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Agenda Items: File ID20-001167 (3-B)

Date: 9/17/2020

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## FRESNO CITY COUNCIL



### Additional Information

#### Agenda Related Item(s) – File ID20-001167 (3-B)

##### Item(s)

Award a three-year contract in the amount of \$25,183,393 to National Express Transit for the continued provision of paratransit services with the option of four one-year extensions and authorize the Director of Transportation to execute the documents (Bid File 9524)

**Contents: Letter from Sandi Hill – VP Business Development - Keolis**

##### **Supplemental Information:**

Any agenda related public documents received and distributed to a majority of the City Council after the Agenda Packet is printed are included in Supplemental Packets. Supplemental Packets are produced as needed. The Supplemental Packet is available for public inspection in the City Clerk's Office, 2600 Fresno Street, during normal business hours (main location pursuant to the Brown Act, G.C. 54957.5(2)). In addition, Supplemental Packets are available for public review at the City Council meeting in the City Council Chambers, 2600 Fresno Street. Supplemental Packets are also available on-line on the City Clerk's website.

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September 17, 2020

Agenda Item 3-B – ADA Paratransit Service

ID 20-001167

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Council Members and Residents,

Keolis is grateful for the productive partnership we have shared with the City of Fresno over the past 7 years. **As such, we are concerned with the recommendation to go with a higher priced provider for the operation of the Handy Ride system moving forward.** We have reviewed the report from the evaluation committee and are perplexed with the decision as the evaluation is not consistent with our accomplishments over time or our proposal moving forward.

For instance, the evaluation report stated that we have made little or no effort to implement technological advances. When Keolis arrived, we implemented Transit Miner, a real-time business intelligence tool for our dispatch team, allowing us to better predict scheduling issues and proactively correct them to keep passengers happier. Keolis also presented a comprehensive upgrade option to the current reservations and scheduling system in 2016 that the City declined due to budgetary reasons (see attached documentation). Additionally, our 2020 bid proposal included an on board defensive driving tool called DriveCam technology to further enhance training and driver behavior modification.

We have also leveraged our technological advances to improve operational performance. Prior to Keolis' oversight of this operation, the system was running at 68% on time performance (OTP) based on today's criteria. In 2013, when we assumed the contract from another provider, we immediately improved OTP and continued that upward trend throughout our partnership, setting an annual record in 2018 of 93.18% on time. Year to date, we are operating at 95.04% OTP. We completed July 2020 with a new monthly record of 98.52%. March through July 2020 (during the pandemic) Keolis averaged an OTP of 96.77%.

The evaluation report also says that in the last seven years we have made little or no effort to improve training. In 2015, Keolis implemented a Business Intelligence Suite enabling the management team to make quicker and more informed decisions relative to safety and training, even utilizing heat maps to identify where the biggest risks in the service area are allowing us to **provide customized training** leading to one of our best safety records in the nation. This contributes to our excellent safety record. In fact, four of our Handy Ride operators were recognized by the National Safety Council, receiving the Award of Honor for the Pacific Region in 2019.

In 2018, we introduced our Keolis Way Training which is proven to improve efficiencies. In fact, in the past year, we have increased productivity by 20% and implemented enhanced **customer service training** resulting in a reduction of customer complaints from 0.64 complaints per 100,000

Revenue Hours in 2018 to 0.32 complaints per 100,000 Revenue Hours in 2019. As of the end of July we have no complaints in 2020, and we are committed to ongoing and continuous improvements for the City of Fresno, which we hope extends into the future.

Our proposal offered continued improvements and innovative solutions addressing the ever changing mobility landscape to include a microtransit solution along Shaw Avenue, designed to keep the City of Fresno and its passengers on the cutting edge of technology and emerging transportation models. Furthermore, we were preparing, as a value-add to our partnership, to conduct a study for Fresno's fixed route bus service which we believe could help the City save millions in operating costs, while also helping the system expedite the recovery of ridership following the pandemic.

Keolis is proud of the partnership we have developed with the City of Fresno for this important service to the community. We have successfully navigated many issues together, such as better aligning performance objectives with community goals and, most recently, we have been an active and engaged partner trying to effectively navigate these unprecedented times. During this time, we have engaged in weekly calls and have rapidly responded to changing conditions offering innovative solutions such as approaches to secure rider barriers, mobile cooling centers, etc.

In the development of our proposal, Keolis was cognizant of the financial issues facing the City (and the industry at large). Our proposal brought forth a competitive price with value added and enhanced services designed with the community needs in mind. We would ask that Council consider what is truly the best value to the City and the riders as you make your decision.

Thank you on behalf of the Keolis team.

Sandi Hill

VP Business Development - Keolis