



MEMORANDUM

TO: AGING & ADULT SERVICES COMMISSION

THROUGH: SHIREEN MCSPADDEN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JST*

DATE: AUGUST 15, 2018

SUBJECT: NEW CONTRACT: TRANSMETRO INC. (FOR-PROFIT) TO PROVIDE TRANSPORTATION SERVICES FOR OLDER ADULTS AND ADULTS WITH DISABILITIES

CONTRACT TERM: 9/1/18-6/30/21

CONTRACT AMOUNT: \$80,000

ANNUAL AMOUNT:

	FY 18/19	FY 19/20	FY 20/21		Total
	\$20,000	\$30,000	\$30,000		\$80,000
FUNDING:	County	State	Federal	Contingency	Total
	\$80,000				\$80,000
PERCENTAGE:	100%				100%

The Department of Adult and Aging Services (DAAS) requests authorization to enter into a new contract with TRANSMETRO, Inc. for the period of September 1, 2018 to June 30, 2021 for the provision of transportation services to benefit clients served through the Office of the Public Conservator and the Adult Protective Services (APS) program, in the total amount not to exceed \$80,000. The Office of the Public Conservator provides mental health conservatorship services for adults who are deemed gravely disabled due to serious mental illness and/or impairment by chronic alcoholism under California’s LPS Act. The Adult Protective Services (APS) program accepts and responds to reports of abuse, neglect, exploitation, and self-neglect involving older adults and adults with disabilities.

Background

DAAS provides transportation services to vulnerable older adults and adults with disabilities that are served by the Office of the Public Conservator and the Adult Protective Services program. Clients receiving conservatorship services through the Office of the Public Conservator must have reliable transportation services in order to attend legal proceedings and/or medical appointments. Some clients that are receiving conservatorship services reside in long-term care settings that are located outside of San Francisco County. The APS program provides transportation to assist clients to meet with legal services providers, attend medical appointments, or to obtain benefits. APS serves clients that reside within San Francisco County only. Clients served by both the Office of the Public Conservator and APS may use wheelchairs or other assistive devices, they may be physically frail, and they may have mental illness and/or cognitive impairment that may preclude them from utilizing public transportation.

Services to be Provided

TRANSMETRO will provide transportation services to vulnerable older adults and adults with disabilities needing transportation to/from long-term care facilities, private residences, medical appointments, and/or legal proceedings. TRANSMETRO will provide reliable, daily, seventeen hour, transportation services to DAAS clients that reside within, as well as outside of San Francisco County. Hours of operation for services are 7 AM to 12 AM (midnight), seven days a week. TRANSMETRO will provide courteous and respectful service to vulnerable clients that may have mental illness, cognitive impairment, physical frailty, and that may use a wheelchair or other assistive device for mobility. DAAS staff will attempt to provide TRANSMETRO with at least 24 hour notice of transportation requests but in the event that this is not possible, TRANSMETRO will provide transportation services with shorter notification. TRANSMETRO will provide designated staff within the Office of the Public Conservator and the APS program with real time tracking technology capability.

Selection

Contractor was selected through Informal Bid (IB) #797, which was issued on April 30, 2018.

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

TRANSMETRO Inc. September 1, 2018 through June 30, 2021

I. Purpose of Contract

The purpose of this contract is to provide transportation services for older adults and adults with disabilities needing transportation services.

II. Definitions

City	City and County of San Francisco
Contractor	TRANSMETRO Inc.
DAAS	Department of Aging and Adult Services
Disability	A condition attributable to mental illness, cognitive impairment, and/or physical disability , 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.
HSA	Human Services Agency of the City and County of San Francisco
One-Way Trip	Picking up a client at a pre-determined location and transporting the client to the requested destination point
Round Trip	Returning the client from the requested destination point to the point of trip origin

III. Target Population

This service is intended for vulnerable adults with serious mental illness that are served by the Office of the Public Conservator needing transportation from/to psychiatric hospitalizations, medical appointments, placement interviews and/or legal proceedings. This service will also be provided to older adults and adults with disabilities that are served by the Adult Protective Services program needing transportation to meet with medical, legal, or social services providers. Clients that are served through this contract may have mental illness, cognitive impairment, physical frailties, and/or they may use a wheelchair or other assistive device for mobility.

TRANSMETRO Transportation will provide courteous and respectful service to vulnerable adult clients in all of the following cases:

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

IV. Description of Services

Contractor will provide reliable, daily, 17-hour transportation services to DAAS clients. Hours of operation for services are 7 AM to 12 AM (midnight), seven days a week. Although DAAS will attempt to provide Contractor with at least 24 hours lead time, Contractor will provide transportation service with less than 24-hours notice. The last call to Contractor for local transportation requests will be 7:00 PM. Contractor will notify DAAS staff at least 24 hours before the requested transportation service date and time, if the requested service cannot be completed as scheduled.

The DAAS Program Manager will provide Contractor with a roster of DAAS 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 gender-specific companion from the Contractor if the client requires this additional service to ensure safety during transportation.

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.

V. Service Objectives

- Service is provided daily, 17 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 V - 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, V- Service Objectives, and VI - 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

Sandra Teixeira
Public Conservator - Program Manager
Sandra.Teixeira@sfgov.org

Appendix B - Calculation of Charges

TRANSMETRO Inc.

September 1, 2018 through June 30, 2021

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

Billable Service Unit	Proposed Rate per Unit
Base Charge for Day Dispatch within the City limits (one-way or round trip), between hours of 7:00AM – 6:00PM.	\$ 340 per Dispatch up to 4 hours \$ 85 per hour, beyond the initial 4 hours No mileage charges
Base Charge for Evening Dispatch within the City limits (one-way or round trip), between hours of 6:01PM – 12:00AM.	\$ 340 per Dispatch up to 4 hours \$ 85 per hour, beyond the initial 4 hours No mileage charges
Mileage surcharge for trip outside of San Francisco City limits	\$ 4.25 per mile
Services of female or male attendant/escort for Day Dispatch (one-way or round trip), between hours of 7:00AM – 6:00PM.	\$ 198 per Dispatch up to 4 hours \$ 49.50 per hour, beyond the initial 4 hours
Services of female or male attendant/escort for Evening Dispatch (one-way or round trip), between hours of 6:01PM – 12:00AM.	\$ 198 per Dispatch up to 4 hours \$ 49.50 per hour, beyond the initial 4 hours
Wait time (on request)	\$ 85 per hour, beyond the initial 4 hours

- Mileage and duration time is calculated at **departure and return** to the TRANSMETRO yard, located at 295 San Bruno Ave, SF 94103 (16th St. & San Bruno Avenue).
- No surcharge for requests less than 24 hours (subject to availability).

- II. Contractor will invoice the on a monthly basis for actual services provided, in to CARBON.

III. Total contract amount is not to exceed \$80,000 for FY18-21.

- A. For Fiscal Year 2018-2019, the contract amount will not exceed \$20,000
- B. For Fiscal Year 2019-2020, the contract amount will not exceed \$30,000
- C. For Fiscal Year 2020-2021, the contract amount will not exceed \$30,000.