



MOUNTAIN MOBILITY OPERATING CONTRACT

Presented by

Matthew Cable

Planning and Development Department



BUNCOMBE COUNTY

SCOPE OF SERVICES

Mountain Mobility Operating Contract

- Provide operations (door-to-door demand response & deviated fixed-route services)
- Dispatch and deploy vehicles and resources to provide safe and reliable service
- Hire/manage operations staff (schedulers, vehicle operators, dispatchers, etc.)
- Maintain vehicles/equipment used in providing operations (lease agreement)
- Investigate all accidents/incidents involving passengers and/or vehicles/equipment



CONTRACT IMPROVEMENTS

Mountain Mobility Operating Contract

- Reduced cost per service mile for the County and its partners
 - City of Asheville agreement back before the Board June 2, 2020
- Reduction in management fee as a percent of the operating contract
- Increased operations staff starting and average wages
- Contractor provided additional technology for system safety
- Increased financial penalties to ensure ongoing compliance



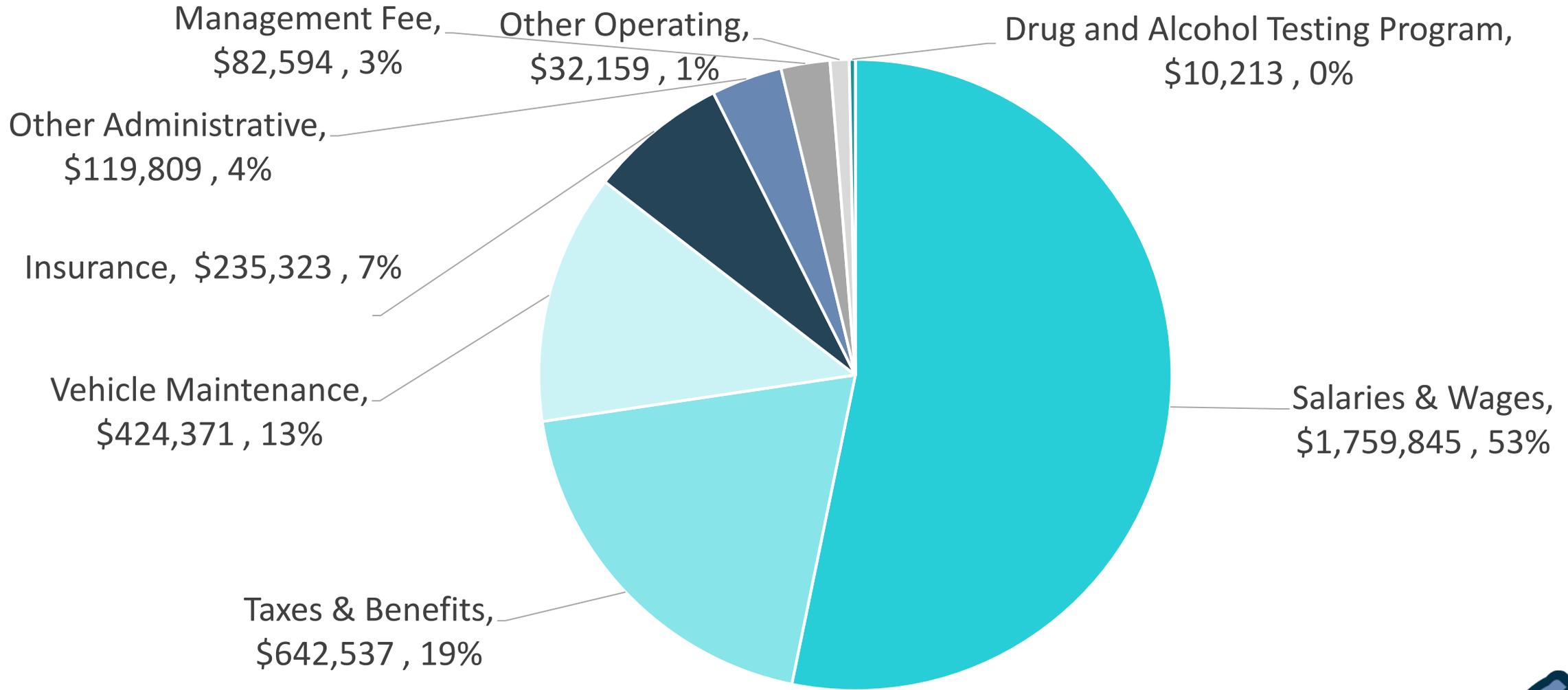
CONTRACT VALUE INITIAL THREE-YEAR TERM

Mountain Mobility Operating Contract

Fiscal Year	2021	2022	2023
Contract Rate Per Service Mile	\$2.2885	\$2.3344	\$2.3875
Total Base Service Miles	1,445,012	1,470,416	1,496,328
Total Base Cost	\$3,306,850	\$3,432,578	\$3,572,440



FY 2021 CONTRACT COST BREAKDOWN



STARTING PAY RATE

Mountain Mobility Operating Contract

Position	FY 2021	FY 2022	FY 2023
General Manager	\$66,950	\$68,959	\$71,027
Operations Manager	\$56,650	\$58,350	\$60,100
Fleet Manager	\$43,812	\$45,126	\$46,480
Safety/Training Manager	\$34,278	\$35,307	\$36,366
Dispatcher	\$14.14	\$14.56	\$15.00
Vehicle Operator	\$12.89	\$13.28	\$13.67
Vehicle Operator (CDL)	\$13.15	\$13.54	\$13.94
Scheduling	\$15.67	\$16.14	\$16.62
Reservationist	\$13.25	\$13.65	\$14.06
Administrative	\$14.00	\$14.42	\$14.85

AVERAGE PAY RATE

Mountain Mobility Operating Contract

Position	FY 2021	FY 2022	FY 2023
General Manager	\$32.19	\$33.15	\$34.15
Operations Manager	\$27.24	\$28.05	\$28.89
Fleet Manager	\$21.06	\$21.70	\$22.35
Safety/Training Manager	\$16.48	\$16.97	\$17.48
Dispatcher	\$14.14	\$14.56	\$15.00
Vehicle Operator	\$14.49	\$14.92	\$15.36
Vehicle Operator (CDL)	\$14.75	\$15.19	\$15.63
Scheduling	\$18.03	\$18.57	\$19.13
Reservationist	\$14.05	\$14.47	\$15.00
Administrative	\$14.08	\$14.50	\$15.00



CONTRACTOR PROVIDED TECHNOLOGY

Mountain Mobility Operating Contract

- ✓ Drive2zero: Contractor's Safety Solution
 - ✓ Coruson: for safety risk logging and management
 - ✓ SmartDrive: identifying, logging and correcting driving anomalies



Name	Role	Start	End	Distance	Speed
John Doe	Driver	10/10/2023	10/10/2023	100.0	100.0
Jane Smith	Driver	10/10/2023	10/10/2023	100.0	100.0
John Doe	Driver	10/10/2023	10/10/2023	100.0	100.0
Jane Smith	Driver	10/10/2023	10/10/2023	100.0	100.0
John Doe	Driver	10/10/2023	10/10/2023	100.0	100.0
Jane Smith	Driver	10/10/2023	10/10/2023	100.0	100.0
John Doe	Driver	10/10/2023	10/10/2023	100.0	100.0
Jane Smith	Driver	10/10/2023	10/10/2023	100.0	100.0
John Doe	Driver	10/10/2023	10/10/2023	100.0	100.0



As a result of having SmartDrive as a part of our safety program, RATP Dev has improved its Safety Score by 75% and reduced its Unsafe Following Distance (0-2 seconds) by 29%.



FINANCIAL PENALTIES

Mountain Mobility Operating Contract

Service Measure	Existing Contract	New Contract
Ride Time	\$25 per incident	\$25 per incident
On-Time Performance	\$25 per incident	\$50 per incident
Missed Trip	\$25 per incident	\$100 per incident
Vehicle Cleanliness	\$15 per incident	\$25 per incident
Improper Vehicle Maintenance	\$100 per incident	\$500 per incident
Information and Reporting Requirement	\$10 per day per incident	\$50 per day per incident
Accident and Incident Reporting	\$25 per occurrence	\$50 per occurrence
Vehicle Operator Qualifications	\$50 per operator per occurrence	\$500 per operator per occurrence
Unauthorized Use of County Fuel Cards	\$200 per transaction	\$100 per transaction
Unauthorized Use of County Vehicles	\$200 per incident	\$500 per incident
Unsafe Action	\$100 per incident	\$100 per incident
Workforce Stability/Turnover	\$1,000 per month	\$1,000 per month



RECOMMENDATION

Mountain Mobility Operating Contract

The County Manager enter into a service contract with RATP Dev USA, Inc. for Mountain Mobility Operations.

