

City of Costa Mesa Scope of Services - Senior Transportation Programs

Background

The City of Costa Mesa Parks and Community Services Department participates in Orange County Transportation Authority's (OCTA) Senior Mobility Program funded by tax measure M2. The program is designed to fill the gap between local fixed-route buses and ADA paratransit, or OC ACCESS service, by providing local transportation services to Costa Mesa residents ages 60 years and older within Orange County. The operation of the program is tied to the City's M2 allocation for senior mobility, but the city continually seeks grant funding to augment the program to the benefit of the City's residents.

General Scope of Work for Senior Transportation

Contractor shall provide professional transportation services to eligible Costa Mesa residents ages 60 and older within Costa Mesa's borders, throughout Orange County, and to the Veteran's Affairs Hospital in Long Beach as specified by the City of Costa Mesa beginning July 1, 2026. Vendor must have the ability to flexibly implement cost control measures that include destination limits or geographic boundaries, ridership quotas, and collect copays. Initial cost control measures will be established based on Contractor's cost proposals and will be communicated at the award of contract. The City of Costa Mesa will consider both shuttle and taxi-based transportation models and may award multiple contracts if a hybrid service model suits the City's needs.

Professional services are required by the City's Senior Transportation Program include the following tasks:

1. Contractor will meet with City staff regarding the schedule, status, and program services on a monthly basis, at a minimum.
2. Door-To-Door Service. The Contractor shall provide door-to-door transportation of eligible Costa Mesa residents ages 60 and older to and/or from the Costa Mesa Senior Center (CMSC) and transportation for the following purposes: medical appointments, nutrition, shopping, personal care, and social/recreational.
3. The maximum service area Contractor is expected to provide services to include the entirety of Orange County and the Long Beach Veterans Affairs Hospital.
4. Contractor must have the ability to limit rides within defined geographic boundaries, such as within one mile of Costa Mesa's borders, as well as service satellite locations that may fall outside of the defined geographic boundary as needed by the City of Costa Mesa.
5. Contractor must have the ability to collect copays from riders via cash or credit card.
6. Contractor must have the ability to implement monthly ridership quotas on a per rider basis.
7. Contractor must have the ability to scale operations within a reasonable amount of time if the City wishes to temporarily expand the service area, reduce copays, adjust ridership quotas, or other program modifications that may increase or decrease ridership.
8. Taxi based models must provide a Fee Schedule that includes a flat rate per one way ride that originates and ends within Costa Mesa's boundaries and may include an additional per mile fee for any rides that extend beyond the City's boundaries. Shuttle based models will provide a Fee Schedule that consists of an hourly rate per vehicle.
9. Contractor will invoice the City at the rate agreed to by the City and identified in Fee Schedule and must have the ability to invoice the city separately for different types of rides, e.g., non-emergency medical rides and non-medical rides.
10. Contractor must comply with all state and federal regulations, as well as any additional OCTA requirements of Senior Mobility Program service providers, relating to driver training, licensing,

- vehicle inspections, maintenance documentation, and allowable hours on duty requirements, drug and alcohol testing, etc.
11. The Contractor shall provide a toll-free telephone number for use by Senior Transportation Program clients. The Contractor shall accept telephone reservations from Costa Mesa for Senior Transportation Program patrons and dispatch a vehicle to the requested pick-up location within the City. Booking via smart phone application is desirable, but not required.
 12. The earliest notice Contractor requires to guarantee an ADA compliant vehicle shall be the earliest in advance any rides shall be booked. For example, if Contractor can guarantee ADA complaint vehicle bookings with 48 hour notice, all rides must be booked 48 hours or more in advance.
 13. Contractor shall participate in on-going customer relations efforts as coordinated by the City.
 14. Contractor shall provide the necessary staff, equipment, and vehicle(s) to ensure efficient and timely administration of reservations, scheduling, customer service, and dispatch of City senior transportation trips in accordance with the service schedules and policies set forth by the City, and will provide substitute drivers in the event of absence from assigned/designated driver.
 15. Contractor shall supply audio transcripts and/or video footage of the vehicle cabin space to the City in order to settle disputes and complaints from customers.
 16. Drivers must be legally licensed to operate a motor vehicle in the State of California, be in good standing with the DMV, able to speak, understand, and read English adequately, and treat all passengers with respect and courtesy. Bilingual drivers are highly desirable.
 17. Contractor must demonstrate it has an acceptable recruitment and hiring program, which is intended to minimize driver turnover and retain a high quality driver workforce
 18. The City may require at any time that any driver be removed from transporting City customers for complaints, rudeness, or other inappropriate behavior or appearance, and may also request specific drivers from the said Contractor who provide exceptional customer service and have established rapport with customers.
 19. Driver feedback about schedules, customers' needs, vehicle maintenance, and working conditions is expected.
 20. Contractor will be responsible for all training of the vehicle driver and ensuring all training and certifications are current, service policies, passenger fares, etc.
 21. Contractor shall comply fully with state and federal regulations pertaining to licensing and operations of vehicles, which are contained in the California Vehicle Code, California Administrative Code, and the Federal Motor Carrier Safety Regulations.
 22. Contractor shall comply with the California OSHA requirements including the requirement of SB 198 to develop and implement an employee injury prevention program.
 23. Contractor is required to provide a computerized system for trip reservations, scheduling, and dispatch of senior transportation services as well as for the collection, recording, and reporting of operational and performance data regarding these services.
 24. City staff shall have access to a ride scheduling portal should the need arise for City staff to book rides for clients at the senior center or to view the status of any rides currently scheduled or in progress on any given day.
 25. Contractor shall notify the City within 24 hours of any accidents/incidents, and ensure proper follow up on any accidents/incidents, where appropriate, to ensure that any unresolved safety hazards or liability issues are addressed.
 26. Vehicle Collisions: The Contractor shall have sole responsibility, at its own cost and expense, for repair of any vehicle damaged in a vehicular accident or by any passenger. The City retains the right to investigate any vehicular collision involving the Contractor, and may request drug/alcohol screening of a driver found to be at fault under specific circumstances.
 27. Contractor shall provide monthly ridership data that complies with OCTA's Senior Mobility Program's reporting requirements, which includes: client name, vehicle number, trip date, scheduled pick up time, actual pick up time, pick up address, pick up city, pick up odometer, drop

- off address, drop off city, drop off time, drop off odometer, number of passengers, vehicle type, and trip category
28. Retention/Review of Records. The Contractor shall maintain all records pertaining to the services as required by OCTA Project U Funding and Policy Guidelines. The Contractor shall make its records available to the City upon request during regular business hours either for inspection or audit.
 29. Vehicles shall remain clean and free from body damage. Driver shall inspect vehicle daily, before pulling out of the yard in accordance with state requirements. Contractor shall ensure that a Preventative Maintenance Inspection (PMI) is performed on vehicles in at least 3,000-mile intervals.
 30. The City reserves the right to remove from service any vehicle that does not meet its appearance and cleanliness standards.
 31. Payments for all specified services will be made based on the following: customer satisfaction, receipt of a detailed invoice sent in no later than the 15th day of the services for the preceding month (i.e., an invoice for services performed January 1st through 31st should be received by the City no later than February 15th)
 32. The Senior Transportation Program will operate and provide services, excluding City observed holidays, Monday through Friday, between the hours of 8:00 a.m. until 4 p.m. Additional transportation may be required to and from special events at the Senior Center during non-operating hours.