

CITY OF OAKLAND
AGENDA REPORT

OFFICE OF THE CITY CLERK
2007 MAY 13 PM 3:43

TO: Office of the City Administrator
ATTN: Deborah Edgerly
FROM: Department of Human Services
DATE: May 22, 2007

RE: Resolution Authorizing The City Administrator To Apply For And Accept Funds In The Amount Of \$992,597 From Alameda County Transportation Improvement Authority (ACTIA) Measure B Funds For The Fiscal Year 2007- 2008 To Provide Paratransit Services And Approval Of A Five Year (2007-2012) Agreement With Alameda County Transportation Improvement Authority (ACTIA); And Authorizing The City Administrator To Execute Contracts To Provide Paratransit Services For Fiscal Year 2007-2008, In Amounts Not To Exceed, As Follows: 1) V.I.P. Express Transport, Inc. For \$385,000, 2) Bay Area Community Services (BACS) For \$230,000, 3) Friendly Transportation, Inc. DBA Friendly Transportation, Inc., Friendly Cab Company, Inc., Metro Taxicab Company, Inc., And Yellow Cab Company For \$146,000, 4) Veterans Transportation Inc. DBA Veterans Transportation Inc. And Veterans Cab Company For \$146,000

SUMMARY

Staff requests that the City Council approve a resolution authorizing the City Administrator to accept a five year agreement with Alameda County Transportation Improvement Authority (ACTIA) to provide paratransit services and to apply for and accept funds in the amount of \$992,597 from Alameda County Transportation Improvement Authority (ACTIA) Measure B Funds. The base funds are increasing by 4.55 percent from fiscal year 2006-2007 due to the increase in revenue from the new Measure B sales tax.

The funding is based on a funding formula for all Alameda County cities by zone, and Oakland's allocation for this year is set at 70.45% of North County's share. The City of Oakland Paratransit for the Elderly and Disabled (OPED) will use Measure B funds to provide subsidized transportation for Oakland's senior and disabled populations.

Staff also recommends that City Council authorize the City Administrator to execute four contracts between the City of Oakland and four paratransit providers for the continued implementation of the ACTIA Measure B funded taxi, wheelchair van, and senior shuttle services for paratransit riders for an amount not to exceed \$907,000 and for July 1, 2007 – June 30, 2008. The providers and not to exceed contract amounts are as specified below:

Item: _____
Life Enrichment Committee
May 22, 2007

- V.I.P. Express Transport, Inc \$385,000.
- Bay Area Community Services (BACS) \$230,000
- Friendly Transportation, Inc. dba \$146,000
 Friendly Transportation, Inc., Friendly Cab Company, Inc.,
 Metro Taxicab Company, Inc. and Yellow Cab Company
- Veterans Transportation Inc. dba \$146,000
 Veterans Transportation Inc. and Veterans Cab Company

The City of Oakland Paratransit for the Elderly and Disabled (OPED) will use the Measure B funds to provide subsidized transportation for Oakland’s senior and disabled populations.

FISCAL IMPACT

FY 2007-2008 Proposed Policy Budget for the Oakland Paratransit for the Elderly and Disabled (OPED) program includes the Measure B fund allocation, and fare revenue. The \$992,597 that Oakland receives from ACTIA for FY 2007-08 will be deposited to Measure B Paratransit – ACTIA Fund (2213), Oakland Paratransit for the Elderly, Disabled organization (75621), and OPED Administration Project (G307810).

Historically, the City Council has waived Central Services Overhead (CSO) charges levied against senior program grants; Oakland Paratransit has had its CSO waived since 1977 and a waiver is necessary for the FY 2007-08. The waiver of CSO charges (\$92,122) does impact the General Purpose Fund (GPF), in that it reduces “recovery” – which is essentially revenue – to the GPF.

The funding for the above contracts is included in the FY 2007-08 Proposed Policy Budget under Department of Human Services, Measure B Paratransit – ACTIA Fund (2213). Additional funding is also available from the revenue set-aside for seniors from parking fines, appropriated in the General Purpose Fund (1010). There is no additional fiscal impact on the General Purpose Fund.

The professional services contracts are subject to the City of Oakland's three percent contract compliance fee which amounts to \$27,210.

BACKGROUND

The City of Oakland has operated a city-based paratransit service since 1978 with State Transportation Development Act (TDA 4.5) funds. The City began receiving Alameda County’s Measure B half cent sales tax after voters approved it in November 1986.

The new Measure B allocation approved by voters in November 2002 is administered by the Alameda County Transportation Improvement Authority. The funds have been divided among the four zones of the County (North, Central, South and East) by legislation. The Measure B paratransit service dollars are allocated to cities by region within Alameda County on a formula

basis. The City of Oakland receives the largest allocation (70.45%) of North County's share to serve both Oakland and Piedmont residents.

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. EBP contracts with Veolia Transportation to administer and manage all ADA paratransit services for the region.

In December 1996, Oakland began offering a new paratransit service funded by Measure B monies solely. 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. With new Measure B monies, OPED will continue to explore methods of providing improved transportation services that complement and supplement the ADA paratransit service provided by the Consortium. In March 2002, OPED allocated funds to begin the pilot Senior Shuttle project in West Oakland and the shuttle service has been expanded on a limited basis to North and East Oakland. The East Oakland Shuttle began in May 2004 with a special grant from the East Bay Community Foundation for sixteen months. The City of Oakland Paratransit Program covered the administrative costs and committed to continue the funding following the grant. According to rider feedback, the senior shuttle has been very successful. For the coming year, OPED will continue the shuttle project. OPED continues to seek additional funding to expand the senior shuttle program.

The City of Oakland's Comprehensive Plan for Seniors (September 1987), Recommendation II, states that the City should give priority to elderly population groups with special needs, including the vulnerable and frail elderly. Oakland Paratransit services respond to that recommendation by giving priority to the elderly who are vulnerable and frail. In addition, the Department of Human Services has collaborated with Alameda County, AC Transit, BART and other cities to develop Americans with Disabilities Act (ADA) compatible and non-ADA paratransit services for seniors and persons with disabilities.

The City of Oakland contracts on a non-exclusive basis. City staff invited all taxi companies with 5 or more taxis and wheelchair lift van companies with Oakland eligible permits to apply for a contract. Each recommended company meets all applicable laws and regulations and complies with City contracting requirements, which includes the following: proof of vehicle insurance; workers compensation insurance, drug and alcohol testing for drivers; and driver training. Staff has determined that the recommended companies providing taxi and/or wheelchair van services meet the above requirements and have provided quality service in past years.

KEY ISSUES AND IMPACTS

Alameda County Measure B, approved on the November 2000 ballot, will extend the sales tax for transportation an additional twenty years. The total allocation of FY 2007-08 Measure B funds for the City of Oakland Paratransit Program is \$992,597. Over the last two years, OPED has spent down carry forward funds to provide increased paratransit service. This year, without those funds, OPED will reduce rider allocations resulting in a reduction in services from the prior year. The small increase in Measure B funds will provide a small offset.

Oakland's paratransit program will continue to provide subsidized transportation for senior residents and persons with disabilities unable to utilize public transportation, including the ADA paratransit service. OPED users require additional services, such as help with stairs and bags, same day service, door-to-door service, and/or are living beyond a scheduled bus route. OPED also provides transportation for individuals waiting 21 days for ADA certification and therefore unable to use the Consortium's program. Staff will continue to seek additional partnerships to add service enhancements, which will modify and improve current services, and promote better coordination with services throughout the County.

OPED subsidizes transportation for the most vulnerable residents of Oakland. These residents rely on paratransit services to get to essential living activities and to life saving medical appointments.

Clients are free to choose among contracted vendors using individually issued vouchers and taxi scrip. The contracted companies accept these vouchers and scrip. Program clients call the service providers directly to arrange for service. Contract amounts are determined and based on last year's program service history. The contract may need to be amended later in the contract year to adjust for demand based on client choice. This ability to amend contracts without having to return to City Council will prevent any disruption in service.

With these new contracts, OPED expects to provide more than 50,000 individual trips annually. All contractors provide service to the entire City, except the Bay Area Community Services contract.

Currently, BACS has a shuttle program in West Oakland, North Oakland, and East Oakland assisting seniors with access to neighborhood stores and services. Bay Area Community Services received Measure B Gap funding to expand the senior shuttle into the Dimond-Fruitvale with our assistance.

In the coming year, OPED staff expects to work closely with the Oakland Police Department Taxi Detail and the City's Administrative Hearing Officer to improve taxi service. OPED staff is also working to improve paratransit services by meeting with the contractors regularly. These meetings will ensure continued communications between the client, the contractor and OPED in order to improve on-time service and increase customer satisfaction. OPED staff also continues

to meet with community groups, non-profit organizations and clients to explore services that will improve service delivery.

PROGRAM DESCRIPTION

Oakland Paratransit for the Elderly and Disabled (OPED) offers subsidized paratransit services to residents of Oakland and Piedmont who cannot access public transportation and are 70 years of age and older or 18 years and older with a mobility disability. OPED contracts with taxi and wheelchair lift van companies to provide paratransit services. Door-to-door transport gives seniors and persons with disabilities access to services such as medical appointments, shopping and daily activities. Priority is given to individuals needing health care (i.e. dialysis, cancer treatments, and therapy). OPED also sponsors the Oakland Senior Shuttle and is collaborating with Bay Area Community Services, Inc. to seek funds to increase service areas and days of service.

Alameda County Transportation Improvement Authority (ACTIA) Measure B funding formula includes the following factors with 2000 U. S. Census data and SSI data for Oakland residents below:

16-64 with disability**	65 and over with disability**	Age 65-79	80 and over *1.5	SSI recipients 18+
25,647	10,792	29,548	18,360	18,360

It is unknown how many of those individuals are eligible for paratransit services. OPED is able to provide supplemental paratransit service to approximately 1,500 eligible riders.

For 2006-07, OPED riders live throughout Oakland and Piedmont (see residence by zip code). The chart below provides the zip code of registered OPED riders. The Oakland Senior Shuttle riders are not registered with Oakland Paratransit and are not included in the table below. The Senior Shuttle serves residents in West, North and East Oakland (94603, 94607, 94608, 94609, 94611, 94621).

Zip code					The OPED ridership race/ethnicity breakdown is:
94601	8.2%	94607	6.3%	94612	African American (51.6%), Asian/Pacific Islander (11.3%), Caucasian (25.5%), Hispanic (10.3%).
94602	6.7%	94608	8.6%	94618	
94603	6.6%	94609	7.0%	94619	
94605	9.8%	94610	7.0%	94621	
94606	7.7%	94611	11.1%		

Oakland Paratransit for the Elderly and Disabled (OPED) program's highest priority is on providing quality service for our riders. It is OPED's responsibility to ensure that riders receive excellent service and therefore essential for staff to have an on-going evaluation system.

Evaluation of services

OPED relies on a variety of mechanisms to assess its service quality.

1. Informal feedback from many of the 1,000 riders via office visits, phone calls, and letters to inform us of their needs, experiences and overall appreciation for this program. The results of the informal feedback during this past year (2006) indicate the following.
 - Riders prefer OPED program to the East Bay Paratransit Program (managed by AC Transit and BART) because of the riders' ability to choose a specific provider.
 - Riders prefer the flexibility of using taxis.
 - Riders would like an increase in allocation of taxi scrip/van vouchers.
 - Riders appreciate the ability to select company and driver.
 - Riders appreciate the ability to make same day appointments.
 - There is continued difficulty in getting taxi drivers for return grocery shopping trips

2. OPED conducts an annual mail survey of all riders to gain additional qualitative information. The survey was created to help collect information for Measure B and the Paratransit Advisory and Planning Committee (PAPCO). In 2006, OPED received written survey responses from approximately 215 riders overall. The survey questions and results are provided in the Attachment. The results of the surveys over the last 11 months indicate the following.
 - Overall satisfaction with Oakland Paratransit
87.5% good or better
 - Rides are on time
85.3% agree
 - Drivers are helpful and friendly
86.6% agree
 - Oakland Paratransit staff are helpful
95.1% agree
 - I use both East Bay Paratransit and OPED to meet their transportation needs.
96.2% agree

OPED will continue to use customer feedback to improve service and evaluate the performance of its contractors.

SUSTAINABLE OPPORTUNITIES

Economic

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

Environmental

The Paratransit Program encourages multi-rider transportation for a population that cannot use public transportation and does not have access to private vehicles.

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.

DISABILITY AND SENIOR CITIZEN ACCESS

The Alameda County Measure B funds are designated for non-mandated paratransit for senior citizens and people with mobility disabilities. Oakland provides subsidized paratransit services for people with disabilities and senior citizens. Disabled and senior citizens utilize the Oakland Paratransit Program to access medical services, shopping, and other social activities.

RECOMMENDATION(S) AND RATIONALE

Staff recommends that the City Council approve a resolution authorizing the filing of a claim with the Alameda County Transportation Improvement Authority for FY 2007-2008 Measure B funds in the amount of \$992,597 which will continue to support frail Oakland residents who require transportation access via the Oakland Paratransit for the Elderly and Disabled Program (OPED).

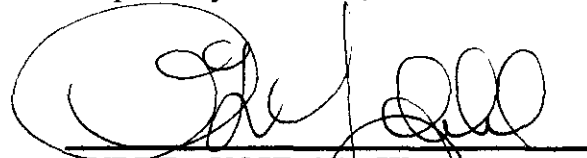
Staff recommends that the City Council approve this resolution authorizing the City Administrator to execute four contracts for an amount not to exceed \$907,000 for the continued implementation of the Measure B taxi and wheelchair van service, and senior shuttle service for July 1, 2007 – June 30, 2008, and to make contract amendments without returning to City Council.

The City needs to be able to make adjustments in the contracts without disrupting service prior to the end of the fiscal year. Returning to City Council to make minor adjustments to contracts may delay individual service.

ACTION REQUESTED OF THE CITY COUNCIL

That the City Council approve a resolution authorizing the City Administrator to apply for and accept funds in the amount of \$992,597 from Alameda County Transportation Improvement Authority Measure B Funds to provide paratransit services and approval of a five year (2007-2012) agreement with Alameda County Transportation Improvement Authority (ACTIA); and authorizing the City Administrator to execute contracts to provide paratransit services for Fiscal Year 2007-2008, in amounts not to exceed, as follows: 1) Bay Area Community Services, \$230,000, 2) V. I. P. Express Transport, Inc., \$385,000, 3) Friendly Transportation, Inc. dba Friendly Transportation, Inc., Friendly Cab Company, Inc., Metro Taxicab Company, Inc. and Yellow Cab Company, \$146,000, 4) Veterans Transportation, Inc. dba Veterans Transportation, Inc. and Veterans Cab Company, \$146,000.

Respectfully submitted,



ANDREA YOUNGDAHL
Director, Department of Human Services

Reviewed by: Brendalynn Goodall, Manager
Aging & Adult Services

Prepared by: Jeffrey C. Weiss
Oakland Paratransit Supervisor

Attachment: City of Oakland Paratransit survey

**APPROVED FOR FORWARDING TO
THE LIFE ENRICHMENT COMMITTEE:**



OFFICE OF THE CITY ADMINISTRATOR

ATTACHMENT

City of Oakland
Oakland Paratransit for the Elderly
and Disabled (OPED)
150 Frank H. Ogawa Plaza Ste 4353
Oakland, CA 94612-2092
Tel: (510) 238-3036

Passenger Satisfaction Survey

Dear Oakland Paratransit Rider:

Oakland Paratransit would like to hear from you. We welcome feedback on our service and ideas for improvement.

Please take a moment to complete the survey below to help us serve you better. When you are finished please return the survey in the enclosed stamped envelope.

We appreciate your patronage -- thank you for riding with Oakland Paratransit.

1. Please tell us about your most recent trip

A. Date 2006 Time _____

B. What was the purpose in making this trip?

15.5% Shopping 55.0% Medical
18.5% Social/Recreational 7.5% Medical/shopping
3.5% All

C. What zip code do you live in? _____

2. Do you agree or disagree with the following statements?

<i>Please check appropriate box (X)</i>	Strongly Agree	Agree	Disagree	Strongly Disagree	No opinion
Rides are on time	27.0%	54%	15.6%	3.2%	
I feel safe when riding	34.8%	60.4%	3.6%	0.1%	
Drivers are helpful and friendly	32.3%	54.3%	11.3%	2.1%	
Vehicles are clean and well maintained	30.3%	60.7%	7.9%	1.1%	
Oakland Paratransit staff are helpful	39.4%	55.8%	4.2%	0.6%	
The taxi scrip/van voucher allocation meets my basic needs	46.5%	46.0%	3.7%	3.7%	
I use Oakland Paratransit and East Bay Paratransit to meet my transportation needs	48.7%	47.5%	3.2%	0.6%	

3. Overall Satisfaction of Oakland Paratransit service

- 17.3% **Excellent**
 45.0% **Very Good**
 23.0% **Good**
 10.5% **Fair**
 4.2% **Poor**

4. Check mode of transport. Circle company you receive the majority of your trips with:

- A. Van** **Friendly Transportation**
 Veterans Transportation
 V.I.P. Transport
- B. Taxi** **Friendly Cab** **Metro Yellow Cab**
 Veterans Cab **Yellow Cab**

5. Please indicate your travel destinations:

- Alameda**
- Emeryville**
- Hayward**
- Albany**
- Oakland**
- San Leandro**
- Berkeley**
- Piedmont**

- East Alameda County**
- South Alameda County**
- Contra Costa County (specific cities)**

- San Francisco**
- Other** _____

6. What do you like best about Oakland Paratransit?

7. Any suggestions for improvements or ideas for the future?

OAKLAND CITY COUNCIL

Margaret Anjos
City Attorney

RESOLUTION NO. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT FUNDS IN THE AMOUNT OF \$992,597 FROM ALAMEDA COUNTY TRANSPORTATION IMPROVEMENT AUTHORITY (ACTIA) MEASURE B FUNDS FOR THE FISCAL YEAR 2007- 2008 TO PROVIDE PARATRANSIT SERVICES AND APPROVAL OF A FIVE YEAR (2007-2012) AGREEMENT WITH ALAMEDA COUNTY TRANSPORTATION IMPROVEMENT AUTHORITY (ACTIA); AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE CONTRACTS TO PROVIDE PARATRANSIT SERVICES FOR FISCAL YEAR 2007-2008, IN AMOUNTS NOT TO EXCEED, AS FOLLOWS: 1) V.I.P. EXPRESS TRANSPORT, INC. FOR \$385,000, 2) BAY AREA COMMUNITY SERVICES (BACS) FOR \$230,000, 3) FRIENDLY TRANSPORTATION, INC. DBA FRIENDLY TRANSPORTATION, INC., FRIENDLY CAB COMPANY, INC., METRO TAXICAB COMPANY, INC., AND YELLOW CAB COMPANY FOR \$146,000, 4) VETERANS TRANSPORTATION INC. DBA VETERANS TRANSPORTATION INC. AND VETERANS CAB COMPANY FOR \$146,000

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 the Fiscal Year 2007-08 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 services and continued senior shuttle service; 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, Alameda County Transportation Improvement Authority has established a target expenditure for administrative fees of eighteen percent (18%) of total program costs; and

WHEREAS, the City of Oakland has in past years waived the Central Services Overhead charge for this program and a waiver is necessary for the 2007-2008 fiscal year; and

WHEREAS, the City of Oakland General Fund resources are available and proposed in the 2007-09 Budget for continued delivery of this service; and

WHEREAS, the City of Oakland contracts on a non-exclusive basis, with taxis and van companies to provide paratransit services for the elderly and disabled; and

WHEREAS, the City of Oakland supports the senior shuttle service in West Oakland, North Oakland and East Oakland provided by Bay Area Community Services; and

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

WHEREAS, the City Council finds these contracts will not result in the loss of employment or salary by any person having permanent status in the competitive civil service; 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 contracting authorization is being requested, meets the City's requirements for paratransit services; and

WHEREAS, the City wishes to enter into agreements with the following paratransit providers for the amounts not to exceed as specified below:

- V.I.P. Express Transport, Inc. \$385,000
- Bay Area Community Services \$230,000
- Friendly Transportation Inc. dba \$146,000
 Friendly Transportation Inc., Friendly Cab
 Company Inc., Yellow Cab Company
 and Metro Taxicab Company Inc.
- Veterans Transportation Inc. dba \$146,000
 Veterans Transportation Inc. and Veterans
 Cab Company;

and

WHEREAS, the contracts are for 12 months in duration and therefore fixed; now, therefore be it

RESOLVED: That the City Administrator or her 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, van and shuttle service to the elderly and disabled; and be it

FURTHER RESOLVED: That Central Services Overhead will be offset by the General Fund; and be it

FURTHER RESOLVED: That fees collected by Oakland Paratransit for the Elderly and Disabled (OPED) in conjunction with the sale of van vouchers and taxi scrip to OPED clients be appropriated in accordance with the terms of the existing contracts, for the exclusive use of OPED; and be it

FURTHER RESOLVED: That the City Administrator or her designee is hereby authorized to accept Measure B funds in the amount of \$992,597 for the Oakland Paratransit Program to be appropriated to Measure B – Paratransit – ACTIA Fund (2213), Oakland Paratransit for the Elderly and Disabled organization (75621) and should additional funds become available, the City Administrator is authorized to appropriate same to Measure B – Paratransit – ACTIA Fund (2213), Oakland Paratransit for the Elderly and Disabled organization (75621) for the purposes described above.

IN COUNCIL, OAKLAND, CALIFORNIA, _____, 2007

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, BRUNNER, CHANG, KERNIGHAN, NADEL, QUAN, REID, and PRESIDENT DE LA FUENTE

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____
LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California