

City of Oceanside Senior Shuttle Transportation Services RFP  
Questions and Answers

1. Is this an accurate description of the service area: any location within Oceanside as well as to Camp Pendleton Naval Hospital, Scripps Encinitas, Kaiser Carlsbad, any medical facility in the Tri-City area, the Vista Transit Center, Kaiser San Marcos and Palomar Escondido?

**RESPONSE: The above description is fairly accurate. It should include La Jolla VA and all medical facilities that are associated to/with the above listed hospitals.**

2. Is there a rider's guide available with details on policies?

**RESPONSE: The City does not have a "rider's guide". The City program requires all riders to sign a Waiver Agreement at time of registering into the program. The waiver includes a liability statement, code of conduct, photo release, and mandated reporting statement. The waiver is attached hereto.**

3. Are reservations open during 6am to 6pm corresponding to service hours?

**RESPONSE: Reservations are not required to be open during these times. These particular times are requested for service availability at a minimum. Proposals should provide the specific hours for both reservations and service delivery in response to the Scope items.**

4. Can provider negotiate pick up or drop off times with rider?

**RESPONSE: Negotiation of pick up or drop off times should occur at the time of initial scheduling of the ride. Ensuring riders' arrive to appointments on time and do not have lengthy wait times for pick up is of the utmost importance to the City. A service provider's procedure/policy for scheduling rides should be clearly explained in the response to Scope items. This item can be a contract negotiation item.**

5. Are there standards regarding how much time a rider spends on the vehicle?

**RESPONSE: There is not a current set standard (maximum or minimum) time for a rider to spend on the vehicle. However, the City is looking to increase efficient ridesharing that will not be detrimental to the senior rider's needs. If a service provider has a standard, it would be good to include in the response to the Scope items.**

6. What % of trips are expected to be door through door?

**RESPONSE: The shuttle service is expected to have zero percent door through door. All shuttle services are expected to be door-to-door should it be required by the rider. The City's overall program offers a volunteer driver service to meet door through door needs in addition to this contractual shuttle service.**

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7. Are companions and family members allowed to travel with eligible rider? Does the same fare apply to all?

**RESPONSE: Companions and family members that are providing care on a travel trip or a care giver shall be allowed to travel and shall not have an additional fare. Should a reservation be made for more than one individual (spouses, friends, siblings) that are both going to the destination individually, all individuals shall be charged a fare as they are each counted as a trip. However, mileage of such trips shall not be double billed. If the service provider has a "special fare" for the second or third rider, those fares may be applied (e.g. for coordinated rides, first rider is \$5 and second rider is \$3).**

8. Are PCAs allowed to ride for free?

**RESPONSE: I am not certain if PCA is meaning a Personal Care Attendant "Caregiver" or a Personal Companion Animal. Regardless, both shall ride for free as a reasonable accommodation.**

9. Are multiple stops allowed, is there a limit to how many stops can be provided?

**RESPONSE: If multiple stops are scheduled, they may be limitless. It is understood that often times a senior rider needs to stop at a pharmacy or supermarket after visiting the doctor. These stops should be accommodated. Limits to these stops may be a contract negotiation item.**

10. Is there a will call policy – for example, if medical appointments run late are riders able to reschedule a pick-up for a later time on the same day?

**RESPONSE: There isn't a will call policy, this is something that should be proposed as response to the Scope items by the service provider. However, the City would like to see this type of flexibility and level of customer service in the Scope of Work.**

11. Are there any exceptions to the 72 hour advance reservation requirement?

**RESPONSE: There are exceptions to this requirement if weekend hours limit this ability and/or holiday closures. However, responses to the Scope items shall aim toward allowance of the latest reservation feasible.**

12. How many non ambulatory trips were provided last year?

**RESPONSE: There were 235 non ambulatory trips last year. Approximately eight percent of the monthly trips are non ambulatory.**

13. Are standing orders / recurring trips permitted?

**RESPONSE: We have not allowed standing orders in the past. The City wants to ensure that all residents have equal access to available trips per the available budget.**

1. RELEASE FROM LIABILITY: In consideration of the acceptance of myself and or my dependent's application to be a participant in the Parks and Recreation program/class/trip (hereinafter referred to as "the program"), I hereby agree to assume all risks attendant upon myself and/or my dependent while participating in the program. I hereby waive, release, and discharge any and all claims for damages for death, personal injury or property damage which I or my dependent may have, or which may hereafter accrue to me or my dependent, as a result of my or my dependent's participation in the program. I agree to save and hold harmless from liability the City of Oceanside, all other city agencies and/or any of their agents, volunteers, or employees by reason of accident, death, injury or damages to persons or property, which my dependent or I may suffer while participating in the program. This release is intended to discharge in advance the City of Oceanside, all other city agencies and/or any of their agents, volunteers or employees by reason of any accident, death, injury or damages to persons or property which I or my dependent may suffer, from and against any and all liability arising out of or connected in any way with my dependent's participation in the program, even though that liability may arise out of negligence or carelessness on the part of the persons or entities mentioned above.

2. CODE OF CONDUCT: In consideration of the benefits of the program, I agree to abide by the Code of Conduct set forth in this section. I understand that this Code of Conduct ensures the quality and safety of the program, and that all program participants, staff, and volunteers are required to abide by this Code. The Code of Conduct states that: "All persons shall act with respect toward others, observing their privacy and safety. Physical or verbal abuse of any kind will not be tolerated and will result in the participant being asked to leave the program. All persons shall show respect to the property of others; intentional damage to, or theft of, such property or program equipment will result in the participant being asked to leave the program. Program rules and regulations shall be observed at all times. While staff is committed to having the participant enjoy the experience, inappropriate behavior may result in a participant being asked to leave." No refunds will be given in the event that a participant is asked to leave the program for violating the Code of Conduct.

3. VIDEO AND PHOTOGRAPH RELEASE: I understand and agree that the City of Oceanside reserves the right to take and use videos and photos of participants, free of charge, to be used for publicity purposes in the City's program guide and/or other media publications.

4. ELDER ABUSE MANDATED REPORTERS: I understand that City Parks and Recreation Department staff may be required by state law to report any suspected cases of elder abuse or neglect to the appropriate authority for investigation.

I, the undersigned, have read and understand the information listed above:

PARTICIPANT SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

(For Dependent Participants)

GUARDIAN SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_