



Memo

To: The Honorable Chris Hilbert
Chair, Organizational Development Standing Committee

From: Tim Barham
GRTC Chief of Transit Operations

Date: June 5, 2017

Subject: GRTC CARE/C-VAN Service Update

Councilman Hilbert and honorable members of the Organizational Development Standing Committee,

Thank you for inviting GRTC to provide an update regarding CARE/C-VAN service. Several steps have been implemented resulting in immediate improvements. The following outlines what events have occurred along with other items that will be implemented over the next few months:

4/5/17: Special GRTC Board of Directors meeting took place. The Board voted unanimously to award a new contract to First Transit, allowing for termination of the contract with MV Transportation.

4/5/17: Letter was issued to MV Transportation ending the contract effective 4/29/17. Letter to proceed was issued to First Transit to begin operating CARE service effective 4/30/17.

4/10/17: First Transit began the process of hiring staff. It was important to maintain some level of continuity in order to make the transition as seamless as possible. Most of the dispatchers, operators, and customer service representatives were retained, but a new management staff was assembled to oversee day-to-day operations.

4/24/17: 1st new operator class began.

4/29/17: MV's last day of service.

4/30/17: First Transit's first day of service.

5/8/17: 2nd new operator class began.

5/15/17: 3rd new operator class began.

5/15/17: RFP #160-17-06 for Specialized Transportation Services was issued.



5/22/17: Contract negotiations began between First Transit and ATU-Local 1220. The goal is to provide comparable or better benefits and wages.

6/1/17: Mandatory pre-proposal conference was held with prospective contractors.

6/5/17: 4th new operator class began.

6/19/17: 5th new operator class begins.

6/25/17: New operator runs begin.

7/1/17: CARE On-Demand service scheduled to begin.

7/11/17: Proposals are due.

8/15/17: GRTC Board of Directors Meeting to discuss future operations.

12/1/17: New service term begins.

In addition, GRTC is acquiring 10 new paratransit vans and six sedans that will be a combination of replacement and additional vehicles to the fleet. These vehicles will arrive late summer/early fall 2017.

As part of First Transit's commitment to provide safe, reliable service, listed below are some objectives:

- Hire and retain as much of the existing staff as possible
- Continue to recruit and hire as many operators as necessary
- Be fully staffed within 60 days of the start of service
- Hire a subcontractor to help with unstable service demands and offset temporary operator shortages
- Work with GRTC on operational improvements to include better scheduling and shorter hold times, which will result in fewer customer complaints

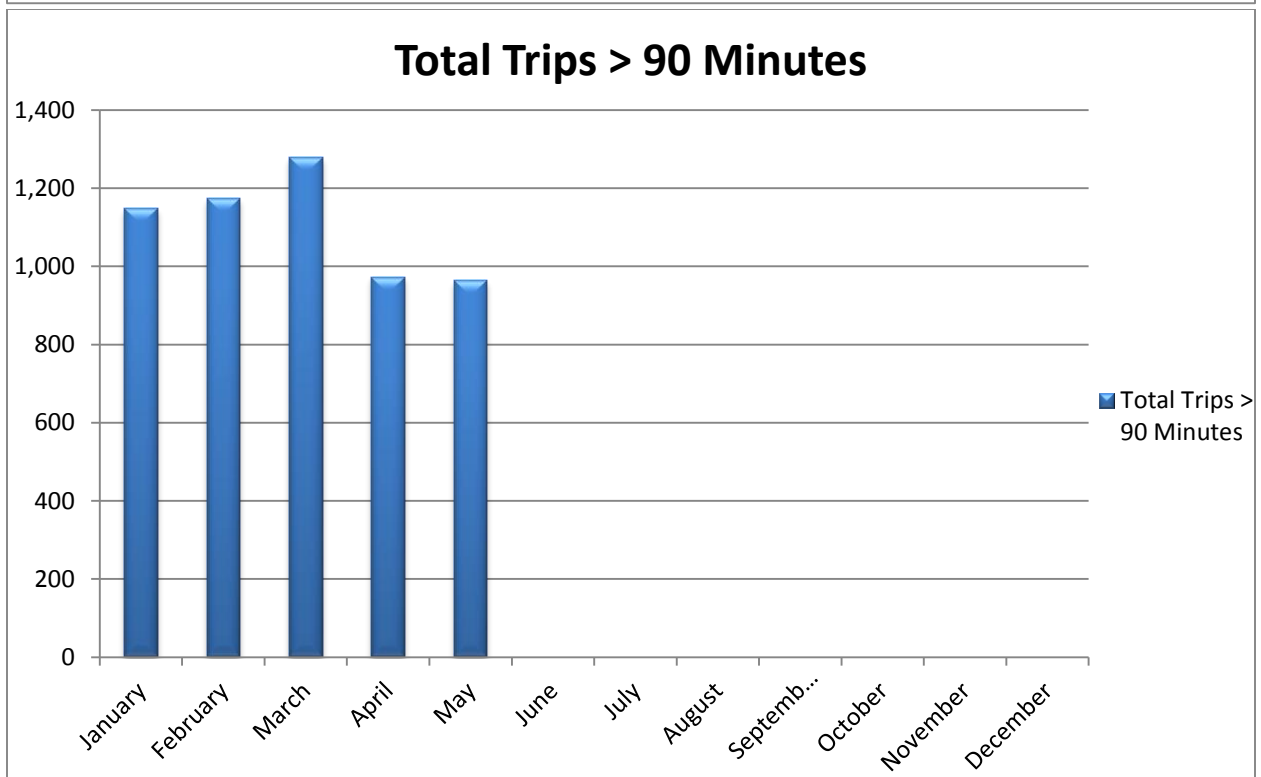
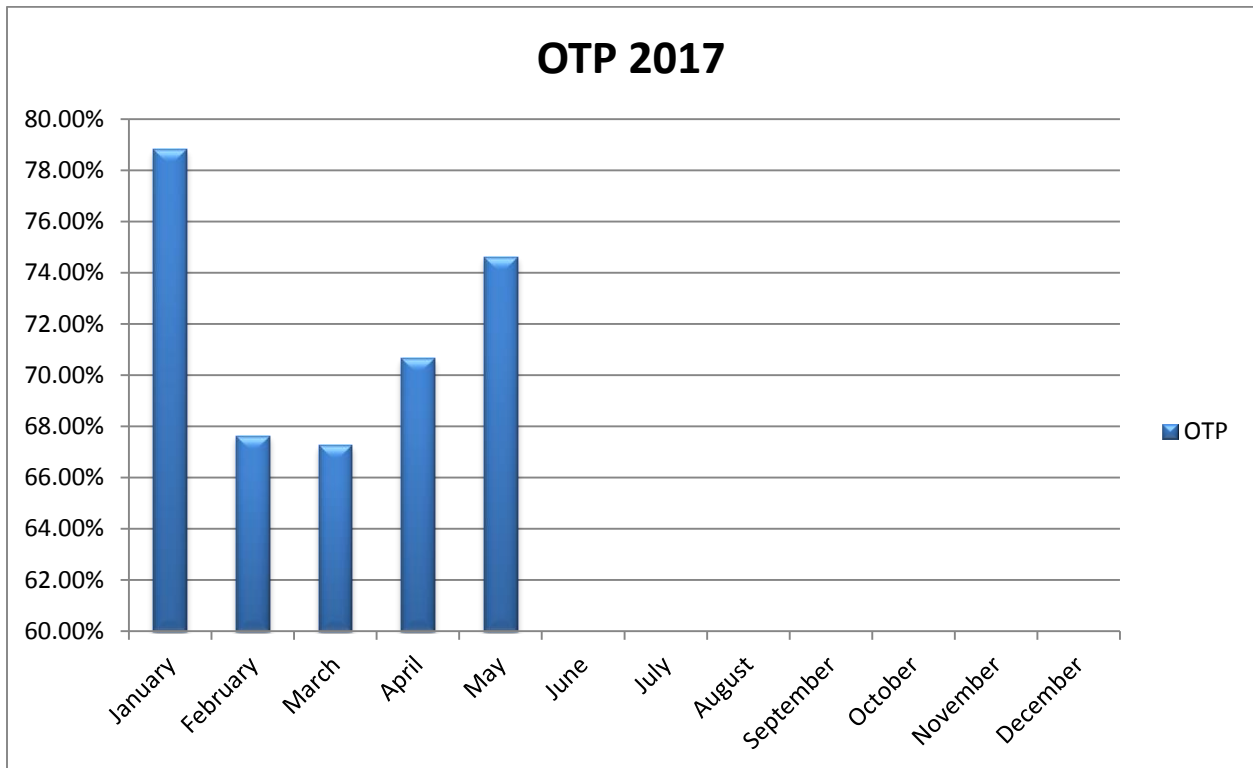
The contract between GRTC and First Transit is from 4/30/17 to 11/30/17. The terms of the contract remain similar to what existed with MV.

From April 24, 2017 to June 5, 2017, a total of fourteen new operators have completed training and are now in revenue service. An additional eight new operators are currently in training and are scheduled to start operating in revenue service by June 10, 2017.

The CARE service has seen an overall improvement. Some of the key performance measures that GRTC uses to rate performance are on-time performance (OTP) and the number of trips during which customers are on a vehicle longer than 90 minutes. Below



is an overview of how service has performed in 2017. MV operated from January through April, and First Transit operated in May





In conclusion, GRTC is committed to providing safe, reliable service to the citizens of Richmond, Virginia and will work closely with First Transit to ensure CARE customers receive the best service possible.