



Information Update – Paratransit Option Year Extension – Transdev

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Senior Director, Mobility Solutions Michael L. Roth
Date: March 9, 2021

Demand-Response Paratransit Option Year Extension – Transdev

BACKGROUND:

The Americans with Disability Act (ADA) requires public entities operating fixed route transportation systems to provide comparable complementary Paratransit services to people with disabilities. Compliance with the ADA and Paratransit service is a prerequisite for receiving federal funding. IndyGo's demand-response Paratransit service operates under the name Open Door.

In 2017 IndyGo published an Request for Proposal (RFP) for our Open Door Paratransit program and in a manner, consistent with IndyGo's contract award standards, IndyGo requested that the Board authorize the President/CEO to enter into contract negotiations with Transdev and upon successful negotiations enter into a three year-based contract not to exceed \$32,376,698.64, plus two, one-year options totaling \$22,395,341.52 for a grand total not to exceed \$54,772,040.16 over the total of five years. All options will be revisited by the board prior to being executed.

DISCUSSION:

In 2020, The Mobility Solutions team in strategic discussions with IndyGo's President/CEO and COO discussed publishing two RFP's the Mobility Care Center and the Operations and Maintenance Center, forming our demand-response paratransit service.

IndyGo in discussions with Transdev has mutually agreed to reduce the Option year from one year to six months and has submitted to IndyGo pricing adjustments for their fixed and variable rates; Transdev understands that IndyGo will not agree to exceed and annual amount beyond the approved contract award from 2017.

During the six month option period, the Mobility Solutions team will publish the Maintenance and Operations RFP and select a qualified contractor to provide a well-trained maintenance team and professional driving force. IndyGo's strategic discussions to publish two RFPs (Request for Proposal) for services were driven by several factors including:

- The unprecedented effects of COVID 19 that continues to create and foster a financial hardship for our local demand-response paratransit provider Transdev. Transdev has seen a decrease in revenue hours of 50% or greater during COVID 19.
- IndyGo in several discussions with Transdev has determined that the best method to strengthen the contractual agreement and partnership, while attempting to eliminate financial hardship, caused by COVID 19 is to publish a new demand-response paratransit RFP.

- Transit agencies, including IndyGo, did not have specific contractual language that addressed the loss of revenue in relation to the reduction of ridership, creating a reduction in paid revenue hours to Transdev.
- The six month option will provide and allow time for both contractors to transition into IndyGo's first ever owned paratransit facility.

The Mobility Care Center's RFP was published on January 12th, 2021. IndyGo's Mobility Care Center will merge employees from our fixed route and paratransit call centers, therefore, providing a one stop shop for our fixed route and paratransit customers with the goal of increasing customer communication and scheduling trips for our demand-response paratransit service. Transdev has provided pricing to IndyGo for the six month contract option that descopes their call center, dispatch, and scheduling team.

The Maintenance and Operations Center's RFP will be published by the end of March 2021. The Maintenance and Operations contractor will provide the maintenance mechanics, utility staff and professional coach operators. Both contractors will work in conjunction with each other to provide a safe and reliable, world-class demand-response paratransit service. In addition, to the pricing that IndyGo has already received that descopes their call center, dispatch, and scheduling team, Transdev will continue to provide staffing for maintenance and professional coach operators until the procurement of the Maintenance and Operations Center has been awarded.

RECOMMENDATION:

Receive the report.

Michael Roth
Senior Director, Mobility Solutions