

July 12, 2022

Board of County Commissioners
 Clackamas County

Members of the Board:

Approval of Amendment #2 to agreement #18869 with Ride Connection, Inc. for Funding for Specialized Service Rides Provided by Members of the Clackamas County Transportation Consortium.

No County General Funds.

Purpose/Outcomes	Funding for Social Services-Transportation Reaching People and Senior Center based transportation services to assist older adults and people who experience a disability in meeting their transportation needs to conduct their personal business, grocery shop, medical and/or other appointments
Dollar Amount and Fiscal Impact	The total agreement is \$483,913. This agreement is funded through the agreements with State of Oregon, Dept. of Transportation (ODOT), Special Transportation Formula (STF) Funds. This amendment corrects errors in the Exhibit A, the scope of work and does not change the total dollar value of the contract.
Funding Source	State of Oregon, ODOT-STF funds. No County General Funds are involved
Duration	Effective July 1, 2020 and terminates on June 30, 2023
Previous Board Action	Original agreement 12/03/20; Amendment #1 08/19/21-A1; Issues on 7/12/22.
Strategic Plan Alignment	1. This funding aligns with the strategic priority to increase self-sufficiency for our clients. 2. This funding aligns with the strategic priority to ensure safe, healthy and secure communities by addressing needs of older adults in the community.
Counsel Review	1. Date of Counsel review: 7/28/21 and 06/22/22 2. Initials of County Counsel performing review: KR and AN
Procurement Review	1. Was this time processed through Procurement? No 2. In no, provide brief explanation: This is a Revenue Grant agreement. Not subject to Procurement Review.
Contact Person	Brenda Durbin, Director, Social Services Division 503-655-8641
Contract No.	H3S#9870

BACKGROUND:

The Social Services Division of the Health, Housing and Human Services requests approval of Agreement#18869, Amendment #2 with Ride Connection, Inc. This agreement provides State of Oregon, Special Transportation Formula (STF) funding for rides provided throughout the County by the Hoodland/Welches, NCPRD-Milwaukie, Molalla and Sandy Adult/Senior Community Centers. This agreement adds continued funding for FY2021-22 and FY2022-23 to reimburse these members of the Clackamas County Transportation Consortium for transportation services they provide to Clackamas County seniors and persons with disabilities that reside outside the regular service area of

the Center. These funds help residents to remain independent and engaged in their community as long as possible.

This agreement is specific to the (4) community centers listed above to provide rides in lift equipped mini-buses and/or vans to residents that are outside their Center's service area who wish to come to the Center for activities and/or meals. The transportation services provided by senior centers are primarily to the centers for participation in the nutrition programs and the various services and recreational programs offered at the centers. However, the Centers also provide group transportation for shopping, personal business, and medical appointments in their local area. This agreement also provides funding for these Centers to use taxis to provide transportation to medical facilities outside their service area. In general, transportation is provided weekdays between 8:00 am and 5:00pm.

County Counsel reviewed and approved the scope of work changes on 6/22/22. No County General Funds are involved.

RECOMMENDATION:

Staff recommends approval of this amendment by the Board of County Commissioners.

Respectfully submitted,

A handwritten signature in cursive script that reads "Rodney A. Cook".

Rodney A. Cook, Director
Health, Housing and Human Services



**CONTRACT MODIFICATION #2 to 18869
Between Ride Connection, Inc., and Clackamas County Social Services
Original Contract Dated 7/1/2020**

Ride Connection, Inc. (hereinafter "Ride Connection") and **Clackamas County Social Services** (hereinafter "Contractor") agree to the following terms and conditions of the contract cited above:

- 1. Exhibit A, Scope of Work is deleted in its entirety and replaced with Exhibit A, dated July 01, 2021, v.1.**
- 2. All other terms of the original contract apply.**

Ride Connection and Clackamas County Social Services have executed this **Modification** to the original contract, as cited above, as of the day and year written below.

Entered into Agreement By:

RIDE CONNECTION, INC.

Signature

Julie Wilcke Pilmer
Printed Name

CEO
Title

Date

CLACKAMAS COUNTY

Commissioner: Tootie Smith, Chair
Commissioner: Sonya Fischer
Commissioner: Paul Savas
Commissioner: Martha Schrader
Commissioner: Mark Shull

Signing on Behalf of the Board:

By: _____
Tootie Smith, Chair

Date

Approved as to Form:

By: _____
Clackamas County Counsel

Date: 06/22/2022

EXHIBIT A

Clackamas County Social Services

Contract No. 18869

SCOPE OF WORK

July 1, 2021, v.1

Project Title: Senior Center Specialized Services

Funding Source Definitions and Restrictions

Project STF Formula Funds Total: \$483,913

The goods and/or services to be provided by Clackamas County include, but are not limited to the following:

A. Participate in Cost Savings Activities:

Clackamas County agrees to participate in coordination activities with Ride Connection and other Transportation providers Ride Connection contracts with to provide transportation services (“Service Partners”) in the network to meet the demand for service in a cost-effective manner.

B. Coordinate Customer Information, Referral, and Trip Scheduling Activities with the Ride Connection Service Center:

Service partners, who utilize the Ride Connection Service Center to coordinate trips, recognize that this service is currently being funded by dollars outside of this contract. Service Partners agree to work with Ride Connection to investigate opportunities and create solutions to recoup costs accrued for the service performed. Not currently applicable to the Clackamas County programs.

C. Establish and Maintain Customer Confidentiality:

Service Partners agree to maintain the confidentiality of all customer records exchanged with Ride Connection or accessed through Ride Connection coordination, scheduling, and dispatch software. In the process of providing service, Service Partners agree to provide only the customer information that is necessary in order for the driver to provide the appropriate level of service for the trip being provided.

D. Provide Shared Capacity Trips:

With increased coordination among service partners, opportunities arise for providers to serve customers who reside in, or have trips originating or ending in areas outside the defined Service Area specified in this contract. Such activity is encouraged to reduce deadhead time on longer distance trips and maximize available capacity. STF Formula funds can be used to cover the costs associated with Shared Capacity Trips. If service boundaries need to be adjusted, partners will be asked to participate in the planning and decision making necessary to align service boundaries with need.

E. Maintain a sufficient number of qualified, approved paid and volunteer drivers and concierge and administrative hours to meet project goals.

EXHIBIT A

Clackamas County Social Services

Contract No. 18869

- F. Recruit volunteer drivers to drive Ride Connection vehicles, or who are willing to provide proof of coverage if driving their own vehicles and who will meet the criteria necessary to allow them to drive for a Ride Connection program.
- G. Participate with Ride Connection, TriMet and other partners in the development of local, regional and agency specific service plans. Help recruit customers to actively participate in planning processes and service design.
- H. Increase coordination between Ride Connection, other services partners and TriMet to increase transportation options for older adults and people with disabilities. Share information on customers, trips, and destinations with Ride Connection, TriMet, and other partners and jointly plan new services or service changes.
- I. Coordinate outreach activities with Ride Connection. Perform marketing and outreach to community points that are key destinations for older adults and people with disabilities. Participate in Ride Connection sponsored events.
- J. Increase transportation options available to TriMet ADA eligible individuals who, because of their mobility impairment, geographic barriers, or trip destination, may be difficult for LIFT to serve or may require more personalized attention.
- K. Establish transportation options, for older adults or people with disabilities, in the community at large that encourage group trips to common community destinations such as shopping, recreation, senior centers, and nutrition sites.
- L. Encourage older adults and people with disabilities to become aware of and connect with available transportation and community-based services as an alternative to LIFT ADA paratransit services for some or all of their trips.
- M. Provide Ride Connection with back up documentation for billing line items upon request.
- N. Orient drivers to the agency's transportation program and ensure they comply with required training and are aware of other specialized training opportunities available through Ride Connection to maintain safety of operations.
- O. Attend regular coordination and training meetings to be conducted by Ride Connection.
- P. Allow TriMet, ODOT, or Ride Connection representatives to contact a random sample of clients for monitoring and service verification purposes. Clients will be contacted by mail or phone. Agencies will be given a copy of the questionnaire in advance of mailing.
- Q. Notify Ride Connection as soon as possible of unusual conditions that will affect the delivery of services.
- R. Implement Ride Connection's client donation policy to seek rider donations comparable to the TriMet LIFT fare, when appropriate.
- S. Cooperate in the mutually agreed upon submission of requests for additional public or private funds for program expansion and enhancement.
- T. Cooperate in transportation coordination efforts with other organizations such as churches, schools, businesses, and transportation providers.

EXHIBIT A

Clackamas County Social Services

Contract No. 18869

U. Implement customer feedback (i.e. complaint, compliment) procedures for individuals using community-based transportation.

V. Provide service throughout the contract term.

Project Description:

Service is provided to Clackamas County residents who are either 60 plus or have a disability living in the designated service areas. Rides are provided using both paid and volunteer drivers. Hoodland, Molalla and Sandy also use taxis on a limited basis. The ride must originate within the service area of the Center, but can go to a destination outside the service area. This service is frequently the only option available to riders as most are outside paratransit boundaries.

Providers: Hoodland Sr. Ctr., NCPRD-Milwaukie Center, Molalla Adult Comm. Ctr., and Sandy Sr. & Comm. Ctr.; all members of the Clackamas County Transportation Consortium.

The majority of the rides provided under this project by the rural Centers are for medical appointments and personal business many of these rides require recurring appointments in the metro area. The majority of the rides provided by the Milwaukie Center are for access to nutrition – shopping and lunch at the Center.

Riders receive door to door service Monday through Friday. Riders simply call the local Center to schedule a ride.

Marketing is not done in the traditional sense. Information about the service is regularly distributed to Community Partners.

Due to the COVID-19 pandemic, Clackamas County will use **FY20-23** monies for the following services and equipment as needed:

- Delivery of meals and pharmaceuticals to seniors and people with disabilities.
- Cleaning and disinfecting measures.
- Personal protection equipment.
- Transportation of personnel for medical and emergency purposes.

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EXHIBIT A

Clackamas County Social Services

Contract No. 18869

Project Funding:

Category	Year 1		Year 2		Year 3		Total	
	STF Award	Total Project Cost	STF Award	Total Project Cost	STF Award	Total Project Cost	STF Award	Total Project Cost
Planning:								
Operating:	\$157,606	\$1,122,633	\$160,742	\$1,132,453	\$165,565	\$1,204,766	\$483,913	\$3,459,852
Capital:						\$8,973		\$8,973
Administrative:		\$35,100		\$35,100		\$35,100		\$105,300
Other (describe):								
Total:	\$157,606	\$1,157,733	\$160,742	\$1,167,553	\$165,565	\$1,248,839	\$483,913	\$3,574,125

Project Funding Sources:

Funding Source	Year 1 Amount	Year 2 Amount	Year 3 Amount	Total Amount
Source 1: Funds Requested	\$157,606	\$160,742	\$165,565	\$483,913
Source 2: STF Ride Connection Pass Through	\$336,022	\$342,706	\$527,106	\$1,205,834
Source 3: STF County Consortium	\$32,550	\$32,550	\$34,532	\$99,632
Source 4: 5310 County Consortium	\$38,973	\$38,973	\$40,800	\$118,746
Source 5: STIF County Consortium	\$146,963	\$146,963	\$45,217	\$339,143
Source 6: OAA Title III-B	\$150,000	\$150,000	\$150,000	\$450,000
Source 7: Medicaid for Waivered Non-Medical Transportation	\$33,450	\$33,450	\$33,450	\$100,350
Source 8: In-District (TriMet)	\$206,669	\$206,669	\$206,669	\$620,007
Source 9: Sr. Ctr. Agency Other	\$25,000	\$25,000	\$25,000	\$75,000
Source 10: Rider Donations	\$30,500	\$30,500	\$20,500	\$81,500
Total:	\$1,157,733	\$1,167,553	\$1,248,839	\$3,574,125

EXHIBIT A

Clackamas County Social Services

Contract No. 18869

Project Measurables:

Measurable	Year 1:	Year 2:	Year 3:
One way Rides	N/A	N/A	N/A
Senior/Person w/ Disability One way Rides	5,750	5,750	6,300
Total paid driver hours	3,000	3,000	2,150
Total volunteer driver hours (increase in hours over FY18 baseline)	200	200	100
Cost per trip			
# of individuals served	350	350	
Vehicle Hours	N/A	N/A	
Vehicle Miles	46,500	46,500	35,000