% of the fare within an established reasonable service area (at a minimum the sponsoring city).</p> <p>Programs can impose a cap on total subsidy per person. This can be accomplished through a maximum subsidy per trip, a limit on the number of vouchers/scrip (or other fare medium) per person, and/or a total monetary subsidy per person per month/quarter/year.</p>
Other	<p>New same-day transportation programs that utilize TNCs are subject to review by Alameda CTC staff prior to implementation.</p> <p>Programs may also use funding to provide incentives to drivers and/or transportation providers to ensure reliable service. Incentives are often utilized to promote accessible service. Planned expenditures on incentives are subject to review by Alameda CTC staff prior to implementation.</p> <p>Generally, same-day transportation options have been inconsistent in their ability to offer wheelchair accessible service. These include taxis and programs offered via privately-owned vehicles (e.g. TNCs and volunteer driver programs). Programs should strive to provide an equitable suite of programs, balancing offering accessible alternatives (e.g. using an agency van to supplement a TNC program), searching for and developing new wheelchair accessible options, and meeting the needs of their community. Alameda CTC will continue to work with cities and transit agencies to locate, encourage, and/or develop wheelchair accessible same-day transportation.</p>
Performance Measures	<ul style="list-style-type: none"> <li>❖ Number of one-way trips provided on taxis</li> <li>❖ Number of one-way trips provided on Transportation Network Companies (e.g. Lyft, Uber) using ride-hailing apps</li> </ul>

Same-Day Transportation Service Guidelines	
(❖ Performance data required for Compliance Reports)	<ul style="list-style-type: none"> <li>❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>) <ul style="list-style-type: none"> <li>• Total program cost per one-way trip, including extra concierge costs if applicable (total program cost during period divided by the number of one-way trips provided during period)</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of applicants and registrants (report quantities for taxis and/or Transportation Network Companies separately)</li> <li>• Demographic data on age, disability, ethnicity/race, and income</li> <li>• Information in aggregate on origin and destination for same day trips by category (i.e. medical appointments, grocery store, senior center, etc.; report quantities for taxis and/or Transportation Network Companies separately)</li> <li>• Quantitative and qualitative information on complaints (report quantities for taxis and/or Transportation Network Companies separately)</li> <li>• Quantitative and qualitative information on safety incidents (report quantities for taxis and/or Transportation Network Companies separately)</li> <li>• Quantitative and qualitative information on outreach</li> <li>• Quantitative and qualitative information on ridership satisfaction</li> </ul> </li> </ul>

Specialized Accessible Van Service Guidelines	
Service Description	Specialized accessible van service provides accessible, origin-to-destination trips on a pre-scheduled or same-day basis. This service category should complement core services in communities where critical needs for accessible or other specialized trips are not being adequately met by the existing primary services. Examples of unmet needs are a taxi or TNC program without accessible vehicles, medical trips for riders with dementia unable to safely take an ADA-mandated trip, or trips outside of the ADA-mandated service area. When possible, a priority for this service

Specialized Accessible Van Service Guidelines	
	<p>should be fulfilling requests for WAV (Wheelchair Accessible Vehicle) trips as defined under the CPUC TNC Access for All (AFA)<sup>1</sup> Program Funding. Services may be subsidized in different ways as agreed upon by the program sponsor and transportation provider, including vouchers, scrip, reimbursement, a discount code on an app, call center or website payment, etc.</p>
Eligible Population	<p>People 18 and above who are unable to use fixed route, ADA-mandated or same-day transportation services due to disability. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18.</p> <p><i>Cities may continue to offer eligibility to prior Same-Day Transportation Service registrants below 70 years old who have used the program regularly since FY 2011/12, as long as it does not impinge on the City's ability to meet the minimum requirements of the Implementation Guidelines.</i></p> <p><i>Program sponsors may use either ADA eligibility, as established by ADA-mandated providers (incl. East Bay Paratransit, LAVTA, Union City Transit) or the Alameda County City-Based Paratransit Services Medical Statement Form, as proof of disability. Program sponsors may, at their discretion, also offer temporary or interim eligibility due to disability.</i></p> <p><i>ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.</i></p>
Time & Days of Service	<p>At discretion of program sponsor with local consumer input. When possible, service should be available Monday – Friday between the hours of 8 a.m. and 5 p.m. (excluding holidays), and accept reservations between the hours of 9 a.m. and 5 p.m. Monday – Friday (excluding holidays).</p>
Fare (Cost to Customer)	<p>Fares for pre-scheduled service should not exceed comparable local ADA-mandated or same-day transportation services fares.</p>
Other	<p>Specialized Accessible van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing service beyond ADA paratransit minimums (e.g. WAV). Cost per trip is defined as total transportation cost (from all sources of revenue) during a reporting</p>

<sup>1</sup> TNC Access for All Program <https://www.cpuc.ca.gov/tncaccess/>

Specialized Accessible Van Service Guidelines	
	period divided by the number of one-way trips, including attendant and companion trips, provided during the period.
Performance Measures (❖ Performance data required for Compliance Reports)	<ul style="list-style-type: none"> <li>❖ Number of one-way trips provided</li> <li>❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)               <ul style="list-style-type: none"> <li>• Total program cost per one-way trip, including extra costs for specialized service if applicable (total program cost during period divided by the number of one-way trips provided during period).</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of applicants and registrants</li> <li>• Demographic data on age, disability, ethnicity/race, and income</li> <li>• On-time performance</li> <li>• Number of trips provided to consumers who require an accessible vehicle</li> <li>• Data required for CPUC TNC Access for All (AFA) Program funding<sup>2</sup></li> <li>• Quantitative and qualitative information on complaints</li> <li>• Quantitative and qualitative information on safety incidents</li> <li>• Quantitative and qualitative information on outreach</li> <li>• Quantitative and qualitative information on ridership satisfaction</li> </ul> </li> </ul>

Accessible Shuttle Service Guidelines	
Service Description	<p>Shuttles are accessible vehicles that operate on a fixed, deviated, or flex-fixed route and schedule. They serve common trip origins and destinations visited by eligible consumers, e.g. senior centers, medical facilities, grocery stores, BART and other transit centers, community centers, commercial districts, and post offices.</p> <p>Shuttles should be designed to supplement rather than duplicate existing fixed route transit services. Routes should not necessarily be designed for fast travel, but to get as close as possible to destinations of interest, such as going into parking lots or up to the front entrance of a senior living</p>

<sup>2</sup> Access Provider Information – [Link](#)

Accessible Shuttle Service Guidelines	
	facility. Shuttles are often designed to serve active older adults who do not drive but are not ADA paratransit registrants.
Eligible Population	Shuttles should be designed to appeal to older adults but can be made open to the general public.
Time and Days of Service	At discretion of program sponsor with local consumer input.
Fare (Cost to Customer)	At discretion of program sponsor but cannot exceed local ADA paratransit fares. Fares may be scaled based on distance.
Cost of Service	By end of the second fiscal year of service, the City's cost per one-way trip per person should not exceed \$30, including transportation and direct administrative costs. Cost per trip is defined as total cost (all sources) during a reporting period divided by the number of one-way trips, including attendant and companion trips, provided during period.
Other	<p>Shuttle sponsors are required to coordinate with the local fixed route transit provider.</p> <p>Shuttle routes and schedules should be designed with input from the older adult and disabled communities to ensure effective design. For new shuttle services, to ensure effective program design, a well-defined plan must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>Deviations and flag stops are permitted at discretion of program sponsor.</p>
Performance Measures (❖ Performance data required for Compliance Reports)	<ul style="list-style-type: none"> <li>❖ Total ridership (<i>One-way passenger boardings</i>)</li> <li>❖ Total Measure B/BB cost per one-way passenger trip (<i>Total Measure B/BB program cost during period divided by the total ridership during period.</i>)               <ul style="list-style-type: none"> <li>• Total program cost per one-way passenger trip (total program cost during period divided by the total ridership during period).</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of applicants and registrants</li> <li>• Demographic data on age, disability, ethnicity/race, and income</li> <li>• On-time performance</li> <li>• Number of trips provided to consumers who require an accessible vehicle</li> <li>• Quantitative and qualitative information on complaints</li> <li>• Quantitative and qualitative information on safety incidents</li> </ul> </li> </ul>

Accessible Shuttle Service Guidelines	
	<ul style="list-style-type: none"> <li>• Quantitative and qualitative information on outreach</li> <li>• Quantitative and qualitative information on ridership satisfaction</li> </ul>

Group Trips Service Guidelines	
Service Description	Group trips are round-trip rides for pre-scheduled outings, including shopping trips, recreational events, and community activities. These trips are specifically designed to serve the needs of older adults and people with disabilities and typically originate from a senior center or housing facility, and are generally provided in accessible buses or vans.
Eligible Population	At discretion of program sponsor.
Time and Days of Service	Group trips must begin and end on the same day.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Programs can impose mileage or quantity of trips limitations to individuals or organizations to control program costs.
Performance Measures (❖ Performance data required for Compliance Reports)	<ul style="list-style-type: none"> <li>❖ Number of one-way passenger trips provided</li> <li>❖ Total Measure B/BB cost per passenger trip (<i>Total Measure B/BB program cost during period divided by the number of passenger trips provided during period.</i>)               <ul style="list-style-type: none"> <li>• Total program cost per passenger trip (total program cost during period divided by the number of passenger trips provided during period).</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of applicants and registrants</li> <li>• Demographic data on age, disability, ethnicity/race, and income</li> <li>• Number of trips provided to consumers who require a wheelchair accessible trip</li> <li>• Quantitative and qualitative information on complaints</li> <li>• Quantitative and qualitative information on safety incidents</li> <li>• Quantitative and qualitative information on outreach</li> <li>• Quantitative and qualitative information on ridership satisfaction</li> </ul> </li> </ul>



<b>Door-through-Door/Volunteer Driver Service Guidelines</b>	
Service Description	<p>Volunteer driver services are pre-scheduled, door-through-door services that are typically not accessible. These programs rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. Programs may use staff to complete intake or fill gaps in service provision. This service meets a key mobility gap by serving more vulnerable populations and should complement existing primary services (i.e. ADA-mandated, Specialized Accessible Van, or Same-Day).</p> <p>Volunteer driver programs may also have an escort component where volunteers accompany consumers on any service eligible for Alameda CTC funding, when they are unable to travel in a private vehicle.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	Program sponsors can use funds for administrative purposes and/or to pay for volunteer mileage reimbursement purposes (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates) or an equivalent financial incentive for volunteers.

Door-through-Door/Volunteer Driver Service Guidelines	
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> <li>❖ Number of one-way trips provided</li> <li>❖ Total Measure B/BB cost per one-way trip (<i>Total Measure B/BB program cost during period divided by the number of one-way trips provided during period.</i>)               <ul style="list-style-type: none"> <li>• Total program cost per one-way trip (total program cost during period divided by the number of one-way trips provided during period).</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of applicants and registrants</li> <li>• Demographic data on age, disability, ethnicity/race, and income</li> <li>• Quantitative and qualitative information on complaints</li> <li>• Quantitative and qualitative information on safety incidents</li> <li>• Quantitative and qualitative information on outreach</li> <li>• Number of active volunteer drivers</li> <li>• Number of one-way trips provided by staff</li> <li>• Percentage of service requests unfulfilled when requested within specified time</li> <li>• Quantitative and qualitative information on ridership satisfaction</li> </ul> </li> </ul>

Mobility Management and/or Travel Training Program Guidelines	
Service Description	<p>Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, and brokerage. Mobility management activities often include education and outreach to individuals and organizations. Individual trip planning can play an important role in ensuring that people use the “best” service for them for each trip, e.g. using East Bay Paratransit from Fremont to Berkeley for an event, using a TNC (e.g. Lyft, Uber) or taxi voucher for a same-day urgent doctor visit, and scheduling with a group trip service to go grocery shopping. Service types can include information and referral, service linkage, service coordination, or advocacy.</p> <p>Travel training is short-term, one-on-one or group-based intensive instruction designed to teach people with disabilities and older adults to</p>

<b>Mobility Management and/or Travel Training Program Guidelines</b>	
	<p>travel safely and independently on fixed-route public transportation in their community.<sup>3</sup></p> <p>Travel orientation, also known as transit orientation, is less formal and involved than traditional travel training and explains transportation systems by sharing information about trip planning, schedules, maps, fare systems, mobility devices, new mobility services, and benefits and services. It may be conducted in a group or one-on-one.<sup>4</sup></p> <p>This service description should not be considered all-inclusive. Programs are welcome to contact Alameda CTC staff to discuss other mobility management activities if they need guidance.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	N/A
Other	For new mobility management and/or travel training programs, to ensure effective program design, a plan with a well-defined set of activities must be submitted to Alameda CTC staff for review prior to implementation.
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	<p><b>Mobility Management Program</b></p> <ul style="list-style-type: none"> <li>❖ Number of individuals provided with mobility management support <i>(Note: an individual may have multiple contacts)</i></li> <li>❖ Number of contacts providing mobility management support</li> <li>❖ Total Measure B/BB cost per individual provided with mobility management support <i>(Total Measure B/BB program cost during period divided by the number of individuals provided with support during period.)</i></li> <li>• Total cost per individual provided with mobility management support <i>(total program cost during period divided by the number of individuals provided with support during period).</i></li> <li>• Demographic data on age, disability, ethnicity/race, and income of individuals</li> </ul>

<sup>3</sup> Easter Seals Project ACTION <http://www.projectaction.com/glossary-of-disability-and-transit-terms/>

<sup>4</sup> Easter Seals Project ACTION <https://www.nadtc.org/wp-content/uploads/Module-4-NADTC-link-version.pdf>

Mobility Management and/or Travel Training Program Guidelines	
	<ul style="list-style-type: none"> <li>• Non-Measure B/BB revenues and costs</li> <li>• Quantitative and qualitative information on outreach</li> <li>• Quantitative and qualitative information on program satisfaction</li> </ul> <p><b>Travel Training Program</b></p> <ul style="list-style-type: none"> <li>❖ Number of individuals trained and/or received travel orientation (divided by those in individual training and those participating in group trainings)</li> <li>❖ Total Measure B/BB cost per individual trained in individual trainings and in group trainings (<i>Total Measure B/BB program cost during period divided by the number of individuals trained during period</i>)</li> <li>• Total program cost per individual trained in individual trainings and in group trainings (total program cost during period divided by the number individuals trained during period)</li> <li>• Demographic data on age, disability, ethnicity/race, and income of individuals</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Number of individuals trained (divided by those receiving travel orientation, mobility device training, older adults, adults with disabilities, youth with disabilities, and/or people with visual impairments)</li> <li>• Quantitative and qualitative information on outreach</li> <li>• Percentage/number of people surveyed who used transit post workshop</li> <li>• Quantitative and qualitative information on program satisfaction</li> </ul>

Means-Based Fare Program Guidelines	
Service Description	Means-Based Fare Programs can subsidize any service eligible for paratransit funding and/or fixed-route transit for paratransit customers who are low-income and can demonstrate financial need.
Eligible Population	Subsidies can be offered to low-income consumers with demonstrated financial need who are currently eligible for an Alameda County ADA-mandated or city paratransit program.

Means-Based Fare Program Guidelines	
	Low income requirements are at discretion of program sponsors, but the requirement for household income should not be below the HUD Very Low-Income threshold for Alameda County. <sup>5</sup>
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.</p> <p>Low-income requirements and the means to determine and verify eligibility must be submitted to Alameda CTC staff for review prior to implementation.</p> <p>If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy. Other services or purposes proposed for means-based fare subsidy must be submitted to Alameda CTC staff for review prior to implementation.</p>
Performance Measures <i>(✦ Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> <li>❖ Number of unduplicated individuals who received scholarship/subsidized fares</li> <li>❖ Number of one-way fares/tickets subsidized</li> <li>❖ Total Measure B/BB cost per subsidy <i>(Total Measure B/BB program cost during period divided by the number of subsidized fares/tickets during period)</i> <ul style="list-style-type: none"> <li>• Total program cost per subsidy (total program cost during period divided by the number of subsidized fares/tickets during period)</li> <li>• Demographic data on age, disability, ethnicity/race, and income of individuals</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Quantitative and qualitative information on complaints</li> <li>• Quantitative and qualitative information on outreach</li> <li>• Quantitative and qualitative information on program satisfaction</li> </ul> </li> </ul>

<sup>5</sup> Alameda County Housing and Community Development Department [https://www.acgov.org/cda/hcd/hud-income-rent\\_limits.htm](https://www.acgov.org/cda/hcd/hud-income-rent_limits.htm)

<b>Meal Delivery Program Guidelines</b>	
Service Description	<p>Meal Delivery programs traditionally support delivery of meals to the homes of individuals who have difficulty traveling to congregate meal sites and/or have difficulty shopping for food or preparing meals for themselves.</p> <p>Meal delivery program eligibility under Measures B and BB is limited to transportation-related meal delivery program costs for traditional meal delivery services provided by a local community-based organization. Allowable expenses also include direct mileage reimbursement for volunteer drivers providing meal delivery.</p>
Eligible Population	At discretion of program sponsor.
Time and Days of Service	At discretion of program sponsor.
Fare (Cost to Customer)	At discretion of program sponsor.
Other	<p>Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs. Additionally, Meal Delivery Programs (including Capital Expenditures) may not account for more than 5% of the total funding made available for a Paratransit Discretionary Grant Program Call.</p> <p>Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.</p> <p>If programs are directly reimbursing volunteer drivers for meal delivery services, DLD program funds used for mileage reimbursement must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).</p> <p>For new meal delivery programs, to ensure effective program design, a well-defined plan must be submitted to Alameda CTC staff for review prior to implementation.</p>

Meal Delivery Program Guidelines	
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> <li>❖ Number of meal delivery trips</li> <li>❖ Total Measure B/BB cost per meal delivery trip (<i>Total Measure B/BB program cost during period divided by the number of meal delivery trips during period</i>)               <ul style="list-style-type: none"> <li>• Total number of individuals served</li> <li>• Total cost per meal delivery trip (total program cost during period divided by the number of meal delivery trips during period)</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Demographic data on age, disability, ethnicity/race, and income in aggregate</li> <li>• Quantitative and qualitative information on transportation program satisfaction</li> </ul> </li> </ul>

Capital Expenditures Guidelines	
Description	Capital expenditures are eligible if directly related to the implementation of a program or project within an eligible service category, including but not limited to, purchase of scheduling software, accessible vehicles and equipment, and accessibility improvements at shuttle stops.
Eligible Population	N/A
Time and Days of Service	N/A
Fare (Cost to Customer)	N/A
Other	<p>Capital expenditures are to support the eligible service types included in the Implementation Guidelines and must be consistent with objectives of the Alameda CTC Special Transportation for Seniors and Peoples with Disabilities (Paratransit) Program.</p> <p>Meal Delivery Programs may not account for more than 5% of the total funding made available for a Paratransit Discretionary Grant Program Call for vehicles.</p> <p>If programs are purchasing passenger vehicles, they should be accessible. Planned expenditures are subject to review by Alameda CTC staff prior to implementation.</p>

Capital Expenditures Guidelines	
Performance Measures <i>(❖ Performance data required for Compliance Reports)</i>	<ul style="list-style-type: none"> <li>❖ Total Measure B/BB cost</li> <li>• Non-Measure B/BB revenues and costs</li> <li>• Photograph of new vehicle (where applicable)</li> </ul>

The preceding pages reproduce the most recent version of the **Alameda County Transportation Commission (ACTC) Paratransit Program Implementation Guidelines and Performance Measures** available at the time of publication.

These guidelines establish the requirements that all Measure B and Measure BB–funded paratransit programs in Alameda County—including the City of Hayward’s HOP Program—must follow when planning, operating, and evaluating local non-ADA transportation services for seniors and people with disabilities.





## Appendix B: Complaint and Feedback Form

City of Hayward – Hayward Operated Paratransit (HOP) Program

Mail: 777 B Street, Hayward, CA 94541 | Email: [paratransit@hayward-ca.gov](mailto:paratransit@hayward-ca.gov) |

Fax: (510) 583-3650

Phone: (510) 583-4230 Option 1 (HOP Staff) or Option 3 (Onward Escalation)

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### Purpose

Use this form to share compliments, suggestions, or complaints about HOP or Onward services.

Forms may be submitted by mail, email, fax, or in person. Please allow up to 10 business days for acknowledgment.

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### Rider Detail

Date:

Client Name:

Client Address:

Contact Telephone Number:

Contact Email Address:

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### Type of Feedback

☐ Compliment      ☐ Suggestion      ☐ Complaint

☐ Other (please specify):

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## Service Type Involved

☐ HOP Program Policy      ☐ Onward Ride Reservation      ☐ Companion Ride  
☐ WAV Ride      ☐ TNC Ride (Uber/Lyft)      ☐ Other

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## Incident Details

(If Applicable)

Date of Incident:

Time of Incident:

Driver Name (if known):

Pick-up Address:

Drop-off Address:

## TRIP SURVEY

		Yes	No
1	Did you have any difficulty making your ride reservation?		
2	Did the driver pick you up within the established window of time (usually within 15 minutes of your call)		
3	Did the driver have problems finding you at your pick-up location?		
4	Was the vehicle clearly marked Lyft / Uber?		

5	Did you need assistance from the driver to board the vehicle? If yes, did the driver help?		
6	Was the driver courteous?		
7	Was the vehicle clean?		
8	If using a wheelchair, was a wheelchair-accessible vehicle dispatched for your ride?		

DETAILED ACCOUNT OF INCIDENT: Please provide a detailed description of the incident including your concern and any supporting documentation (use reverse side or include extra pages if additional space is needed).

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### Desired Outcome

Please tell us what you would like to see as a result of your feedback (e.g., follow-up call, policy review, driver training, etc.)

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### Follow-Up Preference

☐ Phone   ☐ Email   ☐ Mail   ☐ No follow-up needed

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### For Office Use Only

Date Received:                      Received By:

Date Resolved:                      Resolved By:

Outcome/Action Taken:



## Appendix C: Service Suspension Appeal Form

City of Hayward – Hayward Operated Paratransit (HOP) Program

Mail: 777 B Street, Hayward, CA 94541 | Email: [paratransit@hayward-ca.gov](mailto:paratransit@hayward-ca.gov) |

Fax: (510) 583-3650

Phone: (510) 583-4230 Option 1 (HOP Staff) or Option 3 (Onward Escalation)

---

### Purpose

This form allows riders to appeal a notice of suspension from the HOP program.

Appeals must be **submitted within ten (10) business days** of the date on the suspension notice.

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### Rider Detail

Date:

Client Name:

Client Address:

Contact Telephone Number:

Contact Email Address:

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### Suspension Notice Details

Date of Suspension Notice:

Reason for Suspension (as stated in notice):

Duration of Suspension:

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## Appeal Statement

Please describe why you believe the suspension should be reversed or modified. Include any supporting details or documents.

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## Requested Resolution

☐ Reversal of Suspension   ☐ Reduction in Duration   ☐ Clarification of Policy  
☐ Other

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## Submission and Review

Completed appeal forms may be submitted by mail, email, fax, or in person. Appeals will be reviewed by the **Paratransit Program Supervisor** and a City designee.

A written decision will be issued within **ten (10) business days** of receipt.

All decisions will be communicated in writing by mail unless another method is requested.

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Signature of Appellant: \_\_\_\_\_

Date: \_\_\_\_\_

