



CITY COUNCIL AGENDA REPORT

MEETING DATE: JUNE 20, 2017

ITEM NUMBER: CC-10

SUBJECT: SENIOR TRANSPORTATION PROGRAMS (STP) AWARD OF CONTRACT

DATE: JUNE 01, 2017

FROM: PARKS & COMMUNITY SERVICES DEPARTMENT

PRESENTATION BY: JUSTIN MARTIN, RECREATION MANAGER

FOR FURTHER INFORMATION CONTACT: YVETTE AGUILAR – SENIOR RECREATION PROGRAM ADMINISTRATOR 714-327-7540

RECOMMENDATION:

1. Approve and authorize the City Manager and the City Clerk to execute a three (3) year Professional Service Agreement (PSA) for the Senior Transportation Programs (STP) with Keolis Transit Services, LLC at 6053 W. Century Blvd., Suite 900, Los Angeles, CA 90045 in the annual amount not to exceed \$197,020.00, effective date July 01, 2017 – June 30, 2020.
2. Authorize the City Manager and the City Clerk to renew the agreement for two (2) additional one-year terms, upon mutual agreement of both parties.

BACKGROUND:

The Costa Mesa Senior Center offers two transportation services for seniors, ages 60 and over, whom are Costa Mesa residents.

The first program is the Senior Mobility Program (SMP), which provides transportation to and from the Senior Center, for personal shopping trips and other routinely scheduled appointments, in and around Orange County.

The second transportation program is the Medical Transportation Program (MTP), which is provided through a partnership and grant funding from Hoag Hospital. This program provides senior citizens with transportation to and from their home/residence to various medical facilities in Costa Mesa, as well as specified facilities within Orange County boundaries.

The current STP provider is Keolis Transit Services, LLC. Keolis Transit Services, LLC has been the approved operator of this program since October 01, 2011 when it was initially operated under the name Western Transit Systems. Western Transit Systems was acquired by Keolis Transit Services, LLC in November 2011. The current PSA with Keolis Transit Services, LLC will expire on June 30, 2017 with has no additional options for renewal.

City staff from the Parks & Community Services and Finance Departments issued a formal request for proposals (RFP #17-19) on April 19, 2017 and accepted formal bids until May 10, 2017. The City received the following proposals:

- Keolis Transit Services, LLC
- Secure Transportation

ANALYSIS:

The two complete proposals that were submitted to the City met all criteria set forth in the RFP. Following the established Finance Department Purchasing Division guidelines, a full assessment and scoring exercise was carried out by a team of four experienced contract raters (comprised of representatives from the City of Costa Mesa, the City of Newport Beach and the City of Orange). Raters were selected based upon their experience with transportation programs and senior citizen specific topics.

The evaluation of the received proposals highlighted Keolis Transit Services, LLC as the higher ranked and more preferred bidder overall (Attachment 2). Keolis Transportation Services, LLC presented a strong and elaborate proposal for delivering the STP's required day-to-day services for the City of Costa Mesa and fulfilled the requirements as were presented in the Scope of Works.

Keolis Transit Services, LLC is part of the Keolis brand that operates in the public transit industry around the world and has been operating since 1999. Western Transit Systems, acquired by Keolis Transit Services, LLC in November 2011 is an Orange County based company providing specialized transportation services for over 25 years, and its parent company Yellow Cab, has been providing transportation services since 1945.

Western Transit Systems, now operating as part of Keolis Transit Services, LLC has provided very dependable service with the Costa Mesa Senior Transportation Programs, currently averaging thirty (30) trips per day Monday – Friday between the hours of 8:00am and 4:00pm.

DISCUSSION:

It is important to mention that the ridership that utilizes the City's STP has grown accustomed to both a high level of customer service and kindness. Many seniors that utilize the transportation services are mostly homebound and the operators of these programs are, in some cases, the only personal interaction that they receive throughout the week.

The ability to establish a healthy rapport is an essential component to the success of this program as it offers a door-to-door service that requires a high level of trust and human compassion. Keolis Transit Services, LLC has proven that they understand this requirement and have carried out all requirements successfully throughout the current PSA.

ALTERNATIVES CONSIDERED:

1. The City may choose not to award the contract to Keolis Transit Services, LLC and hire additional staff to run the STPs in-house.
2. The City may choose to terminate the Senior Transportation Programs and offer no free transportation to the City of Costa Mesa's senior population.

FISCAL REVIEW:

The proposed fee schedule as included within the proposal is as follows:

Driver Per Hour Rates

Senior Mobility Program = \$39.35 per hour
Medical Transportation Program = \$46.50 per hour

Estimated Annual Program Pricing

Senior Mobility Program = \$90,310.00
Medical Transportation Program = \$106,710.00

Total = \$197,020.00

Keolis Transit Services, LLC already provide these services for the City's STP and are in line with current costs to deliver the programs.

Currently, \$200,000.00 is allocated to the Senior Transportation Programs budget and is located in the Parks & Community Services Department, Senior Center Division budget. The estimated costs for the program fall within the allocated budgetary limits.

LEGAL REVIEW:

The City Attorney's office has prepared and reviewed the Professional Services Agreement as to form.

CONCLUSION:

Staff recommends that the City Council:

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TAMARA S. LETOURNEAU
Assistant City Manager

STEVE DUNIVENT
Interim Finance Director

JUSTIN MARTIN
Recreation Manager

TOM DUARTE
City Attorney

Attachments:

1. [PSA with Keolis Transit Services](#)
2. [Bidding documents](#)