

# Memorandum



CITY OF DALLAS

DATE March 18, 2019

Honorable Mayor and Members of the City Council:

TO Mayor Pro Tem Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough, Councilmember Carolyn King Arnold

SUBJECT **Senior Medical Transportation Program**

On March 27, 2019 two items will come before council for authorization that relate to the Senior Medical Transportation Program (SMTP). These two items are Agenda Item 18-1404, which is the authorization of a contract with North Texas Council of Governments to support the Senior Medical Transportation Program, and Agenda Item 19-304, which will authorize a supplemental agreement with current service provider Southern Link Dallas Inc.

## **Background**

The SMTP provides transport services for Dallas residents aged 60+ to and from medical appointments within the city of Dallas. In FY2018, the City was awarded a grant from the North Texas Council of Governments to enable us to expand the program to serve more clients and to include wellness visits and appointments throughout Dallas County. The award was based on the program's structure at that time, however by this point a number of concerns about the program's efficiency had been raised. Through a thorough assessment of the program's operations and procedures in FY2018, multiple issues were identified including issues with the procurement, concerns about client base overlap with other local programs, and concerns that the program was not serving as the last resort as intended.

On February 28, 2018, staff brought before City Council a contract extension with Real Time Transportation, Inc. that would have extended that contract for an additional year. City Council expressed concerns about the proposed contract extension, which included a rate increase for the provider, and about the programs operations overall. The Real Time Transportation, Inc. contract was deferred to the March 28, 2018 meeting, where it was approved as an extension of the contract's current terms. Ultimately, the vendor opted not to execute the renewed contract, forcing staff to identify another provider to prevent an interruption in services. Staff completed a bid process and identified Southern Link Dallas Inc. and Medixcar, with whom a contract was executed via Administrative Action. Southern Link Dallas Inc. was contracted to provide transportation services and Medixcar was contracted to provide wheelchair-accessible transportation.

At the request of City Council, in March of 2018 staff began a process of reviewing the program and client base and over the course of several months worked closely with each client to provide application support and referrals services to other programs for which they may be eligible, including DART's paratransit services and Logisticare. Through this process the client roster was reduced from more than 2,000 to about 400 clients.

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In June 2018, staff presented findings from this assessment to the Human and Social Needs Council Committee and laid out a plan to transition the program management to a community organization via a Request for Competitive Sealed Proposals (RFCSP) process and to have a larger focus on referrals and applications support in order to ensure the program was serving as a last resort. Part of that plan was to work with NTCOG to make adjustments to the grant contract and timeline to better align with the new program format.

**Purpose**

Since June of 2018, staff has been working with representatives from NTCOG to adjust the contract terms for the contract. In the meantime, Southern Link Dallas Inc. has continued to provide medical transportation services. Staff is requesting that council approve the authorization of the NTCOG contract, which will provide a 1:1 match for senior medical and wellness transportation services. This will reduce the program's dependence on the City's General Fund. With the approval of the contract, staff will be able to move forward with the process to transition program management to a community organization.

Additionally, staff is requesting that council authorize the extension and increase of the contract with Southern Link Dallas Inc. This will increase the total contract amount from \$50,000 to \$75,000 and extend the contract through September 30, 2018. This extension ensures staff's ability to successfully transition the program to a community provider without an interruption in services for the seniors that rely on the program.

Please contact myself or Jessica Galleshaw, Director of Office of Community Care, should you have any questions or concerns.



**Nadia Chandler- Hardy**  
**Assistant City Manager and Chief Resilience Officer**

- c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney (Interim)  
Carol A. Smith, City Auditor (Interim)  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
- Majed A. Al-Ghafry, Assistant City Manager  
Jon Fortune, Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
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