



**May 14, 2020**

**To:** Transit Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Amendment to Agreement for Mobility Management Services

### **Overview**

On July 22, 2019, the Board of Directors approved an agreement with Mobility Management Partners, Inc., to provide travel training services for the mobility management program. An amendment is necessary to exercise the option term of the agreement. The initial term of the agreement expires July 31, 2020. In order to continue services, an amendment to exercise the two-year option term is necessary.

### **Recommendation**

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 1 to Agreement No. C-9-1244 between the Orange County Transportation Authority and Mobility Management Partners, Inc., in the amount of \$735,084, to exercise the option term of the agreement and include additional travel training services, from August 1, 2020 to July 31, 2022. This will increase the maximum obligation of the agreement to a total contract value of \$983,995.

### **Discussion**

On January 11, 2016, the Orange County Transportation Authority (OCTA) Board of Directors (Board) directed staff to apply for Federal Transit Administration (FTA) Section 5310 grant funding to develop a comprehensive Mobility Management Program for Orange County. In April 2017, OCTA received a Section 5310 grant from the California Department of Transportation, as the designated recipient of FTA Section 5310 funds, to implement a countywide Mobility Management Program consisting of a specialized transportation services information and referral project and a travel training program.

The OCTA travel training program, implemented in July 2017, teaches the practical skills needed to safely and independently navigate the fixed-route bus system. The hands-on training sessions are available to individuals and groups, and include trip planning, vehicle boarding, fare payment, and transfers. While the curriculum is standardized, a training plan is developed and customized for each individual to address their specific mobility and travel needs. The goal of travel training is to remove any perceived barriers and to gain familiarity in using fixed-route public transit for passengers with specialized needs, including OC ACCESS riders and potential new riders. The travel training program also helps manage the growing demand for OC ACCESS service by encouraging OC ACCESS riders to use fixed-route bus service for their transportation needs, rather than rely on OC ACCESS alone. For those who do not qualify for OC ACCESS service, travel training is a resource that is offered to connect those individuals with other mobility choices.

Since its launch in July 2017, a total of 65 mobility workshops have been conducted throughout Orange County, providing group training for more than 1,210 participants. The mobility workshops were conducted with individuals from high schools, senior centers, senior living facilities, adult day care centers, and other social services centers. Several participants from these mobility workshops were then referred for one-on-one or small group follow-up training. In addition, outreach was conducted at local community centers and referrals were received through the OC ACCESS eligibility determination process, specifically for individuals with restricted eligibility or those who did not qualify for OC ACCESS service but would benefit from personalized travel training. As a result of the mobility workshops, outreach, and eligibility referrals, the program has conducted 228 individual travel training sessions since 2017.

The proposed amendment will allow for the continuation of the mobility workshops and training, and also includes an expansion of the program to include travel training and workshop services in languages other than English and Spanish to attract potential new riders from diverse communities. This amendment will allow an additional 48 mobility workshops and up to 44 individual travel trainings to be offered exclusively to diverse communities. The amendment will include the provision of translation services, as well as the administrative support needed prior to and during the additional sessions.

### ***Procurement Approach***

The procurement was handled in accordance with OCTA Board-approved policies and procedures for professional and technical services. On July 22, 2019, the Board approved award of Agreement No. C-9-1244 with Mobility Management Partners, Inc. The original agreement was awarded on a

competitive basis for a one-year initial term in the amount of \$248,911. The agreement includes one, two-year option term, effective August 1, 2020 through July 31, 2022, as described in Attachment A.

The proposed Amendment No. 1 is to exercise the option term of the agreement through July 31, 2022. The rates for mobility trainings and workshops in English and Spanish remain the same as originally negotiated. This amendment will also include additional mobility workshops and travel training in languages other than English and Spanish. The additional firm-fixed costs per session for the mobility workshop and travel training were negotiated at \$1,116 and \$1,176 respectively. Contracts Administration and Materials Management staff conducted a price review based on the level of efforts and deemed the additional cost to be fair and reasonable as they are comparable to rates OCTA pays for similar services on other translation-related contracts.

Amending this agreement will increase the maximum cumulative payment obligation by \$735,084, bringing the total contract value to \$983,995, which will allow continued mobility management services and provide the additional services in languages other than English and Spanish to attract potential new riders from diverse communities.

#### **Fiscal Impact**

The project was included in the proposed OCTA Fiscal Year 2020-21 Budget, Operations Division, Paratransit Services, Account 2147-7519-D1503-THP, and is funded through a Low Carbon Transit Operations Program grant.

#### **Summary**

Based on the information provided, staff recommends the Board authorize the Chief Executive Officer to negotiate and execute Amendment No. 1 to Agreement No. C-9-1244 with Mobility Management Partners, Inc., in the amount of \$735,084, to exercise the two-year option term of the agreement and include additional travel training services, from August 1, 2020 to July 31, 2022. This will increase the maximum obligation of the agreement to a total contract value of \$983,995.

***Attachment***

A. Mobility Management Partners, Inc., Agreement No. C-9-1244 Fact Sheet

**Prepared by:**

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