



DATE: OCTOBER 12, 2017

MEMO TO: TRANSIT OPERATORS ADVISORY COMMITTEE

FROM: PETER DE HAAN, PROGRAMMING DIRECTOR

SUBJECT: ADA CERTIFICATION CONTRACT EXTENSION

RECOMMENDATION:

- Recommend that the Commission exercise the contract option with Mobility Management Partners, Inc., (MMP) to extend the contract by one year through June 30, 2019 at a cost not to exceed \$292,288 for the extension period, as specified in the option.

BACKGROUND

In 2015 VCTC conducted a competitive procurement for ADA certification services, selecting MMP, the prior service provider, for the contract. As specified in the RFP, the contract is for a three year term ending June 30, 2018, with options for two one-year extensions. The first contract option for the period of July 1, 2018 to June 30, 2019, has a price structure as shown in Attachment A, with a ceiling of \$292,288 based on 1,550 evaluations.

There was an extensive discussion leading to the consultant selection, with many comments regarding suggestions for improving the eligibility process. Furthermore, the RFP called for the selected contractor to make certain changes from VCTC's previous program. At the May, 2016 meeting, staff reported to the Commission on the status of the changes, with an evaluation of the contractor's effectiveness. At that time there was general satisfaction with the progress made, particularly because the average application processing time had dropped from 52 to 11 days (March 2016). Meanwhile, the number of determinations had risen from an average of 800 per year in 2013/14 to 1,150 per year in 2015/16. In 2016/17 the number of determinations had stabilized.

DISCUSSION

Attachment B provides again the list of changes made to the ADA certification process changed from the start of the contract in July, 2015, through April, 2016. Attachment C provides a second list of changes made since May, 2016. Some of these changes were more extensive than others, and were made in cooperating with the transit operators. A particularly complex improvement was the development of a new application form which was deployed after extensive review by a number of parties. This form allows for up-front collection of more detailed information about applicants, so that the reviewers can determine up-front the most appropriate process for completing each evaluation, with in-person interviews required less often.

Attachments D & E provide performance statistics for the certification process. Attachment D shows that the number of online application submittals has steadily increased, although it is still a relatively small share of the applications. The statistics in Attachment E show that after the initial

drop the average application processing time has remained steady or dropped slightly more, with the average being 9 days for the most recent period of July / September 2017. The proportion of certifications not requiring an in-person interview has increased to 78%. The percentage of determinations by various types, including those who submit applications but then for whatever reason do not move forward with the process, has continued to fluctuate without any obvious trend for change.

Over the past year VCTC staff has received a relatively low level of complaints from ADA applicants, and the few complaints have generally had to do with the determination that was made rather than hold-ups in the process as was common in years past. There have, however, been some comments from transit operators that there needs to be better communication with them regarding policy decisions for which the transit operators are ultimately responsible. Staff believes that given MMP's performance it is appropriate at this time to extend the contract by one year as provided in the contract options. Staff is committed to working with MMP to ensure appropriate communication with transit operators regarding the program.