



FOR IMMEDIATE RELEASE

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Announcing improved and expanded Hayward-area paratransit services with HOP

HAYWARD, Calif., Sept. 17, 2025—The City of Hayward now offers expanded paratransit services for Hayward, Castro Valley, San Lorenzo, unincorporated San Leandro, Ashland and Cherryland residents who are at least 70 years of age or at least 18 of age with a medical or disabling condition that prevents them from using conventional public transit such as buses or BART.

Called Hayward Operated Paratransit (HOP), the program complements and supplements [East Bay Paratransit](#) service when it isn't available and includes:

- **Curb-to-Curb Transportation**—Discounted Uber rides for participants who can enter and exit vehicles independently
- **Companion Rides**—Rides with trained drivers available to help with entering and exiting vehicles, getting to and from vehicles and handling mobility aids
- **Wheelchair Accessible Vehicle Transportation**—Rides with motorized wheelchair lifts and ramps for powered wheelchairs and electric scooters
- **Text-to-Book Self-Service Transportation Reservations**—Reserving and requesting rides directly by texting on a smart phone
- **Means-Based Fare Program for Very Low-Income Residents**—Zero cost rides on any available services for income-verified riders
- **Mobility Management and Application Assistance**—Help with understanding mobility options and applying for HOP and East Bay Paratransit.

For more information, go online [here](#) to the City of Hayward website, call (510) 583-4230 or email paratransit@hayward-ca.gov.

HOP is funded with Alameda County Measure BB sales tax revenue administered by the Alameda County Transportation Commission (ACTC).