



Office of the City Manager

**10**

CONSENT CALENDAR  
May 12, 2026

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Scott Gilman, Director, Health, Housing, and Community Services

Subject: Contract No. 32300180 Amendment: GoGo Technologies, Inc. for  
Transportation Services for Seniors & the Disabled

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or designee, to amend Contract No. 32300180 with GoGo Technologies, Inc. for a 24/7 concierge call center to arrange rides with Uber and Lyft for the City's seniors and disabled community. This amendment will add \$500,000 in funding for the period of July 1, 2026, through June 30, 2027, for a not to exceed amount of \$1,000,000.

FISCAL IMPACT OF RECOMMENDATION

Funding for GoGo Technologies, Inc. contract in the amount of \$500,000 is available in Fiscal Year 2027 (FY 2027) budget in Fund 136 Measure BB Direct Local Distribution which is distributed by the Alameda County Transportation Commission (ACTC).

CURRENT SITUATION AND ITS EFFECTS

The City of Berkeley senior and disabled community continue to demonstrate a need for a supplemental transportation program. GoGo Technologies allows riders to book trips and receive assistance at any time and riders do not need a smartphone to register or request rides. Riders have reported the service to be more individualized, efficient, and accessible for its 24/7 availability.

BACKGROUND

BRSD is a supplemental transportation program that currently provides no cost taxi, accessible wheelchair and GoGo (Uber/Lyft) rides to eligible Berkeley seniors and disabled residents. Eligible Berkeley seniors must be 70 years old or older. Residents registered with East Bay Paratransit Services may be of any age.

Over the last several years, the demand for BRSD services has exceeded our resources. On March 24, 2025, [through an Off-Agenda Memo](#)<sup>1</sup>, Council was informed of

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<sup>1</sup> <https://berkeleyca.gov/sites/default/files/documents/2025-03-24%20Berkeley%20Rides%20for%20Seniors%20%20Disabled%20%281%29.pdf>

the Operational Changes to BRSD. In the reorganization of the program GoGo rides demonstrated to be a more sustainable way to continue serving vulnerable residents.

The City first contracted with GoGo Technologies on May 29, 2020, and has executed two contracts and two amendments. Requests for a waiver for competitive solicitation were granted for these contracts due to specialized services, including providing a 24/7 customer call center and does not require the use of a smartphone and a smartphone application for members of the senior and disabled community.

Contract No. 32300180 with GoGo Technologies, Inc. is set to expire on June 30, 2026. In the coming year during the term of the extension of this contract, an RFP will be issued for these services.

Effective January 1, 2026, local agencies are required to satisfy noticing requirements for certain contracts for services that meet the criteria outlined in Government Code Section 3504.1 as amended by AB 339. This contract does not meet the criteria in Government Code Section 3504.1 and is exempt from the noticing requirement.

#### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Uber and Lyft have pledged to increase electric vehicle use by 2030 to cut greenhouse gas emissions, and their shared ride options can help reduce the number of cars on the road. Ride-hailing services also provide a convenient, lower-stress transportation alternative for older adults who stop driving due to safety or confidence concerns. Programs like BRSD's GoGo further encourage seniors to give up personal vehicles, which can contribute to reduced emissions.

#### RATIONALE FOR RECOMMENDATION

In FY 2027, BRSD will be transitioning from its current on demand transportation program in providing both taxi and GoGo rides to providing solely GoGo rides. A contract amendment with GoGo Technologies, Inc. will allow BRSD to continue to provide a seamless, sustainable and cost-effective on demand transportation program for the City of Berkeley's senior and disabled community.

#### ALTERNATIVE ACTIONS CONSIDERED

Council could decide not to approve this amendment. However, this would negatively impact the transportation options for the senior and disabled community.

#### CONTACT PERSON

Mary Triston, Transportation Services Coordinator, HHCS, (510) 981-5135

Attachments:  
1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 32300180 AMENDMENT: FY 2027 GOGO TECHNOLOGIES, INC.  
FOR TRANSPORTATION SERVICES FOR SENIORS AND THE DISABLED

WHEREAS, Berkeley Rides for Seniors and the Disabled (BRSD) is an Aging Services Division transportation services program providing transportation services for over 965 City of Berkeley community members and is funded by Measure BB by the Alameda County Transportation Commission; and

WHEREAS, GoGo Technologies, Inc. is a 24/7 concierge call center that arranges rides with Uber and Lyft for the City's senior and disabled community; and

WHEREAS, the City executed Contract No. 32000236 with GoGo Technologies, Inc. on May 29, 2020, for a not to exceed amount of \$35,000 for a term from January 1, 2020, to December 31, 2020; and

WHEREAS, on May 11, 2021, the City Council of the City of Berkeley approved amending Contract No. 32000236 for an additional \$55,000 for a not to exceed amount off \$90,000 for a contract period beginning July 1, 2021, and ending June 30, 2022, via Resolution No. 69,837-N.S.; and

WHEREAS, on March 14, 2023, the City Council of the City of Berkeley approved to execute Contract No. 32300180 for an amount not to exceed \$350,000 for the period April 1, 2023, through June 30, 2026, via Resolution number 70,713-N.S.; and

WHEREAS, on September 30, 2025, the City Council of the City of Berkeley approved amending Contract No. 32300180 for an additional \$150,000 for an amount not to exceed \$500,000 for the period July 1, 2023 through June 30, 2026, via Resolution number 70,965-N.S.; and

WHEREAS, this contract is exempt from the noticing requirements set forth in Government Code Section 3504.1; and

WHEREAS, GoGo Technologies, Inc. existing contract with BRSD is set to expire on June 30, 2026; and

WHEREAS, funding for a GoGo Technologies, Inc. contract amendment will be from Measure BB funds in the amount of \$500,000. Funding is available in the FY 2027 Measure BB Fund (Fund 136).

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager, or designee, is authorized to amend Contract No. 32300180 with GoGo Technologies, Inc. increasing the amount by \$500,000 for a total contract amount not to exceed \$1,000,000 to provide a 24/7 concierge call center to arrange rides with Uber and Lyft for the City of Berkeley's senior and disabled community from July 1, 2026 to June 30, 2027. A signed copy of said documents, agreements and any amendments shall be on file in the office of the City Clerk.

