



CITY COUNCIL AGENDA REPORT

MEETING DATE: SEPTEMBER 18, 2007

ITEM NUMBER:

SUBJECT: SENIOR MOBILITY PROGRAM DRIVER SERVICES AWARD OF CONTRACT

DATE: SEPTEMBER 6, 2007

FROM: ADMINISTRATIVE SERVICES DEPARTMENT/RECREATION DIVISION

PRESENTATION BY: JANA RANSOM, RECREATION MANAGER

FOR FURTHER INFORMATION CONTACT: JANA RANSOM, 714-754-5300

RECOMMENDATION:

Approve the Professional Services Agreement with Western Transit Services for the Costa Mesa Senior Mobility Program for three (3) years with one optional one (1) year extension, and authorize the Mayor to sign on behalf of the City.

BACKGROUND:

The Orange County Transportation Authority (OCTA) provides funding to cities who wish to operate local senior transportation programs. On June 17, 2002, the City entered into an agreement with OCTA to receive funding to operate a Senior Mobility Program. On September 16, 2002 the City entered into an agreement with Western Transit Systems to provide driver services to the City to operate the Senior Center bus through September 30, 2007.

On June 5, 2007, City Council approved an extension to OCTA agreement C-2-0503 (Attachment 1), extending the funding until June 30, 2011. Staff is now returning to Council to award a contract for driver services to operate the Senior Center bus. The proposed contract period is three (3) years, with one optional one (1) year extension.

ANALYSIS:

Since 2002, the City has contracted with Western Transit Systems to provide driver services for the Senior Mobility Program. At that time, Western Transit was selected after a request for proposal process (RFP). The term of the agreement was three (3) years with two optional one (1) year options, both of which were exercised. Because it has been five years since the last contract was signed, staff issued another RFP to survey the market for service providers.

A Request for Proposal was prepared and published in the Daily Pilot and posted on the public bulletin board in City Hall. The notice was also posted on the City's web site. Staff solicited "RFPs" from six prospective bidders including qualified vendors whose names were on the bidders' list, and other vendors requesting information. The City received two

proposals on August 28, 2007: Western Transit System, the existing service provider, and Transportation Concepts.

The three criteria that were used in the evaluations of the proposals received were: a) technical response, b) vendor's qualifications, and c) the proposed costs. An evaluation team performed independent evaluations of the two proposals received. Staff reviewed each proposer's qualifications and evaluated the proposed costs from the two prospective proposers. Of the two proposals received, Western Transit ranked the highest overall in the technical response and vendor's qualifications, and services provided for proposed cost.

Both companies received high marks for their technical response to the RFP and qualifications, however, Western Transit's proposed cost was significantly lower than Transportation Concepts. Western Transit proposed a total cost of \$203,311 (\$29.50 per hour) for the three year period, while Transportation Concepts proposed \$317,319.66 (\$46.27 per hour) for the same period.

Western Transit is an Orange County based company providing specialized transportation services for 24 years, and its parent company, Yellow Cab, has been providing transportation services since 1945. Western Transit currently provides contract transportation services to Adult Day Services of Orange County, Hoag Hospital, City of Anaheim, City of La Habra, City of Brea and City of Seal Beach.

Western Transit has submitted a professional well written proposal that met the response requirements (Attachment 2) and has provided very good service during the contract period. The Senior Mobility Program has been very successful over the five year term, transporting over 44,500 passengers since October 1, 2002 (when Western Transit began operation), for an average of 769 passengers per month. Prior to the OCTA Senior Mobility Program/Western Transit Systems operations, the senior transportation program transported less than 300 passengers per month.

During May – June 2007, the City placed customer service surveys in the Senior Center bus to receive feedback on the service, driver and overall satisfaction of the Senior Mobility Program. To date, the City has received 25 responses. The seniors gave the driver and service very high scores, rating the overall service 4.81 out of 5, and the drivers attitude and professionalism 4.88 out of 5.

ALTERNATIVES CONSIDERED:

The City may choose to not award the driver services contract to Western Transit Systems. The City could then choose to contract with Transportation Concepts, reissue the RFP, or hire staff to provide this service.

The City could choose to terminate this service and return all funds to OCTA.

FISCAL REVIEW:

The City is currently paying \$27.97 per service hour, up to 2,286 annual hours for driver services through Western Transit for a not to exceed amount of \$63,939.

Western Transit is proposing a fixed rate of \$29.50 per service hour, up to 2,286 annual hours, for a total of \$67,437 annual cost for the three year term, for a total cost of \$202,311.

Transportation Concepts proposed a fixed rate of \$46.27 per service hour, up to 2,286 annual hours for a total of \$105,773 annual cost for the three year term, for a total cost of \$317,319.66. This amount would exceed the OCTA grant and would require the City to fund the difference.

OCTA has agreed to provide, over the same 3 year period, the following grant funding to pay the cost of providing the Senior Mobility Program services:

FY 2008	Grant amount would be \$68,927
FY 2009	Grant amount would be \$73,160
FY 2010	Grant amount would be \$77,595
Total:	\$219,682

The Recreation Division has budgeted the cost of the Senior Mobility Program driver services in the approved FY 08 budget.

LEGAL REVIEW:

Legal has reviewed the Professional Services Agreement and approved it as to form.

CONCLUSION:

The City has issued a request for proposal for Driver Services for the Senior Mobility Program and received two proposals. The proposals were evaluated on three criteria; technical response, ability to provide the service and proposed cost. Based on the evaluation of the two proposals staff recommends City Council approve the Professional Services Agreement with Western Transit Services for the Costa Mesa Senior Mobility Program for three (3) years with one optional one (1) year extension, and authorize the Mayor to sign on behalf of the City.

Signature On Following Page

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ATTACHMENTS: 1. [June 5, 2007 City Council Agenda Report](#)
2. [Western Transit Driver Services Proposal](#)