



**SAN FRANCISCO
HUMAN SERVICES AGENCY**

MEMORANDUM

Department of Benefits
and Family Support

Department of Disability
and Aging Services

P.O. Box 7988
San Francisco, CA
94120-7988
www.SFHSA.org

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: KELLY DEARMAN, EXECUTIVE DIRECTOR

FROM: JILL NIELSEN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, DIRECTOR OF CONTRACTS

DATE: OCTOBER 4, 2023

SUBJECT: NEW CONTRACT: **RYDETRANS (PROFIT)** TO
PROVIDE TRANSPORTATION SERVICES FOR OLDER
ADULTS AND ADULTS WITH DISABILITIES

DS
EL

**CONTRACT
TERM:** 1/1/2024-6/30/2025

CONTRACT AMOUNT:	<u>New</u> \$200,000	<u>Contingency</u>	<u>Total</u> \$200,000
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ANNUAL AMOUNT:	<u>FY 23/24</u> \$50,000	<u>FY24/25</u> \$150,000
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FUNDING SOURCE:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
	\$98,000		\$102,000		\$200,000
PERCENTAGE:	49%		51%		100%



London Breed
Mayor

Trent Rhorer
Executive Director

The Department of Disability and Aging Services (DAS) requests authorization to enter into a new contract with RydeTrans for the provision of High Risk Transportation services to benefit clients served through the Office of the Public Conservator (PC) and the Adult Protective Services (APS) programs for the period of January 1, 2024 to June 30, 2025 for the amount not to exceed of \$200,000. The purpose of these contracts is to provide transportation services for high-risk older adults and adults with disabilities needing secure transportation services.

Background

The Office of the Public Conservator needs transportation services for vulnerable adults suffering from mental illness to travel from/to psychiatric hospitalizations, medical appointments, placement interviews or legal proceedings. Individuals 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. Some individuals reside in long-term care settings that are located outside of San Francisco County.

Services to be Provided

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

Contractor will provide reliable, daily, 17-hour transportation services. Hours of operation for services are 7 AM to 12 AM (midnight), seven days a week. Contractor will notify DAS staff at least 24 hours before the requested transportation service date and time, if the requested service cannot be completed as scheduled.

Selection

Contractor was selected through Informal Bid #1092, which was released in May 26,2023.

Funding

Funding for this contract is provided through a combination of Federal and County General Funds.

ATTACHMENTS

Appendix A - Services To Be Provided

Appendix B - Calculation Of Charges

Appendix A - Services to be Provided

RydeTrans High Risk Transportation January 1, 2024 – June 30, 2025

I. Purpose of Contract

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

RydeTrans specializes in working with individuals with serious mental illness who have a history of unpredictable and aggressive behavior. This population may include individuals with unresolved forensic problems. Contractor will conduct a risk assessment for sufficient planning to ensure a safe transport as allowed by contractor training and license.

II. Definitions

APS	Adult Protective Services
City	City and County of San Francisco
Contractor	RydeTrans
DAS	Department of Disability and Aging 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.
High Risk Transports	Transports that require specialized skills to manage situations with individuals who have a history of violence, elopement, or other risky behaviors
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
PC	Public Conservator
Round Trip	Return the Client from the requested destination point to the point of trip origin

III. Target Population

This program supports all ethnicities and populations in San Francisco with focused expertise to address the unique cultural needs of older adults and adults living with disabilities who:

- A.** are on voluntary or involuntary hospital status or are being seen at an outpatient facility.
- B.** require restraints (patients will be presented for transport already restrained).
- C.** are on an involuntary psychiatric hold for observation and/or treatment.
- D.** are determined to have poor impulse control.
- E.** have a history of violence, elopement or other behaviors that are beyond a routine transport.

IV. Description of Services

Contractor will serve the needs of the high risk, vulnerable adults served by the Office of the Public Conservator (PC) needing transportation to medical appointments, placement interviews and/or legal proceedings. This service will also be provided to high-risk older adults and adults with disabilities who are served by the Adult Protective Services (APS) program needing transportation to meet with medical, legal, or social services providers.

Transportation services are intended for vulnerable adults suffering from 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.

Individuals 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. Some individuals that are receiving conservatorship services reside in long-term care settings that are located outside of San Francisco County. Clients may have mental illness, cognitive impairment, physical frailties, and/or they may use a wheelchair or other assistive device for mobility.

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

The Public Conservator Program Manager will provide Contractor with a roster of DAS 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 any accommodations 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.

Contractor agrees to stay with the client at all times and transport directly to the designated staff to ensure a ‘warm handoff’. To report critical incidents such as traffic accidents, client injury, unexpected or violent behavior, Contractor will call Public Conservator’s After-Hours Hotline (800) 814-0009 or directly contact Public Conservator Program Manager and report to the appropriate authorities as required by contractor’s licensures.

Contractors must be able to provide real-time communication and locations of dispatch in progress for any delays or traffic issues. Contractor will follow all City COVID protocols and observe universal precautions, as needed.

A. Customer Service

1. Contractor shall be responsive and provide excellent customer service to PC staff. This includes same day response to transportation requests, proactive and effective communication about logistics before, during, and after service delivery, accurate provision of services and correction of issues as soon as possible, flexibility with transportation scheduling and requests.
2. Contractor shall provide excellent customer service to individuals being transported to support a pleasant experience so that individuals may be calm upon arrival at the destination. Contractor shall make available appropriate training to their staff regarding the population being served.
3. Contractor will work with PC on a mutually agreed upon policy to report adverse incidents, to communicate about transportation issues, and to anticipate and prevent future issues.
4. Due to the volume of transports, contractors need to be able to manage multiple transports in the same day. Contractors shall indicate in their responses their maximum daily capacity for this request. The City reserves the right to award multiple transportation contracts with different companies to accommodate the demands, needs, and support of PC clients.

B. Transport Logistics

1. Contractor shall provide transportation services in a timely manner. “Timely” is defined as arriving and dropping off no later than 5 minutes of the scheduled time. While there are traffic and situations that are beyond the contractor’s control, contractor can anticipate and allow for more transport time to minimize the incidents and the duration of tardiness. Patterns of untimely transports that are due to poor planning may result in penalties.
2. Contractor shall be able to follow through with specific transportation instructions. Instructions will be provided in advance to give the contractor an opportunity to prepare and anticipate logistical issues.
3. Contractor will never leave individuals unattended or alone during the transport process. Contractor shall ensure that there is a warm hand-off during pick up and drop off. SFHSA only transports one client at a time for safety. Breaks and meals as governed by labor laws.
4. Contractor will comply with all legal requirements related to providing transport, such as commercial driver rules requiring a rest stop every 8 hours.

5. Contractor shall have an effective means for communicating real-time location during transports and shall immediately inform PC if any transportation delays occur. Contractor shall be responsive to PC communication throughout transport.
6. Unless there are pre-arranged agreements, Contractor shall have the ability to provide door-to-door service which is defined as picking up individuals to and from the door of the residence/facility unit/court. This is especially important for individuals that are at risk of eloping, AWOL, or wandering. .
7. While PC shall attempt to provide Contractor with at least 24 hours lead time, Contractor shall be able to provide transportation service with less than 24-hours' notice. The last call to Contractor for local transportation requests shall be 7:00 PM. For previously schedule requests, Contractor shall notify PC staff at least 24 hours before the requested transportation service date and time, if the requested service cannot be completed as scheduled.

V. Service Objectives

- A. Service is provided daily, 19 hours per day with approximately 90 trips per year expected (averaging 1-3 trips per month) which is subject to change based on target population and department needs.
- B. 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.
- C. Ability to provide dispatch 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.
- D. Maintain services at a 90% completion of transports without preventable incidents. This includes missed transports due to logistical issues due to poor planning or communication by contractor.

VI. Outcome Objectives

In customer & staff satisfaction surveys:

- A. 85% of individuals able to complete a customer satisfaction survey will indicate that they felt the services provided were courteous, compassionate, timely, and respectful.
- B. 95% of PC staff will indicate that the contractor was responsive and timely in providing transportation services.

VII. Monitoring/Reporting Activities

- A. 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.
- B. 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 Public Conservator 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 Public Conservator Program Manager

- with a detailed explanation of how/why the incident occurred and any corrective action(s) taken to prevent incidents from reoccurring.
- C.** 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.
 - D.** Upon request, the reports are to be submitted electronically to the following staff:

Jennifer Grant
Contract Manager
Jennifer.Grant@sfgov.org

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

Appendix B - Calculation of Charges

RydeTrans High Risk Transportation January 1, 2024 – June 30, 2025

- 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/Evening Dispatch within the City limits (one-way or round trip), between hours of 7:00AM – 6:00PM.	N/A
Added in less than 24 hours	N/A
Mileage from fleet location to drop off and return to fleet location (located at 1400 Doolittle Drive, San Leandro, CA 94577)	\$ 6.90 per mile transport to unlocked and locked ambulatory individuals without physical assistance or monitoring to ensure safety. \$ 8.25 per mile to transport to individuals who require physical assistance and constant monitoring for safety.
Wait time (on request)	\$ 1.74 per minute, beyond the initial 15 minutes.

- Cancellation fee: if any cancellation is within 2 hrs of transport, \$200 fee.

- II. Contractor will invoice on a monthly basis for actual services provided electronically.

III. **Annual amounts:**

- A. For Fiscal Year 2023-2024, budgeted for \$50,000.
B. For Fiscal Year 2024-2025, budgeted for \$150,000.

Total (January 1, 2024 – June 30, 2025): \$200,000.