

**CITY OF OAKLAND
COUNCIL AGENDA REPORT**

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2005 MAY 11 PM 12:33

TO: Office of the City Administrator
ATTN: Deborah Edgerly
FROM: Department of Human Services
DATE: May 24, 2005

RE: RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE CONTRACTS TO PROVIDE PARATRANSIT SERVICES FOR FISCAL YEAR 2005-2006, AS FOLLOWS: 1) BAY AREA COMMUNITY SERVICES IN AN AMOUNT NOT TO EXCEED \$225,000, 2) V. I. P. TRANSPORTATION DBA AT YOUR SERVICE (AYS) V. I. P. 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 \$165,000, 4) VETERANS TRANSPORTATION, INC. DBA VETERANS CAB COMPANY IN AN AMOUNT NOT TO EXCEED \$170,000, 5) CENTER FOR INDEPENDENT LIVING IN AN AMOUNT NOT TO EXCEED \$30,000, 6) REBUILDING TOGETHER OAKLAND IN AN AMOUNT NOT TO EXCEED \$30,000, AND 7) REBUILDING TOGETHER ALBANY, BERKELEY AND EMERYVILLE IN AN AMOUNT NOT TO EXCEED \$10,000; 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

SUMMARY

Staff recommends that the City Council approve a resolution authorizing the City Administrator to execute seven contracts between the City of Oakland and nine paratransit providers for the continued implementation of the Alameda County Transportation Improvement Authority (ACTIA) Measure B funded taxi and wheelchair van service, senior shuttle service and three non-profit organizations to provide accessible home improvements for paratransit riders for an amount not to exceed \$1,130,000 and for July 1, 2005 – June 30, 2006 with the following providers for the amounts not to exceed as specified below:

- | | |
|---|-----------|
| • Bay Area Community Services (BACS) | \$225,000 |
| • V. I. P. Transportation dba
At Your Service (AYS) V. I. P | \$500,000 |
| • Friendly Transportation dba
Friendly Cab Company, Metro Yellow Cab Company
and Yellow Cab Company | \$165,000 |
| • Veterans Transportation Inc. dba
Veterans Cab Company | \$170,000 |
| • Center for Independent Living | \$ 30,000 |
| • Rebuilding Together Oakland | \$ 30,000 |
| • Rebuilding Together Albany, Berkeley and Emeryville | \$ 10,000 |

Item _____
Life Enrichment Committee
May 24, 2005

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 has also been awarded additional Measure B funding from the Alameda County Transportation Improvement Authority (ACTIA) for the Medical Return Trip Improvement Program and the Accessible Home Improvement Paratransit Program.

FISCAL IMPACT

The funding for these contracts is included in the FY 2005-06 proposed budget under Department of Human Services, Measure B Fund 2213. ACTIA has approved additional funds from Measure B Gap for an estimated amount of \$260,000. As previously approved by Council Resolution on April 19, 2005, these additional Measure B funds will be appropriated to Fund 2213 (Measure B - Paratransit - ACTIA), Organization 75621. Additional funding is also available from the revenue set-aside for seniors from parking fines, appropriated in the General Fund. There is no additional fiscal impact on the General Fund.

The professional services contracts are subject to the City of Oakland's three percent contract compliance fee which amounts to \$33,900.

BACKGROUND

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. AC Transit and BART joined together to form the East Bay Paratransit Consortium to comply with the new ADA guidelines.

In December 1996, Oakland began offering paratransit services designed to meet the needs of Oakland residents who require assistance beyond the parameters of the East Bay Paratransit Consortium's program. The City of Oakland has utilized taxicab companies and wheelchair accessible van companies to provide this service. In March 2002, the City of Oakland offered support to the pilot senior shuttle service in West Oakland and now has expanded to North and East Oakland.

City Council approved on April 19, 2005, Resolution No. 79168 C.M.S. authorizing the application for 2005-2006 Measure B funds in an estimated amount of \$844,747. ACTIA has approved additional funds from Measure B Gap in an estimated amount of \$260,000 for the Medical Return Trip Improvement Program and the Accessible Home Improvement Paratransit Program to fill service areas identified by consumers in North Alameda County.

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

OPED serves the most vulnerable residents of Oakland, frail seniors and individuals with mobility impairments. These residents rely on paratransit services to get to essential living activities and to life saving medical appointments.

Clients are free to choose among vendors using individually issued vouchers and taxi scrip. The contracted companies accept these vouchers and scrip. Program clients call the service provider directly to arrange for service. Contract amounts are determined and based on last year's program service history, and may need to be amended later in the contract year to adjust for demand based on client choice. 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.

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. Staff will continue to seek alternative forms to provide additional paratransit service.

Last year, ACTIA approved the recommendation for Measure B Gap funds to begin the Accessible Home Improvement Paratransit Program (AHIPP) in north Alameda County. Oakland, as the largest city in north Alameda County, managed the contracts to provide this service. Many riders are restricted from using paratransit services. Individuals using wheelchairs can become isolated if they are living in housing with stairs. East Bay Paratransit service does not provide assistance with stairs. In fact, in Alameda County, the City of Oakland is the only paratransit program providing that service. The cost of service is doubled for those individuals from \$25 to \$50 per trip. Assistance with stairs is limited due to budget constraints.

ACTIA identified a number of programs that provide grants for building ramps and accessible home improvements. The initial goal of the AHIPP program is to modify 22 units over two years (2004-2006). Approximately half of the twenty two modifications will be for Oakland paratransit riders. These individuals will be able to use the East Bay Paratransit service as well as city services without requiring extra fees.

ACTIA staff received lists of contractors specializing in accessibility modifications from Alameda County Home Repair and the housing departments of each City in the north portion of the County. After contacting each contractor, staff then met with the community based organizations and contractors that expressed an interest in the pilot project to discuss the goals of the program and to determine the interest in contracting. The three recommended organizations, Center for Independent Living, Rebuilding Together Oakland and Rebuilding Together Albany, Berkeley and Emeryville, specialize in building ramps and meet all applicable laws and regulations and comply with City contracting requirements. Staff has determined that the recommended organizations have provided quality services to the senior and disabled communities over the past several years.

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 to seek funds for expansion.

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. At this time, it is too early to evaluate and view the impact on transportation from the Gap funded projects, the Medical Return Trip Improvement Program and the Accessible Home Improvement Paratransit Program.

For 2004-05, OPED riders live throughout Oakland and Piedmont (see residence by zip code in April 12, 2005 LEC report). The ridership race/ethnicity breakdown is: African American (53.8), Asian/Pacific Islander (12.2%), Caucasian (25.7%), Hispanic (8.3%).

Evaluation

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

1. Informal feedback from its 1,200 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 2004-05) 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 would like an increase in allocation of taxi scrip/van vouchers.

- 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) (See attachment). Since June 2004, OPED has surveyed approximately 400 riders overall. The results of the surveys over the last 11 months indicate the following.
- On time performance
 - 94% on time
 - 2% early
 - 4% late or no show
 - The data collected does not suggest any statistical difference in on time performance between the 5 different taxi contractors.
 - 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. During the 2nd year of the Measure B Gap funded projects, ACTIA will evaluate the impact of the two regional services on paratransit riders.

SUSTAINABLE OPPORTUNITIES

Economic: Contracts are with local vendors. Vendors will subscribe to the City's Living Wage Ordinance.

Environmental: Vendors will provide multiple passenger transportation for a population that does not have access to private vehicles.

Social Equity: Vendors provide transportation services that provide many residents with access to services and activities. Access to services will improve the quality of life for paratransit participants.

DISABILITY AND SENIOR CITIZEN ACCESS

This resolution authorizes contracts that will maintain access to necessary services for Oakland's paratransit users. These contracts will ensure transportation access for people with disabilities and senior citizens to City programs and community-based services and activities by providing paratransit services to the above-mentioned populations.

RECOMMENDATION(S) AND RATIONALE

Staff recommends that the City Council approve this resolution authorizing the City Administrator to execute seven contracts for an amount not to exceed \$1,130,000 for the

continued implementation of the Measure B taxi and wheelchair van service, senior shuttle service and accessible home improvements for July 1, 2005 – June 30, 2006.

ACTION REQUESTED OF THE CITY COUNCIL

That the City Council approve this Resolution authorizing the City Administrator to execute contracts to provide paratransit services for Fiscal Year 2005-2006, as follows: 1) Bay Area Community Services in an amount not to exceed \$225,000, 2) V. I. P. Transportation dba At Your Service (AYS) V. I. P. 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 \$165,000, 4) Veterans Transportation, Inc. dba Veterans Cab Company in an amount not to exceed \$170,000, 5) Center for Independent Living in an amount not to exceed \$30,000, 6) Rebuilding Together Oakland in an amount not to exceed \$30,000, and 7) Rebuilding Together Albany, Berkeley and Emeryville in an amount not to exceed \$10,000; 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 L. YOUNGDAHL
Director, Department of Human Services

Reviewed by:
Brendalynn Goodall, Manager
Aging & Adult Services

Prepared by:
Jeffrey C. Weiss
Oakland Paratransit Supervisor

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


Office of the City Administrator

Attachment: Oakland Paratransit Survey

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 12 van rides or 12 taxi scrip books (\$10 value) per quarter. 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>93.9</u> %
Early	<u>2.1</u> %
Late	<u>3.4</u> %

3. Did you reach your destination on time, early or late (percentage)?

On Time	95.1 %
Early	2.7 %
Late	2.1 %

4. Has there been a time this month when the driver did not arrive?
There were reported 16 no-shows by taxi riders, Van riders did not report any no-shows.

5. 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.

6. Do you feel that this amount of time was too long or just right?
98.2 % believed the time was just right.

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

There have been few complaints. OPED has worked with the individuals to resolve the complaints. Commendations have been directed to the specific driver.

8. What were the circumstances? Please describe.

9. 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 are unable to use their service due to increased needs.**

10. Have you been satisfied with their service? *Yes* _____ *No* _____
 If no, why? **A large majority were satisfied with East Bay Paratransit service, however there was a sizeable number of riders that stated they would not use the service due to negative experiences.**

11. How would you rate the following in terms of satisfaction

	Terrible	Fair	Good	Very Good	Excellent
Taxi Driver		6	9	45	40
Taxi Dispatcher		2	3	45	50
OPED Office Staff		5	10	25	60



 City Attorney

OAKLAND CITY COUNCIL

 OFFICE OF THE CITY CLERK
 OAKLAND

RESOLUTION NO. _____

 2005 MAY 11 PM 12:33
 C. M. S.

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE CONTRACTS TO PROVIDE PARATRANSIT SERVICES FOR FISCAL YEAR 2005-2006, AS FOLLOWS: 1) BAY AREA COMMUNITY SERVICES IN AN AMOUNT NOT TO EXCEED \$225,000, 2) V. I. P. TRANSPORTATION DBA AT YOUR SERVICE (AYS) V. I. P. 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 \$165,000, 4) VETERANS TRANSPORTATION, INC. DBA VETERANS CAB COMPANY IN AN AMOUNT NOT TO EXCEED \$170,000, 5) CENTER FOR INDEPENDENT LIVING IN AN AMOUNT NOT TO EXCEED \$30,000, 6) REBUILDING TOGETHER OAKLAND IN AN AMOUNT NOT TO EXCEED \$30,000, AND 7) REBUILDING TOGETHER ALBANY, BERKELEY AND EMERYVILLE IN AN AMOUNT NOT TO EXCEED \$10,000; 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

WHEREAS, the Alameda County Transportation Improvement Authority (ACTIA) has made Measure B funds available for paratransit services throughout the County and for north Alameda County for the fiscal year 2005-06 for the purpose of accessible home improvement for paratransit riders; and

WHEREAS, THE City of Oakland claims Measure B funds allocated for Oakland and Piedmont residents to provide paratransit services and claims Measure B Gap funds allocated for north Alameda County residents to provide accessible home improvement for paratransit riders; and

WHEREAS, City of Oakland General Fund resources are available and were proposed in the FY 2005-2006 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 disruption; 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, 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:

- Bay Area Community Services \$225,000
- V. I. P. Transportation dba \$500,000
At Your Service (AYS) V. I. P.
- Friendly Transportation dba \$165,000
Friendly Cab Company, Metro Yellow Cab Company,
Yellow Cab Company
- Veterans Transportation, Inc. dba \$170,000
Veterans Cab Company
- Center for Independent Living \$ 30,000
- Rebuilding Together Oakland \$ 30,000
- Rebuilding Together Albany, Berkeley \$ 10,000
and Emeryville

and

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

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, NADEL, QUAN, REID, AND PRESIDENT DE LA FUENTE

NOES-

ABSENT-

ABSTENTION-

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