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YORK REGION TRANSIT MOBILITY PLUS ACCESSIBLE MINIVAN AND SEDAN SERVICE CONTRACT AWARDS

The Transit Committee recommends the adoption of the recommendations contained in the following report, June 6, 2006, from the Commissioner of Transportation and Works:

1. RECOMMENDATIONS

It is recommended that:

1. The Request for Proposal (P-06-20) for the supply of York Region Transit Mobility Plus sedan transportation services, for an initial three year period with an optional two year term, be awarded to Royal Taxi York Region Inc. and Mobility Transportation Specialists Inc. as detailed in this report.
2. The Request for Proposal (P-06-21) for the supply of York Region Transit Mobility Plus accessible minivan transportation services, for an initial three year period with an optional two year term, be awarded to Royal Taxi York Region Inc., Mobility Transportation Specialists Inc. and 1210670 Ontario Inc. operating as Scarborough City Cab as detailed in this report.
3. The General Manager, Transit and the Director, Supplies and Services be authorized to finalize contract details based on Regional Council approval of the contract awards, and authorization to award the optional two year contract extensions (in one year increments) be delegated to the Commissioner of Transportation and Works based on satisfactory performance by the contracted service providers.
4. The Regional Chair and Regional Clerk be authorized to sign the necessary contracts, subject to review by Legal Services.

2. PURPOSE

The purpose of this report is to seek Regional Council approval of the award of contracts for the supply of York Region Transit (YRT) Mobility Plus sedan and accessible minivan transportation services.

3. BACKGROUND

In the spring of 2005, YRT Mobility Plus conducted a review of various cost mitigation and operational strategies aimed at improving the effectiveness and efficiency of the Mobility Plus specialized transit service. One such strategy was the introduction of a new

“service delivery model” which involved not only the rationalization of existing service contracts but also the introduction of new “performance-based” contracts for the supply of bus, accessible minivan and sedan transportation services. Performance based contracts provide both bonuses and penalties aimed at improving the quality of service delivery (i.e. on-time schedule adherence, improved customer assistance, improved vehicle maintenance, driver training, etc.).

On November 7, 2005, a Request for Proposal (P-05-82) was issued to the marketplace for the operation, storage, cleaning, fueling and maintenance of the Mobility Plus bus fleet which represents approximately 40% of the service requirement for 2006. Council at its meeting of February 16, 2006 approved the award of the contract to Tokmakjian Inc. for a five year period commencing March 1, 2006.

On February 1, 2006, a Request for Proposal (P-06-20) for the supply of sedan transportation services and a Request for Proposal (P-06-21) for the supply of accessible minivan transportation services were issued to the marketplace to handle the remaining 60% of the transportation service requirement for Mobility Plus. Sedan service is required to facilitate registrants who can ambulate into and out of the vehicle while accessible minivan service is required to facilitate smaller wheelchairs and mini-scooters. Both services accommodate customers at a lower cost than the bus service thereby ensuring Mobility Plus service is provided at the most efficient rate while ensuring the transportation requirements of the customer are addressed in a quality manner.

Both RFPs made provision for the contracted transportation services to be provided in up to three operating zones within the Region. The three zones are: Zone 1 (Steeles Avenue to Bloomington Road), Zone 2 (Bloomington Road to Ravenshoe Road) and Zone 3 (Ravenshoe Road to Lake Simcoe). With a growing travel demand from customers wishing to travel between the various zones and the need to ensure on-time schedule adherence, preference would be given to those proponents who indicated they could provide the requested services in two or more zones.

Both RFPs provided for a distance-based per kilometre remuneration rate set by the Region, thereby reducing the threat of over-billing based on the use of the current contracted taxi meter rate. In addition, the setting of the taxi meter rate is controlled by the local municipalities which resulted in an unbudgeted 20% increase in the cost of Mobility Plus sedan and minivan contract costs when the meter rate was changed in Vaughan in late 2003, and Richmond Hill and Markham in early 2004.

The term of the contracts for both sedan and accessible minivan services has been set at three years, with an option to renew on the same terms and conditions for an additional two years (in one year increments) at the option of the Region.

3.1 Response to P-06-20: Sedan Service

A total of 15 firms picked up the RFP document with 13 firms attending a pre-bid meeting held on February 14, 2006 to review questions associated with the RFP. The

closing date for submissions was April 5, 2006, with six firms responding to the RFP. Of the six firms that responded, one firm submitted a no-bid, with three firms judged to be compliant with the submission requirements. The three firms were:

- Dignity Transportation Inc.
- Royal Taxi York Region Inc.
- Mobility Transportation Specialists Inc.

3.2 Response to P-06-21: Accessible Minivan Service

A total of 21 firms picked up the RFP document with 12 firms attending a pre-bid meeting held on February 14, 2006 to review questions associated with the RFP. The closing date for submissions was April 5, 2006, with six firms responding. All six firms that responded were compliant with the submission requirements. The six firms were:

- Dignity Transportation Inc.
- Royal Taxi York Region Inc.
- Mobility Transportation Specialists Inc.
- 1210670 Ontario Inc. o/a Scarborough City Cab
- Wheelchair Accessible Transit Inc.
- World In Motion Transportation Inc.

4. ANALYSIS AND OPTIONS

An evaluation panel comprised of representatives from YRT Mobility Plus and the Supplies and Services branch was formed to review the submissions for both RFPs P-06-20 and P-06-21. The objective of the evaluation process was to determine which proponents provided the best overall value to the Region. Proposals were evaluated on the basis of the information provided by the proponent. All proponents were advised that no assumptions should be made that the Region's evaluation panel has any knowledge of the proponent's experience, expertise and/or performance other than that submitted by the proponent. The evaluation process involved four stages:

1. Technical Evaluation-knowledge/qualifications/experience/references/etc.
2. Facilities Tour-dispatching functions/maintenance facilities/security access/etc.
3. Management Team Interviews-review of contract service personnel expertise.
4. Financial Proposal-confirming service area coverage.

The RFPs also stated that proponents would have to attain a score of 70% or greater of the available number of points in the Technical Evaluation phase to be considered for review in the final three stages.

4.1 Sedan Service Contractor Selection (P-06-20)

Of the three firms that submitted compliant bids, two firms succeeded in meeting the requirements in all four phases of the evaluation criteria - Royal Taxi York Region Inc. and Mobility Transportation Specialists Inc.

Royal Taxi York Region, located in Richmond Hill, is a leading provider of taxicab services to residents and businesses in the Greater Toronto Area (GTA). The company provides 24 hour-a-day service with a fleet of 650 sedan vehicles, 125 of them in the Region of York. Royal Taxi York Region has considerable experience in the provision of service for passengers with special needs, having contracts currently with YRT Mobility Plus, the Canadian Institute of the Blind, Canadian Paraplegic Association, Ontario Disability Agency, major hospitals, retirement/nursing homes, Ministry of Social Services, etc. The Royal Taxi York Region proposal provided for an improved level of service quality through the provision of on-street supervision, improved vehicle and driver identification, vehicle maintenance, upgraded driver training, improved communications between the dispatch centres, the addition of real-time vehicle tracking to ensure on-time schedule adherence, etc. Royal Taxi York Region also confirmed it would provide service to all three service zones within the Region.

Mobility Transportation Specialists, located in Georgina, is a newly created company which is owned and operated by the coach company Have Bus Will Travel. The management team has extensive experience with over 24 years in the transportation industry. The company has successfully operated coach services locally, across Canada and into the United States providing service to groups with special needs. Their client list has included IBM, Delta Resorts, various sports organizations, the Provincial Government and more recently the provision and management of Mobility Plus bus service in the Georgina area on behalf of Tokmakjian Inc. The proposal received by Mobility Transportation Specialists Inc. provided for an improved level of service quality with an upgraded vehicle fleet, improved driver identification and training, a fully dedicated fleet for Mobility Plus service, vehicles stationed in up to seven different sites within the Region (if necessary) to minimize deadheading to customer locations, etc. Mobility Transportation Specialists also confirmed it would provide service to all three service zones within the Region.

Based on meeting the RFP requirements, staff is recommending the selection of both Royal Taxi York Region Inc. and Mobility Transportation Specialists Inc. to handle the sedan transportation trip requirements for Mobility Plus. Actual contractor vehicle/service requirements will be based on customer trip demand, geographical trip requirements, deadhead travel reduction, etc.

4.2 Accessible Minivan Service Contractor Selection (P-06-21)

Of the six firms that submitted compliant bids, three firms succeeded in meeting the requirements in all three phases of the evaluation criteria. They were Royal Taxi York Region Inc., Mobility Transportation Specialists Inc. and 1210670 Ontario Inc. operating as Scarborough City Cab.

Royal Taxi York Region provides accessible minivan service throughout the GTA with over 50 wheelchair accessible units of which 14 operate in the Region of York providing Mobility Plus service. The management team has extensive knowledge and experience in the transportation of special needs clients and performs a similar service for the Toronto Transit Commission's specialized transit service, Wheel-Trans. Royal Taxi York Region has an extensive customer client list as detailed under the sedan service listing referenced earlier. The Royal Taxi York Region proposal provided for an improved level of service quality through the provision of on-street supervision, improved vehicle and driver identification, vehicle upgrading and maintenance, extensive driver training, improved communications between the dispatch centres, the addition of real-time vehicle tracking to ensure on-time schedule adherence, improved response times to address customer issues, etc. Royal Taxi York Region also confirmed it would provide service to all three service zones within the Region.

Mobility Transportation Specialists Inc. has extensive experience in the transportation industry as detailed earlier in this report. The proposal submitted for accessible minivan service provided for an improved level of service quality with an upgraded accessible vehicle fleet, improved driver identification and training, vehicles stationed in up to seven different sites within the Region to minimize deadheading, improved on-street supervision, upgraded communications between dispatch centres, etc. Mobility Transportation Specialists also confirmed it would provide service to all three service zones within the Region.

1210670 Ontario Inc. operating as Scarborough City Cab was established in 1986 to provide dedicated accessible transportation services. The company currently serves an average of 8,000 trips monthly for the Toronto Transit Commission's Wheel-Trans service, plus more than 1,000 trips monthly for clients from various nursing homes, hospitals, retirement homes and organizations serving the needs of seniors and persons with disabilities. The 1210670 Ontario proposal provided for an updated vehicle fleet with an improved vehicle maintenance and cleaning program, improved driver selection and training program, on-street supervision, improved response time to customer enquiries and improved communications between dispatch centres, all directed at improved service quality. 1210670 Ontario has confirmed it would provide service to all three service zones within the Region.

Based on meeting the RFP requirements, staff is recommending the selection of Royal Taxi York Region Inc, Mobility Transportation Specialists Inc. and 1210670 Ontario Inc. operating as Scarborough City Cab to handle the accessible minivan transportation trip requirements for Mobility Plus. Actual contractor vehicle/service requirements will be based on customer trip demand, geographical trip requirements, deadhead travel reduction, etc.

4.3 Relationship to Vision 2026

As part of Vision 2026, York Region has identified under Goal 7 the need to have an effective, efficient and environmentally sensitive transportation system to improve transportation opportunities for residents within the Region. The development and award of “performance-based” YRT Mobility Plus service contracts will improve the availability and service quality of transit services to Mobility Plus clients. The direction to rationalize the number of contracts will create a larger business opportunity for the selected contractors thus ensuring a strong commitment to the ongoing provision of a quality transportation service.

5. FINANCIAL IMPLICATIONS

The remuneration rate for the provision of transportation services requested under P-06-20 (sedan) and P-06-21 (accessible minivan) is a distance-based per kilometre rate. Table 1 reflects the payment structure for each requested service for year one with a Consumer Price Index adjustment applied to the cost per kilometre rate commencing in year two of the contracts.

Table 1
Remuneration Rates

Rates	Sedan Service	Accessible Minivan Service
Regular Service Kilometre	\$1.95	\$2.47
Unscheduled Service Kilometre	\$2.15	\$2.72
Flat Fee - No Show/Cancellation at Door	\$6.50	\$6.50

The higher per kilometre rate for accessible minivan service reflects the costs related to insurance, vehicle purchase and the required conversion to make it low floor accessible to accommodate manual wheelchairs and mini-scooters. In addition, the higher rate for an unscheduled service kilometre reflects the per kilometre payment when an assigned contractor is unable to provide the trip and another contractor performs the work within one hour of the customer scheduled pick-up time. All of the successful proponents have accepted the remuneration rates set for sedan and accessible minivan transportation services.

The 2006 Mobility Plus Business Plan and Budget contains an allocation of \$2,409,000 for payments to sedan and minivan contract service providers predicated on carrying 60% of the trip demand at an average trip distance and at the payment rates set in the RFPs. The assignment of a distance-based remuneration rate will provide for improved service cost control and budgeting, and ensure no overcharging for the services provided as has occurred with the use of the taxi meter rate.

6. LOCAL MUNICIPAL IMPACT

The proposed award of new performance-based contracts for the supply of accessible minivan and sedan transportation services will provide an improved level of service quality for Mobility Plus clients throughout the Region and its local municipalities. The new contracts will address client mobility and trip capacity requirements while ensuring the provision of an efficient and effective overall transportation service.

7. CONCLUSION

In an effort to address growing demand in an effective and efficient manner, Mobility Plus introduced a new service delivery model in 2005 containing various cost mitigation and operational strategies aimed at rationalizing the number of contracted services, while at the same time introducing a new performance-based service contract directed at improving the quality of service delivery. With the awarding of the bus contract to Tokmakjian Inc. in February, 2006, Mobility Plus undertook the preparation and issuance of RFPs for sedan and accessible minivan transportation services, which handle some 60% of the trip demand. Based on an assessment of the submissions and the service requirement, staff is recommending the award of sedan service contracts to Royal Taxi York Region Inc. and Mobility Transportation Specialists Inc., and the award of accessible minivan contracts to Royal Taxi York Region Inc., Mobility Transportation Specialists Inc. and 1210670 Ontario Inc. operating as Scarborough City Cab.

The Senior Management Group has reviewed this report.