



AGENDA STAFF REPORT

Control: 26001066

MEETING DATE: 05/19/2026

LEGAL ENTITY TAKING ACTION: Board of Supervisors

BOARD OF SUPERVISORS DISTRICT(S): All Districts

SUBMITTING AGENCY/DEPARTMENT: OC Community Resources

DEPARTMENT CONTACT PERSON(S): Dylan Wright, 714-480-2788
Renee Ramirez, 714-480-6483

SUBJECT: Renewal of Senior Non-Emergency Medical Transportation Program Contracts

CEO CONCUR	COUNTY COUNSEL REVIEW	CLERK OF THE BOARD
Concur	Approve agreement to form	DISCUSSION
		3 Votes Board Majority

Budgeted: N/A	Current Year Cost: N/A	Annual Cost: FY 2026-27 \$5,541,079
Staffing Impact: No		Sole Source: No
Current Fiscal Year Revenue: N/A	Funding Source: Other: Tobacco Settlement Revenue and Renewed Measure M: 100%	County Audit in Last 3 years: No

Levine Act Review

Completed? Yes

Prior Board Action: 5/20/2025 #54, 5/24/2022 #57

RECOMMENDED ACTION(S):

1. Authorize the County Procurement Officer or Deputized designee to execute Amendment Number Four to renew Contract with Abrazar, Inc. for Senior Non-Emergency Medical Transportation Program services in Service Area 1, North County, funded by Tobacco Settlement Revenue, in an amount not to exceed \$428,604 effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$2,200,622.
2. Authorize the County Procurement Officer or Deputized designee to execute Amendment Number Four to renew Contract with Abrazar, Inc. for Senior Non-Emergency Medical Transportation Program services in Service Area 3, Central/West County, funded by Tobacco Settlement Revenue, in an amount not to exceed \$575,727, effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$3,035,745.
3. Authorize the County Procurement Officer or Deputized designee to execute Amendment Number Five to renew Contract with Abrazar, Inc. for Senior Non-Emergency Medical Transportation Program services in Service Area 1, North County, funded by Renewed Measure M2, in an amount not to exceed \$1,203,502, effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$5,866,637.

4. Authorize the County Procurement Officer or Deputized designee to execute Amendment Number Four to renew Contract with Abrazar, Inc. for Senior Non-Emergency Medical Transportation Program services in Service Area 3, Central/West County, funded by Renewed Measure M2, in an amount not to exceed \$1,616,619, effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$8,041,658.
5. Authorize the County Procurement Officer or Deputized designee to execute Amendment Number Five to renew Contract with Age Well Senior Services, Inc. for Senior Non-Emergency Medical Transportation Program services in Service Area 2, South County, funded by Tobacco Settlement Revenue, in an amount not to exceed \$450,800, effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$2,340,222.
6. Authorize the County Procurement Officer or Deputized designee to execute Amendment Number Four to renew Contract with Age Well Senior Services, Inc. for Senior Non-Emergency Medical Transportation Program services in Service Area 2, South County, funded by Renewed Measure M2, in an amount not to exceed \$1,265,827, effective July 1, 2026, through June 30, 2027, for a revised cumulative total amount not to exceed \$6,200,594.
7. Authorize the County Procurement Officer or Deputized designee to execute future amendments to the Contracts with Age Well Senior Services, Inc. and Abrazar, Inc. that either (1) are ministerial, non-material, or otherwise administrative in nature, program-specific and consistent with the original scope of work, as determined by the OC Community Resources Director or designee; or (2) increase the Contract amounts up to the maximum annual allocation awarded to the County from the Tobacco Settlement Revenue and Renewed Measure M2 funds for the Contract terms, without further Board of Supervisors action; provided all amendments are in accordance with applicable County policies and funding regulations.
8. Authorize the County Procurement Officer or Deputized designee to review and approve subsequent subcontractor requests as necessary, pursuant to section 3.3-130 of the Contract Policy Manual, without further Board of Supervisors action, provided the County Procurement Officer or Deputized designee performs the required due diligence and establishes that the proposed subcontractor is qualified to perform services under the Contract(s), the addition of a subcontractor does not affect the overall scope of work, and the addition of the subcontractor does not increase the Contracts' not to exceed amount.

SUMMARY:

Approval of the Amendments to renew the Contracts with Abrazar, Inc. and Age Well Senior Services, Inc. will allow continued access to Senior Non-Emergency Medical Transportation Program services for older adults age 60 or over throughout Orange County.

BACKGROUND INFORMATION:

The Senior Non-Emergency Medical Transportation (SNEMT) Program benefits Orange County's older adults who have no other reasonable means of transportation for medical appointments such as doctor's appointments, dialysis, chemotherapy, dentistry, prescription pick-ups, lab tests and x-rays.

OC Community Resources/Office on Aging (OCCR/OoA) contracts with local organizations to operate the SNEMT Program, which is funded by both Renewed Measure M2 (M2) and Tobacco Settlement Revenue (TSR) funds. Contractors are reimbursed for program expenses at a pre-approved fixed price-per-mile-rate.

On May 24, 2022, the Board of Supervisors (Board) approved the M2 and TSR Contracts (Contracts) with Abrazar, Inc. (Abrazar) for the Service Area 1 North County and Service Area 3 Central/West County and Age Well Senior Services, Inc. (AWSS) for Service Area 2 in South County, effective July 1, 2022, through June 30, 2025, with the option to renew for two additional one-year periods. On May 20, 2025, the Board approved Contract renewals effective July 1, 2025, through June 30, 2026. See table below for Contract execution and amendment information.

Abrazar TSR Contract for Service Area 1 (North County)

Board Meeting Date	Contract or Amendment Number	Term	Maximum Obligation	Action
5/24/2022	Contract No. MA-012-22011451	7/1/2022 – 6/30/2025	\$1,321,364	Board approved.
N/A	Amendment Number One	7/1/2022 – 12/31/2022	\$1,321,364	Administratively approved – Temporarily increase mileage rates for period of 7/1/2022 – 12/31/2022.
N/A	Amendment Number Two	7/1/2023 – 6/30/2024	\$1,350,792	Administratively approved – Increase maximum obligation by \$29,428 and update attachments.
5/20/2025	Amendment Number Three	7/1/2025 – 6/30/2026	\$1,772,018	Board approved Contract renewal in the amount of \$421,226.

Abrazar M2 Contract for Service Area 1 (North County)

Board Meeting Date	Contract or Amendment Number	Term	Maximum Obligation	Action
5/24/2022	Contract No. MA-012-22011437	7/1/2022 – 6/30/2025	\$3,021,578	Board approved.
N/A	Amendment Number One	7/1/2022 – 12/31/2022	\$3,021,578	Administratively approved – Temporarily increase mileage rates for period of 7/1/2022 – 12/31/2022.
N/A	Amendment Number Two	7/1/2023 – 6/30/2024	\$3,056,578	Administratively approved – Increase maximum obligation by \$35,000; update attachments.
N/A	Amendment Number Three	7/1/2024 – 6/30/2025	\$3,246,349	Administratively approved – Increase maximum obligation by \$189,771; update attachments.

5/20/2025	Amendment Number Four	7/1/2025 – 6/30/2026	\$4,496,888	Board approved Contract renewal in the amount of \$1,250,539.
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Abrazar TSR Contract for Service Area 3 (Central/West County)

Board Meeting Date	Contract or Amendment Number	Term	Maximum Obligation	Action
5/24/2022	Contract No. MA-012-22011446	7/1/2022 – 6/30/2025	\$1,834,394	Board approved.
N/A	Amendment Number One	7/1/2022 – 12/31/2022	\$1,834,394	Administratively approved – temporarily increase mileage rates for period of 7/1/2022 – 12/31/2022.
N/A	Amendment Number Two	7/1/2023 – 6/30/2024	\$1,875,248	Administratively approved – increase maximum obligation by \$40,854 and updated attachments.
5/20/2025	Amendment Number Three	7/1/2025 – 6/30/2026	\$2,460,018	Board approved Contract renewal in the amount of \$584,770

Abrazar M2 Contract for Service Area 3 (Central/West County)

Board Meeting Date	Contract or Amendment Number	Term	Maximum Obligation	Action
5/24/2022	Contract No. MA-012-22011448	7/1/2022 – 6/30/2025	\$4,194,726	Board approved.
N/A	Amendment Number One	7/1/2022 – 12/31/2022	\$4,194,726	Administratively approved – temporarily increase mileage rates for period of 7/1/22 – 12/31/22.
N/A	Amendment Number Two	7/1/2023 – 6/30/2024	\$4,688,970	Administratively approved to increase Contract by \$494,244 and update attachments.
5/20/2025	Amendment Number Three	7/1/2025 – 6/30/2026	\$6,425,039	Board approved Contract renewal in the amount of \$1,736,069.

AWSS TSR Contract for Service Area 2 (South County)

Board Meeting Date	Contract or Amendment Number	Term	Maximum Obligation	Action
5/24/2022	Contract No.	7/1/2022 – 6/30/2025	\$1,408,909	Board approved.

	MA-012-22011434			
N/A	Amendment Number One	7/1/2022 – 12/31/2022	\$1,408,909	Administratively approved – temporarily increase mileage rates.
N/A	Amendment Number Two	7/1/2023 – 6/30/2024	\$1,440,287	Administratively approved – increase maximum obligation by \$31,378, and update attachments
N/A	Amendment Number Three	7/1/2023 – 6/30/2024	\$1,440,287	Administratively approved – corrected Contract Amount in Amendment Two; update attachments.
5/20/2025	Amendment Number Four	7/1/2025 – 6/30/2026	\$1,889,422	Board approved Contract renewal in the amount of \$449,135.

AWSS M2 Contract for Service Area 2 (South County)

Board Meeting Date	Contract or Amendment Number	Term	Maximum Obligation	Action
5/24/2022	Contract No. MA-012-22011436	7/1/2022 – 6/30/2025	\$3,221,769	Board approved.
N/A	Amendment Number One	7/1/2022 – 12/31/2022	\$3,221,769	Administratively executed – temporarily increase mileage rates.
N/A	Amendment Number Two	7/1/2023 – 6/30/2024, 7/1/2024 – 6/30/2025	\$3,601,375	Administratively approved – increase maximum obligation by \$202,344 for FY 2023-24 & \$177,262 for FY 2024-25; update attachments.
5/20/2025	Amendment Number Three	7/1/2025 – 6/30/2026	\$4,934,767	Board approved Contract renewal in the amount of \$1,333,392.

The Contractors’ rates remain unchanged during this renewal period and continue to be reimbursed at a pre-approved fixed price per-mile-rate.

The performance goals for the program are based on the funding amount and price-per-mile. The SNEMT Program continues to serve approximately 23,110 eligible clients. Contractor performance metrics for FY 2025-26 were reviewed and confirmed to meet program requirements. The table below presents the FY 2025-26 performance for both Contractors and includes detailed performance outcomes and proposed service unit goals for FY 2026-27.

FY 2025-26 Performance and FY 2026-27 Proposed Service Unit Goals

Provide/Service Area	Performance Measure	Current Contract Goals (July 2025-June 2026)	Year-to-Date Performance* (July 2025-March 2026)	Year-to-Date Performance % (July 2025-March 2026)	Proposed Goals (July 2026-June 2027)
Abrazar (Area 1- North)	One-Way Trips	44,273	31,646	71% On track to meet	44,850
	Miles	269,205	187,230	70% On track to meet	262,819
AWSS (Area 2 - South)	One-Way Trips	31,594	25,751	82% On track to meet	30,643
	Miles	272,141	214,800	79% On track to meet	262,080
Abrazar (Area 3 - Central/West)	One-Way Trips	62,913	44,972	71% On track to meet	54,987
	Miles	373,726	287,877	77% On track to meet	353,035

*Performance for each contractor combines both funding sources and is based upon aggregate total one-way trips and miles.

OCCR/OoA is requesting Board approval to execute the Amendments to renew Contracts with Abrazar and AWSS for the SNEMT Program services in their respective service areas for the term of July 1, 2026, through June 30, 2027, for a total cumulative total amount not to exceed \$5,541,079. FY 2026-27 is the final year of the Contracts. OCCR/OoA will conduct a Request for Proposal prior to Contract expiration for program services commencing July 1, 2027.

OCCR/OoA is also requesting delegated authority to execute future amendments to the Contracts with the Contractors that are ministerial, non-material or administrative, program-specific and consistent with the original scope of work as determined by the OCCR Director, or designee, in accordance with applicable County policies, or funding regulations, and/or increase the Contract amounts up to the maximum annual allocation from the funder for the term of the Contracts.

In addition, OCCR requests delegated authority for the County Procurement Officer or Deputized designee to review and approve future subcontractor requests pursuant to section 3.3-130 of the Contract Policy Manual, provided the County Procurement Officer or Deputized designee performs the required due diligence and establishes that the proposed subcontractor is qualified to perform services under the Contract(s), and the addition of a subcontractor does not affect the overall scope of work or increase the Contracts' not to exceed amount.

Contractors' performance under these Contracts has been confirmed as satisfactory. OCCR/OoA has verified there are no concerns that must be addressed with respect to the Contractors' ownership/name, litigation status or conflicts with County interests. The appropriate due diligence has been conducted and the non-profits have been verified to be in good standing. The Orange County Preference Policy is not applicable to these Contract amendments.

The AWSS Contracts currently include the use of subcontractors or pass through to other providers. See Attachment A for Contract Summary Forms. Due to the nature of the services and program needs, the

addition of subcontractors may become necessary and may require prompt approval. Under the terms of the Contracts, any request to add subcontractor(s) must receive prior written approval from the County Procurement Officer or Deputized designee. If a request to approve a subcontractor would affect the overall scope of work and/or Contract amounts, in excess of the Contracts' not to exceed amount or otherwise fall outside the scope of the authority granted, OCCR/OoA will bring the item back to the Board for approval.

FINANCIAL IMPACT:

Appropriations for this Contract will be included in Budget Control 012 FY 2026-27 Budget.

The proposed Contracts include a provision stating that the Contracts are subject to, and contingent upon, applicable budgetary appropriations approved by the Board for each fiscal year during the term of the Contracts. In the event funding is terminated or reduced, the County may terminate the Contracts, reduce the County's maximum obligation or modify the Contracts without penalty with 10 days written notice.

STAFFING IMPACT:

N/A

REVIEWING AGENCIES/DEPARTMENTS:

N/A

ATTACHMENTS:

Attachment A - Contract Summary Form

Attachment B - Amendment Number Four to Contract No. MA 012-22011451 with Abrazar, Inc., Service Area 1
TSR North County

Attachment C - Amendment Number Four to Contract No. MA 012-22011446 with Abrazar, Inc., Service Area 3
TSR Central-West County

Attachment D - Amendment Number Five to Contract No. MA 012-22011437 with Abrazar, Inc., Service Area 1
M2 North County

Attachment E - Amendment Number Four to Contract No. MA 012-22011448 with Abrazar, Inc., Service Area 3
M2 Central-West County

Attachment F - Amendment Number Five to Contract No. MA 012-22011434 with Age Well Senior Services, Inc.,
Service Area 2 TSR South County

Attachment G - Amendment Number Four to Contract No. MA 012-22011436 with Age Well Senior Services, Inc.,
Service Area 2 M2 South County