



**REGIONAL TRANSPORTATION COMMISSION  
OF SOUTHERN NEVADA**

**REQUEST FOR INFORMATION  
17-018**

**ON-DEMAND SAME-DAY PARATRANSIT & SENIOR  
SERVICES**

Issued: October 4, 2016

## **1. Purpose (Scope & Objectives)**

The Regional Transportation Commission of Southern Nevada (RTC) is considering the establishment of an alternative service utilizing a transportation network company or general common carrier company that would use an online platform to connect a group of eligible customers with transportation providers meeting specific criteria for participation. It is the intent of the RTC to run a pilot prior to any full scale implementation of any program.

The intent of this Request for Information (RFI) is to gather recommendations of possible additional features needed for such an alternative service and to hear from potential providers on the feasibility of a proposed mobility on-demand pilot to serve existing RTC paratransit certified customers. Management's experience and research shows that there are a number of organizations that can offer this same-day service reliably at an attractive cost, which could improve options for the RTC's customers and provide cost savings. This RFI aims to capitalize on those external capabilities, and to test and refine the operating and business models to seamlessly integrate on-demand non-dedicated vehicles to serve some of our customers.

The cost to maintain the RTC's paratransit services at current levels is unsustainable. We are looking to explore and test a variety of options that will provide on-demand, same day transportation services for our customers that will lower RTC's operating subsidy.

## **2. Background (Overview)**

The RTC is a regional entity that oversees public transportation, traffic management, roadway design and construction funding, and transportation planning for Southern Nevada.

The RTC provides mass transit that connects throughout the Las Vegas Metropolitan area. The Americans with Disabilities Act (ADA) requires public transit agencies to provide paratransit service that complements the agency's fixed route services. In keeping with the ADA intent for such paratransit services the RTC is pursuing the development of a new alternative service for customers eligible for RTC's paratransit service to provide non-ADA paratransit trips to existing RTC senior and paratransit customers. This alternative service and other programs already established in the region are designed to be a secondary option for seniors and customers with disabilities.

## **3. Goals / Points of Interest**

I. With the alternative service program, the RTC expects to enhance and expand paratransit services by:

- a) Reducing operating costs
- b) Providing our current senior and paratransit customers a broader more convenient access to jobs, social activities and education
- c) Reducing response time
- d) improving mobility management
- e) creating an on-demand, individualized service
- f) reduce the demand on paratransit service

II. The central purpose of the pilot program is to:

- a) Provide on-demand, same day service through non-dedicated vehicles at a lower cost
- b) Identify the financial and operational feasibility of the new model
- c) Test the degree to which trips can be converted from existing paratransit service
- d) Identify the segment of our customers that could be more effectively served by on-demand same day transportation options.

**4. Evaluation Process.**

The RTC intend to evaluate the proposed solutions and invite the most promising and innovative submitters to enter into further discussions. Criteria will be based on how effectively the proposed solution addresses the stated goals and purposes.

**5. Response Format**

Responses to this RFI must not exceed 20 pages in length (not including supplemental materials). Supplemental materials, if necessary, must not exceed an additional 5 pages in length. Respondents are asked to submit their responses in English in the following format.

**SECTION 1 - VENDOR INFORMATION**

- a. Name of Company
- b. Address and Telephone Number
- c. Vendor Representative, contact number and email address

**SECTION 2 - VENDOR OVERVIEW & EXPERIENCE**

Briefly describe your company, your services, history, and ownership; for example:

- a. Web site address
- b. Main services
- c. Main market/customers
- d. Company location(s)
- f. Year of first deployment
- g. Similar programs
- h. Company's driver background check program
- i. Company's driver sensitivity training program

**SECTION 3 - SOLUTION INFORMATION**

Please provide a narrative describing your solution that addresses the stated goals and purposes.

**SECTION 4 – PILOT PROJECT**

Briefly describe a recommended implementation of a pilot program for the proposed solution, based on the following parameters:

- a) Provide RTC eligible customers subsidized on-demand transportation service within a restricted geographic area.
- b) Transportation service will be facilitated by way of an online platform offering access from personal computers, accessible via a website and mobile devices and may be facilitated by way of telephone.
- c) Mobile device access to the online platform shall be available via a mobile app with access available on all Android and iOS devices.
- d) The mobile app providing access to all mobile devices shall demonstrate features to enable use by people who are deaf/hard of hearing.
- e) Provide access from telephones.
- f) The online platform will connect the customers with transportation providers (Driver) using personal or commercial vehicles.
- g) Transportation service will be limited to a fixed number of maximum trips per day for each customer.
- h) Company shall detail required training for drivers in regards to serving customers with disabilities.
- i) Company shall detail vehicle requirements, including but not limited to; registration, insurance and safety.

## 6. Disclaimer

This RFI is for planning purposes only and is not a Request for Proposals (RFP), Invitation for Bid (IFB) or any obligation on the part of the RTC as to acquire any services. Responses to this RFI are not offers and cannot be accepted by the RTC to form a binding contract. The RTC reserves the right to determine how it should proceed as a result of this notice. Furthermore, those who respond to this RFI should not anticipate feedback with regard to its submission. The RTC will not pay any cost incurred in response to this RFI. The RTC reserves the right to contact any references provided. All costs associated with responding to this RFI will be solely at the responding party's expense. The information provided in this RFI is subject to change and is not binding on the RTC.

## 7. How to Respond

Please submit your response to this RFI electronically via the NGEM website by uploading your document under the Response Attachment tab. Questions may be directed to Charles Cheatham at [cheathamc@rtcsonv.com](mailto:cheathamc@rtcsonv.com) with "RFI 17-018 Questions" in the email subject line. The closing time for responses is 4:00 P.M. PT on November 1, 2016. **Responses will be accepted any time before the closing date.**

For more information on the RTC, please visit [RTCSNV.COM](http://RTCSNV.COM).