



# Contracted Paratransit Services

Organizational, Services &  
Performance Monitoring Committee

August 5, 2025

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# 2023-26 Contract – Purchased Transportation

- Mandated active audio and video recording
- Increased minimum accessibility percentages
- Aligned liquidated damages to customer expectations
- Increased standard for customer experience expectations

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The logo consists of a blue rectangular box with a red border. Inside the box, the text "Connecting the Community" is written in blue, with "the" on a separate line and in a smaller font size than "Connecting" and "Community".

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# 2023-26 Contract – Purchased Transportation

- Balanced People Strategy with business performance metrics
- Increased liability requirements to 3<sup>rd</sup> party recommendations
- Standardized market fuel escalator/de-escalator
- Standardized billing methods for all vendors
- Utilized 88.64% of base contract in 25 of 36 months

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# Paratransit Service

- RTA must provide all paratransit trips requested
- Is not permitted to have capacity constraints
- The unfunded federal mandate must be met

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# Paratransit Service Mandate

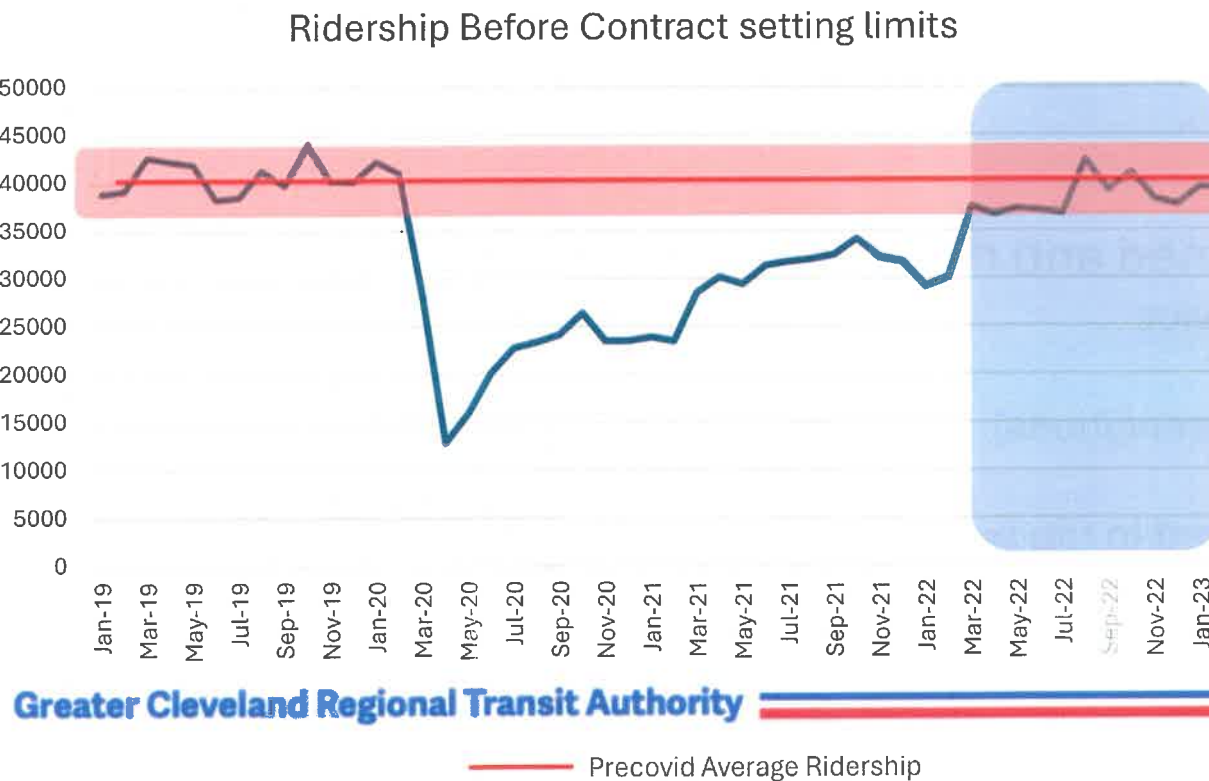
- 49 CFR (§ 37.121(a))..each public entity operating a fixed route system shall provide paratransit ... comparable\* to the level of service provided to individuals without disabilities who use the fixed route system.
- \*Comparability is defined and measured by (§ 37.131) :
  - Hours and days of service
  - Service area
  - Response time (trip reservations)
  - Fares
  - Operating without regard to trip purpose
  - **Absence of capacity constraints (includes denials)**

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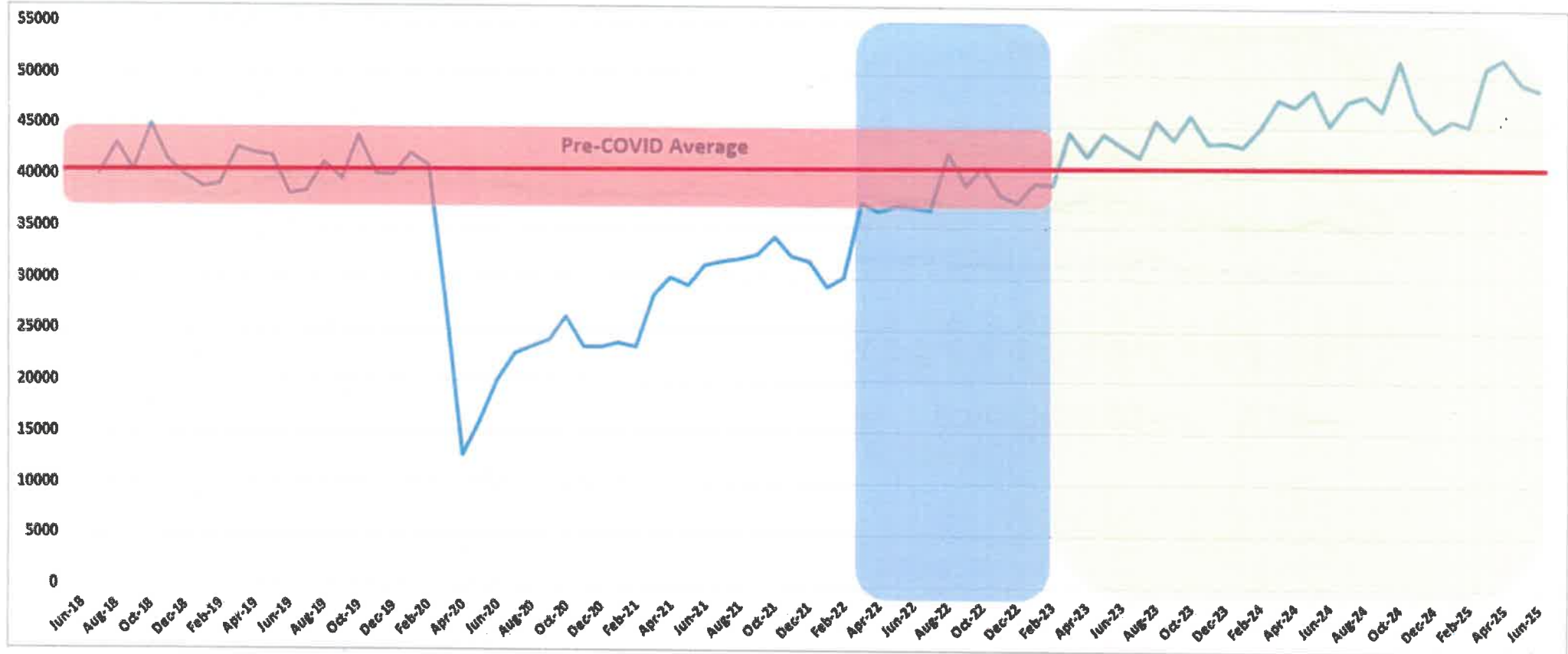
# Flat ridership year – 95% of Pre-covid levels



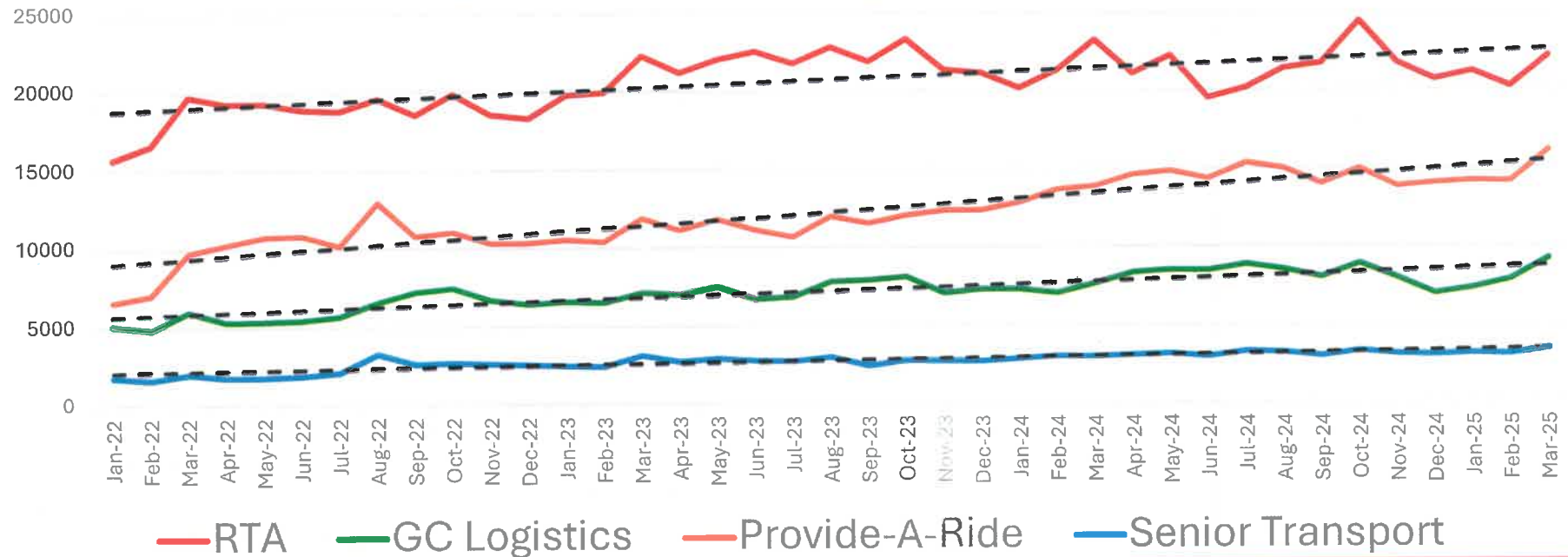
- Relatively flat 12 months
- 95% of pre-covid ridership

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# Paratransit Ridership History



# Trip Growth by Provider



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# Run (shift) Growth by Provider

Provider	March 2022 Shifts	March 2023 Shifts	March 2024 Shifts	March 2025 Shifts	2022- 2025 Shift growth
RTA	65	67	80	76	17%
GCL	23	19	31	35	52%
PAR	39	42	60	62	59%
STC	7	13	13	13	86%
<b>Total</b>	<b>134</b>	<b>141</b>	<b>184</b>	<b>186</b>	

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- In 2023 the original contracts were authorized for a period of three years with two one-year options for renewal under Resolutions:
  - 2023-8 with Future Age, Inc. dba Provide A Ride for a base term NTE \$17,044,485.35
  - 2023-9 with GC Logistics of Mississippi, LLC for a base term NTE \$11,106,075.91
  - 2023-10 with Senior Transportation Connection for a base term NTE \$5,400,370.89
- Notices to Proceed were effective June 1, 2023
- Each contract has \$500,000 in GM/CEO change order signing authority
- Zero change orders have been issued to date

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# Proposed increases

Company	Original Base Contract	Increase To Base Contract	New Base Contract
Provide A Ride	\$17,044,485.35	\$6,772,206.71	\$23,816,692.06
GC Logistics	\$11,106,075.91	\$4,397,910.56	\$15,503,986.47
STC	\$5,400,370.89	\$1,060,425.48	\$6,460,796.37

Base Contract = 36 months, expiring May 31, 2026

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# Contracted Paratransit Services

## DBE Goal:

All three contractors remain committed to achieving the 14% DBE participation goal that was assigned to these contracts

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# Contracted Paratransit Services

- Paratransit and Procurement Departments followed the Change Order Process
- These changes have been reviewed and approved by the Change Order Committee
- Amounts requested are consistent with other expenditures related to paratransit service

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# Contracted Paratransit Services

## Recommendation:

Staff requests that the Organizational, Services & Performance Monitoring Committee recommend approval of these proposed change orders and reinstate the General Manager's change order signing authority to \$500,000 for each contract:

- Contract No. 2022-082A with Future Age Inc. dba Provide A Ride in an amount NTE \$6,772,206.71 for a new base contract amount not to exceed \$23,816,692.06
- Contract No. 2022-082B with GC Logistics of Mississippi, LLC in an amount not to exceed \$4,397,910.56 for a new base contract amount not to exceed \$15,503,986.47
- Contract No. 2022-082C with Senior Transportation Connection in an amount not to exceed \$1,060,425.48 for a new base contract amount not to exceed \$6,460,796.37

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# Questions

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