

Item 7

Consideration to Award ADA Paratransit Eligibility and Mobility Evaluation Services Contract (AS-4163)



Background

- Current Contractor - Medical Transportation Management (MTM)
- Existing Contract - Started July 2017
- Option years extended through June 2024
- No remaining option years available

Scope of Work Change

Eligibility Term - 3 years to 5 years

- Based on feedback from Community Advisory Subcommittee
- 15 Paratransit agencies were surveyed
- Reduced paperwork requirement for riders
- \$11-13 million savings over 15-year period

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Procurement Timeline

RFP Issued	July 5, 2023
Pre-Proposal Meeting	July 20, 2023
Proposal Due Date	September 12, 2023
Interviews	October 19, 2023

Proposer Outreach

- Access Services Website Posting
- Public Purchase Website Posting
- GCAP Services DBE Notice

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Two Proposers

1. MTM Transit, LLC (MTM)*
2. Transdev Services, Inc. (Transdev)

*Women Business Enterprise (WBE)

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Evaluation Criteria

1. Quality of Technical Approach and Work Plan	25
2. Qualifications and Availability of Proposed Staff	25
3. Employee Pay and Benefits	10
4. Financial Qualifications of the Proposer	5
5. Qualifications of the Proposer	15
6. Cost/Price Proposal	20
TOTAL	100

Evaluation Responsibilities

1. Evaluation Panel

- Quality of Technical Approach and Work Plan
- Qualifications and Availability of Proposed Staff
- Employee Pay and Benefits
- Qualifications of the Proposer

2. Access Finance

- Financial qualifications of the proposer

3. Cost Proposal: Objective Formula

Evaluation Scores

Evaluation Criteria	MTM	Transdev
1. Quality of Technical Approach and Work Plan	22.85	21.25
2. Qualifications and Availability of Proposed Staff	21.25	21.80
3. Employee Pay and Benefits	8.40	8.70
4. Financial Qualifications of the Proposer	4.00	4.60
5. Qualifications of the Proposer	13.65	13.11
Technical Score	70.15	69.46
6. Cost/Price Proposal	20.00	14.93
Total Score	90.15	84.39

Rates

Current vs Proposed

Year 1 Most Likely Scenario	Current Rates	MTM Proposed Rates	Transdev Proposed Rates
	FY24	FY25	FY25
Annual Total:	\$4,827,099	\$4,555,102	\$6,062,144

% Change vs.
Current:

-5.6%

25.6%

Proposer Highlights

- Since 2017, MTM has provided ADA Eligibility and Mobility evaluation services for Access.
- MTM provides a thorough training program for the evaluators and an in-depth eligibility process.
- Provides evaluations for a numerous transit agencies - San Diego, Washington D.C., Austin, Denver, and Phoenix.

Proposer Highlights

- During the COVID pandemic, MTM worked with Access to alter the eligibility process to accommodate customers' needs and continue to provide eligibility services while keeping staff and customers safe.
- MTM supports both relevant organizations and events in our community such as the Abilities Expo, where they provide free Marking and Tethering services.

Recommendation

Authorize staff to execute Contract No. AS-4163 with MTM Transit, LLC (MTM) for ADA paratransit eligibility and mobility evaluation services in an amount not-to-exceed \$13,896,807 for a five-month startup period and three-year base period beginning February 1, 2024, and ending on June 30, 2027 (with service beginning on July 1, 2024).

Item 8

California Air Resources Board (CARB) Zero-Emission Bus (ZEB) Rollout Plan



CARB ZEB Rollout Plan

- > CARB Guidance in 2019
- > Required agencies develop ZEB Rollout Plan by July 2023
- > Applies to vehicles 14,000 lbs. or greater (cutaways)
- > Plan elements
 - > Projected new vehicle technology
 - > Projected Zero-Emission fueling/charging (infrastructure) tech.
 - > Service to disadvantaged communities
 - > Workforce training
 - > Potential Funding Sources
 - > Start-up/Scale-up Challenges

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Small Agency ZEB Elements

- > Defined as Small Agency
 - > Fewer than 100 14,000 lbs. cutaways (48)
- > In 2026, 25% of 14,000 lbs. cutaway purchases - ZEB
- > In 2029 100% of 14,000 lbs. cutaway purchases = ZEB
- > Goal of 2040:100% fleet = ZEB

Distribution of Cutaway Vehicles

Division / Facility Name	Service Capacity (Total Vehicles)	Service Capacity 14,000 lbs. cutaways	Percentage of total 14,000 lbs. cutaways
Antelope Valley	50	24	50%
Santa Clarita Transit	24	9	19%
MV Transit (SFV)	157	4	8%
San Gabriel Transit (SGT)	180	0	0%
California Transit, Inc. (CTI)	130	0	0%
Global Paratransit, Inc. (GPI)	235	11	23%

Access Adapts - Examples

- > Access helped design vehicles with manufacturers
 - > Dodge Caravan
 - > Low Floor-accessibility / Less fuel consumed
 - > MV-1
 - > Purpose built for paratransit / Introduced CNG
 - > Ram ProMaster
 - > Redesign for paratransit / can replace Class A cutaway
- > AV technology for paratransit
- > EV Pilot Program development (FY 2024)
- > Ongoing Access and vehicle-maker collaboration

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Principal Challenges

- > ZEB Cutaway replacement vehicles
 - > Missing Buy America, Altoona Testing, & range and reliability requirements
- > Infrastructure (fueling/charging) Technology
 - > Cannot commit to a particular technology
- > Provider-owned/leased facilities
 - > All vehicle yards privately owned/leased
- > Antelope Valley facility 2026
- > Exemption if no vehicles available

Recommendation

Approve Access' CARB Zero-Emission Bus Rollout Plan.

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Item 9

Access to Work Program Changes



Background

FTA Job Access Reverse Commute (Sec. 5316)

Grant designed to:

- Modify traditional Access trips for work-based paratransit
- Trips designed get to work by “start time”
- Three grants awarded (2010, 2012, 2017)
 - Capital (50 Vans + Replace/ 65-75 vans) \$10.6 million
 - Operations \$8.0 million
- Presented to CAC and TPAC (July 2023)

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Program Features

- Designed for Access customers with low income to reach employment & job training before work start time.
- Enhanced service to reliably reach employment
 - Service available throughout all six Access regions
 - Schedule trips to work start time
 - Flat \$2 discounted fare
 - No Wait List
 - 94% On-Time Performance
 - Access to Work vehicles can be used for traditional Access trips

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Current Program Status

- A successful program that has helped hundreds of people reach work on-time
- Grant funds exhausted as of December 2022 (11 years of grant funding)
- Access intends to continue program despite no Federal grant
- Current Active Ridership (FY 2023)
 - Monthly average trips - 3,272
 - Monthly average customers 137
 - Quickly returning to pre-pandemic levels (90%)

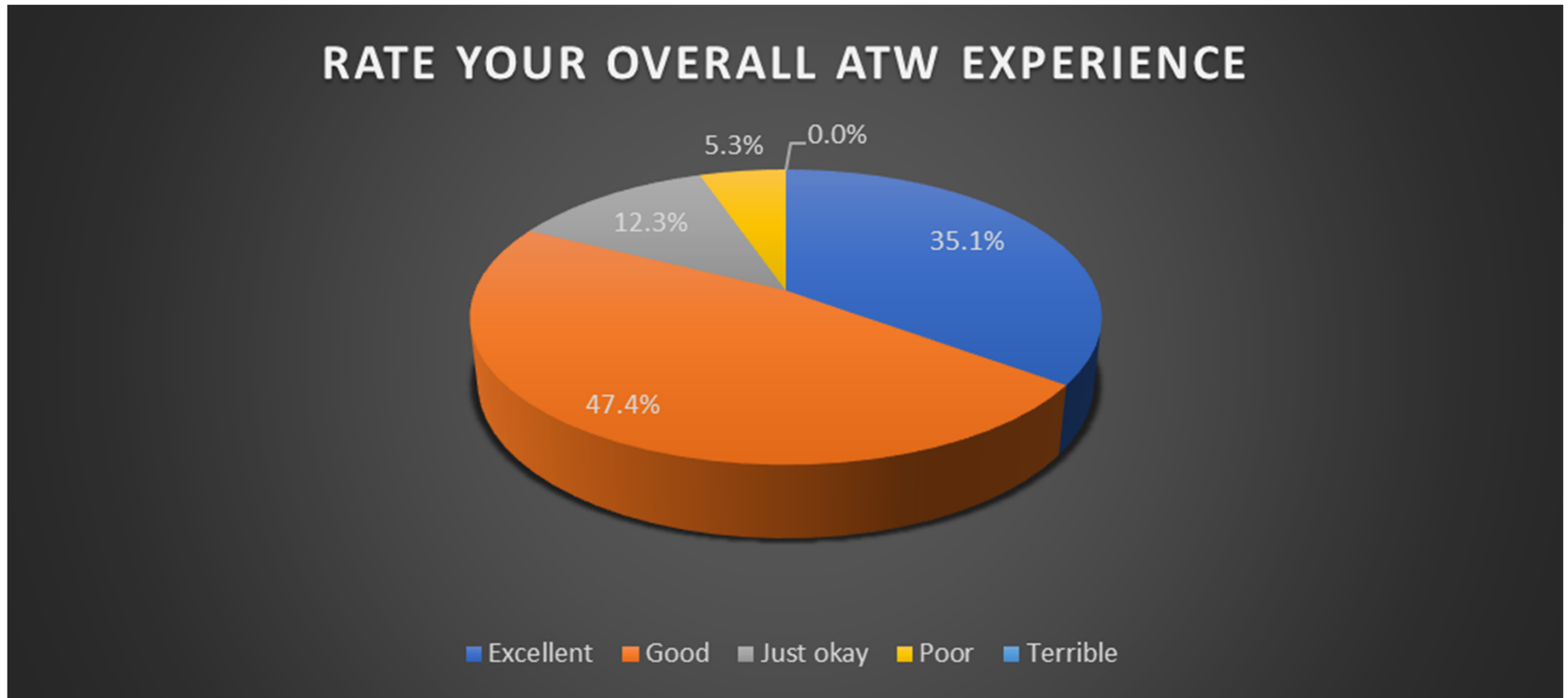
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Proposed Program Changes

- No more Federal grant restrictions
- End income requirement
- Employment confirmation for non-traditional employment (residential) locations
- Fare to match traditional Access fare (\$2.75 / \$3.50)

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Access to Work Customer Survey Findings



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Program Future and Next Steps

- Receive Committee & Board feedback to changes
- Introduce ATW changes between January 2024 (application) and June 2024 (fare change outreach)
- Conduct outreach to workforce development associations to attract new customers
- Continue to monitor to improve program

Recommendation

Authorize the continuation of the Access to Work program with proposed changes as outlined in the item.

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Item 10

Operations Update



Statistics

	October 2019	October 2020	October 2021	October 2022	October 2023
Vehicle Trips Completed	336,027	153,202	196,752	247,151	297,847
Passenger Trips Completed	429,003	190,693	249,607	306,961	367,466
Reservation Calls Answered	269,433	131,001	157,599	184,927	211,540
ETA Calls Answered	51,145	32,131	43,152	47,404	49,353

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Statistics

	October 2022	October 2023	% Change
Vehicle Trips Completed	247,151	297,847	+21%
Passenger Trips Completed	306,961	367,466	+20%
Reservation Calls Answered	184,927	211,540	+14%
ETA Calls Answered	47,404	49,353	+4%
Online Reservations	31,525	37,801	+20%

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Ridership Recovery - Monthly Vehicle Trips

Region	October 2019	October 2023	% Recovery
Southern	110,451	102,468	92.8%
Eastern	99,289	90,703	91.4%
West/Central	50,480	48,270	95.6%
Northern	57,546	42,662	74.1%
Antelope Valley	14,349	12,975	90.4%
Santa Clarita	3,912	732	N/A
Systemwide	336,027	297,847	88.6%

Performance Report Card

Key Performance Indicator	Standard	October	FY24 through
		2023	October 2023
On Time Performance	≥ 91%	91.7%	92.5%
Excessively Late Trips	≤ 0.10%	0.01%	0.01%
Excessively Long Trips	≤ 5%	3.8%	3.3%
Missed Trips	≤ 0.75%	0.37%	0.35%
Denials	≤ 0	1	2
Access to Work On Time Performance	≥ 94%	95.9%	96.7%
Average Hold Time in Seconds (Reservations)	≤ 120	50	59
Calls On Hold > 5 Min (Reservations)	≤ 5%	1.6%	2.4%
Calls On Hold > 5 Min (ETA)	≤ 10%	2.3%	2.3%
Complaints Per 1,000 Trips	≤ 4.0	2.2	2.3
Preventable Incidents per 100,000 Miles	≤ 0.25	0.19	0.17
Preventable Collisions per 100,000 Miles	≤ 0.75	0.75	0.87
Miles Between Road Calls	≥ 25,000	41,112	40,181

Green is good, yellow is cautiously optimistic, red is not meeting standard

Vehicle Procurement Status

- Build of 58 small Ram ProMasters is underway. 15 total units have been delivered as of November 30th
- Build of 14 Class B and C cutaways in Indiana has been completed. 10 units have been delivered as of November 30th. The final 4 units are due to be delivered this month
- Sunset Vans, builder of the Ram ProMasters, has started up a new assembly line in Riverside

New Vehicle Acceptance Procedures

- Access uses a third-party inspector to perform in-plant inspections. The third party inspection company is currently Transit Resource Center (TRC)
 - Verify that vehicle is built per Access specifications
 - Verify that vehicle is compliant with 49 CFR part 663
 - Verify that vehicle meets Buy America standards
 - Provides technical configuration certification, reports and quality assurance paperwork
- Upon approval of third-party inspector, vehicle is transported to CA by flatbed truck or driven individually
- Upon arrival at dealership, they inspect vehicle for damage or obvious defects
- Access staff performs final vehicle inspection
- Dealer then delivers vehicle to Access contractor

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New Vehicle Acceptance Timeline

- Vehicle order can take as little as 3 months or as long as 2 years
- Vehicle build can take 3 to 8 weeks depending on make and model
- Shipping of new vehicle can take 1 to 2 weeks
- Dealer and final inspections can take 1 to 2 weeks
- Once delivered to contractor, they perform a final delivery inspection and preparation for revenue service can take 2 to 4 weeks.

Contractor installs the following:

License plate	Video camera system
Two-way radio	Driver tablet
Vehicle identification decals	On-vehicle safety equipment

Recent & Upcoming Vehicle Orders

Vehicle Type	# Ordered	# Completed	# Delivered to Contractor
StarCraft Class C Cutaway	2	2	2
Turtle Top Class C Cutaway	4	4	3
Turtle Top Class B Cutaway	10	10	7
Ram ProMaster 159	11	11	11
Ram ProMaster 136	58	15	15
Ram ProMaster 136	101	0	0
Ram ProMaster 136	Order of 110 Pending	NA	NA
Turtle Top Class B Cutaway	Order of 3 Pending	NA	NA

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Santa Clarita Transit Strike Update

- Strike started on October 9th
- Only urgent medical appointment trips were provided for the first 6 weeks of the strike
- New subcontractor (SilverRide) brought in as a subcontractor; first trips on November 20th
- As of November 28th, most transfer trips restored
- Reservation hours currently are 8am-5pm M-F
- Service being provided M-F from 6am to 9pm; no weekend service
- No projected end to strike
- Eligibility process to resume mid-December