



Organizational, Services & Performance Monitoring Committee

February 3, 2026

**MEETING MINUTES**

**Committee Members:** Ms. Pacetti (Chair), Mayor Gallo, Ms. McPherson, Mr. Sleasman

**Also Present:** Ms. Elder, Mr. Love, Mr. Sleasman, Mayor Weiss, Ms. Whigham

**Staff/Other:** Shawn Becker, India Birdsong Terry, Janet Burney, Floun'say Caver, Brent Charnigo, Sharon Cottrell, Nick Davidson, George Fields, Bob Fleig, Joel Freilich, Anthony Garofoli, Rajan Gautam, Sharon Jenkins, Carl Kirkland, Sheila Miller, Charles Morgan, Mike Schipper, Kay Sutula, Wendy Talley, John Togher, Kimberly Wright, Carolyn Young

**Public:** Brian Gibbons, Loh

I. Roll Call

Ms. Pacetti called the meeting to order at 9:03 a.m. with roll call. A quorum was present.

II. Approval of Minutes – January 3, 2026

Mr. Sleasman moved, and Mayor Gallo seconded to approve the minutes; the motion carried.

III. Contracted Paratransit Services -- This is a recurring competitively negotiated procurement for Contracted Paratransit Services, for a period of three years with two one-year options.

Nick Davidson, District Director, Paratransit District, stated that operational priorities were established in 2019 and include leveraging scheduling technologies, improving customer service experience, modernizing communication technology, increasing on-time performance and reducing on-board travel times.

Paratransit is required by the Americans with Disabilities Act of 1990 and requires providing paratransit service for individuals who have a disability and are unable to utilize fixed route because of that disability.

GCRTA provides approximately 46% of the total paratransit service with third-party contractors and the other 54% is outsourced. Of the outsourced portion 55% is provided by Provide a Ride, 35% is provided by GC Logistics and 10% is provided by Senior Transportation Connection (STC).

Paratransit ridership in 2025 was approximately 130% of pre-COVID level demand. GCRTA is in the midst of putting in nineteen (19) new vehicles into service, and fourteen (14) are already in service.

The Committee was briefed on customer satisfaction data, showing a Net Promoter Score of 71, which significantly exceeds the national paratransit average of 33. Survey results indicated that 88% of respondents believe operators drive safely, 89% are satisfied with overall performance, and 86% find operators friendly and helpful. These metrics reflect the performance of both internal and

contracted operations. Mr. Davidson highlighted that 56% of trips are healthcare-related, followed by shopping, leisure, work, and education.

Mr. Davidson explained that the current contract has three providers and is set to expire on May 31, 2026. The contract contains two one-year options. Following a competitive RFP issued in October 2025, staff recommended a new blended service arrangement to drive down costs while maintaining quality. This new structure is expected to reduce the blended rate from \$70.25 to \$64.17 per service hour, yielding an estimated savings of \$1.5 million in the first year.

The proposed structure would be to award Provide a Ride a three (3) year contract with two (2) one (1) year options, allow the GC Logistics contract to expire and exercise the first option with STC.

Scott Lawson, Contract Administrator II, Procurement, stated that the RFP was issued on October 19, 2025, and eight (8) firms proposed. The evaluation criteria included objectively measured results achieved on similar contracts, qualifications and relevant experience, strategy, scalability, capital resources and cost.

Mr. Lawson stated that staff requests that the Committee recommend the Board award a three (3) year contract to Future Age, Inc. dba Provide A Ride in an amount not to exceed \$52,300,000 with two (2) one (1) year options, for a total contract not to exceed \$96 million for the five (5) year period.

Ms. Pacetti and Ms. McPherson expressed appreciation for the team's efforts to control costs without sacrificing service quality.

Mr. Sleasman inquired about the risks of consolidating 90% of the service with one provider. Mr. Davidson clarified that Provider Ride is currently delivering nearly 64% of services and has the vehicle capacity and personnel to scale further. CEO Terry added that the decision to transition to 90% rather than 100% was a deliberate move to ensure a safe onboarding process and maintain the expertise provided by STC.

Mr. Sleasman raised concerns regarding Provide a Ride's past performance. Mr. Davidson noted that the provider's on-time performance is currently within 1% of GCRTA's internal performance. Regarding long-term strategy, Mr. Davidson stated the goal is to continue growing internal capacity to eventually handle more than 50% of total services in-house.

Mr. Davison advised that staff have regular meetings with them to discuss operational and customer concern issues. GCRTA requires active monitoring to provide transparency for the customer experience. Provide a Ride exceeds contract requirements regarding accessible vehicles, and their fleet is younger than the contract requires. Additionally, the Net Promoter score reflects the entire system. Staff is confident regarding the progress they have made. Mr. Davison further stated that control measures will be included in the contract. Provide a Ride's metrics for on-time performance on-board time are within 1% of GCRTA performance.

Mr. Love questioned whether the current distribution would remain the same between contracted and GCRTA over the five-year period. Mr. Davison stated that the long-term strategy around paratransit is to keep as much in-house as possible.

Dr. Caver stated that the RFP was marketed nationally, but the national players cost more than local players. The contracts' expiration dates are aligned, making it easier for a national player to build a model.

Ms. McPherson moved and Mr. Sleasman seconded to advance the item to the Board of Trustees; the motion carried.

IV. Adjournment

There being no further business to bring before this Committee, Mayor Gallo moved to adjourn the meeting and seconded by Mr. Sleasman. The meeting was adjourned at 9:33 a.m.

  
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Rajan D. Gautam  
Secretary/Treasurer

  
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Brent Charnigo  
Board Administrator

