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OAKLAND

2015 MAY 14 AM 10:17

AGENDA REPORT

TO: John A. Flores
Interim City Administrator

FROM: Sara Bedford

SUBJECT: Paratransit Measure B & BB Funds
For Fiscal Year 2014-2016

DATE: May 11, 2015

City Administrator
Approval

Date

5/13/15

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council adopt:

A Resolution Authorizing The City Administrator To Accept And Appropriate Measure BB Direct Local Program Distribution Funds (DF) In The Amount Of \$244,493 For Fiscal Year 2014-2015 And \$1,101,397 Measure B DF, \$1,058,749 Measure BB DF And Up To \$92,500 Measure B Gap Grant Funds For Fiscal Year 2015-2016 From The Alameda County Transportation Commission To Provide Paratransit Services; And Authorizing The City Administrator To Execute Reimbursement Agreements For Fiscal Year 2015-2016 In Amounts Of: 1) \$715,000 To Friendly Transportation, Inc. DBA Friendly Transportation, Friendly Cab Company And Metro Yellow Cab Company, 2) \$220,000 To Veterans Transportation, Inc. DBA Veterans Transportation And Veterans Cab Corp, 3) \$320,000 To Quality Transit, LLC And 4) \$125,000 To Bay Area Charters, Inc.; And Authorizing The City Administrator To Accept And Appropriate Any Additional Grant Funds That Become Available For FY 2015-2016 And Amend The FY 2015-2016 Agreements Without Returning To City Council

OUTCOME

Approval of the proposed resolution will authorize the City Administrator to accept and appropriate Measure B and Measure BB 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.

Item: 11
Life Enrichment Committee
May 26, 2015

The collection of both streams of revenue will increase the funding to OPED which will allow staff to carry out a service expansion plan to increase taxi scrip service provision for ambulatory and manual wheelchair users; approve additional service requests for individuals with heavier medical transportation needs; launch a new group trip program to take seniors on outings from senior centers and independent living buildings; and support unique planning strategies to address other service gaps, especially those identified in the recently conducted senior needs assessment that is in the process of being finalized by department staff.

There is also staff interest to increase outreach efforts to address the low representation of Hispanic enrollment and a recent community request to access and possibly address any identified needs that may exist for blind and visually impaired residents.

EXECUTIVE SUMMARY

As an eligible recipient of Measure B and Measure BB funds, staff is seeking City Council approval to receive and administer the revenue from the ACTC in the amount of \$2,497,139 to provide non-mandated paratransit services aimed at improving the mobility of seniors and persons with disabilities within respective service areas.

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 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 service.

Item: _____
Life Enrichment Committee
May 26, 2015

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 Supplemental Security Income (SSI) data for Oakland residents.

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 ACTC 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.

Measure BB through 2045 was approved by voters in November 2014 to augment Measure B with an additional half cent sales tax and then supplant Measure B at its sunset in 2022 and transition to a one cent initiative. The current Measure B distribution formula for North County will be applied to determine the Measure BB shares for Oakland and Piedmont. However, the formula used for allocation to the planning areas will differ from the Measure B calculation as it will also account for an additional age factor of 70 plus; thus, there will be a disparity in the amount of each Measure that is received. Therefore, each half cent Measure will come to North County in different amounts and distributed as such based on the county-wide age factor. When Measure B sunsets in 2022, Measure BB distribution rules will apply moving forward.

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 ADA compatible and non-ADA paratransit services for seniors and persons with disabilities.

Item: _____
Life Enrichment Committee
May 26, 2015

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 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 1,211 and reflected on Table 1 below:

Table 1: OPED Unduplicated Client Count FY 2014-2015											
Zip Code	Total Count	Percent	Race							Sex	
			African American	Asian/Pacific Islander	Caucasian	Hispanic	Native American	Other	Unidentified	M	F
94601	71	5.9	31	14	15	9	0	2	0	22	49
94602	72	5.9	23	16	29	2	0	2	0	19	53
94603	50	4.1	42	2	3	2	0	1	0	10	40
94605	122	10.1	84	9	21	1	0	4	3	32	90
94606	82	6.8	43	20	8	5	0	6	0	18	64
94607	91	7.5	45	34	6	1	0	3	2	31	60
94608	64	5.3	53	4	2	1	0	0	4	11	53
94609	62	5.1	44	2	11	0	0	3	2	19	43
94610	129	10.7	39	15	69	1	0	4	1	25	104
94611	174	14.4	31	48	82	3	1	8	1	50	124
94612	145	12.0	34	54	47	3	0	4	3	34	111
94618	32	2.6	1	5	24	2	0	0	0	9	23
94619	40	3.3	17	7	11	2	0	3	0	8	32
94620	2	0.2	2	0	0	0	0	0	0	0	2
94621	59	4.9	48	0	2	4	0	1	4	11	48
Others	16	1.3	8	0	5	0	0	1	2	5	11
TOTAL	1211	100	545	230	335	36	1	42	22	304	907

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 report that is accessible to the public;
- Submission of a year-end compliance report and independent audit that is accessible to the public;

Item: _____
 Life Enrichment Committee
 May 26, 2015

- 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. 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 OPED’s annual survey process.

COORDINATION

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

COST SUMMARY/IMPLICATIONS

1. AMOUNT OF RECOMMENDATION/COST OF PROJECT:

Total Project Costs **\$2,016,336**

2. COST ELEMENTS OF PROJECT:

Management	\$ 473,304
Customer Service/Outreach	\$ 171,804
Transportation Service	\$1,371,228
TOTAL PROJECT AMOUNT	\$2,016,336

3. SOURCE OF FUNDING:

The City of Oakland will deposit FY 2014-2015 Measure BB funds in Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), and OPED Administration Project (TBD), OPED Taxi Project (TBD) and OPED Van Project (TBD).

Item: _____
Life Enrichment Committee
May 26, 2015

The FY 2015-2016 Proposed Policy Budget for Oakland Paratransit for the Elderly and Disabled Program includes the Measure B direct local program distribution funds and projected fare revenue. The direct local program distribution of \$1,101,397 and projected fare revenue of \$97,800 will be appropriated to Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project (G485510), OPED Taxi Project (G485520) and OPED Van Project (G485530).

Measure B Gap Grant funds up to \$92,500 that Oakland will receive from ACTC for FY 2015-2016 will be appropriated to Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly, Disabled Organization (75621), OPED Gap Project (TBD).

The FY 2015-2016 Proposed Policy Budget for Oakland Paratransit for the Elderly and Disabled Program includes the Measure BB direct local program distribution funds and projected fare revenue. The direct local program distribution of \$1,058,749 and projected fare revenue of \$50,068 will be appropriated to Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project (G488110), OPED Taxi Project (G488120) and OPED Van Project (G488130).

4. FISCAL IMPACT:

The funding for OPED contracts is included in the FY 2015-2016 Proposed Policy Budget under HSD as follows:

Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for Elderly and Disabled Organization (75621), OPED Admin FY 2015-2016 Project (G485510), OPED Taxi FY 2015-2016 Project (G485520), OPED Van FY 2015-2016 Project (G485530), OPED Gap FY 2015-2016 Project (TBD) and Empowering Seniors and People with Disability Program (YS14).

Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration FY 2015-2016 Project (G488110), OPED Taxi FY15/16 Project (G488120) and OPED Van FY 2015-2016 Project (G488130), 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 \$56,383 for Measure B Fund (2213) and \$24,274 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 without returning to Council within the duration of the grant term.

Item: _____
Life Enrichment Committee
May 26, 2015

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

Friendly and Veterans have been utilized for service delivery for several years. They have performed at a satisfactory level with a consistent track record for safety and overall customer satisfaction. They are well versed in the program’s policies and procedures and submit legible and organized invoices for reimbursement. Combined, they provided 18,615 passenger trips of the program’s overall total of 29,080 during FY 2013-2014.

Quality and Bay Area Charters are new companies formed by employees that worked and managed services for VIP Express Transport and Eastshore Charter lines respectively. VIP and Eastshore had a longtime relationship with OPED and provided exemplary service to riders; therefore, staff is confident that the spinoff companies will perform at the same level as well.

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, ACTC and the Paratransit Advisory and Planning Committee (PAPCO). The survey for FY 2014-2015 will be conducted throughout the month of May. The FY 2013-2014 survey results are provided in table 2 below:

Table 2: FY 2013-2014 Paratransit Survey Summary

Primary purpose of trips?	Shopping	Medical	Social	Recreation	-	-
	40%	76%	14%	11%	-	-
Wait on the phone to request a ride?	< 10 min	> 10 minutes	No response	-	-	-
	78%	22%	-	-	-	-
Rides on time?	Always	Mostly	Sometimes	Seldom	Never	No Response
	24%	56%	16%	3%	1%	-
Vehicles clean and in good condition?	Always	Mostly	Sometimes	Seldom	Never	No Response
	37%	45%	14%	3%	1%	-
Drivers helpful and friendly?	Always	Mostly	Sometimes	Seldom	Never	No Response
	30%	45%	20%	5%	1%	-
Trips on an average in minutes?	5-10 min	10-15 min.	15-20 min	20-25 min.	Over 25 min.	No Response
	11%	27%	33%	20%	9%	-
Overall satisfaction with service?	Excellent	Very Good	Good	Fair	Poor	No Response
	28%	40%	22%	8%	1%	-

Item: _____
 Life Enrichment Committee
 May 26, 2015

SUSTAINABLE OPPORTUNITIES

Economic: Funds from Measure B and Measure BB 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.

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

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 26, 2015

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Approved as to Form and Legality


City Attorney

OAKLAND CITY COUNCIL

RESOLUTION No. _____ C.M.S.

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO ACCEPT AND APPROPRIATE MEASURE BB DIRECT LOCAL PROGRAM DISTRIBUTION FUNDS (DF) IN THE AMOUNT OF \$244,493 FOR FISCAL YEAR 2014-2015 AND \$1,101,397 MEASURE B DF, \$1,058,749 MEASURE BB DF AND UP TO \$92,500 MEASURE B GAP GRANT FUNDS FOR FISCAL YEAR 2015-2016 FROM THE ALAMEDA COUNTY TRANSPORTATION COMMISSION TO PROVIDE PARATRANSIT SERVICES; AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE REIMBURSEMENT AGREEMENTS FOR FISCAL YEAR 2015-2016 IN AMOUNTS OF: 1) \$715,000 TO FRIENDLY TRANSPORTATION, INC. DBA FRIENDLY TRANSPORTATION, FRIENDLY CAB COMPANY AND METRO YELLOW CAB COMPANY, 2) \$220,000 TO VETERANS TRANSPORTATION, INC. DBA VETERANS TRANSPORTATION AND VETERANS CAB CORP, 3) \$320,000 TO QUALITY TRANSIT, LLC AND 4) \$125,000 TO BAY AREA CHARTERS, INC.; AND AUTHORIZING THE CITY ADMINISTRATOR TO ACCEPT AND APPROPRIATE ANY ADDITIONAL GRANT FUNDS THAT BECOME AVAILABLE FOR FY 2015-2016 AND AMEND THE FY 2015-2016 AGREEMENTS WITHOUT RETURNING TO CITY COUNCIL

WHEREAS, voters in Alameda County passed Measure B in November 2000 and 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) 2015-2016 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 will deposit Fiscal Year (FY) 2014-2015 Measure BB funds in Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), and OPED Administration Project (TBD), OPED Taxi Project (TBD) and OPED Van Project (TBD); and

LIFE ENRICHMENT CMTE.

MAY 26 2015

Page 1 of 4

WHEREAS, the City of Oakland Proposed Policy Budget for FY 2015-2016 includes Measure B fund appropriation in Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project (G485510), OPED Taxi Project (G485520), OPED Van Project (G485530) and OPED Gap Project (TBD) ; and

WHEREAS, the City of Oakland Proposed Policy Budget for FY 2015-2016 includes Measure BB fund appropriation in Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project (G488110), OPED Taxi Project (G488120) and OPED Van Project (G488130); and

WHEREAS, the City wishes to offset all central services overhead charges in an estimated amount of \$56,383 for Measure B Fund (2213) and \$24,274 for Measure BB Fund (2216) 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 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:

- Friendly Transportation, Inc. dba
 Friendly Transportation, Friendly Cab Company,
 and Metro Yellow Cab Company \$715,000
- Quality Transit, LLC \$320,000
- Veterans Transportation, Inc. dba
 Veterans Transportation and Veterans Cab Corp \$220,000
- Bay Area Charters, Inc. \$125,000

; now, therefore, be it

RESOLVED: That the City Administrator or his designee is hereby authorized to accept and appropriate FY 2014-15 Measure BB direct local program distribution funds in the amount of \$244,493 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 Admin FY 2014-2015 Project (TBD); and be it

FURTHER RESOLVED: That the City Administrator or his designee is hereby authorized to accept and appropriate FY 2015-16 Measure B direct local program distribution funds in the amount of \$1,101,397 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 and Disabled Organization (75621), OPED Admin FY15/16 Project (G485510) and OPED Gap Project (TBD); and be it

FURTHER RESOLVED: That the City Administrator or his designee is hereby authorized to accept and appropriate FY 2015-16 Measure BB direct local program distribution funds in the amount of \$1,058,749 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 Admin FY 2015-2016 Project (G488110); and be it

FURTHER RESOLVED: That should additional funds become available during FY 2015-2016, the City Administrator is authorized to accept and appropriate those funds to Measure B/Measure BB – Paratransit – ACTC Fund (2213/2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), and amend the FY 2015-2016 reimbursement 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 for the amounts as specified below:

- Friendly Transportation, Inc. dba \$715,000
 Friendly Transportation, Friendly Cab Company,
 and Metro Yellow Cab Company
 - Quality Transit, LLC \$320,000
 - Veterans Transportation, Inc. dba \$220,000
 Veterans Transportation and Veterans Cab Corp
 - Bay Area Charters, Inc. \$125,000
- ; and be it

FURTHER RESOLVED: That the City Administrator is authorized to execute any necessary amendments to the agreements with the service providers for FY 2015-2016 without returning to City Council; and be it

FURTHER RESOLVED: That estimated fees to be collected in the amount of \$148,000 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 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 (G485520) and OPED Van Project (G485530) and Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Taxi Project (G488120) and OPED Van Project (G488130); and be it

FURTHER RESOLVED: That all central services overhead charges associated with this grant in an estimated amount of \$56,383 for Measure B Fund (2213) and \$24,274 for Measure BB Fund (2216) will be offset through a contribution of the General Purpose Fund as approved in the Proposed Budget; and be it

FURTHER RESOLVED: That the City Administrator or his 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, GALLO, GUILLEN, KALB, KAPLAN, REID, CAMPBELL WASHINGTON, AND
PRESIDENT GIBSON MCELHANEY

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____

LATONDA SIMMONS
City Clerk and Clerk of the Council
of the City of Oakland, California

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