Centralized Call & Control Center for Paratransit Services

Interim Procurement Update

May 16, 2016
Current Situation

- 2.1M trips per year mostly via dedicated service providers
- Three service providers in North, West, and South regions
- Boston, Brookline, Cambridge, and Somerville shared among providers
- Providers operate their own independent call and control centers (reservations, scheduling and dispatch)
Challenges of Current Program:

- High fixed ($15) and variable costs ($31) per trip.
- Narrow scope for non-dedicated providers (taxi, nonprofits) to compete.
- Limited opportunity for shared trips in core area.
- Confined opportunity for creative approaches to improving customer options.
Reform Approach

• New model of service provision for both ADA and non-ADA paratransit. Significant opportunity for long term sustainability.

• Leverages efficiency and competition of MassHealth paratransit model while maintaining current high levels of service required by customers and ADA

• Contract will contain high standards combined with performance incentives
New Centralized Call and Control Center

• Merges the functions of three current call and control centers under one third party manager.

• Third party will be responsible for all reservations, scheduling, trip allocations, and dispatch.
  • Includes all changes, complaints, trip inquiries, tracking of vehicles

• Provides centralized, real-time data.

• Significantly reduces the number of vehicles dedicated solely to the RIDE.

• Yield at least $10 - $14M in annual savings via reduced overhead, lower cost trips and higher efficiency of service provision
Customer Focused Approach

- One point of contact for multiple service providers.
- Elimination of transfers within RIDE area.
- Increased transportation options to improve access to multiple transportation modes.
- Helps ensure sustainability of high quality ADA service customers expect and deserve.
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Timeline to Implement Reform

Outreach 2014

“Go, No Go” Decision (Spring 2016)

Mobilization and Testing Phase

RFP issued (Fall 2015)

Contract begins (July 2016, subject to Board approval)

Service Begins (Phased in January 2017)

Today

Draft for Discussion & Policy Purposes Only
Appendices
New Approach – FMCB / MBTA Responsibilities

• Policies and planning
• Procurement and oversight
• Selection of paratransit software
• Selection of service providers
• Processes complaints
• Processes invoices

• Outreach to customers
• Limited vehicle ownership
• Reporting & Dashboards
• Data Backbone
New Approach – CCCC Responsibilities

- Leasing CCCC facility*
- Hardware and Software* (other than paratransit software)
- Office furniture/equipment*
- Telephone system*
- Radio/dispatch system*
- Establishing run structures
- Booking/scheduling trips
- Change orders/cancels
- Dispatching
- Same-day issues
- Complaint follow-up
- Service Reporting

*MBTA may assume ownership of these at contract end
New Approach – Provider Responsibilities

• Fleet Operations
• Road supervision
• Window dispatching
• Vehicle maintenance and liability
• Some vehicle ownership