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Office of the City Manager

CONSENT CALENDAR
November 17, 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. 32300198 Amendment: GoGo Technologies, Inc. for Transportation Services for Berkeley Mental Health Clients

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or designee, to execute an amendment to Contract No. 32300198 with GoGo Technologies, Inc. for a 24/7 concierge call center to arrange rides with Uber and Lyft for the City's Mental Health clients. This amendment will add $50,000 in funding for a total contract amount not to exceed $100,000 and extending the term through June 30, 2028.

FISCAL IMPACT OF RECOMMENDATION

Funding for GoGo Technologies, Inc. contract in the amount of $50,000 is available in Fiscal Year (FY) 2027 budget in Fund 158.

CURRENT SITUATION AND ITS EFFECTS

The City of Berkeley's Mental Health clients continue to demonstrate a need for a supplemental transportation program, obtaining rides to medical appointments and other activities directly related to their treatment goals. GoGo Technologies allows Clinicians to book trips and receive assistance at any time, and riders do not need a smartphone to register or complete rides. Only Mental Health staff can order rides for clients, and each ride is approved directly by Clinicians involved in clients' overall treatment plans.

BACKGROUND

The City's Mental Health staff found that many clients were missing medical appointments or other activities directly related to their treatment goals because of a lack of reliable transportation options. Upon collaborating with other City Departments, GoGo Technologies was identified as a proven partner in obtaining rideshare services for vulnerable members of the community, and a pilot project was completed to test service delivery, resulting in a successful partnership. This amendment aims to extend that agreement to continue service delivery, supporting both Clinicians and clients in achieving treatment objectives.

GoGo transportation services help Berkeley Mental Health clients access needed medical and mental health appointments, particularly those who cannot independently use public transportation. Many clients have complex health needs requiring frequent appointments, and because of high housing costs and limited residential placement options in Berkeley, a significant number live in surrounding cities. In calendar year 2025, we provided 505 rides to approximately 50 different clients. For the first six months of 2026 (January through June), another 324 rides were provided. The most common reasons for rides were medical appointments with primary care and specialty doctors, psychiatry appointments at BMH, court appearances, and trips to the pharmacy for clients to pick up their medications.

Transporting clients to and from appointments can take several hours of clinical staff time. GoGo supplements transportation provided by BMH staff, helping clients get to appointments while reducing the amount of time clinicians spend driving. This allows staff to devote more time to mental health treatment, case management, crisis intervention, and other needed services. The primary benefits are improved access to care and more effective use of limited clinical staffing resources.

The City's Mental Health Division first contracted with GoGo Technologies on February 24, 2023, for a term through June 30, 2024. As provided for under Section 3a of Contract No. 32300198, City Manager may may extend the term of the contract by giving written notice. On May 16, 2024, the term of the contract was extended to June 30, 2026, and on June 12, 2026, the term of the contract was extended to June 30, 2027. All other aspects of the current contract remained the same.

In the coming year, and in collaboration with the Aging Services Division, the Health, Housing, and Community Services Department will issue an RFP 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

There are no identifiable environmental effects, climate impacts, or sustainability opportunities associated with the subject of this report.

RATIONALE FOR RECOMMENDATION

A contract amendment with GoGo Technologies, Inc. will allow the City's Mental Health Division to continue to provide a seamless, sustainable and cost-effective on demand transportation program for Mental Health clients.

ALTERNATIVE ACTIONS CONSIDERED

Council could decide not to approve this amendment. However, this would negatively impact the transportation options for the City's Mental Health clients.

CONTACT PERSON

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Conor Murphy, Associate Management Analyst, HHCS, (510) 981-7611

Attachments:
1: Resolution

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

CONTRACT NO. 32300198 AMENDMENT: GOGO TECHNOLOGIES, INC. FOR TRANSPORTATION SERVICES FOR BERKELEY MENTAL HEALTH CLIENTS

WHEREAS, the City of Berkeley's Mental Health Division identified a need for reliable transportation options for Mental Health clients to support their treatment goals; and

WHEREAS, GoGo Technologies, Inc. is a 24/7 concierge call center that arranges rides with Uber and Lyft for vulnerable members of the community; and

WHEREAS, the City executed Contract No. 32300198 with GoGo Technologies, Inc. with a term beginning February 24, 2023, to June 30, 2024, and for a not to exceed amount of $50,000; and

WHEREAS, on May 16, 2024, as provided for under Section 3a of Contract No. 32300198, City Manager extended the term of the contract to June 30, 2026, by giving written notice. All other aspects of the current contract remained the same; and

WHEAREAS, on June 12, 2026, as provided for under Section 3a of Contract No. 32300198, City Manager extended the term of the contract to June 30, 2027. All other aspects of the current contract remained the same; and

WHEREAS, this amendment will only allow Mental Health staff to order rides for clients, and only for activities which directly support their treatment goals; and

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

WHEREAS, funding in the amount of $50,000 is available in the Fiscal Year 2027 budget in Fund 158.

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. 32300198 with GoGo Technologies, Inc. increasing the amount by $50,000 for a total contract amount not to exceed $100,000 to provide a 24/7 concierge call center to arrange rides with Uber and Lyft for the City of Berkeley's Mental Health clients and extending the term through June 30, 2028. A signed copy of said documents, agreements and any amendments shall be on file in the office of the City Clerk.