

To: O&S Committee

Date: November 8, 2018

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: Release of Request for Proposal on County Connection Paratransit work

Background:

The County Connection ADA Paratransit contract with First Transit expires on June 30th 2019. Staff has spent considerable time evaluating the existing contract and current contractor performance. In order to provide more effective oversight and contract management, staff will incorporate the following components into a request for proposals (RFP):

- Incentives/Disincentives
- Enhanced customer response process
- Tracking/Analyzing transit performance trends
- Call center phone management
- Mandatory on-going sensitivity training for frontlines staff

In addition to seeking greater control, staff is also seeking firms that will provide creative and critical operational analyses and thought leadership. The goal is to form a partnership where the winning contractor can make recommendations on how to iteratively improve the overall provision of service and improve the customer experience. Service improvements may take the form of brokering segments of the service demand to other providers i.e. taxi's, TNC's or suggest Micro transit solutions that bridge both Paratransit and fixed route operations to meet or accomplish the following goals:

- Affordable and user friendly technologies
- Automated vehicle location technology
- Shared ride proficiencies
- Increased levels of accessible services
- Flexible cancellations and rebooking opportunities
- Self-booking and trip management applications
- Improve/eliminate regional transfer trip wait times
- Reduce deadhead
- Development of transportation partnerships

Staff will incorporate into the scoring system points for a contractor that can provide this creative and forward thinking approach to paratransit improvements. Additionally, staff has

reached out to transportation professionals from other entities to sit on the evaluation panel to help evaluate proposals.

Staff has included below the draft timeline for the RFP and bid process timeline for committee review.

RFP/Contract Timeline for ADA Paratransit Services

1) November 2, 2018, O&S Meeting	Present RFP Highlights
2) November 15, 2018 Board Meeting	Board of Directors authorizes the release Paratransit RFP
3) December 2018-February 2019	RFP available to proposers
4) March 2019	Bid Evaluation
5) April 2019 O&S	Staff recommendation of Bid Award
6) April 2019, Board Meeting	Selection by Board of Directors
7) May 2019	Completion of Contract
8) May 2019 – June 30 th 2019	Potential Contractor Transition
9) July 1 st 2019	Winning Contractor Starts Service

Recommendations:

None, for information only

Financial Implications:

None at this time, staff will bring a recommendation to the Board for contract award and will provide financial information at that time.