



**February 12, 2018**

**To:** Members of the Board of Directors  
**From:** Darrell Johnson, Chief Executive Officer  
**Subject:** Approval to Release Request for Proposals for Same-Day Taxi Service

### **Overview**

The Orange County Transportation Authority requires a contract with a private taxi operator to provide the Same-Day Taxi service. Staff is requesting Board of Directors' approval to release a request for proposals for taxi service providers.

### **Recommendations**

- A. Approve the proposed evaluation criteria and weightings for Request for Proposals 8-1440 for selection of taxi service providers.
- B. Approve the release of Request for Proposals 8-1440 to select taxi service providers to provide Same-Day Taxi services for a two-year initial term with two, one-year option terms.

### **Discussion**

In October 2004, the Orange County Transportation Authority (OCTA) Board of Directors (Board) approved the Paratransit Growth Management Plan. As part of this plan, Same-Day Taxi (SDT) service was implemented in July 2005 to mitigate the impacts of certain growth management strategies, such as restricting the paratransit service area to within a three-quarter mile corridor of fixed-route service and eliminating same-day medical back-up trips. SDT has grown to provide more than 13,000 rides each month to OC ACCESS qualified customers.

The SDT service is only available to individuals who qualify for OC ACCESS under the Americans with Disabilities Act. When the individual boards the taxi, the regular OC ACCESS fare of \$3.60 is collected. OCTA provides a subsidy of up to \$10.90 (\$15.90 for passengers traveling in wheelchairs) for trips between one to five miles. If the fare exceeds \$14.50 upon arriving at the destination, the

customer is required to pay the additional amount. The cost for a SDT trip is significantly less than that for a comparable trip on OC ACCESS service.

In March 2012, the Board approved a pilot for the SDT program, which increased the subsidized trip length from the original three miles to a maximum of five miles. In an effort to gauge the customer satisfaction and the effectiveness of the SDT program as a demand-management strategy, staff periodically performs telephone surveys of SDT users, with the most recent conducted in April 2017. The survey revealed that 80 percent of SDT users would have used regular OC ACCESS service for their trips if the SDT service was not available. The demand for SDT service has been consistently increasing over the past several years; currently approximately 13,000 trips are provided each month.

### ***Procurement Approach***

OCTA Board-approved procurement policies and procedures require that the Board approve all request for proposals (RFP) over \$1,000,000, as well as approve the evaluation criteria and weightings. Staff is submitting for Board approval the draft RFP and evaluation criteria and weights, which will be used to evaluate the proposals received in response to the RFP.

The proposed evaluation criteria and weights are as follows:

- |                                     |            |
|-------------------------------------|------------|
| • Qualifications of the Firm        | 30 percent |
| • Staffing and Project Organization | 15 percent |
| • Work Plan                         | 30 percent |
| • Cost and Price (Monthly Use Fees) | 25 percent |

Several factors were considered in developing the evaluation criteria weights. The highest weights at 30 percent were given to qualifications of the firm and work plan. Firms must demonstrate adequate capacity to support the management and operation of taxi services by highlighting similar past experiences and references. Firms must also comply with the Orange County Taxi Administration Program driver and vehicle certification requirements, as well as all applicable laws including the Drug-Free Workplace Act of 1988. The work plan must thoroughly address every aspect of the requirements specified in the scope of work such as maintenance, ride booking, scheduling and dispatch, and driver training. Firms must also demonstrate knowledge and understanding of the requested services, and clearly describe the quality control measures to maintain the service standards. Cost and price criteria is weighted at 25 percent for pricing competitiveness and staffing; project organization is

weighted at 15 percent and require the proposing firms to highlight the qualifications of key personnel to accomplish the requested services.

The contract resulting from this procurement will be a two-year initial term with two, one-year option terms. The total budget for the initial two-year term of this project is anticipated to be approximately \$4,259,919.

This RFP will be released upon Board approval of these recommendations.

**Fiscal Impact**

The SDT service will be included in OCTA's proposed Fiscal Year 2018-19 Contracted Transportation Services Budget, Account 2136-7315-D1208-33H, pending Board approval, and is funded through local funds.

**Summary**

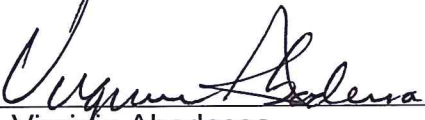
Board approval is requested to release RFP 8-1440 for SDT Service, as well as approval of the proposed evaluation criteria and weights.

**Attachment**

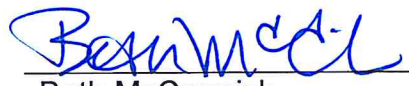
- A. Draft Request for Proposals (RFP) 8-1440 Same Day Taxi Service

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