

Request for Statement of Interest (SOI) Ride in Kane Paratransit Service Program Assessment

The Kane County Division of Transportation is in need of professional services from a qualified firm to perform a program assessment for the Ride in Kane Paratransit service.

The attached *Preliminary Scope of Services* provides background, objectives and products that will be required of the consultant. Please refer to the following Description of Project Scope for more information on this project.

At this time it is anticipated that work will be started June 2014 with an anticipated completion date of March, 2015.

The Statement of Interest (SOI) shall be **submitted VIA KDOTQBS no later than 4:00 P.M. on January 17, 2014** and should be addressed to Jennifer Becker, Mobility Manager.

Statements of Interest (SOI) received will be used by County staff to develop a short-list of at least three (3) firms. The County will then submit a Request for Proposal (RFP) and schedule interviews with the short-listed firms.

For more information regarding the content and format of the SQPD and SOI, please reference our QBS document found at:

<http://www.co.kane.il.us/dot/consultant/selectionProcess.pdf>

If you plan to enter into a joint venture with another firm for this project please note this on your Statement of Interest (SOI), including the name of the firm you are entering into a joint venture with for this project. A Statement of Qualifications and Performance Data (SQPD) must be submitted or already be on file for each firm entering into a joint venture, and all sub-consultants.

Short-listed firms will be posted on our website at www.co.kane.il.us/dot. Click on the link labeled "Request for Consultant Services", then click on the link labeled "Summary Table".

A Statement of Qualifications and Performance Data (SQPD) and Statement of Interest (SOI) received after the above-noted deadline will not be considered during our consultant selection process.

Firms interested in providing services to Kane County are hereby notified of their required compliance with Kane County's Ethic Ordinance (Ordinance No. 10-206) in particular, Section 10, page 15 of Ordinance No. 10-206. The complete Ethics Ordinance is available online at: <http://www.countyofkane.org/SiteCollectionDocuments/ethics.pdf>. Firms shall provide required Ethic Ordinance information directly to the Kane County Purchasing Department at the following address:

Kane County Government Center
Purchasing Department, Bldg A
719 S. Batavia Ave.
Geneva, IL 60134

PROJECT BACKGROUND INFORMATION

The Ride in Kane (RIK) coordinated paratransit service has been operating in Kane County since 2008 via a partnership comprised of Kane County, Pace Suburban Bus, the Association for Independent Development (AID) acting as program administrator, along with 15 local sponsoring agencies. The idea of a combined, county-wide paratransit service was a direct outcome of both the Kane County Paratransit Coordinating Study (2003) and the 2040 Kane County Long Range Transit Plan (2011). The RIK service operates 24 hours a day, 7 days a week, and offers door-to-door bus and taxi service for eligible clients traveling to work and for personal trips. The RIK program has been operating for over five years, with demand growing each year. In 2012, an average 12,000 trips per month were provided throughout the county to seniors and disabled residents.

The study ultimately aims to: 1.) assess existing conditions of the program and of the individual sponsors, 2.) review the current operating policies and procedures of all partners, 3.) develop a plan for growth and growth management, and 4.) provide a cost-effective implementation plan and final report. The study will prepare a plan and recommendations to effectively manage the existing and future demand of the program. Kane County will administer the project, working in concert with AID and program sponsors, transportation agencies – The Regional Transportation Authority and Pace Suburban Bus, and the consultant hired to assist with the study.

PROJECT OBJECTIVE

The Ride in Kane Program Assessment study has four objectives:

- Assess existing conditions of the overall program and of the individual sponsors
- Review current operating policies and procedures of all partners
- Develop a growth management plan for future operations of the service
- Provide a cost-effective implementation plan and final report

SCOPE OF WORK

The County anticipates that the following Scope of Work should be completed within a 6 to 9 month timeframe.

Task 1: Document Existing Conditions

- Review RIK organization - analyze bylaws, minutes, overall program operations and procedures.
- Evaluate all current program sponsors for individual eligibility requirements and program rider limitations/restrictions. This should include an analysis of riders, trips, existence and length of waiting list of clients.
- Review program administration pertaining to both sponsors and AID. Includes client sign up, eligibility requirements, budgeting, invoicing, wait list procedures, trip restrictions and how each sponsor tracks their riders
- Review rider outreach materials and outreach practices to determine if riders who need the service are obtaining the information needed to register.
- Evaluate Pace as subcontractor/service provider – as both transportation provider and program monitoring and reporting to AID/RIK sponsors.
- Identify other service providers within Kane County – Veterans assistance, hospital shuttles, private providers and senior living facilities to determine possible service overlaps, or areas where RIK riders could have an alternative transportation service. The recently adopted Coordinated Public Transit – Human Services Transportation Plan (HSTP) is a good reference.
- Review existing Rider's Guide as well as Call Center operations methodology and standards.
- Coordinate with RTA, Pace, and Metra to identify paratransit services provided outside the RIK program including ADA paratransit and travel training programs.

Deliverable: Existing conditions report (including narrative, spreadsheets, and maps as appropriate) that details the elements listed in the Task 1 description and identifies preliminary findings of interest for consideration in Task 2 Analysis of Financial Stability and Growth Management and subsequent tasks.

Task 2: Analysis of Program Financial Stability and Growth Management

Description:

- Perform base financial analysis of program operations by individual sponsor and AID, including cost per ride, subsidy cost, miles traveled, and number of trips based upon standardized reporting generated by Pace.
- Analyze the existing and proposed JARC/NF grant funds to develop program operations scenarios for future years. This will include an analysis of the impact of the recently approved \$1 per trip fare increase on the overall operation of the program – by sponsor and program in the short and long term.
- Analyze the structure (AID, sponsors, Pace, RTA) looking for gaps and areas for improvements for efficient program operation.
- Analysis of barriers to service provision – both by sponsors and RIK overall. This could be in terms of funding, eligibility, outreach/marketing and/or socioeconomic factors.
- Analysis of potential growth sectors – including determining the JARC/NF split in demand growth and ways to manage both existing and growth sectors of client base.
- Analyze impact of changes in Federal programs, from JARC/New Freedom to Sections 5307 and 5310, on services in the RIK program from an eligibility perspective.
- Explore the possibility of Medicaid acceptance to expand available fund sources

Deliverable: Complete financial analysis report (including narrative, spreadsheets, and maps as appropriate) that details the elements listed in the Task 2 description and identifies findings of interest for consideration in subsequent tasks.

Task 3: Recommendation for Programmatic Improvements

Description:

- Provide recommended program eligibility changes – e.g. universal eligibility standard for the entire program.
- Provide recommended program operations/travel requirement specifications – e.g. universal set of trip standards (work, doctors, social, trip length and destination).
- Provide any recommendations to the operation of the program from a service provider standpoint –hours of operation, length and duration of trips, etc.
- Provide recommendations to modify Call Center methodology.
- Provide recommendations to modify Ride in Kane bylaws, sponsor participation and subcontractor/vendors.
- Provide recommendations for the establishment of linkages to encourage RIK riders to use other modes of transportation- ADA paratransit, fixed route service, other service providers.

Deliverable:

Complete set of recommendations relating to the sponsor and program administration's current operation of the program and for growth management of the program. This should include recommendations to modify, and/or apply universally applicable requirements to the entire program, and a set of specifications identifying growth sector management.

Task 4: Final Report

Description: Composite of all tasks above into final document that addresses all issues. Provide a draft report to the Project Team for comments. Incorporate comments and produce fifty color copies of the Final Report plus a camera-ready and digital version.

Deliverable: Final Report

Task 5: Meetings

Description: Anticipate at a minimum 3 Ride in Kane Sponsor meetings, 4 Steering Committee meetings, and information gathering meetings and/or teleconferences with individual sponsors, in addition to monthly coordination meetings with staff. Expected to participate as an expert at monthly coordination meetings with staff and Steering Committee meetings throughout the study process, providing support to County staff in scheduling meetings, coordinating communication with stakeholders, preparing agendas and other meeting materials, writing meeting minutes, etc.

Upon completion of the Final Report, present findings to Ride in Kane Sponsor Committee, the RTA's Human Services Transportation Committee (upon request) and the Kane County Transportation Committee or Board (upon request).

Deliverable: Meeting notices, agendas, supplemental materials, minutes, promotional materials, brochure, exhibits, PowerPoint presentations, post-stakeholder interview summary report, documentation of public inquiries and responses.

PROPOSAL ASSISTANCE

To assist proposing firms, copies of past plans are available for online as indicated below. Additional information and plan documents can be found on the KDOT website: <http://www.co.kane.il.us/dot/COM/TransitParatransit/index.asp>

- Kane County Paratransit Coordinating Study (2003)
<http://kdot.countyofkane.org/Publications/paratransitstudy.pdf>
- 2040 Kane County Long Range Transit Plan (2011)
<http://www.co.kane.il.us/dot/planning/2040TransitPlan.aspx>

Please contact staff at the number or email below to arrange to view hard copies of the documents at the Kane County Division of Transportation offices located at 41W011 Burlington Road, St. Charles, between the hours of 8:00am -4:30 pm.

PROPOSAL CONTACT

Logistical questions about the Request for Proposals and electronic submittal of completed proposals should be directed to Jennifer Becker by phone at (630) 584-1170, or via email at beckerjennifer@co.kane.il.us