

STAFF REPORT

SUBJECT: One Year Extension to Paratransit Operation Contract to Medical Transportation Management, Inc.

FROM: Michael Tree, Executive Director

DATE: September 10, 2018

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**Action Requested**

The Finance and Administration Committee recommend that the Board of Directors exercise the option to extend the second option year of the contract with Medical Transportation Management, Inc. (MTM) through FY2019.

**Background**

In February 2014, the Board of Directors awarded a contract to MTM to provide ADA paratransit services through a paratransit brokerage model for the Agency. The agreement was awarded for a base term of March 7, 2014 to June 30, 2017 with the right to extend the agreement for four one-year periods. The contract was extended for one additional year in FY2017 and is recommended for extension of the second option year through June 30, 2019. The terms specify that the extension price will incorporate a 2% per trip price increase for each extension year.

**Discussion**

MTM has provided high quality paratransit services since starting the LAVTA contract in March 2014. Since they started, MTM has operated more like a partner than a contractor. The team provided a smooth start-up and transition, and even with several initial operational kinks, the team was committed to delivering a high quality product. The local and regional MTM team has helped LAVTA tackle several challenging issues over the years. These issues, including incorporating paratransit assessments and interviews into the application process, addressing inconsistent data, and helping to find creative ways to manage the growing ridership challenge, are even more important as they impact the Tri-Valley's most sensitive populations. The local team is dedicated, hardworking, and has incredible customer service. LAVTA's Dial-A-Ride service has and continues to receive high marks for the past three years, and customer complaints are down.

**Recommendation**

The Finance and Administration committee forward to the Board a recommendation to exercise the second option year and extend the paratransit operations agreement from July 1, 2018 through June 30, 2019.

Attachment

1. Letter to MTM Exercising Agreement Option
2. Resolution 25-2018

*Submitted:* \_\_\_\_\_

September 10, 2018

Alaina Macia  
 Medical Transportation Management, Inc.  
 16 Hawk Ridge Drive  
 Lake St. Louis, MO 63367

Dear Alaina

On March 7, 2014 LAVTA entered into an Agreement with Medical Transportation Management, Inc. (MTM) for the provision of paratransit services. In accordance with this Agreement, the initial period of the contract began on May 1, 2014 and ends June 30, 2017, and LAVTA has sole discretion to extend the contract for four (4) one-year periods. This letter confirms LAVTA's intention to exercise the option to extend this contract for the period of July 1, 2018 through June 30, 2019.

In addition, in accordance with Section 4 of this Agreement, this letter also confirms the 2% increase in the per trip rate for FY19. Commencing July 1, 2018 through June 30, 2019 (FY 2018-19) LAVTA agrees to pay the Contractor for performance of the service set forth in this Agreement will adjust as follows:

Tier	Trips Per Month	Per Trip Rate
1	Up to 4,199	\$33.82
2	4,200-4,699	\$33.00
3	4,700+	\$31.91

MTM has provided quality paratransit services for LAVTA since the beginning of this contract. We look forward to another successful year of providing excellent service throughout the Tri-Valley.

It is a pleasure working with you.

Sincerely,

Michael Tree  
 Executive Director

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