

To: O&S Committee

Date: June 25, 2013

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Paratransit Workshop and RFP Timeline

Background:

In April staff requested the board hold a Paratransit workshop sometime between July 2013 and September 30, 2013. Although the Board was receptive to the idea of having a workshop to discuss Paratransit concepts, a specific date for such a meeting was not given. As staff has worked on developing material for the workshop it has become clear that a September meeting would provide the necessary time to provide the Board of directors with a comprehensive package of information for discussion. Additionally, staff has begun to develop a timeline for the development and release of an RFP for Paratransit services with three primary goals; provide for Board input, create sufficient time to invite competitive bids and complete a contract for a July 1st 2014 start-up.

Proposed Timeline:

1) September 2013, O&S Meeting	Review of Board Paratransit Workshop
2) September 19, 2013 Board Meeting	Paratransit Workshop
3) October 2013, O&S Meeting	Review of Draft RFP Scope of Work
4) November 2013, O&S Meeting	Final Review draft RFP
5) November 21, 2013 Board Meeting	Board of Directors authorizes the release Paratransit RFP
6) December 2013-February 2014	RFP on street
7) March 2014	Bid Evaluation
8) April 2014 O&S	Staff recommendation of Bid Award
9) April 2014, Board Meeting	Selection by Board of Directors
10) April 2014	Completion of Contract
11) May 2014 – June 30 th 2014	Potential Contractor Transition
12) July 1 st 2014	Winning Contractor Starts Service

Recommendation: Staff requests the Board of Directors hold the Paratransit Workshop at the September 19th 2013 Board meeting following O&S review of the presentation.

To: O & S Committee

Date: April 3, 2013

From: Rick Ramacier, General Manager

Reviewed by:

SUBJECT: Items for Board Paratransit Workshop

Staff believes a Board workshop on paratransit lasting between 90 and 120 minutes would serve to give the Board a much greater understanding of the key policy issues facing County Connection, and would facilitate the Board giving clear direction to staff therein. Such a workshop could be staged in three distinct but related areas within paratransit service. This memo provides a likely framework for such a workshop.

PARATRANSIT SERVICE DEMAND

Staff will present up-to-date information on:

- Projected ridership demand growth for County Connection paratransit service based on demographic trends, and other ridership projection work.
- Projected growth in the cost of County Connection paratransit service based on historical trends as well as certain future assumptions.
- Projected trends in East Bay Regional Center paratransit services including ridership, funding, and costs.
- Projected ridership growth for other paratransit providers within the county.
- The growing trend of senior group homes and long term health care facilities providing their own transportation.
- Projected growth in senior and disabled fixed route ridership.
- Potential ways County Connection can influence fixed route and/or paratransit demand one way or the other.

PARATRANSIT SERVICE DELIVERY OPTIONS

Staff will present up-to-date information on the alternative service delivery modal most commonly known as the American Logistics Company (ALC) model. This will likely include:

- A recap of the ALC experiences to date.
- An update on the potential for County Connection to use this newer model for a part to all of our paratransit service delivery.
- A discussion of the opportunity costs for moving in this direction which could include the loss of ability to replace paratransit rolling stock, the opportunity to do route deviation with smaller vehicles that provide both the fixed route and the ADA paratransit service in certain low volume corridors or sub-areas.
- The benefit of the paratransit user knowing and trusting their paratransit driver, dispatcher, and reservation staff.
- Discussion of how the County Connection brand either fits in or does not.
- The potential for the ALC model to evolve into one that provides service beyond the senior and disabled community to cover other transit needs that are not easily served otherwise in an efficient manner.

PARATRANSIT INSITUTIONAL POSSIBILITIES

Staff will present information on the potential to use a Consolidated Transportation Service Agency (CTSA), on any possibility to partner more closely with the Regional Center, on any potential to share organizational arrangements with the other county operators, and on any potential for greater coordination with other social service providers. Some of the things that we will present or ask you to discuss include:

- Presenting some of the information and recommendations in the Contra Costa Mobility Management study that will be completed this spring.
- Looking at the information in that study regarding the creation and usage of a CTSA.
- Looking at using the Regional Center for some of our service delivery or having them purchase service from us.
- Building upon volunteer based services that use our replaced vehicles.
- Looking at possible opportunities to consider joint contracts for service with other operators.
- Looking at what role – if any – we can play to further increase private senior shuttle tied to senior homes, etc.

Staff will develop a series of options that spin off of the ideas listed above and perhaps one or two more not listed here. We would like to give the Board background information on each area, present it, take questions, and then have you discuss these options. Finally, the Board would be asked to state preferences for select options.

Staff also will seek direction from the Board, based on your discussion at a workshop, on how to incorporate some of the options presented into a Request for Proposals (RFP) for the contract provision of paratransit service. This RFP will be released this fall. So, the workshop should occur before that.

The timing of the workshop should be before we develop the RFP and after the completion of the Contra Costa Mobility Management Plan. Thus, it should be scheduled no earlier than July 1, of this year and no later than September 30. It should take 90 to 120 minutes.

I hope this brief memo helps us have a discussion at your meeting on Friday, April 5, 2013 about holding such a workshop later this year.