

STAFF REPORT

SUBJECT: Release of Request for Proposals (RFP) for LAVTA and Central Contra Costa Transit Authority Joint Paratransit Procurement

FROM: Toan Tran, Director of Operations and Innovation

DATE: December 29, 2021

Action Requested

Staff requests the Projects & Services Committee recommends the Board of Directors to approve releasing an RFP for a joint paratransit procurement with the Central Contra Costa Transit Authority (CCCTA).

Background

In February 2021, the LAVTA Board of Directors authorized the Executive Director to enter into a Memorandum of Understanding with CCCTA to establish a 12-month pilot program where LAVTA and CCCTA would share one paratransit contractor in an effort to achieve common goals towards a more efficient and seamless paratransit program.

The pilot program commenced on April 1, 2021 and is scheduled to sunset on March 30, 2022. The primary goals of the pilot include:

- Better customer experience
 - Call center and dispatching are performed locally to assist customers in securing a ride and understanding local circumstances, such as COVID conditions
 - New technology options (i.e. My Agency Portal App) to increase accessibility and ride information
- Cost benefits
 - Create cost savings from shared resources for operators, dispatch, reservations, supervision and scheduling

During the pilot, staff and the joint ad-hoc committee have met to evaluate the outcomes of the policy efforts to create a more seamless paratransit program, in order to recommend to the LAVTA Board to either conduct a joint procurement with CCCTA to continue the efforts to work together, or to conduct an independent procurement.

Discussion

Staff from both agencies meet weekly to discuss the efficacy of the program using metrics such as on-time performance, customer satisfaction, and shared resources. Despite low ridership numbers due to COVID-19, metrics performed under this pilot have either met or exceeded the standard performance criteria for both authorities. Staff from both authorities have learned to

successfully collaborate in resolving challenges and effectively hold the contractor to a high standard of service.

The ad-hoc committee, which consists of two board members from each agency, has met twice, in September and December. The highlights of the first meeting were introductions of committee members and staff as well as a robust discussion on the performance metrics. Staff presented a set of charts that compared actual performance for the first four months of the pilot compared to the same time period from the prior year for the following indicators.

- Productivity – Passengers per hour
- Customer Service – Complaints per 1,000 passengers
- Reliability – On-time performance
- Safety – Accidents per 100,000 miles
- Cost Effectiveness – Cost per trip

At the December meeting, staff briefed the committee on the performance of the two systems and delved into the areas of service quality, rider satisfaction, and cost savings. The information was well received. Thus far, all four members of the committee have been pleased with the performance indicators and look forward to providing comments at the respective board meetings.

Attachment A is a copy of the charts with the data updated through November. Service performance through the first eight months has exceeded expectations.

Recommendation

Staff asks that the Projects & Services Committee recommends the Board of Directors to approve the request to release an RFP for a joint paratransit procurement with the Central Contra Costa Transit Authority.

Attachments

1. LAVTA Paratransit Performance Indicators

LAVTA Paratransit Performance Indicators

