

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: NOVEMBER 26, 2008

SUBJECT: AWARD OF CONTRACTS FOR THE PROVISION OF
WHEEL-TRANS SEDAN METER-BASED TAXI SERVICE

ACTION ITEM

RECOMMENDATION

It is recommended that the Commission authorize the award of contracts to the following companies for Sedan Meter-Based Taxi Service for the provision of Wheel-Trans service over a five-year period commencing January 11, 2009.

The total upset amount of \$38,000,000 for the term of the Contract will be allocated as outlined below:

Associated Toronto Taxi-Cab Co-Operative Limited	\$19,000,000.00
Beck Taxi Limited	\$19,000,000.00

Service levels and upset limit distribution are based on an equal allocation of service vehicles by each company but may be adjusted in the future over the term of the contract. Staff request that authority for any adjustments in upset limit distribution be delegated to the Chief General Manager for approval.

FUNDING

Sufficient funds for sedan meter-based taxi services are included in the approved 2009 Wheel-Trans Operating Budget. Future operating budgets will include the appropriate expenditures.

DISCUSSION

The Commission requires the services of up to two contractors to supplement the existing Wheel Trans bus service. The duration of this Work is for a five-year period with an option to extend the contracts for two consecutive one-year extensions. As a result, a Request for Proposal (RFP) was developed to provide the highest quality of service to Wheel-Trans customers. Within the RFP, staff included provisions that would result in an improved recruitment and training program, a vulnerable persons criminal check, as well as

performance-based incentives, more on-street supervision, and quality monitoring. The service quality improvements are outlined in Appendix B.

A Request for Proposals was publicly advertised on the Commission's web site as of August 21, 2008. Fourteen companies picked up copies of the proposal documents, out of which nine submitted a proposal as summarized in Appendix A.

The proposal validity shall expire on May 19, 2009.

In order to be considered for evaluation, the proponents were required to submit the requested information and to demonstrate that they had two consecutive years' experience providing service to persons with disabilities.

Four companies did not submit mandatory submission requirements and/or submitted exceptions with their proposal and are therefore considered unacceptable.

A representative from the Advisory Committee on Accessible Transportation (ACAT) also reviewed the proposals submitted and was present at the evaluation meeting to monitor the evaluation process.

Pricing was not an evaluation factor as it was pre-determined in the RFP document; therefore, the remaining five proposals were evaluated and ranked based upon their ability to meet the predetermined evaluation criteria as set out in Appendix A.

The proposals submitted by Beck Taxi Limited and Associated Toronto Taxi-Cab Co-Operative Limited were evaluated as the highest rated overall. These companies currently provide sedan and accessible service under contract to the Commission and have performed satisfactorily.

JUSTIFICATION

Staff anticipates that the award of these sedan taxi service contracts will improve the overall quality of Wheel-Trans service in keeping with the Accessible Transit Service Plan. The new service Contracts are scheduled to begin providing service on Sunday, January 11, 2009.

November 19, 2008

18-41-41

Attachment: Appendix A

Appendix B

APPENDIX A

PROCUREMENT AUTHORIZATION – SEDAN TAXI SERVICE

LIST OF PROPONENTS

(Alphabetically)

- 2028488 Ontario Ltd. o/a City Taxi
- Associated Toronto Taxi-Cab Co-Operative Limited*
- Beck Taxi Limited *
- East End Taxi
- Royal Taxi Inc.

* Recommended Proponent

EVALUATION CRITERIA

A. Experience in Providing Service to Persons with Disabilities

- Relevant corporate experience and number of years in business providing service to the disabled community
- Organization chart and responsibilities of key positions that co-ordinate service
- Training Plan, Operating Procedures, sensitivity and Awareness program and quality assurance plan as they relate to the disabled
- Volume of service provided on an annual basis
- Experience in operating a dispatch/call centre
- Staffing Levels currently operating

B. Detailed Methodology

- Recruitment strategy, Training, Sensitivity Awareness, Quality Assurance, etc.
- Proposed Organization Chart including description of duties
- Outline duties and responsibilities of the day-to-day on street Supervision and office Supervisor
- Listing of proposed management reports
- Details of the operating procedures for the dispatch/call centre
- Details and copies of the operating service procedures for drivers and staff
- Experience and qualifications of the Contractor's Representative

APPENDIX B

IMPROVEMENTS IN THE NEW SEDAN CONTRACT

CURRENT	NEW
<ul style="list-style-type: none"> • <u>Standard Payment Meter Rate</u> <ul style="list-style-type: none"> - Management Administrative Fee at 5% - Premium Trips (Meter Receipt + 10%) - Driver Rate negotiated with Broker 	<ul style="list-style-type: none"> • <u>Payment based on Taxi Meter Rate</u> <ul style="list-style-type: none"> - Management Administrative Fee set at 4% for Regular Meter Receipts - Premium to Driver for Stand-by Trips (Meter Receipt + 10%) - Driver paid full Meter Receipts
<ul style="list-style-type: none"> • <u>Contractor Performance</u> <ul style="list-style-type: none"> - Penalties <ul style="list-style-type: none"> ▪ Late Trips (\$ 5.53) ▪ Returned Trips (\$11.99) 	<ul style="list-style-type: none"> • <u>Contractor Performance Indicators - Specific Criteria</u> <ul style="list-style-type: none"> - Contractor Monthly Performance Report - Quarterly Performance Reviews tied to Bonus - Annual Performance Bonus (1% of the Total Regular Meter Receipts) <ul style="list-style-type: none"> ▪ Late Trips (\$25.00) ▪ Returned Trips (\$50.00)
<ul style="list-style-type: none"> • <u>Driver Requirement</u> <ul style="list-style-type: none"> - MLS Licensed Taxi Driver – Sedan 	<ul style="list-style-type: none"> • <u>Driver Requirement</u> <ul style="list-style-type: none"> - MLS Licensed Taxi Driver – Sedan - Driver must pass Vulnerable Check - Driver Screening, Hiring, Testing, and Training - Driver to carry on person Identification Displayed - Driver to carry WT Certification Card - Contractor provides specific WT Training - All processes audited by TTC Staff
<ul style="list-style-type: none"> • <u>Quality Assurance Requirements</u> <ul style="list-style-type: none"> - MLS Enforcement Unit - WT Mobile Supervisor Audits 	<ul style="list-style-type: none"> • <u>Quality Assurance Requirements</u> <ul style="list-style-type: none"> - Secret Shopper Program - On-Street and Office Supervision for all hours of service - Vehicle and Driver Audit
<ul style="list-style-type: none"> • <u>Call Centre Specifications</u> <ul style="list-style-type: none"> - Standard Taxi Call Centre - Hard copy of Run Sheets provided 	<ul style="list-style-type: none"> • <u>Call Centre Specifications</u> <ul style="list-style-type: none"> - Dedicated Call Centre Staff and Supervisor for Wheel-Trans Trips - Electronic Exchange of all Information - AVL Tracking in 2009/2010