

CONTRA COSTA MOBILITY MANAGEMENT  
INVENTORY AND PLAN

CENTRAL CONTRA COSTA TRANSIT  
AUTHORITY

REQUEST FOR PROPOSALS

September 2011

CCCTA  
2477 Arnold Industrial Way  
Concord, CA 94520

## **SECTION I: Introduction**

The Central Contra Costa Transit Authority (hereafter “CCCTA” or “The County Connection”) requests proposals from qualified firms to conduct a transportation resource inventory in Contra Costa County and to develop a Mobility Management Plan that will result in a mobility management center. The following scope of work is a guide and suggestions that enhance the project are welcome.

This project was funded with FTA New Freedom funds in 2008 and 2009. Since then web design and use has evolved and so have the options available for creating a mobility management center.

The Project has been divided into three sections: the Mobility Options Inventory, Mobility Management Plan, and the Web Enabled Senior/Disabled Transportation Database. Funding for the first and second phases have been allocated to the CCCTA and the third phase has been allocated to the Contra Costa Transit Authority (CCTA). This RFP pertains only to the first and second phases. The budget for the first phase is \$43,750 and the budget for the second phase is \$100,000 for a total of \$143,750. The budget for the third phase allocated to the CCTA is \$120,000.

The purpose of the inventory is to collect as much data as possible about what mobility options exist for seniors and people with disabilities throughout the service areas with the goal of developing a Mobility Management Center , a “one stop” location where people can call or log onto a website to find a resource that best fits their need.

The inventory will include the name, address, phone, fax, email and contact information for each provider, eligibility requirements, areas served, clients served, cost, trip reservation requirements, accessibility, and description of the service, plus other information deemed relevant. The inventory will be provided in a database format that can, in the future, be linked to a website and updated as needed.

Using the transportation inventory developed in Phase I, the consultant will engage stakeholders to further define and focus on the key service components unique to and common to all areas of Contra Costa County in order to develop a Contra Costa Mobility Management Plan.

The Plan will include a set of recommendations, objectives, actions, a timeline, and a funding plan that will result in everything needed to pursue the next phase of Mobility Management – establishing a Mobility Management Center (or centers) in Contra Costa County.

The project will be managed by CCCTA and is a countywide effort and will require the input of the following key stakeholders:

- Contra Costa Aging and Adult Services

- Contra Costa Advisory Council on Aging
- Eastern Contra Costa Transit Authority
- West Contra Costa Transit Authority
- Senior Helpline Services
- Contra Costa Transportation Authority
- Contra Costa County Community Development
- 511 Contra Costa

## **SECTION II: Project Description**

### **GOAL:**

TO PROVIDE THE RESOURCE BASE THAT WILL LEAD TO IMPROVED TRANSPORTATION FOR SENIORS, PEOPLE WITH DISABILITIES, AND LOW INCOME PERSONS THROUGH COORDINATION, RESOURCE SHARING, AND A “ONE STOP” CUSTOMER-BASED APPROACH

### **Objectives:**

1. To develop a base of information on available mobility resources for seniors, people with disabilities, and low income persons, including travel training
2. To develop and build support for a collaborative approach to the concept of Mobility Management by virtue of the process of collecting information on available resources.
3. To provide a basis for identifying service gaps for seniors, people with disabilities, and low income travelers.
4. To identify opportunities for collaboration and cooperation between providers that will benefit both providers and consumers
5. To build a computerized database containing resources that is easily maintainable and updatable.
6. To determine create an implementation plan that will result in a mobility management center in Contra Costa County.

## **WORK SCOPE**

### **Phase I: Mobility Options Inventory**

#### Task 1: Kick Off Meeting

Meet with CCCTA staff to finalize project scope, timeline, milestones, and approach. Staff will provide the Consultant with known resources and documentation.

#### Task 2: Develop Stakeholder Input Process

A list of stakeholders will be developed and a process for obtaining input over the life of the project will be defined. A meeting schedule will be developed to ensure ongoing “buy in” and participation.

### Task 3: Development of Survey and Approach to Data Collection

Using available resources and input from the kick off meeting, the consultant will identify as many providers of mobility resources as possible in Contra Costa County.

The consultant will develop a survey to be used in collecting information from senior and disabled mobility providers. The information gathered should be sufficient and in the appropriate format to serve as a resource for individuals searching for mobility options.

The survey or approach shall be designed in such a way as to elicit information that would be essential to a potential user, as well as information that would both identify potential areas for coordination as well as assess the respondent’s willingness and ability to participate in coordination activities on any level.

Survey information will be divided into two focus areas: User-side information survey (what does a potential user need to know in order to access the service?) and coordination potential information survey (How open is the provider to sharing information and resources with other providers and other client groups beside their own?). These two focus areas may be combined when gathering the data from the provider

*Deliverable:* Final survey instrument and description of approach to data collection.

### Task 4: Conduct surveys/interviews with all potential Mobility Resources

The Consultant shall implement the approach developed in Task 3 to inventory mobility resources for seniors and disabled. Providers shall include but not be limited to the following:

- Public transit and paratransit operators
- Not for profit paratransit providers
- Faith based organizations
- Medi-Cal transportation providers (private and/or public)
- Regional Centers
- Independent Living Centers
- Adult Day Health Programs
- Nutrition Programs
- Training Programs/Centers for People with Disabilities
- Nursing Homes/Rest Homes
- Retirement Communities
- City based/County based paratransit programs

- Taxi operators
- Airport Shuttle operators
- Volunteer program
- Hospital shuttles
- Medicaid Providers
- Public and Privately-run travel training programs
- Senior Centers
- Community Centers
- Any others that may be identified during the search process

Focus of the inventory shall be on all possible resources that may be available to seniors and persons with disabilities.

It is expected that contact and data collection will include phone calls, personal visits, letters, email, or any other means to contact the broadest base of providers as possible. The consultant will be expected to utilize information available through phone books, agency referral, internet searches, stakeholder recommendation, and any other method needed to assure that the broadest base of existing providers possible is contacted.

## **Phase 2: Mobility Management Plan**

### Task 5: Implement Community Transportation Summits

Conduct community transportation summits in West, East, and Central Contra Costa County with the focus of transportation issues in those regions. These summits will be similar to the Mobility Equals Independence Conference in 2005.

*Deliverable: Summit Reports (attendance, key issues raised, next steps, etc.)*

### Task 6: Develop Stakeholder Planning Group

The consultant shall develop and coordinate a Mobility Management Center Stakeholder Planning Group. This group will be tasked with identifying the key service components that should be included in mobility management center serving all parts of Contra Costa County.

### Task 7: Draft Mobility Management Plan

This plan will include the inventory from Phase I and will include a set of recommendations, goals, objectives, actions, a timeline, and a funding plan that will result in everything needed to pursue the next phase of Mobility Management – establishing a Mobility Management Center (or centers) in Contra Costa County. The plan will also include the development a template for depositing data

collected from mobility resources so that a user can easily find service for which they are eligible.

**TIMELINE:**

The consultant will complete all work and submit a final report within 12 months of receipt of signed agreement.

**SECTION III. Proposal Format, Evaluation and Information**

The proposer shall make the following components part of their proposals and shall be evaluated on their content:

- Examples of similar work completed by the firm
- Description of the Work Plan
- Identify deliverables/milestones
- Timeline
- Payment/invoice plan
- Staffing plan – work hours by individual and task budget by task and rates of those assigned
- Resumes of individuals assigned to the project
- The proposal shall not exceed 20 pages.

**C. Submission of Proposal**

All questions/inquiries must be received by Wednesday November 2, 2011. A response letter containing all received questions and answers will be sent to interested consultants by Monday November 7, 2011.

One (1) original and four (4) complete copies of the proposal with attachments and an electronic copy on a CD shall be sent to:

Central Contra Costa Transit Authority  
2477 Arnold Industrial Way  
Concord, CA 94520  
Attention: Laramie Bowron

- a. The proposal must be received at the above address no later than 3:00 pm on

Friday, November 11, 2011. Late proposals will not be accepted.

b. Responses must be submitted in a complete proposal package with cover letter and containing all required supporting information and documents specified.

c. All narrative materials should be single spaced on 8 1/2" x 11" paper, two-sided, with one (1) inch margins on each side of paper.

d. Pages must be securely stapled or otherwise attached together and numbered consecutively with each section identified.

Questions pertaining to this RFP, the Scope of Services, or the proposal should be directed to:

Laramie Bowron  
Manager of Planning  
Central Contra Costa Transit Authority  
925.680.2048  
[bowron@cccta.org](mailto:bowron@cccta.org)