

CITY OF OAKLAND
AGENDA REPORT

OFFICE OF THE CITY CLERK
2006

2006 MAY 11 PM 6:29

TO: Office of the City Administrator
ATTN: Deborah Edgerly
FROM: Department of Human Services
DATE: May 23, 2006

RE: Resolution Authorizing The City Administrator To Apply For And Accept Funds In The Amount Of \$949,395 From Alameda County Transportation Improvement Authority (ACTIA) Measure B Funds, And Up To \$200,000 Alameda County Transportation Improvement Authority (ACTIA) Measure B Gap Funds For The Fiscal Year 2006-2007 For Paratransit Services; And Authorizing The City Administrator To Execute Contracts To Provide Paratransit Services For Fiscal Year 2006-2007, In Amounts Not To Exceed, As Follows: 1) At Your Service (AYS) V. I. P DBA V.I.P. Express Transportation, Inc. For \$500,000, 2) Bay Area Community Services (BACS) For \$250,000, 3) Friendly Transportation DBA Friendly Cab Company, Metro Yellow Cab Company, And Yellow Cab Company For \$200,000, 4) Veterans Transportation Inc. DBA Veterans Cab Company For \$210,000; And Authorizing The City Administrator To Execute Amendments To The Contracts For Any Additional Amounts Received Under The Measure B Grant Without Returning To City Council

SUMMARY

Staff requests that the City Council approve a resolution authorizing the City Administrator to apply for and accept funds in the amount of \$949,395 from Alameda County Transportation Improvement Authority (ACTIA) Measure B Funds. The City may also receive up to \$200,000 in Measure B Gap funds for the Fiscal Year 2006-2007 for paratransit services. The base funds are increasing by 3.07 percent from fiscal year 2005-2006 due to the increase in revenue from the new Measure B sales tax. The additional funds may be allocated later as the Alameda County Paratransit Advisory and Planning Committee (PAPCO) makes recommendations for Gap funding to ACTIA.

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 70.76% 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 nine paratransit providers for the continued implementation of the ACTIA Measure B funded taxi, wheelchair van, and senior shuttle

Item: _____
Life Enrichment Committee
May 23, 2006

services for paratransit riders for an amount not to exceed \$1,160,000 and for July 1, 2006 – June 30, 2007. The providers and not to exceed contract amounts are as specified below:

- At Your Service (AYS) V. I. P dba V.I.P. Express Transportation, Inc. \$500,000
- Bay Area Community Services (BACS) \$250,000
- Friendly Transportation dba Friendly Cab Company, Metro Yellow Cab Company, and Yellow Cab Company \$200,000
- Veterans Transportation Inc. dba Veterans Cab Company \$210,000

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. The City of Oakland may be awarded additional Measure B funding from the Alameda County Transportation Improvement Authority (ACTIA) for expanding the Senior Shuttle Service.

FISCAL IMPACT

FY 2006-2007 Adopted Policy Budget for the Oakland Paratransit for the Elderly and Disabled (OPED) program includes the Measure B fund allocation, fare revenue and Measure B carry forward funds. The \$949,395 that Oakland receives from ACTIA for FY 2006-07 will be deposited to Measure B Paratransit – ACTIA Fund (2213), Oakland Paratransit for the Elderly and Disabled organization (75621). Any Measure B Gap funds up to \$200,000 (estimated) will also be appropriated to Measure B Paratransit – ACTIA Fund (2213), Oakland Paratransit for the Elderly and Disabled organization (75621).

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 2006-07. The waiver of CSO charges (\$91,758) 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 2006-07 Adopted Policy Budget under Department of Human Services, Measure B Paratransit – ACTIA Fund (2213). ACTIA may approve additional funds from Measure B Gap for an estimated amount up to \$200,000. 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 \$34,800.

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 (70.76%) of North County's share to serve both Oakland and Piedmont residents. Additional funds may be approved later as the County reviews Measure B Gap proposals.

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 Connex Paratransit 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 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 pilot 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 2006-07 Measure B funds for the City of Oakland Paratransit Program is \$949,395. There may be additional Measure B Gap funds awarded to the City of Oakland later in the fiscal year. All Gap funds are to reimburse approved expenditures. For the last two years, OPEd received Gap funds to provide Medical Return Trips (MRTIP) and Accessible Home Improvements (AHIPP). The MRTIP program duplicated our existing services and will be absorbed into our service delivery. The AHIPP program did not serve enough individuals to make it cost effective. OPEd will not reapply for this project.

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. We are supporting a grant request from Bay Area Community Services for Measure B Gap funding to expand the senior shuttle into the Dimond-Fruitvale and the Central East Oakland community.

OPEd staff is working to improve paratransit services by meeting with 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-profits organizations and clients to explore services that will improve service delivery.

This year, Oakland Paratransit is joining with the City’s Senior Companion Program to pilot a senior volunteer driver and escort program. The plan for this program is to utilize up to 10 senior companions to help seniors with language difficulties get to and from shopping trips from volunteer stations. For non-English speaking residents, getting transportation is difficult without an attendant or a family member.

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.

For 2005-06, OPEd riders live throughout Oakland and Piedmont (see residence by zip code). The chart below provides the zip code of registered OPEd riders. These data do not include riders of the Oakland Senior Shuttle which serves residents in West, North and East Oakland. (94603, 94607, 94608, 94609, 04611, 94621)

Zip code						The OPEd ridership race/ethnicity breakdown is:
94601	7.8%	94607	6.1%	94612	8.6%	African American (50.8), Asian/Pacific Islander (13.2%), Caucasian (24.7%), Hispanic (11.3%).
94602	6.0%	94608	8.1%	94618	2.6%	
94603	5.9%	94609	7.4%	94619	4.6%	
94605	9.6%	94610	7.2%	94621	5.8%	
94606	7.9%	94611	12.4%			

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 its 1,500 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 (FY 2005-06) 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.

2. OPED conducts a quarterly telephone survey of randomly selected riders and an annual mail survey of all riders to gain additional qualitative information. OPED staff call 30-50 paratransit riders quarterly to help determine on-time performance and to get overall feedback. The survey was created to help collect information for Measure B and the Paratransit Advisory and Planning Committee (PAPCO). Since June 2005, OPED has surveyed approximately 400 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.
 - On time performance
 - 91% on time
 - 2% early
 - 5% late
 - 2% no show

 - Most riders use both East Bay Paratransit and OPED to meet their transportation needs.

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 2006-2007 Measure B funds in the amount of \$949,395 and up to \$200,000 Measure B Gap funds, 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 \$1,160,000 for the continued implementation of the Measure B taxi and wheelchair van service, and senior shuttle service for July 1, 2006 – June 30, 2007, 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 \$949,395 from Alameda County Transportation Improvement Authority Measure B Funds and up to \$200,000 Measure B Gap funds for Fiscal Year 2006-2007 for paratransit services and authorizing the City Administrator to execute contracts to provide paratransit services for Fiscal Year 2006-2007, as follows: 1) Bay Area Community Services in an amount not to exceed \$250,000, 2) At Your Service (AYS) V. I. P. dba V. I. P. Express Transportation, Inc. in an amount not to exceed \$500,000, 3) Friendly Transportation dba Friendly Cab Company, Metro Yellow Cab Company and Yellow Cab Company in an amount not to exceed \$200,000, 4) Veterans Transportation, Inc. dba Veterans Cab Company in an amount not to exceed \$210,000; and authorizing the City Administrator to execute any amendments to the contracts for any additional amounts received under the Measure B grant without returning to the City Council.

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

Item: _____
Life Enrichment Committee
May 23, 2006

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**

SURVEY

Client Name: (optional) _____

I. D. #: (optional) _____

1. How many rides have you taken this quarter using Oakland taxi scrip or van vouchers? Riders receive an allocation of 30 van rides or 40 taxi scrip books (\$10 value) per six months. Exceptions are based on health needs (i.e. dialysis, cancer treatments, major health issues).

2. For each of those trips, were you picked up (what percentage):

On time	<u>91.0</u> %
Early	<u>2.0</u> %
Late	<u>5.0</u> %
No Show	<u>2.0</u> %

3. What would you estimate your average ride time to have been per trip? (Example: 10 minutes, 15 minutes, 20 minutes, etc.)

This question is required for ACTIA. Since OPED provides individual trips, this has not been an issue. The average ride time was 17.5 minutes.

4. Do you feel that this amount of time was too long or just right?

97.5 % believed the time was just right.

5. Have you made a complaint or a commendation in the last quarter?

There have been few complaints. OPED has worked with the individuals and the companies to resolve the complaints.

Commendations have been directed to the specific driver.

6. What were the circumstances? Please describe.

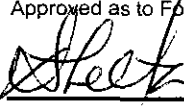
7. Are you registered with East Bay Paratransit and do you use their service? Yes _____ No _____

Almost all respondents are registered with East Bay Paratransit for their primary transport. A small percentage of riders are unable to use their service due to increased needs. All OPED applicants are required to apply for East Bay Paratransit.

8. Overall, how would you rate your satisfaction with the Oakland Paratransit service?

Excellent	Very Good	Good	Fair	Poor
28%	48%	16%	6%	2%

2006 MAY 11 PM 6:29


City Attorney

OAKLAND CITY COUNCIL

RESOLUTION No. _____ C.M.S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR AND ACCEPT FUNDS IN THE AMOUNT OF \$949,395 FROM ALAMEDA COUNTY TRANSPORTATION IMPROVEMENT AUTHORITY (ACTIA) MEASURE B FUNDS, AND UP TO \$200,000 ALAMEDA COUNTY TRANSPORTATION IMPROVEMENT AUTHORITY (ACTIA) MEASURE B GAP FUNDS FOR THE FISCAL YEAR 2006-2007 FOR PARATRANSIT SERVICES; AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE CONTRACTS TO PROVIDE PARATRANSIT SERVICES FOR FISCAL YEAR 2006-2007, IN AMOUNTS NOT TO EXCEED, AS FOLLOWS: 1) AT YOUR SERVICE (AYS) V. I. P DBA V.I.P. EXPRESS TRANSPORTATION, INC. FOR \$500,000, 2) BAY AREA COMMUNITY SERVICES (BACS) FOR \$250,000, 3) FRIENDLY TRANSPORTATION DBA FRIENDLY CAB COMPANY, METRO YELLOW CAB COMPANY, AND YELLOW CAB COMPANY FOR \$200,000, 4) VETERANS TRANSPORTATION INC. DBA VETERANS CAB COMPANY FOR \$210,000; AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AMENDMENTS TO THE CONTRACTS FOR ANY ADDITIONAL AMOUNTS RECEIVED UNDER THE MEASURE B GRANT 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 City of Oakland for the Fiscal Year 2006-2007 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 fifteen percent (15%) of total program costs; and

WHEREAS, the City of Oakland General Fund resources are available and were approved in the FY 2005-07 Adopted Budget Policy 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 disruption; and

WHEREAS, the City Council finds these contracts will not result in the loss of employment or salary by any person 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, 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 not to exceed as specified below:

- At Your Service (AYS) V. I. P dba \$500,000
V.I.P. Express Transportation, Inc.
- Bay Area Community Services \$250,000
- Friendly Transportation dba \$200,000
Friendly Cab Company, Metro Yellow Cab Company,
and Yellow Cab Company
- Veterans Transportation, Inc. dba \$210,000
Veterans Cab Company

and

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

RESOLVED: That the City Council hereby resolves 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, modification, 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 the City Administrator or her designee is hereby authorized to accept Measure B funds in the amount of \$949,395 and up to \$200,000 from Measure B Gap funds for the Oakland Paratransit Program to be appropriated to Measure B – Paratransit – ACTIA Fund (2213), Oakland Paratransit for the Elderly and Disabled organization (75621). Should further funds be 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; and be it

FURTHER RESOLVED: That Central Services Overhead costs are hereby waived; and be it

FURTHER RESOLVED: That the City Administrator is hereby authorized to execute contracts with the aforementioned service providers in the amounts specified above for the purpose of providing services to Oakland Paratransit for the Elderly and Disabled Program participants, and that should additional funds be received, the City Administrator or her designee is hereby authorized to appropriate same for the purposes described above and to amend the contracts for any additional amounts received under the Measure B grant without returning to the City Council, and to conduct all negotiations, execute and submit all documents, including but not limited to applications, agreements, amendments, modifications, payment request, and related actions which may be necessary in accordance with its basic purpose; and be it

FURTHER RESOLVED: That a copy of said agreements shall be filed in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____, 20_____

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