

To: Board of Directors

Date: December 9, 2021

From: Rashida Kamara, Director of ADA and Specialize Services

Reviewed by: *WC.*

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**SUBJECT: Release of Request for Proposal for County Connection and LAVTA Joint Paratransit Procurement**

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### Background:

In April of 2021, County Connection, in collaboration with Livermore Amador Valley Transportation (LAVTA), initiated a pilot project to provide paratransit services for both transit agencies using a single contractor. The purpose of the pilot was to explore the potential of streamlining services across a larger region with the goal of reducing expenses and improving customer service. In order to ensure the goals of the pilot were met, a special ad hoc committee made up of board members of both transit agencies was formed. The next ad hoc Committee meeting is scheduled to take place on December 6<sup>th</sup>, when staff anticipates they will review the success of the pilot by evaluating service quality, cost savings, and rider satisfaction.

If County Connection chooses not to move forward with a joint paratransit procurement it is important to note the current ADA Paratransit contract with Transdev expires on June 30<sup>th</sup>, 2022 and has two 1-year options that could be exercised.

### Current Staff Evaluation:

Staff from both agencies meet weekly to discuss the efficacy of the program using metrics such as on time performance, customer satisfaction, and shared resources. Despite low ridership numbers due to COVID-19, metrics performed under this pilot have either met or exceed the standard performance criteria for both authorities. Staff from both authorities have learned to successfully collaborate in resolving challenges and effectively hold the contractor to a high standard of service. As a result, staff from both authorities agree that they will recommend moving forward with a joint paratransit procurement.

### Proposed RFP/Contract Timeline for Joint ADA Paratransit Services

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|--|------------------------------------|
| 1) December 3, O&S Meeting                 | Present RFP Highlights             |
| 2) December 6, Ad Hoc Committee            | Determine Joint RFP                |
| 3) December 16, CCCTA Board Meeting        | Board Authorizes Release Joint RFP |
| 4) January 10, LAVTA Board Meeting         | Board Authorizes Release Joint RFP |
| 5) January – February 2022                 | RFP available to proposers         |
| 6) March 2022                              | Bid Evaluation                     |
| 7) April 2022, O&S Meeting                 | Staff recommendation of Bid Award  |
| 8) April 2022, CCCTA Board Meeting         | Board Meeting Approval             |
| 9) May 2022 – June 30 <sup>th</sup> , 2022 | Potential Contractor Transition    |
| 10) July 1 <sup>st</sup> , 2022            | Winning Contractor Starts Service  |

**Recommendation:**

The O&S Committee requests the Board of Directors approve the request to release an RFP for a joint paratransit procurement with Livermore Amador Valley Transportation Authority, pending approval from the LAVTA Board of Directors which is scheduled for January 10<sup>th</sup>, 2022.

**Action:**

- Approve
- Decline to approve
- Provide further direction

**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.