



# Metro Mobility Agency Contract Award

Transportation Committee

April 23, 2018



# Metro Mobility Contract Structure

Contract Type	Service Area	Customer Description	Trip Purpose
Agency	Council selected Agencies within ADA footprint	ADA Certified	-100% standing orders -Trips to/from largest Adult Day Care and Day Training and Habilitation Centers
Demand	Customers Assigned Based on Home Residence	ADA Certified	-Combination of standing order rides and non-routine rides placed 1-4 days in advance  -No restrictions on ride purpose

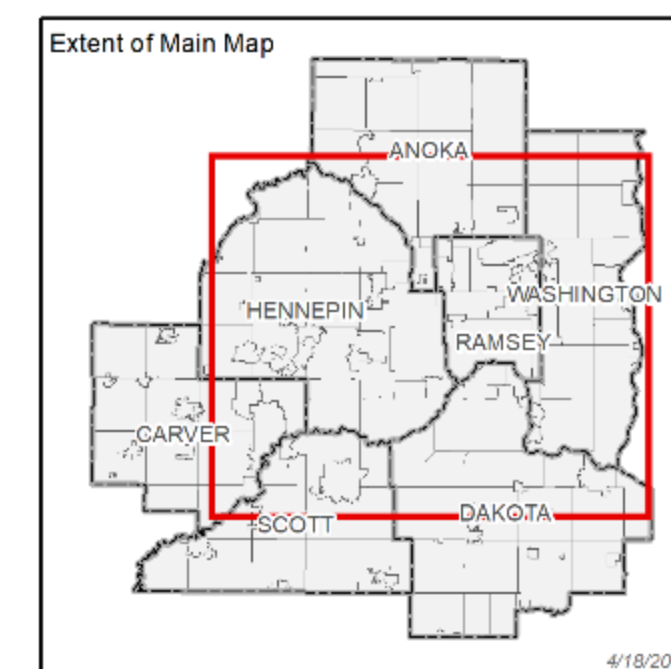
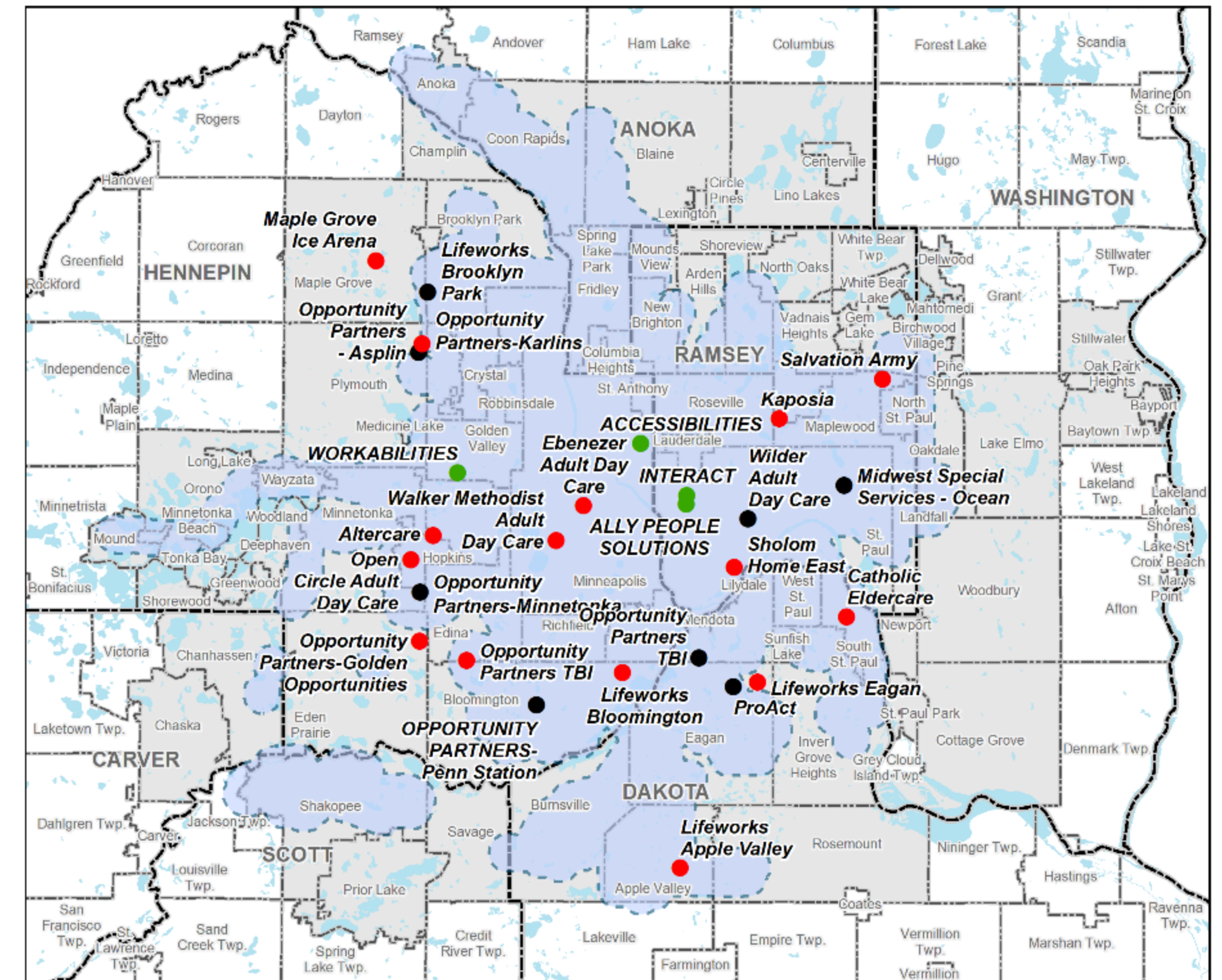






# What Is Changing?

- Per FTA-must prioritize ADA rides
- Clients from 15 small volume or non-ADA locations will be moved to Demand contracts (57% of current Agency riders)
- All current standing orders will be honored when moved to Demand service
- Riders will pay at the time of the ride rather than through agency billing
- Adding four locations with large number of ADA rides



- Currently served by Agency contract; will remain in Agency
- Currently served by Demand System; will shift to Agency
- Currently served by Agency contract; will shift to Demand
- Federal ADA Weekday Service Area
- Metro Mobility Non-ADA Service Area





## Why make changes?

- Federal Compliance
- Transparent and defensible justification for Agencies served
- Improve productivity; reduce program costs
- Equitable treatment of customers
- Improve customer experience; on-board time





# Proposal Review and Selection

- RFP Evaluation Criteria

Category	Factors	Description
Technical	Quality of the Proposal	Completeness in addressing the requirements, workplan and schedule
Technical	Qualifications of Proposer	General qualifications, specialized qualifications, professional competence directly related to the RFP, successful completion of similar projects
Technical	Experience of Proposer	Experience on similar projects with the Council or others
Financial	Price	Approximately equal in importance to a combination of all other criteria

- *Note: For all proposals the minimum starting wage for a bus driver must be currently \$16 per hour and proposals were required to show increases which reflect regional rate of inflation through the term of the contract*

- Five Panel Members

- Minnesota State Council on Disabilities
- MnDOT Office of Transit
- Metro Transit
- Metro Mobility
- Dakota County

- Panel Support

- Technical experts in dial-a-ride operations, customer care and finance



## Review Highlights

- Panel training was held on March 1, 2018
- Panel consensus meetings were held on March 15<sup>th</sup> and 21<sup>st</sup>
- Panel reached a unanimous recommendation
- Transit Team was ranked highest in the summary evaluation rating and had the lowest price
- Proposed 1<sup>st</sup> year price comparative pricing

Contract Name	Rate Per Revenue Hr.
Demand East	\$44.31
Demand South	\$44.31
Demand West	\$46.31
Agency	\$47.74

- Pricing difference between high and low was \$5.7M (19% higher)





# Transition Plan

Category	Description	Milestone Date
Personnel	<ul style="list-style-type: none"><li>• Provider initiated transition of qualified incumbent drivers (Transit Team estimates will meet 50% or more of need and will offer same rate of pay and honor seniority of drivers have from existing employer)</li><li>• Provider recruitment and hiring activities to broaden driver pool as needed</li><li>• Begin training new-hire staff</li></ul>	May – Sept  June - Sept June – Sept
Equipment	<ul style="list-style-type: none"><li>• Contractor procurement and installation – 2 portable vehicle lifts</li><li>• New fleet delivery, equipment installation and inspections</li><li>• Current fleet transfer and inspections (prior to first pullout)</li><li>• Procurement and installation of additional reservations and dispatch system</li></ul>	June – Sept 1 July – Sept 15 Sept 29 - Oct 1 June – Sept
Agency Support	<ul style="list-style-type: none"><li>• Metro Mobility and contractor staff meet with agencies and stakeholders to define transition plan</li><li>• Implement transition plan</li></ul>	May – Aug  Aug – Sept
Customer Service	<ul style="list-style-type: none"><li>• System processing of current standing orders and routing optimizations</li><li>• Customer and stakeholder communication</li><li>• Customer and stakeholder training; on-board payments, travel training</li></ul>	June –Aug Aug-Sept Aug-Sep



## Action Requested

That the Metropolitan Council authorize the Regional Administrator to negotiate and execute a contract with Transit Team to provide the Metro Mobility Agency Service from October 1, 2018 to June 30, 2023 with an option for one additional year in an amount not to exceed \$31,819,812.8.