

# LAVTA and Central Contra Costa Transit Authority (CCCTA) Joint Paratransit Procurement

December 29, 2021

Projects and Services Committee Meeting

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# Background

- February 2021 – LAVTA Board authorized the Executive Director to enter into MOU to with CCCTA to establish a 12-month pilot program for sharing one paratransit contractor
- April 1, 2021 – Pilot program commenced
- Goals:
  - Better customer service:
    - Call center and dispatching performed locally
    - New technology options
  - Cost benefits:
    - Cost savings from shared resources for operators, dispatch, reservations, supervision, and scheduling

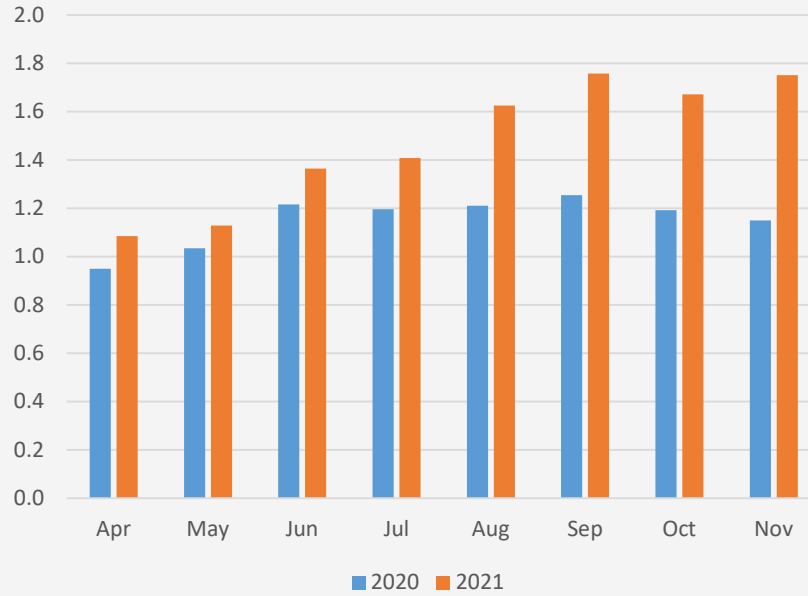
# Evaluation of Pilot

- Ad-hoc committee
  - Comprised of LAVTA and CCCTA Board members
  - Met in September and December
- Weekly meetings with LAVTA, CCCTA and Transdev staff
- Performance Indicators
  - Productivity – Passengers per hour
  - Reliability – On-time performance
  - Customer Service – Complaints per 1,000 passengers
  - Cost Effectiveness – Cost per trip

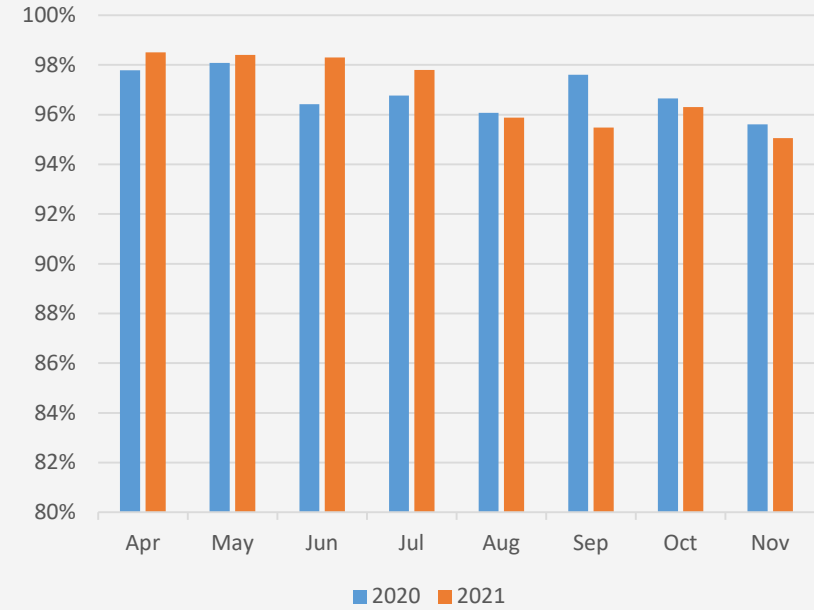


# Performance Indicators

## Passengers per Revenue Hour

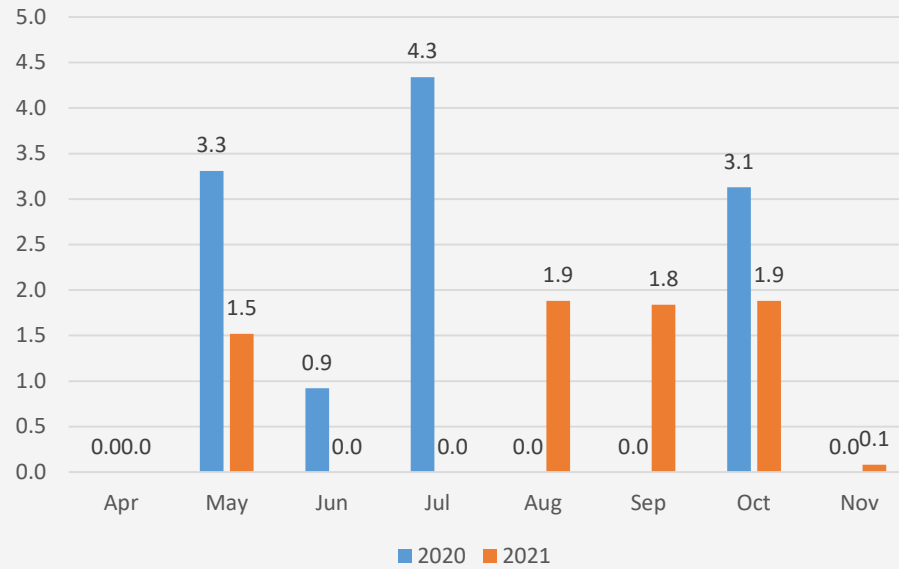


## On-Time Performance



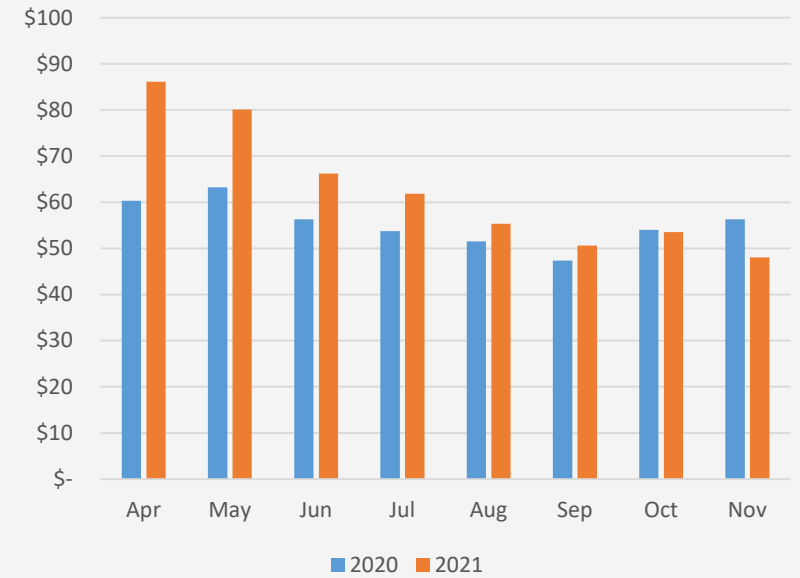
# Performance Metrics

### Complaints per 1,000 Passengers



# Cont.

### Cost per Trip





# Recommendation

- Improved customer experience
  - One-stop shop
  - Mobile app for trip status and cancellation
  - OTP has maintained at 97% (goal is 95%)
- LAVTA saved approx. \$290K over the first 8 months of the pilot
- Staff asks that the Projects & Services Committee recommends the Board of Directors to approve the request to release a joint RFP with CCCTA for paratransit services

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# Next Steps

Key Date	Activity
January 10, 2022	Seek board approval to release joint RFP
January-February	Issue joint RFP
March	Evaluation of proposals
May 2, 2022	Seek board approval to award contract
July 1, 2022	Winning contract starts service

# QUESTIONS?

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