



**Agreement for OC ACCESS Paratransit
and OC Flex Microtransit Services**



BACKGROUND

OC ACCESS

July 2013 – contract starts

June 2017 – contract amended through June 2019

September 2018 – contract amended through June 2021

September 2020 – contract extended for additional six months, through December 2021

OC Flex

October 2018 – contract starts

September 2019 – contract amended through October 2020

May 2020 – contract amended through May 2021

November 2020 – contract amended through December 2021, to align with the term of the OC ACCESS agreement



PROCUREMENT PROCESS

- The Board of Directors (Board) approved Request for Proposals (RFP) 0-2150 release on December 14, 2020
- A virtual pre-proposal meeting was held on January 6, 2021
- Seven proposals were received
- Evaluate proposals, interview firms, and requested Best and Final Offers from all firms
- Evaluation committee consisted of six members including internal and external participants



SCOPE OF WORK ELEMENTS

- **OC ACCESS Service**
 - Fixed cost and per-trip rate
 - Key staffing requirements and performance metrics
- **OC Flex Microtransit**
 - Fixed cost and per vehicle-revenue-hour rate
 - Ensures continuity of operations



BOARD-APPROVED EVALUATION CRITERIA

- Qualifications of the Firm 20 percent
- Staffing and Project Organization 30 percent
- Work Plan 30 percent
- Cost and Price 20 percent



SHORT-LISTED-FIRMS

- First Transit, Inc. (First Transit) – Cincinnati, Ohio
- MV Transportation, Inc. (MV) – Dallas, Texas
- Transdev Services, Inc. (Transdev) – Lombard, Illinois



EVALUATION CRITERIA HIGHLIGHTS

Qualifications of the Firm

- All firms demonstrated the ability to operate and maintain the service as required.

Staffing/Project Management

- First Transit and MV teams had extensive knowledge and experience working on OC ACCESS service.
- First Transit proposed more staff to perform contract and service delivery quality assurance.

Work Plan

- All three firms provided a comprehensive work plan.
- First Transit proposed the addition of technological tools to provide service enhancements and identified risks and strategies related to the current operating environment.

Cost and Price

- Thorough analysis was conducted on all cost proposals.



EVALUATION SCORING SUMMARY

EVALUATION CRITERIA	FIRST TRANSIT	MV	TRANSDEV
Qualifications of the Firm	17.7	18.0	16.7
Staffing and Project Organization	23.0	22.0	24.5
Work Plan	24.0	21.0	20.5
<i>Subtotal</i>	<i>64.7</i>	<i>61.0</i>	<i>61.7</i>
Cost and Price	19.3	20	16.9
Grand Total	84.0	81.0	78.6



CONTRACT COST ELEMENTS

- OC ACCESS Fixed Cost – approximately 4 percent
- OC ACCESS Variable Cost – approximately 93 percent
- OC Flex Fixed and Variable Cost – approximately 3 percent

VARIABLE COST PER TRIP

FIRM	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	YEAR 6	YEAR 7	YEAR 8
First Transit	\$ 39.22	\$ 40.89	\$ 42.26	\$ 43.63	\$ 45.32	\$ 46.99	\$ 48.75	\$ 50.42
MV	\$ 40.25	\$ 40.54	\$ 41.23	\$ 42.24	\$ 43.63	\$ 44.77	\$ 47.04	\$ 48.89
Transdev	\$ 45.34	\$ 47.06	\$ 48.60	\$ 50.17	\$ 51.93	\$ 54.20	\$ 56.09	\$ 58.07

OVERVIEW OF COST

FIRM	FOUR-YEAR INITIAL TERM	FOUR-YEAR COST DIFFERENCE	EIGHT-YEAR CONTRACT	EIGHT-YEAR COST DIFFERENCE
MV	\$236,663,592		\$516,281,446	
First Transit	\$242,579,221	\$5,915,629	\$534,968,532	\$18,867,096
Transdev	\$276,791,080	\$40,127,488	\$612,088,929	\$95,807,483



EVALUATION COMMITTEE RECOMMENDATION: FIRST TRANSIT

- Local team is highly qualified and supported by a strong regional management team
- Proposed an additional key staff position for the director of quality assurance with over 24 years of paratransit experience
- Proposed service enhancement recommendations
- Emphasized utilizing new technological tools for increase real-time reporting capabilities and to assist with visualizing and translating historical performance data, assess performance, and give managers and staff the opportunity to impact operations proactively throughout the day
- Highlighted strategies to be implemented to ensure performance metrics are met



STAFF RECOMMENDATION

- Approve the selection of First Transit, Inc., as the firm to provide the management, operations, and maintenance of the OC ACCESS paratransit and OC Flex microtransit services
- Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2150 between the Orange County Transportation Authority and First Transit, Inc., in the amount of \$242,579,221, to provide the management, operations, and maintenance of the OC ACCESS paratransit and OC Flex microtransit services for an initial four-year term commencing on January 1, 2022, with two, two-year option terms



NEXT STEPS

- Finalize contract and issue notice to proceed
- Meet with the selected firm, review transition schedule, determine milestones, and schedule regular transition meetings
- Coordinate meeting with the selected firm and the current service provider
- Implement a communication strategy regarding the transition of service provider for OC ACCESS riders and programs that rely on OC ACCESS for program attendees