



February 7, 2019

To: Fox Cities Transit Commission

From: Ron McDonald, General Manager

Subject: Award Recommendation for Paratransit Service Provider (ADA & Ancillary)

Background:

In addition to fixed-route bus service, Valley Transit also offers the following paratransit programs: Valley Transit II as required by the Americans with Disabilities Act (ADA); Senior Transportation Service; The Connector; and Outagamie County Human Services Transportation (OCHST). These services are all provided by contract and the current contractor is Running Inc. The current agreement expires on June 30, 2019.

In preparation for this procurement, Valley Transit staff began developing a request for proposal (RFP) to select a contractor to provide services starting July 1, 2019. Staff reviewed RFP documents used by other transit systems that recently purchased similar services. Staff considered lessons learned, competencies required by the next contractor and focused on areas of compliance with the ADA.

In addition to selecting a new provider, Valley Transit has also begun a process to replace its paratransit scheduling and dispatch software. The next paratransit service provider would need to understand the upcoming transition to a new software product and successfully use this product to ensure a more efficient and effective service. All of these factors were incorporated into the RFP document for consideration and review during the evaluation process.

The paratransit service RFP listed the contract length at three years commencing on July 1, 2019 with options to extend for two additional one-year periods.

The RFP document was sent directly to known paratransit vendors; posted on the State of Wisconsin's Vendornet system; and advertised online with the *Post-Crescent* and *Passenger Transport* (transit publication). Proposals were due on December 7, 2018.

Three proposals were received: Running Inc (Viroqua, WI); LIR Transportation LLC (Appleton, WI); and Ride Right LLC (St Louis, MO). All proposals were considered 'responsive' by meeting the mandatory requirements listed in the RFP.

Analysis:

An evaluation team was assembled to review the proposals. The team included Valley Transit staff and an Outagamie County human services rep. Each proposal was evaluated based on experience, professional competence, technical approach, capacity & price. The team discussed perceived benefits of all proposals based on the stated criteria and agreed that two of the three vendors (Running & Ride Right) were in a competitive range and able to move forward in the evaluation process. After considering the written proposals and pricing, the evaluation team unanimously concluded that Running Inc (Viroqua, WI) had proposed the best service for Valley Transit.

Running Inc was considered responsible based on previous contract performance and references. In summary, the evaluation committee agreed that Running Inc proposed adequate staffing to provide the service at all service hours required; a compliant maintenance program; a good understanding of customer service and safety; proper staff training; and sufficient vehicles (thirty-four total) to operate the service. Running’s proposal included replacement of older vehicles in its fleet with twelve new vehicles (model year 2019). The evaluation committee also believed that Running Inc had the best understanding of Valley Transit’s plans to implement a new dispatch and scheduling system.

Furthermore, Running Inc.’s proposal was considered the best value with the lowest cost proposed. Running Inc.’s cost proposal included no rate adjustments in contract years 2-5. See table below showing per ride rates in contract year-one.

Service	LIR Transportation	Ride Right	Running
Valley Transit II	\$22.75	\$29.91	\$17.85
Senior Transportation Service	\$21.55	\$29.91	\$17.85
The Connector (ESA/ESH)	\$23.40/\$27.30	\$29.91	\$25.75
OCHST	\$21.55	\$29.91	\$17.00

Fiscal Impact:

Valley Transit 2019 operating budget includes \$2,678,609 for paratransit service. The proposed contract with Running Inc. is within the current paratransit budget.

Recommendation: Authorize Valley Transit to enter into a 3-year contract with two 1-year optional extensions with Running Inc. to provide paratransit services.