



CITY OF OAKLAND

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OFFICE OF THE CITY CLERK  
OAKLAND

2017 MAY 12 AM 9:24

# AGENDA REPORT

**TO:** Sabrina B. Landreth  
City Administrator

**FROM:** Sara Bedford  
Director, Human Services

**SUBJECT:** Paratransit Measure B & BB Funds  
For Fiscal Year 2017-2018

**DATE:** May 4, 2017

City Administrator Approval

Date:

5/11/17

## RECOMMENDATION

**Staff Recommends That The City Council Adopt A Resolution Authorizing The City Administrator To Accept And Appropriate Direct Local Program Distribution Funds In The Amount Of \$1,101,522 Measure B And \$1,145,144 Measure BB For Fiscal Year 2017-2018 From The Alameda County Transportation Commission To Provide Paratransit Services; And Authorizing The City Administrator To Execute Reimbursement Agreements For Fiscal Year 2017-2018 In Amounts Of: \$600,000 To Friendly Transportation, Inc. DBA Friendly Cab Company And Metro Yellow Cab Company, \$100,000 To St. Mini Cab Corporation DBA Veterans Cab, \$325,000 To Quality Transit, LLC, \$200,000 To Bell Transit Corporation, And \$175,000 To Bay Area Charters, Inc.; And Authorizing The City Administrator To Accept And Appropriate Any Additional Grant Funds That May Become Available For Fiscal Year 2017-2018 And Amend The Fiscal Year 2017-2018 Agreements Without Returning To City Council.**

## EXECUTIVE SUMMARY

As the City of Oakland is an eligible recipient of Measure B and Measure BB funds, staff is seeking City Council approval to receive and administer the revenue from the Alameda County Transportation Commission (ACTC) in the amount of \$2,246,666 to provide non-mandated (absence of Federal regulations) paratransit services aimed at improving the mobility of seniors and persons with disabilities within respective service areas through the Oakland Paratransit for the Elderly and Disabled (OPED) Program.

Item: \_\_\_\_\_  
Life Enrichment Committee  
May 23, 2017

## **BACKGROUND / LEGISLATIVE 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 dedicated specialized transit funds through Alameda County's Measure B half-cent sales tax initiative approved by voters in November 1986. The Alameda County Transportation Authority (ACTA) was formed to oversee the Measure B Expenditure Plan as it funded various highway projects, mass transit and local transportation needs of cities.

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

## **ANALYSIS AND POLICY ALTERNATIVES**

In December 1996, the City of 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 EBPC's program. To date, the City of Oakland has contracted with local taxicab companies and wheelchair accessible van companies to provide service.

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 then newly-formed 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 developed by the Paratransit Planning and Advisory Committee (PAPCO) and as adopted by the ACTC.

Upon initiation of the second measure, the City of Oakland received the largest allocation of 70.45 percent of North County's transportation funding share to serve both Oakland and Piedmont residents. At that time, the funding formula was based on age and disability data from the 2000 U.S. Census and the most recent Supplemental Security Income (SSI) income data for Oakland residents.

The Measure B funding formula was revised for five Fiscal Years (FY), FY 2012-2013 through FY 2016-2017, based on updated age data (seniors 70-79) and age data (seniors 80+ multiplied by 1.5 as a proxy for disability) from the 2010 U.S. Census. In addition, the ACTC approved the utilization of annual updates of American Community Survey (ACS) income data as a replacement for Supplemental Security Income (SSI) data. Therefore, under the new formula, Oakland realized a percentage decline of approximately 3.76 percent or approximately 66.69 percent of North County's share, which still ranked as the largest distribution.

Upon the passage of half-cent sales tax initiative Measure BB in November 2014, the City of Oakland began to receive additional program funding in FY 2014-2015. These funds were also allocated by formula.

ACTC drafted a new Master Funding Agreement for FY 2016-2017 through FY 2021-2022 that includes an update to the planning area funding formula advanced by PAPCO to be applied to both measures. As ACS 2014 disability data became available due to the sample size becoming large enough that data about disability was available for every city and unincorporated area in Alameda County. The revised funding formula applied the data in conjunction with the previous disability proxy concept and the ACS data became the replacement source for Census 2010 data. The net financial impact for City of Oakland services was approximately a 1.41 percent increase of the North County share or 68.10 percent.

Henceforth, 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.

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

Each recommended taxi, wheelchair accessible van, shuttle, or charter company herein meets all applicable laws and regulations and complies with City contracting requirements such as possession of appropriate business permits, proof of vehicle insurance, workers' compensation insurance, drug, and alcohol testing for drivers, hire and in-service driver trainings, and other outlined conditions. Staff has determined that the recommended companies providing taxi, accessible van, shuttle and/or charter services meet all necessary requirements.

### **FISCAL IMPACT**

The FY 2017-2018 Proposed Policy Budget for OPED Program includes appropriations for Measure B direct local program distribution funds in the amount of \$1,101,522 and projected fare revenue in the amount of \$115,000 budgeted in Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project (TBD), OPED Taxi Project (TBD) and OPED Van Project (TBD).

The FY 2017-2018 Proposed Policy Budget for Oakland Paratransit for the Elderly and Disabled Program includes an appropriation in the amount of \$1,145,144 for Measure BB direct local program distribution funds budgeted in Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), and OPED Measure BB Paratransit Category Project (TBD).

The funding for OPED contracts is included in the FY 2017-2018 Proposed Policy Budget under Human Services Department (HSD) in the appropriations above. Approval of the resolution will authorize agreements with the following paratransit providers for the amounts specified below:

- |  |           |
|--|-----------|
| • Friendly Transportation, Inc. dba<br>Friendly Cab Company and Metro Yellow Cab Company | \$600,000 |
| • St. Mini Cab Corporation dba<br>Veterans Cab   | \$100,000 |
| • Quality Transit, LLC   | \$325,000 |
| • Bell Transit Corporation   | \$200,000 |
| • Bay Area Charters, Inc.  | \$175,000 |

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 \$58,938 for Measure B Fund (2213), and \$43,462 for Measure BB Fund (2216).

If additional funds become available for the same purpose, within the existing term, staff is seeking authorization to accept and appropriate funds for the OPED program and amend the FY2017-2018 reimbursement agreements without returning to Council within the duration of the grant term.

#### **PUBLIC OUTREACH / INTEREST**

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

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

Staff also continues to attend and participate in meetings held by the Mayor's Commission on Persons with Disabilities and the Mayor's Commission on Aging as necessary. Annual presentations are made for these respective commissions for outreach and feedback from the commissioners and the 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 participant survey process.

Services will continue to be available city-wide to eligible applicants. At the time of this report, client enrollment was 1,511 and reflected in **Table 1** below:

**Table 1: FY 2016-2017 OPED Registered Client Demographics**

OPED Unduplicated Client Count											
Zip Code	Clients	Percent	Race*							Gender	
			AA	A/PI	C	H	NA	O	UN	M	F
94601	75	5.0	40	7	14	11	1	2	0	23	52
94602	83	5.5	21	21	37	2	0	2	0	19	64
94603	58	3.8	51	3	3	1	0	0	0	16	42
94605	131	8.7	103	9	11	1	0	5	2	35	96
94606	107	7.1	51	28	17	2	0	9	0	26	81
94607	116	7.7	42	59	9	2	1	2	1	45	71
94608	67	4.4	56	3	3	1	0	0	4	10	57
94609	64	4.2	45	4	10	0	1	3	1	17	47
94610	157	10.4	38	26	86	1	0	4	2	38	119
94611	284	18.8	27	98	138	8	1	12	0	81	203
94612	168	11.1	35	66	57	2	1	5	2	43	125
94618	35	2.3	2	2	28	2	0	1	0	10	25
94619	65	4.3	27	10	19	4	0	5	0	14	51
94620	3	0.2	3	0	0	0	0	0	0	0	3
94621	69	4.6	56	3	0	6	0	1	3	14	55
Others	29	1.9	15	4	6	0	0	2	2	11	18
<b>TOTALS</b>	<b>1511</b>	<b>100</b>	<b>612</b>	<b>343</b>	<b>438</b>	<b>43</b>	<b>5</b>	<b>53</b>	<b>17</b>	<b>402</b>	<b>1109</b>

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

## **COORDINATION**

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

## **PAST PERFORMANCE, EVALUATION AND FOLLOW-UP**

Friendly Transportation, Inc. dba Friendly Cab Company and Metro Yellow Cab Company and Veterans Cab (formerly owned by Veterans Transportation, Inc. and currently owned by St. Mini Cab Corporation) 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 20,809 passenger trips during FY 2015-2016.

During the past two contract years, St. Mini Cab Corporation has utilized its subsidiary company Bell Transit as a sub-contractor to perform accessible van services under their agreements. However, for FY 2017-2018, they have elected to have separate contracts for each company. Therefore, Veterans Cab will be associated with taxi services only and Bell Transit will be associated independently for accessible van services and will be evaluated on their own service merit for the upcoming year.

Quality Transit and Bay Area Charters are entering their third year of service with OPED. They were newly formed companies during FY 2015-2016 by employees that worked and managed services for VIP Express Transport and Eastshore Charter Lines respectively of which had longtime service agreements with OPED and provided exemplary service to riders; and as predicted, the spinoff companies have continued to perform at a very high level as well. Combined, they provided 10,361 passenger trips during FY 2015-2016.

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 2016-2017 will be conducted throughout the month of May. The FY 2015-2016 survey results are provided in **Table 2** below and are based on 395 client returns:

**Table 2: FY 2015-2016 Paratransit Survey Summary**

1) Most common purpose of trips?	Shopping	Medical	Social	Recreation	Other
	48%	82%	25%	18%	-
2) Wait-time on the phone to request a ride?	< 10 min	> 10 min	-	-	-
	77%	23%	-	-	-
3) Rides on time?	Always	Mostly	Sometimes	Seldom	Never
	28%	55%	13%	4%	1%
4) Vehicles clean and in good condition?	Always	Mostly	Sometimes	Seldom	Never
	38%	49%	11%	2%	1%
5) Drivers helpful and friendly?	Always	Mostly	Sometimes	Seldom	Never
	30%	49%	18%	2%	2%
6) Trips on an average in minutes?	5-10 min	10-15 min	15-20 min	20-25 min	Over 25 min
	7%	28%	37%	19%	9%
7) Overall satisfaction with service?	Excellent	Very Good	Good	Fair	Poor
	37%	39%	18%	5%	2%

### **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 reduces the emission of carbon dioxide into the atmosphere and lessens traffic congestion, reduces fuel consumption, improves commute times and reduces the frequency of costly road repairs.

**Social Equity:** Paratransit funds will make services accessible for residents who due to age or disability would not be able to have access. Access to services will improve the quality of life for paratransit participants.

**ACTION REQUESTED OF THE CITY COUNCIL**

Staff Recommends That The City Council Adopt A Resolution Authorizing The City Administrator To Accept And Appropriate Direct Local Program Distribution Funds In The Amount Of \$1,101,522 Measure B And \$1,145,144 Measure BB For Fiscal Year 2017-2018 From The Alameda County Transportation Commission To Provide Paratransit Services; And Authorizing The City Administrator To Execute Reimbursement Agreements For Fiscal Year 2017-2018 In Amounts Of: \$600,000 To Friendly Transportation, Inc. DBA Friendly Cab Company And Metro Yellow Cab Company, \$100,000 To St. Mini Cab Corporation DBA Veterans Cab, \$325,000 To Quality Transit, LLC, \$200,000 To Bell Transit Corporation, And \$175,000 To Bay Area Charters, Inc.; And Authorizing The City Administrator To Accept And Appropriate Any Additional Grant Funds That May Become Available For Fiscal Year 2017-2018 And Amend The Fiscal Year 2017-2018 Agreements Without Returning To City Council.

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

Respectfully submitted,

  
SARA BEDFORD  
Director, Human Services Department

AGING AND ADULT SERVICES DIVISION  
Reviewed by: Scott Means, Manager  
Prepared by: Hakeim McGee, Supervisor  
Oakland Paratransit for the Elderly & Disabled



OAKLAND CITY COUNCIL

  
City Attorney

2017 MAY 12 AM 9:26

RESOLUTION No. \_\_\_\_\_ C.M.S.

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO ACCEPT AND APPROPRIATE DIRECT LOCAL PROGRAM DISTRIBUTION FUNDS IN THE AMOUNT OF \$1,101,522 MEASURE B AND \$1,145,144 MEASURE BB FOR FISCAL YEAR 2017-2018 FROM THE ALAMEDA COUNTY TRANSPORTATION COMMISSION TO PROVIDE PARATRANSIT SERVICES; AND

AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE REIMBURSEMENT AGREEMENTS FOR FISCAL YEAR 2017-2018 IN AMOUNTS OF:

- 1) \$600,000 TO FRIENDLY TRANSPORTATION, INC. DBA FRIENDLY CAB COMPANY AND METRO YELLOW CAB COMPANY,
- 2) \$100,000 TO ST. MINI CAB CORPORATION DBA VETERANS CAB,
- 3) \$325,000 TO QUALITY TRANSIT, LLC,
- 4) \$200,000 TO BELL TRANSIT CORPORATION AND
- 5) \$175,000 TO BAY AREA CHARTERS, INC.; AND

AUTHORIZING THE CITY ADMINISTRATOR TO ACCEPT AND APPROPRIATE ANY ADDITIONAL GRANT FUNDS THAT BECOME AVAILABLE FOR FY 2017-2018 AND AMEND THE FY 2017-2018 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) 2017-2018 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 Proposed Policy Budget for FY 2017-2018 includes Measure B fund appropriation in Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled Organization (75621), OPED Administration Project (TBD), OPED Taxi Project (TBD), OPED Van Project (TBD); and

**WHEREAS**, the City of Oakland Proposed Policy Budget for FY 2017-2018 includes Measure BB fund appropriation in Measure BB Paratransit – ACTC Fund (2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), Measure BB Paratransit Category Project (TBD); and

**WHEREAS**, the City wishes to offset all central services overhead charges in an estimated amount of \$58,938 for Measure B Fund (2213) and \$43,462 for Measure BB Fund (2216) associated with this grant through a contribution from the General Purpose Fund, as has been done in all of the past years; and

**WHEREAS**, the RFQ/RFP process is not applicable because these agreements are not professional services contracts and the City of Oakland enters into agreements on a non-exclusive basis, with any taxi company that has a minimum fleet of five or more vehicles; van, shuttle or charter companies with adequate fleet capacity and design to provide specialized transportation services seniors, frail elderly and adult persons with disabilities; companies permitted to provide service in Oakland; and companies that meet the City's other requirements for paratransit services; and

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

**WHEREAS**, the City lacks the fleet, the equipment and the support structure to operate this service with City employees and has never provided or operated such a service; and

**WHEREAS**, all of the companies for which agreement authorization is being requested meet the City's requirements for paratransit services; and

**WHEREAS**, the City wishes to enter into agreements with the following paratransit providers for the amounts as specified below:

- Friendly Transportation, Inc. dba  
Friendly Cab Company and Metro Yellow Cab Company \$600,000
- St. Mini Cab Corporation dba  
Veterans Cab \$100,000
- Quality Transit, LLC \$325,000
- Bell Transit Corporation \$200,000
- Bay Area Charters, Inc. \$175,000

; now, therefore, be it

**RESOLVED:** That the City Administrator or her designee is hereby authorized to accept and appropriate for the FY 2017-2018 Measure B direct local program distribution funds in the amount of \$1,101,522 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 FY 2017-2018 Project (TBD); and be it

**FURTHER RESOLVED:** That the City Administrator or her designee is hereby authorized to accept and appropriate for the FY 2017-2018 Measure BB direct local program distribution funds in the amount of \$1,145,144 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 Measure BB Paratransit Category FY 2017-2018 Project (TBD); and be it

**FURTHER RESOLVED:** That should additional Measure B/ Measure BB funds become available during FY 2017-2018 for paratransit services, the City Administrator is authorized to accept and appropriate those funds to Measure B/Measure BB – Paratransit –ACTC Fund (2213 and 2216), Oakland Paratransit for the Elderly and Disabled Organization (75621), and amend the FY 2017-2018 reimbursement agreements to increase the amount of the agreements without returning to Council; and be it

**FURTHER RESOLVED:** That the City Administrator is authorized to enter into reimbursement agreements with the following paratransit providers for the amounts as specified below:

- Friendly Transportation, Inc. dba  
Friendly Cab Company and Metro Yellow Cab Company \$600,000
- St. Mini Cab Corporation dba  
Veterans Cab \$100,000
- Quality Transit, LLC \$325,000
- Bell Transit Corporation \$200,000
- Bay Area Charters, Inc. \$175,000

; 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 2017-2018 without returning to City Council; and be it

**FURTHER RESOLVED:** That estimated fees to be collected in the amount of \$115,000 by Oakland Paratransit for the Elderly and Disabled (OPED) in conjunction with van voucher sales, taxi scrip sales and other service fares for OPED transportation services have been appropriated in the Mayor's Proposed FY2017-2019 Budget, pending City Council adoption, 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 (TBD) and OPED Van Project (TBD); and be it

**FURTHER RESOLVED:** That all central services overhead charges associated with this grant in an estimated amount of \$58,938 for Measure B Fund (2213) and \$43,462 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 her designee is hereby authorized to conduct all negotiations, execute and submit all documents including but not limited to applications, agreements, amendments, modifications, and payment requests, to conduct all related actions that may be necessary for the completion of the delivery of Measure B and Measure BB taxi and van service to the elderly and disabled; and be it

**FURTHER RESOLVED:** That the Office of the City Attorney will approve the proposed agreements as to form and legality and copies will be on file in the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, \_\_\_\_\_

**PASSED BY THE FOLLOWING VOTE:**

AYES - BROOKS, CAMPBELL WASHINGTON, GALLO, GIBSON MCELHANEY, GUILLEN, KALB, KAPLAN,  
AND PRESIDENT REID

NOES -

ABSENT -

ABSTENTION -

ATTEST: \_\_\_\_\_

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