

MOTION:

SECOND:

RE: AUTHORIZATION TO EXECUTE AN AMENDMENT TO CONTRACT #13-02 BETWEEN THE POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION AND FIRST TRANSIT, INC.

ACTION:

WHEREAS, the Potomac and Rappahannock Transportation Commission (“PRTC” or the “Commission”) approved the Executive Director’s Vision 2020: Post 100-Day Plan (“Plan”) on October 5, 2017 which addresses seven focus areas including a new staffing structure; and

WHEREAS, the Executive Director’s presentation “Economics of Transit: Operational Staffing” presented to the Commission at its February 7, 2019 meeting identified the overstaffing of the dispatch function, similar work efforts and the inefficient separation of duties in the dispatch office between PRTC and First Transit contract employees; and

WHEREAS, the Executive Director’s presentation recommends balancing dispatch personnel volume with service levels and establishing a target of 50+ buses per dispatch personnel; and

WHEREAS, the Executive Director has recommended the approval of the proposed Implementation of the Reduction-In-Force policy resolution on this month’s agenda, which includes the elimination of the Dispatch unit; and

WHEREAS, the Executive Director, in conjunction with the proposed Reduction–In-Force policy resolution, recommends an amendment to Contract# 13-02 between the Potomac and Rappahannock Transportation and First Transit, Inc. for Provider for Commuter and Local Bus Services dated April 30, 2013 (“Contract”), be executed to transfer all dispatching duties and responsibilities to First Transit, Inc. at a cost not to exceed \$322,148 over a 12-month fiscal year (except for the annual increase provided for in the Contract); and

WHEREAS, this contract amendment recommendation is contingent on the Commission’s approval of the proposed Implementation of the Reduction-In-Force policy resolution on this month’s agenda; and

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WHEREAS, the Commission has approved the initiation of the Reduction-In-Force in accordance with applicable policy.

NOW, THEREFORE, BE IT RESOLVED that the Potomac and Rappahannock Transportation Commission has considered the recommendations of the Executive Director and approves the execution of an amendment to Contract# 13-02 to transfer all dispatching duties and responsibilities, to First Transit, Inc. at a cost not to exceed \$322,148.

Votes:

Ayes:

Abstain:

Nays:

Absent from Vote:

Alternate Present Not Voting:

Absent from Meeting:



March 7, 2019

TO: Madam Chair Anderson and PRTC Commissioners

THROUGH: Robert A. Schneider, PhD
Executive Director

A handwritten signature in black ink, appearing to read "R. Schneider", is placed next to the name and title of the Executive Director.

SUBJECT: Authorization to Execute an Amendment to Contract #13-02 between the Potomac and Rappahannock Transportation Commission and First Transit, Inc.

Recommendation:

Authorize the Executive Director to execute an amendment to Contract #13-02 between the Potomac and Rappahannock Transportation Commission (PRTC) and First Transit, Inc.

Background:

With my arrival in April 2017, I was tasked with an economic analysis of the organization. I performed a review of personnel structures and cost models and presented the Vision 2020: Post 100-Day Plan ("Plan") at the October 5, 2017 Board meeting, which the Commission adopted. The Plan addresses seven focus areas, including a new staffing structure. The review demonstrated a need for realignment of operational functions held by PRTC with assignment to First Transit, our bus service operations contractor, in order to close technical and performance gaps.

The number of staff required to perform dispatch duties under the dual function structure was compared against the service levels approved by the commissioners. PRTC and First Transit dispatch staffing levels, including line dispatchers, supervisor/managers, and the director-level staff were reviewed, as well as service level data by time of day to identify the number of vehicles in service and the volume of current staffing. Upon review of the data, it showed that the staffing levels were excessive in comparison to the number of units in service and that simply "spreading out the staff" did not make improvements in the cost model and made peak periods less efficient without any cost reductions.

The separated functions of dispatching was a structure created by PRTC management in response to a contract situation more than 15 years ago. A unified dispatching approach (one centralized system with comprehensive cross-training) would perform more effectively and allow employees

to impact services from start to finish with unfettered communication channels throughout operations.

First Transit and PRTC operations management was tasked with re-examining operational dispatching through the lens of a unified dispatch staff and establishing the appropriate number of fully-dedicated staff to effectively dispatch service levels. This was based on days of service, hours of operation, number of buses in service, and essential administrative functions. It was determined that seven (7) dispatchers would be the baseline number of fully dedicated staff under a unified dispatch approach.

Based upon the organizational structure, employment and management of these employees would be most effective under the operations unit, presently contracted to First Transit under a competitive procurement (10-year contract in 2003; renewed in 2013 for present contract term of up to 10 years).

I am recommending, in conjunction with the proposed Reduction-In-Force policy resolution, PRTC transfer all dispatch functions to its operations contractor, First Transit, by means of an amendment to Contract# 13-02 between the Potomac and Rappahannock Transportation and First Transit, Inc. for Provider for Commuter and Local Bus Services dated April 30, 2013 (attached). The cost savings realized from implementing the Reduction-In-Force amount to approximately \$500,000 over a 12-month fiscal year.

This Contract amendment recommendation is contingent on the Commission's approval of the proposed Implementation of the Reduction-In-Force policy resolution on this month's agenda.

Fiscal Impact:

Fiscal impact statement attached

Attachment: As stated

RE: AUTHORIZATION TO EXECUTE AN AMEUREMENT TO CONTRACT #13-02 BETWEEN THE POTOMAC AND RAPPAHANNOCK TRANSPORTATION COMMISSION AND FIRST TRANSIT, INC.

Fiscal Impact:

The amendment to contract #13-02 between the Potomac and Rappahannock Transportation Commission and First Transit, Inc. will not exceed \$322,148 in a fiscal annual year.

Federal:	\$0	
State:	\$ 0	
Local:	\$322,148	
	Fredericksburg:	\$0
	Manassas:	\$5,800
	Manassas Park:	\$2,600
	Prince William:	\$313,748
	Spotsylvania:	\$0
	Stafford:	\$0
Total:		<u>\$322,148</u>

CONTRACT AMENDMENT NUMBER FIVE TO

CONTRACT #13-02

BETWEEN

POTOMAC & RAPPAHANNOCK TRANSPORTATION COMMISSION

and

FIRST TRANSIT, INC.



PRTC

Potomac and Rappahannock
Transportation Commission

March 7, 2019

PRTC
14700 Potomac Mills Rd.
Woodbridge, VA 22192

This Contract Amendment is made in accordance with section II.54 (Modifications or Changes to the Contract) of Contract# 13-02 between the Potomac and Rappahannock Transportation and First Transit, Inc. for Provider for Commuter and Local Bus Services dated April 30, 2013 ("Contract").

The following changes are hereby made to the Contract that was previously modified by Change Order #1 to Contract Between Potomac & Rappahannock Transportation Commission and First Transit, Inc., dated July 21, 2014 ("First Amendment"), Contract Amendment Number 2 to Contract #13-02 Between Potomac & Rappahannock Transportation Commission and First Transit, Inc., dated May 5, 2017 ("Second Amendment"), and Contract Amendment Number 3 to Contract #13-02 Between Potomac & Rappahannock Transportation Commission and First Transit, Inc., dated June 19, 2017 ("Third Amendment"), and Contract Amendment Number 4 to Contract #13-02 Between Potomac & Rappahannock Transportation Commission and First Transit, Inc., dated June 21, 2018 ("Fourth Amendment") effective as of May 4, 2019, by deleting sections III.1.C.7, III.1.D.5, III.1.G.4, and III.A.3 of Solicitation # 13-02, which was incorporated in to the Contract pursuant to section I.3.1 of the Contract, in their entirety and replacing them with the following four superseding provisions:

III.1.C.7 Dispatching - Contractor will assume the responsibility of the radio dispatching functions for all of PRTC's commuter and local services using the computer-aided/automatic vehicle locator (CAD/AVL) software provided by PRTC. Duties include, but are not limited to, ensuring each scheduled block of work pulls out of the bus yard and returns to the bus yard as scheduled, on-time performance of each trip is actively monitored to ensure bus service delivery occurs as scheduled and handling all on-street service delivery incidents in such a manner as to minimize service disruptions for the passengers, to the extent possible and also includes operator check-in, daily assignment of operators to runs and vehicles, "end-of-shift" check-in, distribution of information, collection of paperwork, etc. Contractor will assume all duties of PRTC's previous dispatchers who heretofore took over from the time operators logged into service on the vehicle until they pulled back into the yard. Contractor's Dispatchers will be responsible for assisting bus operators with the delivery of bus service and dispatching supervisors and maintenance technicians as necessary to address any mechanical malfunction or other bus or service delivery performance issues. Contractor's supervisory personnel must be on-site to ensure operators check in, know their assignments, and are assigned vehicles. PRTC may require Contractor to provide appropriate personnel for special services performed during hours when operation is not normally staffed (e.g., dispatching a special Sunday trip.)

With this transition of duties, the Contractor will ensure that its employees in dispatcher positions are adequately trained to maintain the same quality of dispatch functions for bus services heretofore provided by a mixture of Contractor and PRTC dispatchers immediately preceding this amendment.

III.1.D.5 Strategic Vehicles and Operators— The Contractor will post strategic buses and operators as specified. As with regularly scheduled services, strategics will remain in service as necessary in

order to complete revenue operations at no additional cost to PRTC. Strategics will be provided as follows:

- One (1) 40-foot bus in the eastern Prince William service area from first pullout until last bus finishes a revenue service.
- One (1) 30-foot bus in the eastern Prince William service area from 0900 to 1700.
- One (1) 40-foot bus at Manassas Mall from 0400 until 1930.
- One (1) 45-foot bus at/near the Pentagon from 1200 until 1445.
- Three (3) 45-foot buses at/near the Pentagon from 1500 until 2000.
- One (1) 40-foot bus at West Falls Church Metro station (expected to change to Tysons Corner late 2013/early 2014) from 1500 to 1900.
- One (1) 30-foot bus on Saturdays at the PRTC Transit Center from 0645 to 2245.

Should increases in strategic services be needed, added strategic hours/shifts will be paid at the revenue hour rate, unless PRTC and the Contractor agree it is in their mutual interest to add strategic coverage and PRTC is not in a position to pay the revenue hour rate; should this happen, PRTC will compensate the Contractor at its “avoidable cost rate” (see Section III.7.A Hourly Rates).

III.1.G.4 Dispatchers

The Contractor will provide an appropriate level of staff in the dispatch office whenever bus services are being operated. Shifts shall be scheduled in a manner that allows overlap to provide transition communication between dispatchers

Dispatcher Duties - In addition to the duties described in Section III.1.C.7 – Dispatching, Dispatchers will perform the following functions:

- Checking in operators
- Assigning work and vehicles
- Posting extraboard assignments for the next day by 3:00 PM
- Checking in operators at the end of their shift, collecting any paperwork from operators
- Dispatching replacement operators and buses as necessary
- Working with PRTC personnel to minimize interruptions and delays as needed.
- Participating in PRTC/Contractor committees (e.g., Service Change Committee, Operations Committee, etc.) as required by PRTC.
- Providing the other services specified in Section III.1.C.7.

III.3.A Facility Proper

Contractor areas depicted in the Appendix (“Bus Operations Contractor Areas of Responsibility Maps”) and include:

- a private office (general manager)
- two adjoining office areas for administrative staff
- a large bus operators' lounge with restrooms and rear vestibule area (restroom facilities located on the 1st floor in the operators' lounge section of the building are jointly used by Contractor and PRTC staff)
- training room (approximately half of storage room)
- storage area
- dispatch area
- revenue room
- maintenance wing including various mechanical offices and storage spaces. For the purpose of this section, the definition of the maintenance wing will consist of any part of the building attached to and west of the two (2)-floor administration building.
 - main employee entrance and corridor
 - two (2) private offices
 - parts room with office
 - kitchenette/lunch room
 - male and female bathrooms
 - eight-(8) bay maintenance facility including:
 - one (1) maintenance pit
 - one (1) steam cleaning bay/pit
 - hydraulic room
 - electrical room
 - battery room
 - several open room spaces and associated corridors
 - bus yard (defined as the area inside and including the fence) including:
 - lot itself (with room for up to 122 buses parked in dedicated spaces plus Contractor maintenance vehicles)
 - fuel island including hut, canopy, etc.
 - bus wash including building
 - all systems and equipment including, but not limited to:
 - lighting (specifically used for the purpose of providing bus yard lighting, whether located inside or on the exterior of the bus yard fence)
 - landscape
 - all surfaces
 - Storm Water Management System (SWMS) including five (5) sand filters, one (1) large detention cell, all associated inlets and drainage pipes, and one (1) Filtera system.
 - The only items NOT included in the Contractor's area are the back-up generator, the sewer ejector pit, and bus yard gate system.

First Transit will be compensated an amount not to exceed \$322,148 annually to perform these additional dispatch services. This amount is subject to the annual increase beginning July 2019.

Except as modified herein, all other terms and conditions of the Contract, First Amendment, Second Amendment, Third Amendment, and Fourth Amendment shall remain in full force and effect.

IN WITNESS WHEREOF, said parties have hereunto set their hands and affixed their seals the day and year above first written.

Potomac and Rappahannock
Transportation Commission

First Transit, Inc.

Robert A. Schneider, PhD
Executive Director

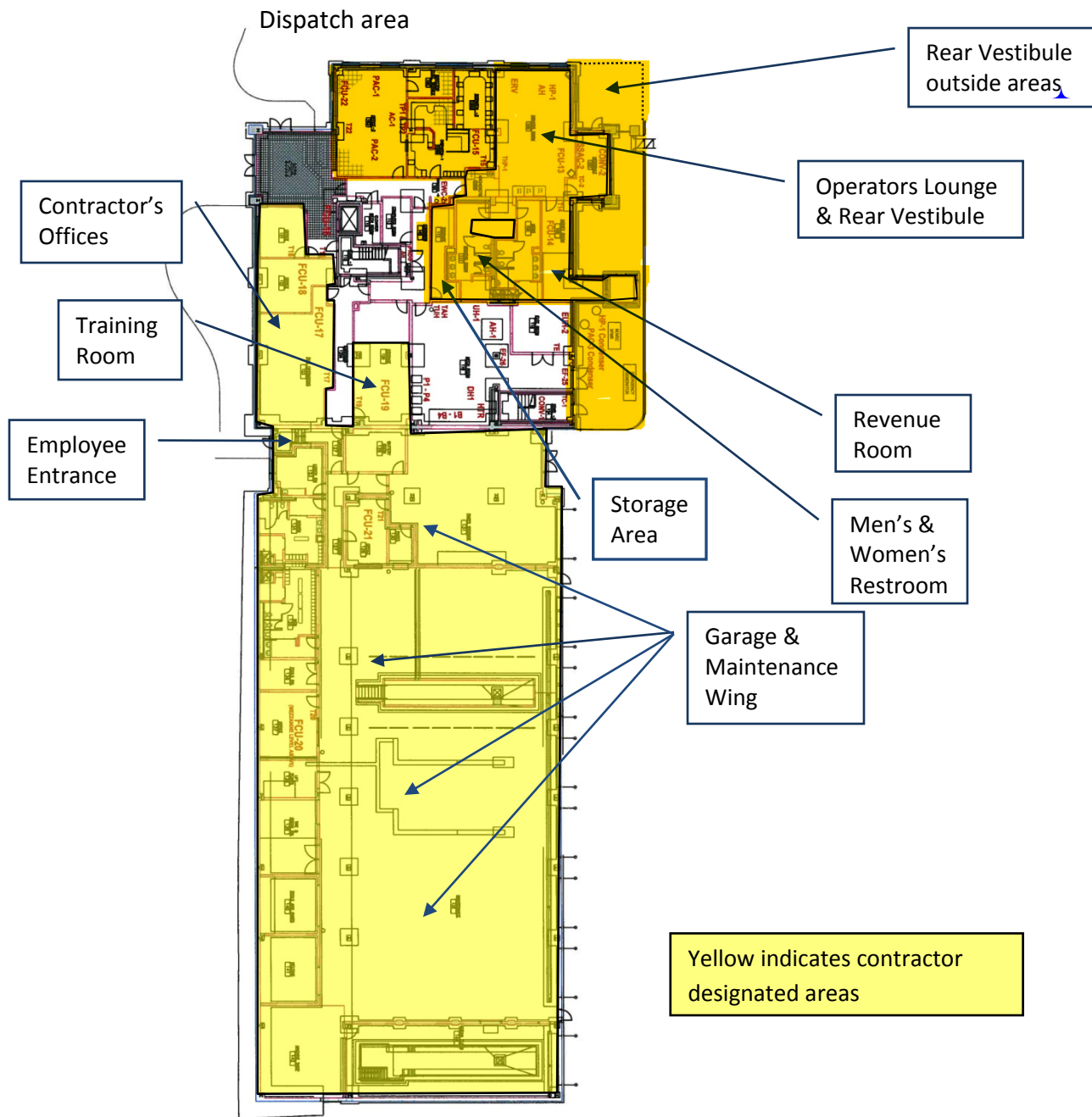
Bradley A. Thomas
President

IN THE PRESENCE OF:

IN THE PRESENCE OF:

Witness

Witness



CONTRACTOR'S DESIGNATED AREA OF RESPONSIBILITY

FACILITY OVERVIEW OF CONTRACTOR'S AREA OF RESPONSIBILITY

