

Greater Cleveland Regional Transit Authority

CONTRACTED PARATRANSIT SERVICES

Presented to: Operational Planning &
Infrastructure Committee

February 5, 2019



Contracted Paratransit Services

Background:

- RTA is mandated to provide Complementary Paratransit Service to eligible clients
- Annual ridership has averaged over 650,000 passengers for the past five years
- All requested trips must be scheduled
 - Zero denials – over 7.5 M requests since last denial

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Background (cont'd.):

- On average, 1,581 trips per day are completed
 - RTA: 700
 - Contractors: 881
- RTA must maintain current service expectations and acceptable on-time performance

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Background (cont'd.):

- BOT members have expressed concerns related to current quality of service, contractor oversight, performance, employee appearance, training, and vehicle condition
- RFP timing was modified to enhance competition and address these concerns
- New RFP was designed to emphasize high quality service at affordable costs

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Scope of Work Requirements in New RFP:

- Safe, reliable, clean, and courteous transportation
- Professional drivers with professional appearance and sensitivity to client needs
- Clean and well maintained vehicles with vehicle age 0 - 5 years

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Scope of Work Requirements (cont'd)

- Technology improvements include tablets for navigation and direct in-vehicle communications with GCRTA dispatch center
- Comprehensive training and complaint resolution program for contractors and subcontractors
- Liquidated damages will be assessed for service failures

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- RFP issued August 2018
- Accessed on the GCRTA website by forty (40) interested parties
- Nine (9) firms proposed and all were selected for interviews

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Evaluation Panel Members:

- EEO and ADA
- Legal
- Office of Business Development
- Paratransit
- Procurement

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Evaluation Criteria:

- Responsiveness to stated objectives and scope of services
- Experience in successful operation of similar projects
- Qualifications of proposing firms
- Qualifications of assigned personnel
- Cost effectiveness

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- The strategy was to align all contracts, allowing the potential for large national vendors to compete
- The strategy increased competition which provided higher commitment to quality and lower overall pricing
- It became evident that splitting the award among three responsible proposers would be in the best interest of the Authority
- This preserves internal competition and capacity assurance, which are two key components to the reliability of our contracted paratransit services

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Three recommended firms:

- Future Age, Inc. dba Provide A Ride – 60%
 - Equivalent to 128,843 hours in first year
- GC Logistics of Mississippi, LLC – 30%
 - Equivalent to 64,422 hours in first year
- Senior Transportation Connection – 10%
 - Equivalent to 21,474 hours in first year

Total first year hours: 214,739

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Recommended Firm No. 1:

- Future Age Inc. dba Provide A Ride (PAR) - 60%
- Located in Warrensville Heights, Ohio
- DBE goal of 21.8% will be met by using local firms:
 - Ace Taxi Services, Inc.
 - Emmanuel Ventures Limited
 - Inspiring Lives Forever Transportation
 - Kings Transportation Service
 - My City Transportation, Inc.

Contracted Paratransit Services

PAR's Experience and Commitments:

- 19 years experience as GCRTA Paratransit Contractor
- Support and maintain the local workforce
- Increased driver wages to improve quality and retention
- Comprehensive maintenance plan and commitment to purchase new vehicles
- Customer service and communication enhancements, and extensive complaint process
- Stronger management over subcontractors

Contracted Paratransit Services

PAR's recent clients include:

- GCRTA
- CareSource - operate Medicaid/Medicare programs in 70 of Ohio's 88 counties
- Lorain County Job and Family Services
- Cuyahoga County Board of Developmental Disabilities

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Future Age Inc. dba Provide A Ride

- An amount not to exceed \$17,662,825.56 for the base three years, and in amounts not to exceed \$6,446,819.50 and \$6,663,637.70 for each option year, respectively, for a total contract amount not to exceed \$30,773,282.76.

Contracted Paratransit Services

Recommended Firm No. 2:

- GC Logistics of Mississippi, LLC - 30%
- Located in Ridgeland, Mississippi
- DBE goal of 21.8% will be met by using:
 - Ace Taxi Service, Inc. - Cleveland
 - Enjoi Transportation, LLC - Detroit, Michigan
 - My City Transportation, Inc. - Cleveland
 - Q.K.P. Service, LLC - Cleveland

Contracted Paratransit Services

GC Logistics' Experience and Commitments:

- 20 years experience in performing similar work nationally
- Dedicated and qualified management team
- Competitive driver wages
- Rigorous driver credentialing and training program
- Comprehensive safety measures and quality assurance program
- Extensive complaint process
- National relationship with Enterprise for fleet acquisition and maintenance

Contracted Paratransit Services

GC Logistics' recent clients include:

- Capital Metropolitan Transit Authority (Austin, TX)
- North Carolina Department of Social Services
- Minnesota Department of Human Services
- Arkansas Department of Human Services
- Oklahoma Department of Human Services

Contracted Paratransit Services

GC Logistics of Mississippi, LLC

- An amount not to exceed \$10,602,572.76 for the base three years, and in amounts not to exceed \$3,724,442.80 and \$3,796,723.80 for each option year, respectively, for a total contract amount not to exceed \$18,123,739.36.

Contracted Paratransit Services

Recommended Firm No. 3:

- Senior Transportation Connection (STC) - 10%
- Located in Cleveland, Ohio
- DBE goal of 21.8% will be met by using local firms:
 - My City Transportation, Inc.
 - We Put Family First

Contracted Paratransit Services

STC's Experience and Commitments:

- 10 years experience as GCRTA Paratransit Contractor
- Non-profit firm with a mission to provide comprehensive, efficient and affordable transportation for senior adults in Cuyahoga County
- Support and maintain the local workforce
- Comprehensive maintenance plan and commitment to purchase new vehicles
- Customer service and communication enhancements, and extensive complaint process

Contracted Paratransit Services

STC's recent clients include:

- GCRTA
- City of Maple Heights
- Cuyahoga County Division of Senior and Adult Services
- Community Partnership on Aging
- Support 29 communities and 12 agencies

Contracted Paratransit Services

Senior Transportation Connection

- An amount not to exceed \$3,098,076.50 for the base three years, and in amounts not to exceed \$1,105,901.64 and \$1,143,139.92 for each option year, respectively, for a total contract amount not to exceed \$5,347,118.06.

Contracted Paratransit Services

Staff requests that the Operational Planning & Infrastructure Committee recommend to the BOT the awards for Contracted Paratransit Services to:

- PAR in a total contract amount NTE \$30,773,282.76
 - GC Logistics of Mississippi, LLC in a total contract amount NTE \$18,123,739.36
 - STC in a total contract amount NTE \$5,347,118.06
- Total combined five year amount NTE \$54,244,140.18

Contracted Paratransit Services

Representatives from PAR, GC Logistics, and STC would like to address the Board of Trustees about their commitment to the program and to answer any questions.