



Edwin M. Lee, Mayor

Trent Rhorer, Executive Director

**MEMORANDUM**

**TO:** DEPARTMENT OF AGING & ADULT SERVICES COMMISSION

**THROUGH:** SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

**FROM:** MELISSA MCGEE, ACTING DEPUTY DIRECTOR  
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *(Signature)*

**DATE:** June 1, 2016

**SUBJECT:** CONTRACT RENEWAL: **MV TRANSPORTATION (FOR-PROFIT)** TO PROVIDE TRANSPORTATION SERVICES FOR SENIORS AND MENTALLY DISABLED CONSERVATEES

	<u>Current</u>	<u>Renewal</u>			
<b>CONTRACT TERM:</b>	7/1/14- 6/30/16	7/1/16- 6/30/18			
<b>CONTRACT AMOUNT:</b>	\$80,000	\$60,000			
<b>ANNUAL AMOUNT:</b>	FY 16/17 \$30,000	FY 17/18 \$30,000			
<b>FUNDING:</b>	County \$60,000	State	Federal	Contingency \$6,000	Total \$66,000
<b>PERCENTAGE:</b>	100%				100%

The Department of Adult and Aging Services (DAAS) requests authorization to renew the contract with MV Transportation, Inc. for the period of July 1, 2016 to June 30, 2018 for the provision of transportation services for seniors and mentally disabled individuals in the amount of \$60,000 plus a 10% contingency of \$6,000 for a total amount not to exceed \$66,000.

**Background**

The Department of Public Health (DPH), Public Conservator’s Office became part of DAAS in 2000. Until June of 2009, DPH continued to provide transportation services for individuals conserved by the program. On July 1, 2009, DAAS received responsibility and funding for the transportation services. These individuals are often placed throughout the Bay Area and must

return to San Francisco for medical services or to attend legal proceedings. In addition, those conserved by the program may be required to relocate from one placement facility to another. One or both of these facilities may be outside of San Francisco. San Francisco is responsible for providing transportation for these individuals.

**Services to be Provided**

MV Transportation (Contractor) will provide transportation services to DAAS clients needing transportation to/from psychiatric hospitalizations and/or legal proceedings. This service will also be provided to the mentally ill, the substance abusers, the developmentally disabled, the elderly/geriatric and the chronically medically ill. Additional service provisions have been included in the Appendix A. The budget is being adjusted to \$30,000 per year, based on number of services provided during the FY14-16 contract period.

**Selection**

Contractor was selected through Request for Proposals RFP 583, which was competitively bid in April 2014.

**Performance**

Performance is measured by the timeliness and completion of requested transportations. The Department is satisfied with the services that have been provided and recommends renewal for 2016 and 2017.

**Funding**

The funding is 100% County General Funds.

**ATTACHMENTS**

Appendix A - Services to be Provided

Appendix B - Calculation of Charges

## Appendix A - Services to be Provided

### MV Transportation July 1, 2016 through June 30, 2018

#### I. Purpose of Contract

The purpose of this contract is to provide transportation services for seniors and individuals with disabilities needing transportation to/from psychiatric hospitalizations and/or legal proceedings.

#### II. Definitions

<b>City</b>	City and County of San Francisco
<b>Contractor</b>	MV Transportation
<b>DAAS</b>	Department of Aging and Adult Services
<b>Disability</b>	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments including hearing and visual impairments, that results in substantial functional limitations in one or more of the following areas of major life activity: self-care, receptive and expressive language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency, cognitive functioning, and emotional adjustment.
<b>HSA</b>	Human Services Agency of the City and County of San Francisco
<b>One-Way Trip</b>	Picking up a client at a pre-determined location and transporting the client to the requested destination point
<b>Round Trip</b>	Returning the client from the requested destination point to the point of trip origin

#### III. Target Population

This service is intended for DAAS clients needing transportation from/to psychiatric hospitalizations, medical appointments, placement interviews and/or legal proceedings. This service will also be provided to the following clients:

Mentally Ill Substance Abusers  
Developmentally Disabled  
Elderly/Geriatric  
Chronically Mentally Ill

Also, MV Transportation must be able to accommodate transporting of patients in all of the following cases:

- a. Individuals who are on voluntary hospital status, involuntary hospital status or are being seen at an outpatient facility.
- b. Individuals who are able to cooperate with the plan for transportation.
- c. Individuals who can enter and leave the vehicle with minimum assistance.
- d. Individuals who require no formal restraint other than a seat belt for safe and legal transportation.
- e. Individuals who require restraints (patients will be presented for transport already restrained).
- f. Individuals who are on involuntary Mental Health hold for observation and/or treatment.
- g. Individuals who are determined to have poor impulse control (gurney transportation not included).
- h. Individuals who may be experiencing concurring disorders related to both substance abuse as well as psychiatric problems.
- i. Individuals who require the use of a wheelchair.

#### **IV. Description of Services**

Contractor will provide reliable 15-hour, 7 days a week transportation services to DAAS clients needing lower or higher levels of care. Hours of operation for services are 9 am to 12am (midnight). Last call to Contractor for local trips (within San Francisco city limits) will be 11:00 PM. Last call to Agency for trips outside of San Francisco city limits will be 10:00 PM.

The DAAS Program Manager will provide Contractor with a roster of program staff authorized to request services as needed. The roster will be updated as required when there is a change. Services will be typically requested by e-mail. Program staff placing the request will specify the services of a female/escort if the client requires this special service from the Contractor.

Travel from Contractor's base of operations to the pick-up and drop-off point shall be included in Contractor's base trip charge for one-way and round trips. Contractor may be required to make out of town trips outside the San Francisco city limits. A negotiated mileage surcharge (per mile) agreed to by the City and Contractor has been for these out of town trips, as reflected in the Appendix B-Budget. While the City's preference is for clients to be picked up and returned to the point of origin in a timely manner upon receipt of the return trip request, there may be a need (on occasion, only upon request) for Contractor to wait for the client before returning the client to the point of trip origin or another destination point. Wait time will be for a minimum of one hour to a maximum of three hours and a negotiated rate per hour agreed to by the City and Contractor will be established for this service.

#### **Required Service Accommodations**

Contractor will accommodate transporting of DAAS clients in all of the following cases listed in the Target Population.

**V. Service Objectives**

- Service is provided daily, 15 hours per day with approximately 60 trips per year expected (averaging 5-6 trips per month) which is subject to change based on target population and department needs.

**VI. Outcome Objectives**

Contractor will achieve the following by the end of the contract term:

- Maintain services at a minimum 90% reliability rate for on time arrival. On time is defined as service provider arriving to transport client within 5 minutes of the scheduled request time; or within 30 minutes of immediate request for services (weekdays, 9:00am – 6:00pm) and within one hour for immediate evening (6:01pm – 12:00am) and weekend requests.

**VII. Monitoring Activities**

- A. Program Monitoring: Contractor will have documented administrative infrastructure, policies and/or procedures in place to monitor and improve upon reliability and response times with the goal of maximizing every available opportunity to improve program cost efficiency.

Cost efficiency will be measured in terms of per trip costs incurred for actual service provided. This will be based on monthly invoices. Reliability and response times will be tracked for each individual trip reservation and recorded on daily trip and dispatch logs.

Dispatch logs, trip sheets and invoices will be available at all times for review upon request. Program staff that makes the service requests will monitor response times. Any delays or problems that might arise with disposition of a service request will be reported to the DAAS Program Manager, who (in turn) will document any response time/per trip cost or service deficiencies. Contractor will be required to properly investigate service call issues and respond to the DAAS Program Manager with a detailed explanation of how/why the incident occurred and any corrective action(s) taken to prevent incidents from reoccurring.

- B. Fiscal Compliance and Contract Monitoring: Fiscal monitoring will include review of the Contractor's organizational budget, the general ledger, quarterly balance sheet, cost allocation procedures and plan, State and Federal tax forms, audited financial statement, fiscal policy manual, supporting documentation for selected invoices, cash receipts and disbursement journals. The compliance monitoring will include review of Personnel Manual, Emergency Operations Plan, Compliance with the Americans with Disabilities Act, subcontracts, and MOUs, and the current board roster and selected board minutes for compliance with the Sunshine Ordinance.

### **VIII. Reporting Requirements**

- A. Contractor will provide a quarterly report of activities, referencing the tasks as described in Section IV– Description of Services, and VII- Service Objectives. Reports are due 15 days after the close of the reporting period. Reports shall be entered into the Contracts Administration Reporting & Billing Online (CARBON) System.
- B. Contractor will provide an annual report summarizing the contract activities, referencing the tasks as described in Section IV– Description of Services, VII- Service Objectives, and VIII - Outcome Objectives. This report will also include accomplishments and challenges encountered by the Contractor. This report is due 15 days after the completion of the program year and shall be entered into the CARBON System.
- C. The reports are also to be submitted electronically to the following staff:

Steve Kim  
Contract Manager  
Steve.Kim@sfgov.org

Micaela Mariscal  
Public Conservator Manager  
Micaela.Mariscal@sfgov.org

Alternatively, reports can be mailed to both staff at the following address:

Department of Human Services  
PO Box 7988  
San Francisco, CA 94120

**Appendix B - Calculation of Charges**

**MV Transportation  
July 1, 2016 through June 30, 2018**

- I. The City and County will reimburse the contractor for services provided based on the following schedule of rates.

<b>Billable Service Unit</b>	<b>Proposed Rate per Unit</b>
Base Charge for Day Trip (one-way or round trip), between hours of 9:00AM – 6:00PM. Trip within San Francisco city limits.	\$ 96.65 per one-way trip \$ 96.65 per round trip
Base Charge for Evening Trip (one-way or round trip), between hours of 6:01PM – 12:00AM. Trip within San Francisco city limits.	\$ 96.65 per one-way trip \$ 96.65 per round trip
Mileage surcharge for trip outside of San Francisco city limits	\$ 3.85 per mile
Services of female attendant/escort for Day Trip (one-way or round trip), between hours of 9:00AM – 6:00PM.	\$ 96.65 per one-way trip \$ 96.65 per round trip
Services of female attendant/escort for Evening Trip (one-way or round trip), between hours of 6:01PM – 12:00AM.	\$ 96.65 per one-way trip \$ 96.65 per round trip
Wait time (on request)	\$ 18.25 per hour

**II. Total contract amount is not to exceed \$60,000**

- A. For Fiscal Year 2016-2017, the contract amount will not exceed \$30,000
- B. For Fiscal Year 2017-2018, the contract amount will not exceed \$30,000

**III. Contractor will invoice the City and County on a monthly basis for actual services provided.**