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OAKLAND

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CITY OF OAKLAND

AGENDA REPORT

TO: FRED BLACKWELL
CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: Paratransit Measure B Funds
For FY 2014-2015

DATE: May 9, 2014

City Administrator
Approval

Date 5-15-14

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council adopt a resolution authorizing the City Administrator to apply for and accept Measure B direct local program distribution funds in the amount of \$942,497 and Measure B Gap Grant Funds up to \$92,500 from the Alameda County Transportation Commission for fiscal year 2014-2015 to provide Paratransit Services; and authorizing the City Administrator to execute reimbursement agreements in amounts of: 1) \$380,000 to Reliable Express Care, Inc., 2) \$200,000 to friendly transportation, inc. Dba friendly transportation, friendly cab company, Metro Yellow Cab Company and Yellow Cab Company, 3) \$200,000 to Veterans Transportation, Inc. Dba Veterans Transportation and Veterans Cab Company and 4) \$28,000 to Wheelcare Express, Inc.; and authorizing the City Administrator to execute any necessary amendments to the agreements without returning to City Council.

EXECUTIVE SUMMARY

The Alameda County Transportation Commission requires that eligible Measure B recipients, such as the City of Oakland, receive annual City Council approval in order to receive and administer Measure B funds to provide non-mandated paratransit services aimed at improving the mobility of seniors and persons with disabilities within respective service areas.

Item: _____
Life Enrichment Committee
May 27, 2014

OUTCOME

Approval of the Resolution will authorize the City Administrator to apply for and accept Measure B sales tax revenue from the Alameda County Transportation Commission (ACTC) on the behalf of Oakland Paratransit for the Elderly and Disabled Program (OPED) in order to continue to provide subsidized taxi and accessible van transportation services for adults with disabilities and senior residents age 70 and older through reimbursement agreements with local transportation providers.

BACKGROUND/LEGISLATIVE HISTORY

Program History

The City of Oakland began operating city-based paratransit services in 1978 with State Transportation Development Act (TDA 4.5) funds, which was later supplemented with Alameda County's Measure B half cent sales tax after voters approved it in November 1986, for administration by the Alameda County Transportation Authority (ACTA).

The Americans with Disabilities Act (ADA), effective July 26, 1990, mandates that all public transit operators provide complementary paratransit services for persons who cannot use fixed route transit due to a disability. To fulfill these requirements, AC Transit and BART, major public transit operators in this service area, formed the East Bay Paratransit Consortium (EBP) and developed a Coordinated Paratransit Plan. Historically, East Bay Paratransit has been the primary paratransit provider in Alameda County.

In December 1996, Oakland began offering a new supplemental paratransit service solely funded by Measure B. The program was designed to meet the needs of Oakland residents who require assistance beyond the parameters of the Consortium's program. To date, the City of Oakland has contracted with taxicab companies and wheelchair accessible van companies to provide its service.

The reauthorization of Measure B through 2022 was approved by voters in November 2000 to be administered by the Alameda County Transportation Improvement Authority (ACTIA) and the newly-formed Alameda County Transportation Commission (ACTC) as of July 2010. The funds have been divided among the four zones of the County (North, Central, South and East) by legislation and are allocated to the respective cities on a formula basis.

Upon initiation of the second measure, the City of Oakland received the largest allocation of 70.45% of North County's share to serve both Oakland and Piedmont residents. At that time, the funding formula was based on data from the 2000 U. S. Census and the most recent SSI data for Oakland residents.

Item: _____
Life Enrichment Committee
May 27, 2014

Since then, the funding formula has been revised for five fiscal years, FY 2012-2013 through FY 2016-2017, based on updated data from the 2010 U.S. Census. In addition, the Alameda County Transportation Commission has approved the utilization of annual updates of American Community Survey (ACS) income data as a replacement for SSI data. Therefore, under the new formula, Oakland has seen a percentage decline of approximately 3.76% or approximately 66.69% of North County's share, which still ranks as the largest distribution.

City Goal Alignment

The City of Oakland's Comprehensive Plan for Seniors (2002 update), states that the City should give priority to elderly population groups with special needs, including the vulnerable and frail elderly. Transportation was rated the fifth most important issue overall to Oakland seniors. Oakland Paratransit services respond to the recommendations for transportation and giving priority to the elderly who are vulnerable and frail.

In addition, the Human Services Department has collaborated with Alameda County, AC Transit, BART and other entities to develop Americans with Disabilities Act (ADA) compatible and non-ADA paratransit services for seniors and persons with disabilities.

Program Contracting

The Request for Proposals/Qualifications (RFP/Q) requirements are not applicable because the agreements are not professional services contracts. The City of Oakland enters into reimbursement agreements, on a non-exclusive basis, with any taxi and van company that provides paratransit services for the elderly and disabled, has a minimum fleet of five or more vehicles, is permitted to provide service in Oakland and meets the City's other requirements for paratransit services.

Each recommended taxi and wheelchair accessible van company meets all applicable laws and regulations and complies with City contracting requirements such as possession of appropriate business permits, proof of vehicle insurance, workers' compensation insurance, drug and alcohol testing for drivers, hire and in-service driver trainings and other outlined conditions.

Staff has determined that the recommended companies providing taxi and/or wheelchair van services meet all necessary requirements.

ANALYSIS

Staff does not foresee any significant concerns or key issues that will adversely impact Oakland Paratransit for the Elderly and Disabled Program to function at full capacity for the upcoming fiscal year. Services will be available city-wide to eligible applicants. At the time of this report, client enrollment was 1,160 and reflected as follows:

Item: _____
Life Enrichment Committee
May 27, 2014

OPED Unduplicated Client Count FY 13-14											
Zip Code	Total Count	Percent	Race							Sex	
			African American	Asian/Pacific Islander	Caucasian	Hispanic	Native American	Other	Un-Identified	M	F
94601	74	6.4	35	15	12	12	0	0	0	22	52
94602	58	5.0	19	11	26	0	0	2	0	15	43
94603	56	4.8	48	0	3	3	0	2	0	12	44
94605	126	10.9	89	7	23	1	1	2	3	31	95
94606	84	7.2	40	23	10	6	0	5	0	21	63
94607	81	7.0	44	28	4	2	0	0	3	25	56
94608	72	6.2	60	3	4	0	1	0	4	14	58
94609	61	5.3	48	0	10	1	0	0	2	18	43
94610	115	9.9	34	18	57	1	0	3	1	19	95
94611	156	13.4	25	38	78	3	1	9	3	47	110
94612	132	11.4	31	43	50	2	0	3	3	30	102
94618	33	2.8	3	5	24	1	0	0	0	11	22
94619	36	3.1	15	8	11	2	0	0	0	6	30
94620	2	0.2	2	0	0	0	0	0	0	0	2
94621	58	5.0	46	0	1	2	0	2	5	10	46
Others	16	1.4	7	0	6	0	0	1	4	4	14
TOTALS	1160	100	546	199	319	36	3	29	28	285	875

PUBLIC OUTREACH/INTEREST

Program status and activities are continually captured and made available to the public annually by the Alameda County Transportation Commission through the following requirements:

- Annual article publication in a mass generated print or electronic medium;
- Submission of a year-end program report that is accessible to the public;
- Submission of a year-end compliance report and independent audit that is accessible to the public;
- Participation in Technical Advisory Committee (TAC) meetings that are open to the public; and
- Participation and attendance at Paratransit Advisory and Planning Committee (PAPCO) meetings that is open to the public.

Item: _____
 Life Enrichment Committee
 May 27, 2014

Staff also continues to attend and participate in meetings held by the Mayor's Commission on Persons with Disabilities and the Mayor's Commission on Aging. Annual presentations are made for these respective commissions for outreach and feedback from the commissioners and the general public that is considered in annual program planning.

Additional consumer input has been derived through verbal and written feedback, as well as information solicited through the OPED's annual survey process.

COORDINATION

In preparation of this report and resolution, the City Attorney's Office, Budget Office, HSD fiscal services, HSD Director, and the Aging & Adult Services Manager have been consulted.

COST SUMMARY/IMPLICATIONS

1. AMOUNT OF RECOMMENDATION/COST OF PROJECT:

Project Delivery	\$1,156,097
Total Project Costs	\$1,156,097

2. COST ELEMENTS OF PROJECT:

Management	\$326,436
Customer Service/Outreach	\$146,660
Transportation Service	\$683,001
TOTAL PROJECT AMOUNT	\$1,156,097

3. SOURCE OF FUNDING:

The FY 2014-2015 Adopted Policy Budget for Oakland Paratransit for the Elderly and Disabled Program includes the Measure B direct local program distribution and projected fare revenue. The direct local program distribution of \$942,497 and projected fare revenue of \$121,100 have been appropriated to Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project (G462510), OPED Taxi Project (G462520), and OPED Van Project (G462530).

Measure B Gap Grant funds up to \$92,500 that Oakland will receive from ACTC for FY 2014-2015 have been appropriated to Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly, Disabled Organization (75621), OPED Gap Project (G460920).

Item: _____
Life Enrichment Committee
May 27, 2014

4. FISCAL IMPACT:

The funding for OPED contracts is included in the FY 2014-2015 Adopted Policy Budget under Human Services Department, Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for Elderly and Disabled Organization (75621), OPED Admin FY14/15 Project (G462510), OPED Taxi FY 14/15 Project (G462520), OPED Van FY14/15 Project (G462530), and Empowering Seniors and People with Disability Program (YS14). HSD is requesting as it has in prior years, a contribution from general purpose fund in an amount equivalent to Central Services Overhead in an estimated amount of \$80,031.

If additional Measure B direct local program distribution funds become available from the grantor (Alameda County Transportation Commission), for the same purpose, within the existing term, staff is seeking authorization to accept and appropriate funds for the OPED program without returning to Council within the duration of the grant term.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Three vendors recommended herein, Reliable (formally VIP), Friendly and Veterans, have been utilized for service delivery for several years. They have all performed at a satisfactory level with a consistent track record for safety and customer satisfaction. They are well versed in the program's policies and procedures and submit legible and organized invoices for reimbursement. Combined, they provided 32,056 passenger trips during FY 2012-2013.

Wheelcare is being added as a supplemental accessible van trip provider. They are a local, long-time provider of transportation to Oakland elderly, disabled and special needs populations. They have a notable reputation locally and throughout the Eastbay and will serve as another service option for OPED riders that use wheelchairs.

Independent of staff evaluation, OPED relies on informal feedback from many of the riders through office visits, phone calls, and letters that informs staff of unmet needs, customer service experiences and overall impressions of the program.

In addition, staff conducts an annual mail survey of riders to gain additional qualitative information. The survey was developed for the collection of information for City Council, Alameda CTC and the Paratransit Advisory and Planning Committee (PAPCO). The survey for FY 2013-2014 will be conducted throughout the month of May. The FY 2012-2013 survey results are provided below:

Item: _____
Life Enrichment Committee
May 27, 2014

FY 2012-2013 Paratransit Survey Summary

Primary purpose of trips?	Shopping	Medical	Social	Recreation	No Response	Business
	52%	86%	26%	19%	3%	0%
Wait on the phone to request a ride?	< 10 min	> 10 minutes	No response	-	-	-
	72%	20%	8%	-	-	-
Rides on time?	Always	Mostly	Sometimes	Seldom	Never	No Response
	25%	51%	17%	2%	1%	5%
Vehicles clean and in good condition?	Always	Mostly	Sometimes	Seldom	Never	No Response
	38%	43%	12%	2%	1%	4%
Drivers helpful and friendly?	Always	Mostly	Sometimes	Seldom	Never	No Response
	29%	39%	23%	4%	2%	4%
Trips on an average in minutes?	5-10 min	10-15 min.	15-20 min	20-25 min.	Over 25 min.	No Response
	10%	32%	35%	18%	10%	5%
Overall satisfaction with service?	Excellent	Very Good	Good	Fair	Poor	No Response
	30%	36%	19%	7%	3%	6%

SUSTAINABLE OPPORTUNITIES

Economic: Funds from Measure B will be used for agreements with local vendors to improve current paratransit services. Vendors will subscribe to the City's Living Wage Ordinance.

Environmental: The Paratransit Program encourages shared ride transportation that decreases levels of air pollution and lessens traffic congestion.

Social Equity: Paratransit funds will make services accessible for residents who due to age or disability would not be able to have access. Access to services will improve the quality of life for paratransit participants.

Item: _____
 Life Enrichment Committee
 May 27, 2014

Fred Blackwell, City Administrator

Subject: Paratransit Measure B Funds For FY 2014-2015

Date: May 9, 2014

Page 8

For questions regarding this report, please contact Scott Means, Aging & Adult Services Manager at 510-238-6137.

Respectfully submitted,



Sara Bedford, Director
Human Services Department

AGING & ADULT SERVICES DIVISION

Reviewed by: Scott Means, Manager

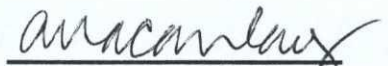
Prepared by: Hakeim McGee, Supervisor

Oakland Paratransit for the Elderly & Disabled

Item: _____
Life Enrichment Committee
May 27, 2014

2014 MAY 15 PM 5: 32

Approved as to Form and Legality


City Attorney

OAKLAND CITY COUNCIL

RESOLUTION No. _____ C.M.S.

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT MEASURE B DIRECT LOCAL PROGRAM DISTRIBUTION FUNDS IN THE AMOUNT OF \$942,497 AND MEASURE B GAP GRANT FUNDS UP TO \$92,500 FROM THE ALAMEDA COUNTY TRANSPORTATION COMMISSION FOR FISCAL YEAR 2014-2015 TO PROVIDE PARATRANSIT SERVICES; AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE REIMBURSEMENT AGREEMENTS IN AMOUNTS OF: 1) \$380,000 TO RELIABLE EXPRESS CARE, INC., 2) \$200,000 TO FRIENDLY TRANSPORTATION, INC. DBA FRIENDLY TRANSPORTATION, FRIENDLY CAB COMPANY, METRO YELLOW CAB COMPANY AND YELLOW CAB COMPANY, 3) \$200,000 TO VETERANS TRANSPORTATION, INC. DBA VETERANS TRANSPORTATION AND VETERANS CAB COMPANY AND 4) \$28,000 TO WHEELCARE EXPRESS, INC.; AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE ANY NECESSARY AMENDMENTS TO THE AGREEMENTS WITHOUT RETURNING TO CITY COUNCIL

WHEREAS, voters in Alameda County passed the new Measure B in November 2000, thereby providing sales tax revenues for paratransit services; and

WHEREAS, Measure B funds will be required by the City of Oakland for Fiscal Year 2014-2015 for the purpose of providing subsidized transportation by taxi or by van to the elderly and persons with disabilities who are deemed unable to use public transit; and

WHEREAS, the City of Oakland has been in the past and continues to be an eligible recipient for Alameda County Measure B funds; and

WHEREAS, the City of Oakland Adopted Policy Budget for Fiscal Year 2014-2015 includes Measure B fund appropriation in Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), and OPED Administration Project (G462510), OPED Taxi Project (G462520), OPED Van Project (G462530); and

WHEREAS, the City wishes to offset all central services overhead charges in an estimated amount of \$80,031 associated with this grant, as has been done in all of the past years; and

WHEREAS, the RFQ/RFP process is not applicable because these agreements are not professional services contracts and the City of Oakland enters agreements on a non-exclusive basis, with any taxi and van companies that provide paratransit services for the elderly and disabled, have a minimum fleet of five or more vehicles, permitted to provide taxi service in Oakland, and meet the City's other requirements for paratransit services; and

WHEREAS, the City desires to maintain this service without interruption; and

WHEREAS, the City lacks the fleet, the van equipment and the support structure to operate this service with City employees and has never provided or operated such a service; and

WHEREAS, all of the companies for which agreement authorization is being requested meet the City's requirements for paratransit services; and

WHEREAS, the City wishes to enter into agreements with the following paratransit providers for the amounts as specified below:

- Reliable Express Care, Inc. \$380,000
- Friendly Transportation, Inc. dba \$200,000
 Friendly Transportation, Friendly Cab Company,
 Metro Taxicab Company and Yellow Cab Company
- Veterans Transportation, Inc. dba \$200,000
 Veterans Transportation and Veterans Cab Company
- Wheelcare Express, Inc. \$ 28,000

; now, therefore, be it

RESOLVED: That the City Administrator or his designee is hereby authorized to accept Measure B direct local program distribution funds in the amount of \$942,497 and Measure B Gap Grant funds up to \$92,500 for the Oakland Paratransit Program to be deposited into Measure B – Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly, Disabled organization (75621), OPED Admin FY14/15 Project (G462510) and OPED Gap Project (G460920); and be it

FURTHER RESOLVED: That should additional funds become available from the grantor (Alameda County Transportation Commission), during FY 2014-2015, the City Administrator is authorized to accept and appropriate same to Measure B – Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621) for the purposes described above without returning to Council within the duration of the grant term; and be it

FURTHER RESOLVED: That the City Administrator is authorized to enter into reimbursement agreements with the following paratransit providers for the amounts as specified below:

- Reliable Express Care, Inc. \$380,000
- Friendly Transportation, Inc. dba \$200,000
 Friendly Transportation, Friendly Cab Company,
 Metro Taxicab Company and Yellow Cab Company
- Veterans Transportation, Inc. dba \$200,000
 Veterans Transportation and Veterans Cab Company
- Wheelcare Express, Inc. \$ 28,000

; and be it

FURTHER RESOLVED: That the City Administrator is authorized to execute any necessary amendments to the agreements with the service providers without returning to City Council; and be it

FURTHER RESOLVED: That estimated fees to be collected in the amount of \$121,100 by Oakland Paratransit for the Elderly and Disabled (OPED) in conjunction with the sale of van vouchers and taxi scrip to OPED clients have been appropriated in accordance with the terms of the existing agreements, for the exclusive use of OPED to Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Taxi Project (G462520) and OPED Van Project (G462530); and be it

FURTHER RESOLVED: That all central services overhead charges associated with this grant in an estimated amount of \$80,031 will be offset through a contribution of the General Purpose Fund as approved in the Adopted Budget; and be it

FURTHER RESOLVED: That the City Administrator or designee is hereby authorized and directed to apply for, conduct all negotiations, execute and submit all documents including but not limited to claims, applications, agreements, amendments, modifications, and payment requests, to conduct all related actions that may be necessary for the completion of the delivery of Measure B taxi and van service to the elderly and disabled; and be it

FURTHER RESOLVED: That the Office of the City Attorney will approve the proposed agreements as to form and legality and copies will be on file in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, GALLO, GIBSON MCELHANEY, KALB, KAPLAN, REID, SCHAAF and
PRESIDENT KERNIGHAN

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____
LATONDA SIMMONS
City Clerk and Clerk of the Council
of the City of Oakland, California