



Board Agenda Item 37

DATE: May 20, 2025

TO: Board of Supervisors

SUBMITTED BY: Susan L. Holt, Director, Department of Behavioral Health

SUBJECT: Agreement for Behavioral Health Persons Served Transportation Services

RECOMMENDED ACTION(S):

Approve and authorize the Chairman to execute an Agreement with On Call Transport LLC to provide behavioral health persons served transportation services, effective July 1, 2025, not to exceed five consecutive years, which include a three-year base contract and two optional one-year extensions, total not to exceed \$1,250,000.

There is no additional Net County Cost associated with the recommended action. Approval of the recommended action will allow the Department of Behavioral Health (DBH) to provide authorized non-medical transportation services to persons served both within the County and to out of County behavioral health facilities on an as needed basis. This item is countywide.

ALTERNATIVE ACTION(S):

Should the Board not approve the recommended action, transportation services to persons served receiving behavioral health services would be limited. The services provided under the recommended Agreement cover 24 hours / 7 days per week for authorized person served transportation both within the county and out-of-county.

The Board has the option of utilizing County drivers only, resulting in possible service delays due to the limited number of two county drivers available to the Department for these services and only during the hours of 8:00 A.M. to 5:00 P.M., Monday through Friday. Depending on scheduling conflicts, with this alternative, additional driver positions may need to be added to Department staffing.

Utilizing County drivers only limits the distance they can drive with a persons served due to California Labor Code section 512.1, requiring rest and meal periods.

Non-approval of the recommended Agreement will impact existing Agreements with other mental health providers (i.e. Kaweah Delta Inpatient Psychiatric Hospital) that require the County to provide transportation services to and from their respective facilities.

FISCAL IMPACT:

There is no increase to Net County Cost associated with the recommended action. The maximum cost of the recommended Agreement (\$1,250,000) will be funded with Mental Health Realignment funds. Sufficient appropriations are included in Department's Org 5630 FY 2025-26 Recommended Budget and will be requested in subsequent fiscal year budgets for the duration of the contract term. Actual costs will be determined by actual services provided.

DISCUSSION:

The Department has determined the need to contract for non-emergency medical transportation service. Non-emergency transportation provides transportation to approved behavioral health persons served who do not have the ability or support to travel to or from the County for treatment. The services include transportation for persons served who are discharged from hospital facilities outside of the County to locations within the County, picking up or delivering persons served to a residence or alternative location as per facility discharge instructions. The locations of designated facilities outside the County may include, but are not limited to, Visalia, Bakersfield, Merced, Ventura, and Sacramento. A non-emergency medical transportation agreement will allow the Department to have non-emergency medical transportation available on a 24-hour / 7 day a week basis to fill the requests for the Department within a specified time frame dependent on the day of request. The transportation services include behavioral health persons served who may have medical needs, wheelchairs, walkers, or other medical devices.

On May 26, 2020, the Board approved Master Agreement 20-190 to utilize On Call Transport LLC and Fresno EOC for transportation services. From July 1, 2020, through February 28, 2025, a total of 916 authorized transports were completed by On Call Transport LLC, the existing provider. The Agreement is scheduled to expire June 30, 2025.

On January 17, 2025, a Request for Quotation (RFQ) No. 25-049, for Non-Emergency Transportation Services was issued, and on January 31, 2025, Addendum No. One (1) to County's RFQ No. 25-049 was issued. The Department requested that services be available 24 hours a day, 7 days a week to provide authorized transport services for behavioral health person served from Fresno County to out-of-county mental health facilities, and scheduled transportation from out-of-county to Fresno County mental health facilities on an as-needed basis, transition of placement, facility discharge, transportation for appointment and court appearances, including special request such as safety cars and ambulatory needs. Upon the closing of the RFQ on February 12, 2025, the Department received two bid responses (On Call Transport LLC and Ventura Transit Systems). Based upon review of the two responses, the County selected the bidder who proposed the lowest cost and demonstrated the ability to provide the services outline in the RFQ. The selected bidder was On Call Transport LLC which had the lowest monthly cost due to not having additional monthly fees.

On Call Transport LLC proposed rates as follows:

- Per trip (\$95.00 per car trip, \$130.00 per van trip, and \$160.00 per safety car trip);
- Mileage rate (car/van - \$3.15 per mile, \$2.15 per mile empty);
- Wait time per 15-minute increments \$15.00;
- Wait time per 5-minute increment after initial 15 minute \$3.00;
- Car no show - \$50.00;
- Van no show - \$60.00;
- Safety car - \$4.00 per mile, \$3.00 per mile empty, wait time per 15 minute increments \$15.00, wait time per 5 minute increment after initial 15 minute \$3.00, and \$75.00 for no show)
- Additional charge of \$25.00 for additional drivers that accompany transportation request.

Ventura Transit Systems proposed rates as follows:

- Per trip (\$50.00 per car trip, \$80.00 per van trip, and \$80.00 per safety car trip);
- Mileage rate (car - \$3.50 per mile, \$2.50 per mile empty; van/safety car - \$4.50 per mile, \$3.50 per mile empty);
- Wait time per 15-minute increments (car - \$30.00, van/safety car - \$60.00);
- Wait time per 5-minute increment after initial 15-minute (car - \$10.00, van/safety car);
- Car no show - \$25.00
- Van/safety car no show - \$60.00
- Additional monthly charge of \$10,000.00 for administrative fees.

Approval of the recommended Agreement will allow the Department to ensure timely and effective services to meet wellness and recovery needs of behavioral health persons served.

OTHER REVIEWING AGENCIES:

The Fresno County Behavioral Health Board was notified of this item at their April 2025 meeting.

REFERENCE MATERIAL:

BAI #39, May 26, 2020

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Agreement with On Call Transport LLC

CAO ANALYST:

Ron Alexander