

**Richland County Regional Planning Commission**  
Jean Taddie, Transit Development Manager

**RLS & Associates**  
Ms. Megan Matheny

#### **Attendees**

- Steven Beck, General Manager, Hendrickson Transportation Group
- Emily Collins, Proposal Writer, Transdev
- Joseph Dvorsky, Vice President of Planning and Development, Hendrickson Transportation Group
- Joe Hendrickson, President, Hendrickson Transportation Group
- Kaitlin Kelley, RTW Management
- Reese Pearle, General Manager, Hendrickson Transportation Group
- Mandy Steele, Vice President of Business Development, Transdev
- Christian Young, Transdev, logged on but was unable to attend the meeting

#### **Welcome and Introductions**

- Jean opened the meeting with a welcome and introductions.
- Meeting participants were recognized and asked to provide a brief introduction.

#### **Estimated Schedule**

- Jean overviewed the anticipated calendar of activities included in Section 2.8 of the proposal.
- She confirmed that per the Ohio Revised Code, proposals will not be opened until after 4:00 p.m. on September 21, 2023.
- An important date to note is Contract Commencement slated for January 1, 2024; first day of service delivery is January 2<sup>nd</sup> due to the holiday.
- Term of the contract is five (5) years with two possible one-year extensions.
- The RFP reflects the legal requirements set forth by Richland County's legal counsel; the language in the RFP reflects local, state, and federal requirements.
  - Such language as well as state and federal requirements will be included in the contract.
  - Required certifications are included in the solicitation.

#### **Agency Background**

- RCT is a small urban system; serves the City of Mansfield and portions of Ontario and Madison Township (all are included in the urban area).
- Recipient of FTA Section 5307 grant funds.
- Jean confirmed RCT operates nine fixed routes; ADA complementary paratransit service operates within a mile of our fixed route service.
- Overview of organizational structure provided.
  - Richland County Regional Planning Commission (RCRPC), MPO, and GIS

- Great synergy between RCRPC and MPO as both are housed in the same facility
- Jean presented the Organizational Chart and highlighted key points including,
  - Transit board passes through funds to Shelby Taxi for service;
  - Bulk of funding comes in on the operations side;
  - Operations staff report to the Operations Manager; they work for a wholly owned subsidiary of the contractor; and
  - Operations are pass through at cost; board simply reimburses RCT expenses
- **Question from Joseph:** Does the current structure have to be retained? Jean confirmed the RFP speaks to the current structure but allows flexibility for a revised structure so long as the proposed is of equal or greater benefit to RCT. Proposer can include a revised structure and justification in their proposal.
- A volunteer board comprised of seven (7) members serves as the agency's governing body; Richland County Transit Board (RCTB).
- Jean offered an overview of fixed route bus and ADA Paratransit services and the current fleet of revenue vehicles.
- RCTB owns all of the revenue vehicles, all non-revenue vehicles (three in total), as well as the shelter amenities (ten in total) and the two facilities as referenced in the RFP.
  - Maintenance and Operations Facility contains a garage where vehicles are housed; space contains equipment, lifts, and a bus wash.
- She spoke to the service revisions forthcoming, resulting from the 10-year Transit Development Plan (TDP). An overview of revenue service hours and service schedules was included.
- Jean directed participants to the TDP website, RCT Vision.
  - Documents related to the study can be obtained at the following link: <https://www.rctvision.com/>; link dropped in the chat
- Jean spoke to the working relationship with the current management team.
  - Work with the management team on a daily basis
  - Current contract includes planning initiatives; however, planning activities are performed in consultation with Jean
  - Grant management is under her purview, but she works collaboratively with the management team
  - Overlap on the marketing is realized as well; contractor manages the social media and bus schedules while Jean issues press releases and serves as the development manager (relationships with community partners; raise local funds)
  - There is a lot of cross coordination and daily communication with the GM and AGM
- PTASP is developed/maintained by the local management team, as is the Drug & Alcohol policy and screenings.

### Scope of Services

- Jean overviewed the technical specifications detailed in the RFP.
- She confirmed they are open to suggestions; offerors are encouraged to structure their proposal that is in the best interest of Richland County.
- **Question from Joseph:** Is the Contractor responsible for maintaining the County website? Jean stated no. The County website is independent of the RCT Buses website; contractor is

responsible for maintaining the RCT Buses website. Website currently hosted by a third party.

- **Question from Joseph:** Do you handle all procurements? Jean stated items/products like janitorial supplies are provided by the County. Any of the major procurements including buses, insurance, CAD/AVL, radio replacement fall under her purview. Most purchases conducted from her office are over the \$10,000 micro-purchase threshold.
- **Reese** stated he appreciates the time and thoroughness of the proposal and confirmed he reviewed the supplemental documents and information contained on the website; however, he did not see any KPIs. **What are the current KPIs for the system?** Megan spoke to the TDP process confirming discussions on performance measures are underway. Performance indicators are referenced in the RFP; however, incentives and penalties (liquidated damages) are not defined in the solicitation. However, the RCTB reserves the right to revisit during the term of the contract. She added, the TDP outlines technology enhancements for the near-, mid-, and long-term. The implementation of near-term technology upgrades are underway which will replace manual systems and increase the reliability of data used in the monitoring of contractor performance.
- IT support for communications technology.
- Jean spoke to the performance measures outlined in the RFP; OTP is/will be a KPI; however, we have not had a system in place that provides reliable data.
  - Procurement for a revised CAD/AVL system is currently underway.
- Nuance of the State of Ohio – Ridership must be captured by rider type, specifically elderly and disabled.
- Jean overviewed the reporting and record keeping requirements of the contractor.
- Record retention – requirement not only of FTA but contracting services (e.g. Area Agency on Aging may request to pull/review training records).
- Expectations of the GM and AGM were outlined.
- **Question from Joseph:** Is RCT using Ecolane as their scheduling and dispatching platform for demand response service? If so, please confirm the version? Jean confirmed RCT uses Ecolane Evolution for demand response service. She confirmed advanced reservation is required but RCT has plans to implement same day service in the near-term.
- Responsibilities of the Board – Provide facilities, fuel (paid through the County budget – separate of the operations), payment, and performance monitoring.
- Jean confirmed the contract with Ecolane is through the County (verses the contractor).

### Process Evaluation

- Jean provided an overview of the Evaluation Process.
- She presented the Evaluation Criteria, speaking to each of the six criterion referenced as follows:
  - Transit Management Structure and Approach
  - Local Management Team and Staffing Plan
  - Price; Experience of the Proposer; Client References; and Transition Plan.
- Jean confirmed the contractor must demonstrate that the proposed management team has the skills and qualifications required to successfully fill the role; great transit experience is required

- She confirmed the contract will include FTA requirements (language); however, the County has minimum standards as well. She confirmed the Insurance requirements included in Section 9.21 outline the minimum standards required by the County.
  - The RCTB covers the reimbursement of Workers Compensation insurance; however, the insurance is handled by the operations team.
  - The RCTB does have a comprehensive liability policy of \$6M for vehicles and facilities (existing policy will be added to the supporting documents). It includes coverage of the board, drivers, vehicles, facilities, etc.
  - The liability coverage is covered through the Public Entities Pool (PEP) of Ohio.
    - Public entities of Ohio band together to fund this pool – it covers County and City of Mansfield employees including, police officers, firefighters, service workers, etc.
    - Because the Board is not really a county entities and operators are not public – employees are covered under PEP of Ohio.
    - Policy went into effect on August 1, 2023 and will expire July 31, 2023
    - The RFP includes standard County language including language pertaining to insurance.
- Jean opened the floor for questions/comments.
- Mandy with Transdev – Mr. Christian was having some technical issues and had to log off – he is with the Transdev team.
- Hearing no further questions or comments, Jean concluded the meeting.