



AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Sara Bedford
Director, Human Services

SUBJECT: Paratransit Measure B & BB Funds
For Fiscal Year 2018-2019

DATE: April 30, 2018

City Administrator Approval

Date:

5/8/18

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Authorizing The City Administrator To 1) Accept And Amend The Appropriations Of Direct Local Program Distribution Funds In The Amount Of \$1,141,917 Measure B And \$1,176,036 Measure BB For Fiscal Year 2018-2019 From The Alameda County Transportation Commission To Provide Paratransit Services; And 2) Authorizing The City Administrator To Execute Reimbursement Agreements For Fiscal Year 2018-2019 In Amounts Of: \$600,000 To Friendly Transportation, Inc., \$100,000 To St. Mini Cab Corporation, \$325,000 To Quality Transit, LLC, \$200,000 To Bell Transit Corporation, \$50,000 To One Access Medical Transportation, LLC And \$175,000 To Bay Area Charters, Inc.; And 3) Authorizing The City Administrator To Accept And Appropriate Any Additional Grant Funds That May Become Available For Fiscal Year 2018-2019 And Amend The Fiscal Year 2018-2019 Agreements Without Returning To City Council.

EXECUTIVE SUMMARY

As the City of Oakland is an eligible recipient of Measure B and Measure BB funds, staff is seeking City Council approval to receive and administer the revenue from the Alameda County Transportation Commission (ACTC) in the amount of \$2,317,953 to provide non-mandated (absence of Federal regulations) paratransit services aimed at improving the mobility of seniors and persons with disabilities within respective service areas through the Oakland Paratransit for the Elderly and Disabled (OPED) Program.

BACKGROUND / LEGISLATIVE HISTORY

The City of Oakland began operating city-based paratransit services in 1978 with State Transportation Development Act (TDA 4.5) funds to assist frail-elderly and adult persons with disabilities with public transportation access challenges.

Item: _____
Life Enrichment Committee
May 22, 2018

In November 1986, Alameda County voters approved the Measure B half-cent sales tax initiative dedicated for expansion of mass transit systems, improved highway infrastructure, local street and road improvement, bicycle and pedestrian safety and expanded special transportation for seniors and people with disabilities. The Alameda County Transportation Authority (ACTA) was formed to administer the funds as outlined in the Measure B Expenditure Plan through 2002. The City of Oakland was an eligible recipient of Measure B funds and utilized the source to supplement its existing services.

The Americans with Disabilities Act (ADA), effective July 26, 1990, mandates that all public transit operators provide complementary or corresponding paratransit services for persons who cannot use fixed-route transit due to a disability. Therefore, in 1994, to fulfill the ADA requirements, Alameda-Contra Costa Transit District (AC Transit) and San Francisco Bay Area Rapid Transit (BART), major public transit operators in this service area, formed the East Bay Paratransit Consortium (EBPC) and developed a Coordinated Paratransit Plan. Since that time, East Bay Paratransit has been the primary ADA paratransit provider in Alameda County and a Measure B recipient agency.

In December 1996, the City of Oakland began offering its supplemental paratransit services solely funded by Measure B. The program was designed to meet the needs of Oakland residents who require assistance beyond the parameters of the EBPC's program.

In November 2000, voters approved the reauthorization of Measure B through 2022 to be administered by the Alameda County Transportation Improvement Authority (ACTIA) and then later by the newly-formed Alameda County Transportation Commission (Alameda CTC) as of July 2010.

In November 2014, voters approved a supplemental half-cent sales tax for transit funding, Measure BB, to run concurrently with Measure B through 2022 and then transition to a whole-cent Measure BB initiative through 2045. The City of Oakland also receives Measure BB funding as an eligible recipient.

The specialized transit Measure B and Measure BB funds historically have been divided among the four zones of Alameda County (North, Central, South and East) by legislation and allocated to the respective cities throughout and eligible transit agencies on a formula basis developed by the Paratransit Planning and Advisory Committee (PAPCO) and as adopted by the Alameda CTC.

ANALYSIS AND POLICY ALTERNATIVES

The City of Oakland is currently under Master Funding Agreement #A16-0061 with the Alameda County Transportation Commission (Alameda CTC) for the period July 1, 2016 to June 30, 2026. The Agreement authorizes Alameda CTC to allocate the Direct Local Distribution (DLD) funds derived from Measure B and Measure BB as described in their respective voter-approved expenditure plans.

Staff submitted the FY 2018-2019 Program Plan to Alameda CTC staff on March 23, 2018 that outlines the City's plan for next year service provision as an eligible recipient of Measure B and Measure BB funds to provide specialized transportation services for seniors and persons with disabilities. Oakland has successfully provided these services prior to and since the passage of Measure B in 1986.

The Paratransit Program Implementation Guidelines provide program eligibility and fund usage guidelines, definitions, additional requirements, and guideline adoption details that the City has complied with successfully over the years. The City has appropriate policies, procedures and accounting systems in place to comply with all Alameda CTC rules for the sole purpose of providing the transportation services described in this report.

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 and continue to offer effective and valuable transportation services.

The Request for Proposals/Qualifications (RFP/Q) requirement is not applicable because the agreements herein are not professional services contracts but rather direct distribution agreements. The City of Oakland enters into reimbursement agreements, on a non-exclusive basis, with any taxi company that has a minimum fleet of five or more vehicles; van, shuttle or charter companies with adequate fleet capacity and design to provide specialized transportation services for seniors, frail-elderly and adult persons with disabilities; companies permitted to provide service in Oakland; and companies that meet the City's other requirements for paratransit services.

Each recommended taxi, wheelchair accessible van, shuttle, or charter company herein 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, accessible van, shuttle and/or charter services meet all necessary requirements.

The City contracts with the two largest taxi companies in Oakland. Over the years, smaller taxi providers have approached staff about participating, but deemed themselves unable to be successful due to small fleet sizes, lack of 24-hour dispatch capabilities, insurance requirements, etc. They have also been unsuccessful in partnering with other small companies to form co-ops. In relation to van services, there are other Oakland operators, but they have their own business niche and do not have the interest to provide services through OPED. Thus, the vendors proposed in the report are with interest.

Alameda County Transportation Commission had a call for transportation projects last year that yielded no respondents interested in providing services in Oakland. OPED staff conducted its own Request for Interest (RFI) earlier this year and only attracted one new potential vendor that is proposed in the report, One Access Medical Transportation.

Services will continue to be available city-wide to eligible applicants. At the time of this report, client enrollment was 1,728 and reflected in **Table 1** below:

Table 1: FY 2017-2018 OPED Registered Client Demographics

OPED Unduplicated Client Count											
Zip	Clients	Percent	Race*							Gender	
			AA	A/PI	C	H	NA	O	UN	M	F
94601	91	5.3	56	8	13	9	2	3	0	27	64
94602	92	5.3	25	21	42	3	0	1	0	19	73
94603	68	3.9	56	4	6	1	0	1	0	21	47
94605	142	8.2	112	10	12	1	0	5	2	44	98
94606	117	6.8	55	33	21	1	0	6	1	31	86
94607	127	7.3	55	62	5	2	1	1	1	40	87
94608	75	4.3	58	7	6	0	0	1	3	15	60
94609	76	4.4	51	4	15	0	1	4	1	24	52
94610	178	10.3	39	29	103	1	0	5	1	40	138
94611	336	19.4	30	132	149	11	0	14	0	96	240
94612	211	12.2	40	97	63	3	1	5	2	59	152
94618	40	2.3	4	2	28	2	0	4	0	11	29
94619	69	4.0	25	12	24	3	0	5	0	17	52
94620	3	0.2	2	0	0	0	0	1	0	0	3
94621	77	4.5	59	4	1	7	0	3	3	14	63
Others	26	1.5	10	4	5	0	0	5	2	9	17
TOTALS	1728	100	677	429	493	44	5	64	16	467	1261

*(AA) African American; (A/PI) Asian /Pacific Islander; (C) Caucasian; (H) Hispanic; (NA) Native American; (O) Other; (UN) Unidentified

FISCAL IMPACT

The FY 2017-2019 Adopted Biennial Budget for OPED Program includes appropriations in FY2018-2019 for Measure B direct local program distribution funds in the amount of \$1,134,771 and projected fare revenue in the amount of \$115,000. Approval of this resolution will authorize the adopted appropriation for direct local program distribution funds to be amended to \$1,141,917 in Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project Award (23371), OPED FY 2018-2019 Measure B Project (1004088), Empowering Seniors & People With Disability Program (YS14).

The FY 2017-2019 Adopted Biennial Budget for Oakland Paratransit for the Elderly and Disabled Program includes an appropriation in FY2018-2019 in the amount of \$1,179,709 for Measure BB direct local program distribution funds. Approval of this resolution will authorize the

adopted appropriation to be amended to \$1,176,036 in Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED FY 2018-2019 Administration Project Award (23372), OPED FY 2018-2019 Measure BB Project (1004089), Empowering Seniors & People With Disability Program (YS14).

The funding for OPED contracts is included in the FY 2018-2019 Adopted Policy Budget under Human Services Department (HSD). Approval of the resolution will authorize agreements with the following paratransit providers for the not to exceed amounts specified below:

• Friendly Transportation, Inc.	\$600,000
• St. Mini Cab Corporation	\$100,000
• Quality Transit, LLC	\$325,000
• Bell Transit Corporation	\$200,000
• One Access Medical Transportation, LLC	\$ 50,000
• Bay Area Charters, Inc.	\$175,000

The amounts are based on the analysis of FY 17/18 performance trends of each respective company at the time of the report.

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 \$61,602 for Measure B Fund (2213), and \$45,427 for Measure BB Fund (2216).

If additional funds become available for the same purpose, within the existing term, staff is seeking authorization to accept and appropriate funds for the OPED program and amend the FY 2018-2019 reimbursement agreements without returning to City Council within the duration of the grant term.

PUBLIC OUTREACH / INTEREST

Program status and activities are continually captured and made available to the public annually by the ACTC through the following requirements:

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

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 as necessary. Annual presentations are made for these respective commissions for outreach and feedback from the commissioners and the 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 OPED's annual participant survey process.

COORDINATION

In preparation of this report and associated resolution, the Office of the City Attorney, Controller's Bureau, Human Services Department Administration and Human Services Department Budget & Fiscal Services have been consulted.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

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 PAPCO. The survey for FY 2017-2018 will be conducted throughout the month of May 2018. The FY 2016-2017 survey results are provided in **Table 2** below and are based on 481 client returns providing feedback for Friendly Transportation, Inc.; St. Mini Cab Corporation; Quality Transit, LLC; and Bay Area Charters, Inc.:

Table 2: FY 2016-2017 Paratransit Survey Summary

1) Most common purpose of trips?	Shopping	Medical	Social	Recreation	Other
	38%	73%	22%	14%	-
2) Wait-time on the phone to request a ride?	< 10 min	> 10 min	-	-	-
	70%	30%	-	-	-
3) Rides on time?	Always	Mostly	Sometimes	Seldom	Never
	24%	55%	15%	6%	-
4) Vehicles clean and in good condition?	Always	Mostly	Sometimes	Seldom	Never
	36%	47%	10%	6%	1%
5) Drivers helpful and friendly?	Always	Mostly	Sometimes	Seldom	Never
	39%	40%	17%	4%	-
6) Trips on an average in minutes?	5-10 min	10-15 min	15-20 min	20-25 min	+ 25 min
	12%	27%	32%	18%	11%
7) Overall satisfaction with service?	Excellent	Very Good	Good	Fair	Poor
	35%	44%	16%	4%	1%

Most of the low marks stem from taxi scrip program enrollees. Staff plans to share the feedback with the taxi companies in summary form such that the results can be shared with the drivers with the intent to improve service. Although the results represent a small percentage, it is still

important that the taxi drivers know they are being scrutinized and the information is being publicly reported.

Friendly Transportation, Inc. is a multiyear contractor providing taxi and van services. St. Mini Cab Corporation became sole owner of Veterans Cab during FY 2015-2016 of which taxi and van services were provided. Prior, Veterans Cab was contracted through Veterans Transportation, Inc. for taxi and van services. Bell Transit Corporation was previously a subcontractor for St. Mini Cab Corporation for van services during FY 2016-2017, but became an independent entity during FY 2017-2018; thus, cab services were provided through Veterans Cab and van services through Bell Transit. Quality Transit, LLC has been a contractor for three years and Bay Area Charters, Inc. has been a contractor for two years. Assessment of these contractor services for FY 2017-2018 will be made available in the next contracting year, but they have performed well in the past and are highly recommended by staff moving forward into FY 2018-2019. One Access Medical Transportation, LLC is a recommended new provider for auxiliary van services.

SUSTAINABLE OPPORTUNITIES

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

Environmental: The Paratransit Program encourages shared ride transportation that reduces the emission of carbon dioxide into the atmosphere and lessens traffic congestion, reduces fuel consumption, improves commute times and reduces the frequency of costly road repairs.

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.

ACTION REQUESTED OF THE CITY COUNCIL

Staff Recommends That The City Council Adopt A Resolution Authorizing The City Administrator To Accept And Amend The Appropriations Of Direct Local Program Distribution Funds In The Amount Of \$1,141,917 Measure B And \$1,176,036 Measure BB For Fiscal Year 2018-2019 From The Alameda County Transportation Commission To Provide Paratransit Services; And Authorizing The City Administrator To Execute Reimbursement Agreements For Fiscal Year 2018-2019 In Amounts Of: \$600,000 To Friendly Transportation, Inc., \$100,000 To St. Mini Cab Corporation, \$325,000 To Quality Transit, LLC, \$200,000 To Bell Transit Corporation, \$50,000 To One Access Medical Transportation, LLC And \$175,000 To Bay Area Charters, Inc.; And Authorizing The City Administrator To Accept And Appropriate Any Additional Grant Funds That May Become Available For Fiscal Year 2018-2019 And Amend The Fiscal Year 2018-2019 Agreements Without Returning To City Council.

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

Respectfully submitted,



SARA BEDFORD
Director, Human Services Department

Reviewed by: Scott Means, Manager
Aging and Adult Services Division

Prepared by: Hakeim McGee, Supervisor
Oakland Paratransit for the Elderly & Disabled

FILED
OFFICE OF THE CITY CLERK
OAKLAND
2018 MAY -9 PM 2:31

OAKLAND CITY COUNCIL

Approved as to Form and Legality


City Attorney

RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO:

1) ACCEPT AND AMEND THE APPROPRIATIONS OF DIRECT LOCAL PROGRAM DISTRIBUTION FUNDS IN THE AMOUNT OF \$1,141,917 MEASURE B AND \$1,176,036 MEASURE BB FOR FISCAL YEAR 2018-2019 FROM THE ALAMEDA COUNTY TRANSPORTATION COMMISSION TO PROVIDE PARATRANSIT SERVICES; AND

2) AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE REIMBURSEMENT AGREEMENTS FOR FISCAL YEAR 2018-2019 IN AMOUNTS OF:

- \$600,000 TO FRIENDLY TRANSPORTATION, INC.,**
- \$100,000 TO ST. MINI CAB CORPORATION,**
- \$325,000 TO QUALITY TRANSIT, LLC,**
- \$200,000 TO BELL TRANSIT CORPORATION,**
- \$50,000 TO ONE ACCESS MEDICAL TRANSPORTATION, LLC,**
- \$175,000 TO BAY AREA CHARTERS, INC.; AND**

3) AUTHORIZING THE CITY ADMINISTRATOR TO ACCEPT AND APPROPRIATE ANY ADDITIONAL GRANT FUNDS THAT MAY BECOME AVAILABLE FOR FISCAL YEAR 2018-2019 AND AMEND THE FISCAL YEAR 2018-2019 AGREEMENTS WITHOUT RETURNING TO CITY COUNCIL

WHEREAS, voters in Alameda County passed Measure B in November 1986, reauthorized Measure B in November 2000 and passed Measure BB in November 2014, thereby providing sales tax revenues for paratransit services; and

WHEREAS, Measure B and Measure BB funds will be required by the City of Oakland for Fiscal Year (FY) 2018-2019 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 is an eligible recipient for Alameda County Measure B and Measure BB funds; and

WHEREAS, the City of Oakland's FY2017-2019 Adopted Budget for FY 2018-2019 includes Measure B fund appropriation in Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED FY 2018-2019 Administration Project Award (23371), OPED FY17-18 MEASURE B Project (1003632), Empowering Seniors & People With Disability Program (YS14); and

WHEREAS, the City of Oakland's FY2017-2019 Adopted Budget for FY 2018-2019 includes Measure BB fund appropriation in Measure BB Paratransit – ACTC Fund (2216), Oakland

Paratransit for the Elderly and Disabled Organization (75621), OPED FY 2018-2019 Administration Project Award (23372), OPED FY17-18 MEASURE BB Project (1003633), Empowering Seniors & People With Disability Program (YS14); and

WHEREAS, the City wishes to offset all central services overhead charges in an estimated amount of \$61,602 for Measure B Fund (2213) and \$45,427 for Measure BB Fund (2216) associated with this grant through a contribution from the General Purpose Fund, 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 into agreements on a non-exclusive basis, with any taxi company that has a minimum fleet of five or more vehicles; van, shuttle or charter companies with adequate fleet capacity and design to provide specialized transportation services seniors, frail elderly and adult persons with disabilities; companies permitted to provide service in Oakland; and companies that 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 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:

- | | |
|--|-----------|
| • Friendly Transportation, Inc. | \$600,000 |
| • St. Mini Cab Corporation | \$100,000 |
| • Quality Transit, LLC | \$325,000 |
| • Bell Transit Corporation | \$200,000 |
| • One Access Medical Transportation, LLC | \$ 50,000 |
| • Bay Area Charters, Inc. | \$175,000 |

; now, therefore, be it

RESOLVED: That the City Administrator or her designee is hereby authorized to accept and amend the appropriation for the FY 2018-2019 Measure B direct local program distribution funds in the amount of \$1,141,917 for the Oakland Paratransit Program to be deposited into Measure B – Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED FY 2018-2019 Administration Project Award (23371), OPED FY 2018-2019 Measure B Project (1004088), Empowering Seniors & People With Disability Program (YS14); and be it

FURTHER RESOLVED: That the City Administrator or her designee is hereby authorized to accept and amend the appropriation for the FY 2018-2019 Measure BB direct local program distribution funds in the amount of \$1,176,036 for the Oakland Paratransit Program to be deposited into Measure BB – Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED FY 2018-2019 Administration Project Award (23372), OPED FY 2018-2019 Measure BB Project (1004089), Empowering Seniors & People With Disability Program (YS14); and be it

FURTHER RESOLVED: That should additional Measure B and/or Measure BB funds become available during FY 2018-2019 for paratransit services, the City Administrator is authorized to accept and appropriate those funds to Measure B/Measure BB – Paratransit –ACTC Fund (2213 and 2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), Empowering Seniors & People With Disability Program (YS14) and amend the FY 2018-2019 reimbursement agreements to increase the amount of the agreements without returning to Council; and be it

FURTHER RESOLVED: That the City Administrator is authorized to enter into reimbursement agreements with the following paratransit providers in the not to exceed amounts as specified below:

- Friendly Transportation, Inc. \$600,000
- St. Mini Cab Corporation \$100,000
- Quality Transit, LLC \$325,000
- Bell Transit Corporation \$200,000
- One Access Medical Transportation, LLC \$ 50,000
- Bay Area Charters, Inc. \$175,000

; and be it

FURTHER RESOLVED: That estimated fees to be collected in the amount of \$115,000 by Oakland Paratransit for the Elderly and Disabled (OPED) in conjunction with van voucher sales, taxi scrip sales and other service fares for OPED transportation services have been appropriated in the Adopted Policy Budget FY 2017-2019 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 FY18-19 MEASURE B Project (1004088), Empowering Seniors & People With Disability Program (YS14); and be it

FURTHER RESOLVED: That all central services overhead charges associated with this grant in an estimated amount of \$61,602 for Measure B Fund (2213) and \$45,427for Measure BB Fund (2216) will be offset through a contribution of the General Purpose Fund; and be it

FURTHER RESOLVED: That the City Administrator or her designee is hereby authorized to conduct all negotiations, execute and submit all documents including but not limited to 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 and Measure BB 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, CAMPBELL WASHINGTON, GALLO, GIBSON MCELHANEY, GUILLEN, KALB, KAPLAN,
AND PRESIDENT REID

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____

LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California