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**Title:** Staff Report for a City of San Leandro City Council Resolution to Approve a Consulting Services Agreement with Nelson Nygaard Consulting Associates for the Period of July 1, 2020 through June 30, 2021

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Staff Report for a City of San Leandro City Council Resolution to Approve a Consulting Services Agreement with Nelson Nygaard Consulting Associates for the Period of July 1, 2020 through June 30, 2021

**SUMMARY AND RECOMMENDATIONS**

The attached document is a Consulting Services Agreement, effective July 1, 2020 - June 30, 2021 between the City of San Leandro (COSL) and Nelson Nygaard Consulting Associates (NN) to provide services related to the implementation of the FLEX Paratransit Services Expansion Plan.

Staff recommends approval of a Resolution authorizing the City Manager to execute the Consulting Services Agreement with Nelson Nygaard Consulting Associates to implement the FLEX Paratransit Services Expansion Plan.

**BACKGROUND**

The City has provided City-based paratransit services for senior and disabled citizens, known as FLEX Paratransit, for several years. The designated paratransit funding is provided by the Alameda County Transportation Commission’s (ACTC) allocation of sales tax revenue collected under County Measures B and BB. The primary service is a fixed route shuttle that operates Monday - Friday, 9:00am - 5:00pm. In early 2019, the City piloted a RIDES On-Demand program in conjunction with the City of Hayward serving as the lead agency, replacing the previous taxi voucher program that was suspended in October 2019.

Historically, an annual membership fee of \$20 was assessed for each fiscal year. This fee was initiated in 2008 because of a budget shortfall. Currently, the paratransit program can afford to

eliminate the membership fee, beginning July 1, 2020.

Membership eligibility is dependent upon City residency status in addition to meeting the following criteria:

*FLEX Shuttle* - Registered FLEX Paratransit Program Member must be **60 years old or older** or at least 18 years old, plus East Bay Paratransit Certified. The age qualification for this program will be reduced to **50 years old or older** or at least 18 years old, plus East Bay Paratransit Certified beginning July 1, 2020.

*FLEX RIDES On Demand* - the member must be **70 years old\* or older** or at least 18 years old, plus East Bay Paratransit Certified. The qualifications for this program will remain the same.

The City's Paratransit service membership experienced multiple years of decline as follows:

<u>Fiscal Year</u>	<u>60+</u>	<u>18+/EBP Cert</u>	<u>TOTAL</u>	<u>%Increase/Decrease*</u>
2016 - 2017	303	5	308	N/A
2017 - 2018	267	4	271	13% decrease
2018 - 2019	215	5	220	19% decrease

The City previously contracted with NN to conduct a thorough review and analysis of the fixed route FLEX Shuttle program in order to explain the decline in ridership and to provide alternative service models in order to better serve the changing needs of San Leandro paratransit users. As part of the process, NN conducted various modes of outreach in multiple languages targeted toward both current users and those who were not familiar with the program. The Draft Expansion Plan were reviewed multiple times by City staff, the City of San Leandro Senior Commission, the City Council, and the community. The final report was completed in February 2020.

## Analysis

City staff reviewed the proposals outlined in the FLEX Paratransit Services Expansion Plan and identified the recommendations that could be implemented in FY 2020-2021. NN was then asked to submit a proposal to provide oversight during Plan Implementation, which is expected to span a 12-month period. NN has expertise in the area of paratransit as well as familiarity with ACTC funding requirements. The choice of this vendor will ensure a smooth transition into the Implementation Plan as they possess the direct knowledge of both the City's existing Paratransit Program as well as the stakeholder input that they compiled to complete the FLEX Paratransit Expansion Plan. Proposed Project Manager Naomi Armenta, a San Leandro resident, is a key leader in transportation planning benefitting seniors and persons with disabilities. She served as the Paratransit Coordinator for ACTC for 10 years and worked on projects in several Bay Area Counties, as well as BART, the Metropolitan Transportation Commission, and the California State Transportation Agency.

## Fiscal Impacts

The Implementation of the FLEX Paratransit Services Expansion plan will cost \$82,750. This amount will be funded by Measures B and BB in Account Number 150-36-001-5890 and 150-36-002-5890.

**Attachment(s) to Related Legislative File**

- Consulting Services Agreement FY-2020-2021

**PREPARED BY:** Susan Criswell, Senior Services Supervisor, Recreation and Human Services