

CITY OF SANTA ROSA  
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL  
FROM: YURI KOSLEN, TRANSIT PLANNER  
TRANSPORTATION AND PUBLIC WORKS DEPARTMENT  
SUBJECT: CONTRACT APPROVAL C.A.R.E. EVALUATORS, INC TO  
PROVIDE FUNCTIONAL ASSESSMENTS TO DETERMINE  
ELIGIBILITY FOR ADA PARATRANSIT SERVICES

AGENDA ACTION: RESOLUTION

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RECOMMENDATION

It is recommended by the Transportation and Public Works Department that the Council, by resolution, approve a contract with C.A.R.E. Evaluators, Inc. of Aliso Viejo, California, to provide functional assessments to determine eligibility for ADA paratransit services in an amount not to exceed \$300,000.

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EXECUTIVE SUMMARY

The City of Santa Rosa Paratransit has successfully utilized functional assessments to determine eligibility for ADA paratransit services since 2012. Functional assessments evaluate an individual's physical, visual, and cognitive ability to determine whether s/he has the ability to use fixed-route bus services, and under what circumstances. As part of the Request for Proposals process, C.A.R.E Evaluators' proposal was analyzed to ensure the proposed cost is fair and reasonable. C.A.R.E Evaluators' performance has met the City's expectations in their management of the City's functional assessments since 2012. Staff seeks Council approval to award a three-year contract through June 30, 2022, with two one-year options to extend.

BACKGROUND

In compliance with Federal Transit Administration regulations and the Americans with Disabilities Act (ADA), any agency operating a fixed route bus service must also provide a complementary paratransit service that operates within three-quarters of a mile on either side of each fixed route, for use by individuals who cannot independently use the fixed route bus system due to a disability or medical condition. The City of Santa Rosa paratransit service is a door-to-door service that is fully accessible to individuals with disabilities.

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Since 2012, individuals seeking to register for paratransit service have been required to make a functional assessment appointment to determine eligibility in accordance with the provisions of the Americans with Disabilities Act (ADA), and in keeping with transit industry best practices. The primary criterion is that an individual has physical or cognitive limitations that makes them unable to ride or access a fixed route bus.

Functional assessments are evaluations conducted by trained professionals that assess physical, visual, or cognitive ability. They may include a simulated trip to and from a bus, a simulated bus trip, boarding a bus, negotiating a curb or curb cut, crossing the street, etc. Skills evaluated may include balance, strength, coordination, range of motion, bus travel skills, community safety skills, and general orientation. Variables in the environment as well as the person's ability to perform the tasks required to use the bus may be considered. The assessment also evaluates the client's need for a person personal care attendant (PCA), Federal law requires that PCAs not be charged a fare.

On April 15, 2019 the Transit Division released a Request for Proposals (RFP) 19-28 seeking a contractor to administer Functional Assessments to Determine Eligibility for ADA Paratransit Services. C.A.R.E. Evaluators, Inc. was the only firm that responded to the RFP. Transit staff, in consultation with the Purchasing Agent, reviewed the proposal documents to ensure the adequacy of the competition and that the proposal was fair and reasonable.

#### PRIOR CITY COUNCIL REVIEW

On July 12, 2012, Council passed a resolution to award a three-year contract with two one-year renewal options to C.A.R.E. Evaluators, Inc., to provide functional assessment services.

On October 21, 2014, Council passed a resolution approving the removal of the in-person eligibility recertification requirement for individuals who have been certified with a permanent eligibility for paratransit service.

#### ANALYSIS

1. Implementation of a functional assessment program to determine paratransit eligibility is a financially responsible, effective and efficient way for Santa Rosa to sustain the quality paratransit service currently provided to persons living with a disability. Certification of eligibility through this process has helped the City maintain consistent capacity levels and costs for ADA paratransit service.
2. Functional assessments to determine eligibility are considered a best practice in the industry to control increasing demand and costs of paratransit trips. The City of Santa Rosa has maintained consistent paratransit demand since FY 2015 and

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a relatively flat budget for paratransit service delivery, with the exception of costs associated with increase in driver salaries.

3. Based on Transit staff's cost estimate and price analysis, which considered historic costs, the selection of C.A.R.E Evaluators, a certified Disadvantaged Business Enterprise (DBE), has been determined to be fair and reasonable. The City determined that the specification was not restrictive, and other interested contractors just chose not to bid. The bid was seen and reviewed by a significant number of potential contractors based on the Planet Bids and Caltrans DBE outreach. The City Purchasing office posted the RFP on Planet Bids and verified that 94 vendors were notified, of which 14 identified themselves as prospective respondents, 12 of those downloaded the documents and 27 self-identified as DBEs. The Transit Division emailed over 100 firms listed on the Caltrans DBE list that self-identified as performing work in this arena, as required by the federal Disadvantaged Business Enterprise (DBE) program. Additionally, the City Purchasing Agent sent a survey to the 14 identified prospective bidders in Planet Bids to better understand why they chose not to bid. No firms responded to the survey.
4. The Professional Services Agreement recommended by the Department of Transportation and Public Works is a three-year agreement not to exceed \$300,000, with two one-year renewal options.

FISCAL IMPACT

This action has no impact on the General Fund. Funding for the ADA paratransit functional assessment service is provided by State Transportation Development Act Article IV funds and Federal Transit Administration (FTA) 5307 funds and is included in the FY 2019-20 Transit Division budget. The Exhibit B rates show the total contract amount of \$295,080 for three years, thus the not to exceed amount of \$300,000.

ENVIRONMENTAL IMPACT

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guideline section 15378.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not applicable.

NOTIFICATION

Not applicable.

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ATTACHMENTS

Resolution/Exhibit - Professional Service Agreement with C.A.R.E. Evaluators, Inc.

CONTACT

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