



Contracted Paratransit Services

Organizational, Services & Performance
Monitoring Committee

February 14, 2023

Regulations and Requirements

Americans with Disabilities Act of 1990

- Protects the rights of persons with disabilities to use available public transportation.
- Persons who are functionally unable to use fixed-route service must be provided complementary paratransit service.
 - Complementary service is defined as equivalent day of the week, time, and geographic area.
- GCRTA is required to deliver every paratransit eligible trip without denials.

Distribution of Work

Provider	Percentage (%) of Work
GCRTA	50.25%
Purchased Transportation	49.75%

- 20,467 average purchased transportation trips each month

Paratransit Priorities

- Leverage Scheduling Technology
- **Improve the Customer Service Experience**
- Modernize Communication Technology
- **Increase on-time performance (OTP)**
- **Reduce on-board travel times (OBT)**

Current Status of Paratransit

- Currently in Option Year 1 (Year 4) of current contract
- Current challenges
 - Recovery of ridership post COVID-19
 - Current labor market constraints
 - Inflationary factors

People Strategy & Benefits

- Successful proposers were required to:
 - Demonstrate ability to attract and retain talent
 - Increase beginning wages with annual wage increases
 - Demonstrate a competitive benefits package
- Benefits to GCRTA
 - Increased pool of potential candidates
 - Ability to attract employees with higher customer service-related skills
 - Reduce the risk of capacity constraints
 - Higher on-time performance and reduced on-board time

Scope of Services

- Balances people strategy with business performance metrics
- Constant audio and video recording
- Aligning liquidated damages to customer expectations
- Increases standard for customer experience expectations

Scope of Services, continued

- Increase in minimum accessibility percentages (50% to 80%)
- Increases liability requirements to 3rd party recommendations
- Standardizing billing methods for all vendors
- Standardizing market fuel escalator/de-escalator

Procurement Overview

- Request for Proposal (RFP) issued on August 15, 2022
- Accessed on the GCRTA website by 50 interested parties
- 7 firms proposed

Procurement Overview

Evaluation Panel

- Administration and External Affairs
- Office of Business Development
- Office of Management and Budget
- Paratransit
- Procurement
- Service Management

Procurement Overview

Evaluation Criteria

- **Objectively measured results achieved on similar contracts –**
Successful proposals should include quantitative results (along with clear definitions of terms) that have been achieved by the proposer, and by its proposed subcontractors, on similar contracts. At a minimum, these measures must be included: missed runs as a percentage of scheduled runs, late pull outs as a percentage of scheduled runs, late passenger pick-ups as a percentage of all pick-ups, late passenger drop-offs as a percentage of all drop-offs.

Procurement Overview

Evaluation Criteria, continued

- **Qualifications and relevant experience** – Experience working for public transit agencies in similar markets. Qualifications and resumes of project staff, project manager, and key personnel; experience of the contractor and its employees, agents, and subcontractors performing work of similar nature; strength and stability of the proposing firm.
- **Cost** – Reasonableness of the rates and overall total price; competitiveness of the price proposal with other offers received; adequacy of data in support of the rates and prices.

Procurement Overview

Evaluation Criteria, continued

- **People strategy and scalability** – The ability to attract and retain staffing levels, including subcontractors to meet the customer demand of GCRTA. Ability to adjust staffing levels to scale up should another provider scale down.
- **Capital resources and infrastructure** – Demonstrates an appropriate age of vehicles, accessibility of vehicles (including percentage of vehicles to accommodate wheelchairs/ scooters), fleet size, maintenance program, and camera system(s).

Procurement Overview

Rate Per Revenue Hour	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Actual Monthly % of Contracted Trip Volume	0 - 20%	20.01 - 35%	35.01 - 50%	50.01 - 65%	65.01 - 100%
Year 1 (June 1, 2023 – May 31, 2024)					
Year 2 (June 1, 2024 – May 31, 2025)					
Year 3 (June 1, 2025 – May 31, 2026)					
Option Year 4 (June 1, 2026 – May 31, 2027)					
Option Year 5 (June 1, 2027 – May 31, 2028)					
Expected Length of Paid Driver Meal Break					

Procurement Overview

Recommended Firm No. 1

- Future Age, Inc. dba Provide A Ride, located in Cleveland, Ohio

14% DBE Goal will be achieved through utilization of Ace Taxi Services, Inc.

Procurement Overview

Future Age Inc. dba Provide A Ride

- An amount not to exceed \$17,044,485.35 for a period of three years, and in amounts not to exceed \$6,243,059.71 and \$6,474,762.80 for each option year, respectively, for a total five-year contract amount not to exceed \$29,762,307.86.

Procurement Overview

Recommended Firm No. 2

- GC Logistics of Mississippi, LLC, located in Cleveland, Ohio and headquartered in Ridgeland, Mississippi

14% DBE Goal will be achieved through utilization of We Put Family First, Kings Transportation Services, and Better Choice Transport LLC.

Procurement Overview

GC Logistics of Mississippi, LLC

- An amount not to exceed \$11,106,075.91 for a period of three years, and in amounts not to exceed \$3,912,322.56 and \$4,016,054.09 for each option year, respectively, for a total five-year contract amount not to exceed \$19,034,452.56.

Procurement Overview

Recommended Firm No. 3

- Senior Transportation Connection, located in Cleveland, Ohio

14% DBE Goal will be achieved through utilization of We Put Family First.

Procurement Overview

Senior Transportation Connection

- An amount not to exceed \$5,400,370.89 for a period of three years, and in amounts not to exceed \$1,916,788.07 and \$1,978,398.27 for each option year, respectively, for a total five-year contract amount not to exceed \$9,295,557.23.

Procurement Overview

Contractor	Percentage (%) of Work	Total Contract Value
Future Age, Inc. dba Provide A Ride	51%	\$29,762,307.86
GC Logistics of Mississippi	33%	\$19,034,452.56
Senior Transportation Connection	16%	\$9,295,557.23

Procurement Overview

- Staff requests that the Organizational, Services and Performance Monitoring Committee recommend to the Board of Trustees the awards for Contracted Paratransit Services to Future Age Inc. dba Provide A Ride in a total contract amount NTE \$29,762,307.86, to GC Logistics of Mississippi, LLC in a total contract amount NTE \$19,034,452.56, and to Senior Transportation Connection in a total contract amount NTE \$9,295,557.23, resulting in a five-year total amount NTE \$58,092,317.65. This compares to a five-year total amount NTE \$54,244,140.16 awarded under the 2019 contract.

Questions?

