



**REGIONAL TRANSPORTATION COMMISSION**

*Metropolitan Planning • Public Transportation & Operations • Engineering & Construction*

Metropolitan Planning Organization of Washoe County, Nevada

November 20, 2020

**AGENDA ITEM 3.26**

**TO:** Regional Transportation Commission

**FROM:** James Gee  
Service Planning and Innovation  
Manager

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Bill Thomas, AICP  
Executive Director

**SUBJECT: Procurement for the selection of Professional Services for the 2022-2026 Transit Optimization Plan (TOP)**

**RECOMMENDATION**

Authorize a Request for Proposals (RFP) for the selection of Professional Services for the 2022-2026 Transit Optimization Plan (TOP.)

**SUMMARY**

The FY 2022-2026 TOP (formerly called the Short Range Transit Plan) is the operating and capital program to guide transit delivery over the next five years. The RTC Board approved the last transit plan in May 2017.

This procurement will begin the process of a qualifications-based selection to select a consultant to perform an analysis of RTC’s public transit services. The plan development is expected to include comprehensive research of all facets of RTC’s public transit services, including service, performance, peer review, standards, policies, and technology. This plan will also include the consultant’s recommendations based on current best practices for optimizing service, operations, capital needs, and technology improvements.

**FISCAL IMPACT**

Funds are available in the FY 2021 budget for the development of this plan.

**PREVIOUS ACTIONS BY BOARD**

There has been no previous board action on this matter.

## **ADDITIONAL BACKGROUND**

The RTC is requesting proposals from qualified professional firms to develop RTC's 2022-2026 TOP strategies that will be used by the RTC to guide transit service delivery and capital needs for the period of the plan. The plan development is expected to include comprehensive research of all facets of RTC's public transit services, including service performance, peer review, standards, policies, and technology. This plan will also include the Consultant's recommendations based on current best practices for optimizing service, operations, capital needs, and technology improvements. The plan development should also include an overall recommendation for service optimization based on the financial review and forecasts with recommendations for potential service expansion or contraction and any potential Title VI impacts. Title VI includes Environmental Justice (EJ), Limited English Proficiency (LEP), and Equity as identified in the Scope of Service.

The expectation of the Consultant is to:

- A. Engage the public and communities of the Truckee Meadows and seek their participation based on current best practices.
- B. Develop a comprehensive review and analysis of all aspects of public transportation services with recommendations for improvements, optimization, equity, and all forms of sustainability.
- C. Review and recommend policies and standards for the expansion of service, the contraction of service, and making cost/revenue neutral changes.
- D. Conduct a peer review comparing RTC with up to 10 peer transit systems.
- E. Develop strategies for retaining current riders and bringing in new riders based on current best practices.
- F. Make recommendations of improvements for technology used by RTC.
- G. Make recommendations for private-public partnership opportunities.
- H. Develop a sustainable five-year operations and capital plan and financial forecast.
- I. Make recommendations of improvements for Customer Service practices.
- J. Throughout, describe Best Practices in the industry and then incorporate them where beneficial for the RTC's public transportation services and the community.

The evaluation criteria for responses to the RFP are shown below.

	<b>Criteria</b>	<b>Points</b>
1.	Project Understanding and Approach	40
2.	Qualifications and Past Experience	30
3.	Cost	30
	<b>TOTAL</b>	<b>100</b>

Each proposal received will be scored by an evaluation committee, which may include interviews with selected respondents. The evaluation committee will take all information provided in the submitted proposals, including the proposed pricing into consideration in making its award recommendation to be presented at a future board meeting in the second quarter of 2021. Once a notice to proceed is issued, it is anticipated that the project will take six months to complete.

Attachment

## SCOPE OF SERVICES

The RTC is requesting proposals from qualified professional firms to develop RTC's 2022-2026 Transit Optimization Plan Strategies (TOPS), which will be used to guide transit service delivery and capital needs for the period of the plan. The plan development is expected to include comprehensive research of all facets of RTC's public transit services, including performance, peer review, standards, policies, and technology. This plan will also include the Consultant's recommendations based on current best practices for optimizing service, operations, capital needs, and technological improvements. The plan development should also include an overall recommendation for service optimization based on the financial review and forecasts and include recommendations for potential service expansion or contraction, and include the resulting effects on Title VI for any recommended service change. Please note Title VI includes Environmental Justice (EJ), Limited English Proficiency (LEP), and Equity throughout the rest of the Scope of Services section.

The expectation of the Consultant is to:

- A. Engage the public and communities of the Truckee Meadows and seek their participation based on current best practices.
- B. Develop a comprehensive review and analysis of all aspects of public transportation services with recommendations for improvements, optimization, equity, and all forms of sustainability.
- C. Review and recommend policies and standards for the expansion of service, the contraction of service, and making cost/revenue neutral changes.
- D. Conduct a peer review comparing RTC with up to 10 peer transit systems.
- E. Develop strategies for retaining current riders and bringing in new riders based on current best practices.
- F. Make recommendations of improvements for technology used by RTC.
- G. Make recommendations for private-public partnership opportunities.
- H. Develop a sustainable five-year operations and capital plan and financial forecast
- I. Make recommendations of improvements for Customer Service practices.
- J. Throughout, describe Best Practices in the industry and then incorporate them where beneficial for the RTC's public transportation services and the community.

### **TASKS**

The following tasks represent, at a minimum, the services RTC expects each proposal to include.

#### **TASK 1 - Public Participation/Community Outreach**

The Consultant shall develop in the first month and implement upon approval a community engagement and participation strategy complying with all elements of Title VI and Environmental Justice rules and regulations. Special outreach efforts should be made to reach the LEP populations and other advocacy groups. Proposers shall describe the strategy they intend to implement including details like the number of public meetings, outreach efforts, marketing of the events, social media efforts, project website deployment, and other details necessary to fully engage and have the community participate. The information, data, results, and Consultant recommendations shall be recorded and reported for incorporation into the final TOPS document. All community outreach and public involvement activities shall be coordinated with RTC staff and all materials will be approved by RTC prior to publication and/or presentation. The Consultant will be responsible for public meeting notices and shall develop media packages, newspaper notices, mailings for community associations, and flyers for RTC to post/distribute on buses.

In addition to community and stakeholder meetings, the Consultant will make up to two (2) presentations to RTC Advisory Committees and two (2) status updates to the RTC Board. The Consultant will develop and provide all presentation materials.

**Deliverable** – The community engagement and participation plan, as approved by the RTC, the facilitation of community and stakeholder meetings, including development of all presentation materials, and a working paper that evolves and is updated throughout the project and maintains compliance with Title VI requirements. A final project end summary report for inclusion in the final plan that includes Consultant recommendations.

## **TASK 2 – Comprehensive Review of Existing Public Transportation Services, Operations, Capital, Studies, Plans, Fares, Fare Structure, Payment Methods, Technology, Title VI, and Necessary Data**

The Consultant shall comprehensively review and analyze RTC’s public transportation services (RIDE, ACCESS, FlexRIDE, Smart Trips (vanpool, rideshare, other transportation methods)), operations (e.g.; ridership, fares, on-time performance, segment analysis, technology, etc.), and capital as it is currently and the effects the “studies, plans, and data” indicate for the future. Consultant shall review upcoming major build projects, land use plans and population forecasts from all jurisdiction as well as Regional Transportation Plan to gain an understanding of Truckee Meadow’s plan for future. This review is to determine if the RTC is on track to meet the goals and the intent of the plans for the Truckee Meadows communities. Finally, the Consultant shall make recommendations based on this study, in conjunction with the public engagement and participation task, to ensure the RTC is meeting the needs of the community in all aspects of service delivery, operations, and capital needs and investments.

The Consultant shall also review and analyze the existing standards, studies, policies (operating and fare), plans, and data to develop an understanding of current public transit services and community needs. The Consultant shall review and analyze current service (all aspects, including technology and sustainability), operations (all aspects including technology), and capital for performance, using both typical transit measures and customer facing or related measures. The Consultant shall review and analyze how effective and efficient public transportation services are in our area, as well as how these services are at meeting the needs of the Truckee Meadows communities, which include analysis of socioeconomic and demographic data, always tying back to Title VI requirements. Additionally, RTC ACCESS should be evaluated for methods and opportunities of moving ACCESS trips to RIDE.

**Deliverable** – Technical Memorandum summarizing the current transportation services, operations, capital, plans, studies, and data, including available socioeconomic data for our community and compliance with Title VI.

## **TASK 3 – Standards for Changes in Service**

The Consultant shall review the existing service standards (including Title VI standards) for fixed route, paratransit, and microtransit services. The Consultant shall identify any standards which should be modified, and develop criteria to be used by RTC staff to guide future modifications in service. The Consultant shall also develop a recommendation for a performance monitoring program to be used by RTC for ongoing evaluation of its services.

**Deliverable** – Technical Memorandum outlining criteria for changes in service and a recommendation for a revised performance monitoring program for incorporation into the TOPS.

#### **TASK 4 – Peer Review**

The Consultant shall describe the existing services and analyze performance. This review will include a system-level peer comparison of up to ten (10) transit systems for both fixed-route and demand response, which would include productivity and per capita measurements. The Consultant shall identify the candidate peer transit systems for approval by RTC staff. A review of available transit plans, technology, and National Transit Database (NTD) information will be included in the peer comparison.

**Deliverable** – Technical Memorandum summarizing the results of the peer review for incorporation into the TOPS.

#### **TASK 5 – Strategies for Retaining Ridership and Attracting New Riders**

The Consultant shall recommend, in conjunction with best practices and Title VI requirements; methods, strategies, technology, and/or plans to increase ridership on RTC's RIDE and FlexRIDE services. The consultant shall recommend strategies to provide positive images for public transit within the community.

**Deliverable** – Technical Memorandum summarizing the research methods, data, and conclusions leading to the Consultant's recommendations. This work will be incorporated into the TOPS.

#### **TASK 6 – Technology Review Report and Recommendations**

The Consultant shall review all technologies used or connected to RTC's public transit services, operations, customer service, riders, and others to see how to better utilize the technology currently in use, determine if there are opportunities to simplify the use of technology, and consolidate technologies.

The Consultant shall combine the information for any technology used in all the tasks, collected in the research in all the tasks, and recommend what steps can be taken to improve, consolidate, and simplify the technology so that these systems become easier to us by their respective users. The consultant shall weight the annual license and maintenance costs of any technology prior to recommendation. The RTC will supply a diagram that outlines some of the current technology and how the different technologies are connected. The Consultant shall update this diagram as necessary, and develop recommendations to improve the customer experience including opportunities for simplification and consolidation.

**Deliverable** – Technical memorandum summarizing the technology, their connection or use, and recommendations for improvement.

#### **TASK 7 – Public-Private Partnership**

The Consultant is to examine potential opportunities to begin creating and establishing long-term public-private partnerships for the purpose of leveraging the investment made by public transit in Truckee Meadows communities, creating opportunities for improving and increasing economic development, and improve the environmental impact in the Truckee Meadows and surrounding area.

The Consultant shall review existing public-private partnerships, examine the Truckee Meadows communities for other public-private partnerships, and develop standards and policies for entering into, maintaining, and growing any public-private partnership. The Consultant shall also identify any existing state and local regulations that inhibit public-private partnerships and make recommendations for new legislation.

**Deliverable** – Technical Memorandum summarizing the current public-private partnerships, recommended opportunities for new public-private partnerships, and recommend standards and policies for public-private partnerships for sustainability. This memorandum will be used to pursue the recommended public-private partnerships and the standards and policies will be incorporated into the TOPS.

### **TASK 8 – Develop a Five-Year Capital and Operating Plan**

The Consultant shall create a five-year operating and capital plan (2022-2026) that will be used by the RTC to guide its service, operations, and capital delivery for this period.

This plan shall incorporate and prioritize any findings of the system analysis (see TASK 2 above), as well as recommendations developed through the public participation task and the strategies for increasing ridership task.

The consultant shall coordinate with RTC staff regarding 5-year forecasting methodologies for the TOPS. The forecast will incorporate available financial data and assumptions from RTC. The Consultant shall provide projections for ridership, service hours, and vehicles for the five-year period. The consultant shall develop a status quo and an optimal scenario when more funds are available. The Consultant should also consider future economic downturns and its impacts on service and the service area. The Consultant shall work in close coordination with the RTC Finance Department to deliver a MS Excel file that documents how the agency intends to fund and operate the transit system for the five-year period. This task applies to all public transportation services (RIDE, ACCESS, and FlexRIDE). The consultant shall look at feasible strategies to increase funding for public transit and make recommendation to achieve these strategies.

Features of the Excel file should include:

- A document that provides a feature for the ability to perform “what if” analyses
- A report index and a single page summary of the results
- A document that can create and recall any number of forecast scenarios
- Provides for various financing sources

Recommended changes will serve as the service, operating, and capital plans contained within the TOPS and will guide service development towards the transit goals of the RTP.

The Consultant shall also recommend future capital requirements necessary for improved service. Based on those future capital needs, the Consultant shall recommend as necessary amendments to the Fixed-Route Contingency Fleet Plan, Vehicle Management Plan, Vehicle Replacement Schedule, and bus stops, which includes spacing, ADA access, and amenities.

**Deliverable** – Technical Memorandum consisting of the recommended five-year capital and operating plan. Recommendations for service, operating, and capital improvements that could be implemented in 2022 must be completed by January 7, 2022. Recommendations for FY 2022-2026 will be included in the final TOPS.

## **TASK 9 – Customer Service and Practices**

The effort in this task is to review RTC's customer service process, procedures, and effectiveness and make recommendations for improvement or enhancement.

The Consultant shall review the practices and procedures of RTC's customer service, compare to RTC's policies and procedures, and with established best practices. The Consultant then shall recommend any improvements, concepts, or ideas to enhance customer service practices and operations. Finally, recommend any standards, policies, or procedures that the RTC should incorporate into the TOPS.

**Deliverable** – Technical memorandum explaining method of review or analysis, findings of comparison to RTC policies and procedures, and established best practices. Additionally, recommend any standards, policies, or procedures that should be incorporated by the RTC.