

Hayward Operated Paratransit (HOP) Means-Based Fare (MBF) Subsidy

The HOP (Hayward Operated Paratransit) Program offers no-cost paratransit services to eligible HOP participants. To qualify for the additional subsidy, referred to as our Means-Based Fare Subsidy (MBF), applicants must enroll in HOP and meet the U.S. Department of Housing and Urban Development (HUD) extremely low-income guidelines (see below).

About the Means-Based Fare Subsidy

HOP offers Means-Based Fares to eligible clients based on income. If you are enrolled in the Means-Based Fare subsidy, HOP rides will be provided at no cost.

To qualify, applicants must:

- Enroll in HOP and be in good standing, and
- Meet HUD extremely low-income guidelines (see below).

To Apply

To be considered for the additional MBF subsidy, please submit proof of enrollment in *one* of the following:

1. Social Security benefit statement (Social Security, SSI, SSDI)
2. Medi-Cal
3. CalFresh
4. WIC
5. CalWORKs
6. General Assistance (GA)
7. Cash Assistance Program for Immigrants (CAPI)

If riders are not able to verify using any of the above options, please provide:

- Three recent pay stubs

Please mail, email or fax your documentation to HOP. *Once all the required documentation is received, staff will review your request. You will be notified of the status of your application within 5-10 business days.* Please let us know if you would like us to return your documents by mail.

Eligibility - FY 2025 HUD Extremely Low-Income Limits (maximum income/household size):

# Persons in Household:	1	2	3	4	5	6	7	8
Extremely Low-Income Limits	\$33,600	\$38,400	\$43,200	\$46,700	\$51,800	\$55,650	\$59,500	\$63,300

Eligibility: If you have any questions or concerns, please contact our office at 510-583-4230 Ext 1 or paratransit@hayward-ca.gov.