Addendum #1

Request for Proposals

Marin Access Travel Navigator Program

Issued February 17, 2016

The purpose of this addendum is to:

1. Respond to questions submitted by February 29, 2016 that were not addressed in the original RFP.

Proposers must acknowledge receipt of all addenda in their Proposal cover letter.

Proposals due: March 25, 2016

Below is a list of significant changes to / clarifications of the RFP:

1. Expenses related to required mailings (postage and materials) are pass-through costs reimbursable by Marin Transit and should not be included in the price proposal’s monthly fixed fee.
Q1. What is the monthly volume of walk-in clients?
- Travel Navigators informally receive approximately 180 unscheduled walk-ins per month.

Q2. What is the average length of time spent with each walk-in client?
- For typical walk-ins, Travel Navigators spend between two and five minutes answering specific questions about Marin Access programs. Some walk-ins require further assistance with their applications and, in these instances, Travel Navigators will spend between 10 and 20 minutes with clients to guide them through the appropriate application forms.

Q3. What is the average monthly email volume?
- The Travel Navigators receive between 20 and 30 emails per month.

Q4. What is the average amount of time needed to handle each email?
- Travel Navigators are able to respond to most emails immediately and in short time. The few emails that require additional research or follow-up are usually answered by the end of the day on the day they are received.

Q5. How many outbound calls are made per month?
- Travel Navigators make an average of 255 outbound calls every month.

Q6. What is the average duration of the outbound calls?
- The average talking time for all calls is three minutes. The maximum call length is around 30 minutes. A call of this length is expected when a Travel Navigator is helping a caller complete a paratransit application from start to finish.

Q7. Is paratransit eligibility recertification part of the job?
- Yes. Travel Navigators are responsible for paratransit eligibility recertification.

Q8. How many free paratransit ticket packets are sent each quarter?
- The number of free paratransit tickets packets mailed each quarter is dependent upon the number of eligible clients enrolled in the program. At present, 104 clients receive free paratransit ticket packets.

Q9. How many applications do the Travel Navigators assist with each month?
- The Travel Navigators help complete and process approximately 200 applications per month.

Q10. How many of the applications received each month are paratransit applications?
• Between 75% and 80% of the applications received per month are paratransit applications.

Q11. How many follow-up calls do Travel Navigators make regarding applications that they receive?

• The volume of follow-up calls made by Travel Navigators is dependent upon the completeness, legibility, and content of the applications received each month. Marin Transit expects Travel Navigators to be as thorough as possible.

Q12. Does Marin Transit wish to keep the paper application in its current format, or is it acceptable to propose an alternative paper application?

• It is acceptable to propose an alternative paper application.

Q13. Approximately how many pieces of mail are sent out per month for paratransit eligibility and for all other programs and purposes?

• Travel Navigators mail approximately 300 pieces of mail per month for paratransit eligibility and for all other programs and purposes.

Q14. Do Travel Navigators perform functional testing to determine paratransit eligibility?

• Travel Navigators currently receive paper applications and, as needed, conduct follow-up over the phone with either the applicant or their medical provider. Contractors capable of performing functional testing are encouraged to include this information in the “value added” section of their proposals.

Q15. What is the duration of paratransit eligibility for those with other than temporary eligibility?

• Applicants determined to have “permanent” eligibility are granted certification for a period of three years, while temporary certification can be for any period up to three years and is generally based upon the projected length of recovery. Recertification for “permanent” riders is required every three years. However, we do offer an abbreviated recertification process for individuals who condition if unlikely to change over time. To receive this abbreviated process the rider must obtain a signed form from their doctor stating their condition is unlikely to change over time.

Q16. What is your ADA paratransit appeal process?

• Applicants determined to be conditionally eligible or ineligible for paratransit service, and existing Marin Access clients suspended from service, have access to an appeals process. All requests for an appeal must be received in writing by Marin Access within 30 days of issuance of the notification of penalty or service suspension or within 60 days of determination of conditional eligibility or denial of eligibility. Written appeals must include:

1. Date
2. Name  
3. Address  
4. Contact Number  
5. The reason given to you for your suspension / denial of service  
6. Why you are appealing that decision  
7. Date of suspension / denial  
8. Signature

Written appeals should be addressed to:

Marin Access  
Attn: Paratransit Eligibility  
930 Tamalpais Avenue  
San Rafael, CA 94901

In all cases, the appeal process will be concluded as expeditiously as possible. If not concluded within 30 days, the passenger will be considered presumptively eligible for ADA paratransit service until the appeals process is concluded. The appeals decision will be by majority rule and will be final upon mailing of the written documentation.

Those needing assistance with the appeals process can contact The Travel Navigators.

Q17. What percentage of applicants are currently being granted each type of eligibility and what percentage are being determined not eligible for paratransit services?

- Approximately 20% of applicants are granted conditional eligibility and 80% are granted full eligibility. Almost 100% of applicants have been determined eligible for paratransit service. This statistic might be explained by the fact that Travel Navigators act as a quick pre-screening process for applicants and can direct them to other suitable programs offered under the Marin Access umbrella.

Q18. How were the current Travel Navigators trained?

- The Travel Navigators initially received training from Marin Transit’s Senior Mobility Analyst, Jon Gaffney. They continue to receive ongoing training from their supervisor, who is a Whistlestop staff member, and from Mr. Gaffney. As stated in the RFP, the Contractor must ensure that all Travel Navigators have subject area expertise in the following: Americans with Disabilities Act (ADA) regulations as they relate to paratransit, regional and local paratransit eligibility process, ADA regulations and best practices regarding paratransit eligibility, all Marin Transit and Marin Access programs including the fixed route bus routes, other transportation options available in Marin County. As appropriate, Marin Transit staff will work with the Contractor to ensure trainings are comprehensive and reflect the spirit and intentions of Marin Access and Marin Transit. Additionally, a handbook outlining all aspects of the Travel Navigators jobs is in the process being created by Marin Transit.

Q19. How do Travel Navigators receive fixed route training?

- As part of their training, Travel Navigators will be expected to participate in travel training with Marin Transit staff at least once. Physical materials with route and schedule
information are provided to the Navigators by Marin Transit and are also available online at [www.marintransit.org](http://www.marintransit.org). Training in the use of Google Transit and on any upcoming service changes to the fixed route is also provided by Marin Transit.

Q20. **How do Travel Navigators provide trip planning assistance?**

- In addition to the knowledge acquired from their training, Travel Navigators may rely on a variety of trip planning tools available to them, such as the Marin Transit website, 511.org, and transit directions available through Google Transit.

Q21. **What kind of education and background should Travel Navigators have?**

- Current Travel Navigators have a diverse set of skills and backgrounds but share two common characteristics. They are 1) Highly customer-service oriented; and 2) Computer literate with the ability to use personal computers to create documents and spreadsheets, and work with various databases, both software and web-based.

Q22. **Are there some months that are lighter than others?**

- No, the work load generally remains consistent from month to month.

Q23. **Can you please clarify in detail the travel navigators' responsibilities for processing the volunteer driver reimbursements?**

- Travel Navigators receive reimbursement forms from riders by the 10th of every month. It is their responsibility to then perform quality control (verifying the mileage and driver eligibility) and enter the submitted information into Assisted Rides software. The contractor then uses the information tracked in Assisted Rides to cut and mail checks to each rider at the end of every month. Riders in East Marin receive $0.35 per mile for up to 100 miles every month. Riders in West Marin receive $0.35 per mile up to 300 miles every month. (The program currently provides reimbursement to approximately 35 riders in West Marin and 85 riders in East Marin.) Mileage reimbursements are disbursed by the Contractor and then billed to Marin Transit in the monthly invoice.

Q24. **How do Travel Navigators monitor and prevent fraud through the STAR and TRIP volunteer driver programs?**

- Travel Navigators must review submitted reimbursement forms to verify that the driver qualifies as a volunteer according to the VDP guidelines. Navigators also perform quality control checks to assure that reported mileage matches the recorded trips.

Q25. **How many STAR reimbursement forms will the Travel Navigators receive from West Marin?**

- The Travel Navigators should expect to receive between 30 and 35 reimbursement forms from West Marin participants each month.

Q26. **What is the average time needed to handle a reimbursement request?**
Travel Navigators currently dedicate approximately 10% of their time to processing reimbursement requests, which is roughly equivalent to 40 hours. Marin Transit does anticipate opportunities to make this process more efficient, dependent upon operator capabilities and potential software enhancements.

Q27. Are the volunteer driver reimbursements processed in person, via mail, via email, or by some method or combination?

• Volunteer driver reimbursements are processed via mail.

Q28. How much time will the Contractor spend each month coordinating with the County Division of Aging and Adult Services? [Item 8]

• This item requires minimal coordination as a policy is already in place. Should Marin Transit staff change the policy in the future, Travel Navigators would be expected to adequately communicate these changes to clients.

Q29. What is the nature and volume of the marketing and publicity to be provided [as referred to in Item 9]?

• Marin Access has prepared a brochure with information on all volunteer driver programs available in the County. Travel Navigators are expected to disseminate this information to eligible clients and interested parties, as well as discuss the nature of the programs over the phone or in-person.

Q30. Will the Contractor bear the cost of marketing and publicity?

• Marin Transit will print all marketing materials.

Q31. How many travel training outreach presentation will there be per year?

• Marin Transit conducts between one and three travel training outreach presentations every month and participates annually in the Marin County Senior Fair. At least one Travel Navigator is expected to attend each regular outreach presentation as appropriate. As the Senior Fair is a full day commitment, all three Navigators are required to assist in shifts.

Q32. How many rotating satellite office locations will there be and how many hours per month will these sites need to be staffed?

• Marin Transit anticipates maintaining office hours in at least four off-site locations – Novato, Marin City, West Marin, and the Marin Transit offices – for at least one day per month at each site. Exact locations and schedules are subject to further discussion with our community partners.

Q33. Who will secure/provide office space at the satellite locations?

• Marin Transit will work with the agency’s community partners to secure and provide office space for the Travel Navigator at satellite locations.
Q34. How many hours per month will be spent in coordination meetings?

- A Travel Navigator or supervisor representative will spend an average of four hours per month in coordination meetings.

Q35. May we see samples of the reports that are currently being provided?

Travel Navigators currently enter information into an Access database. This database can be queried for information and reports can be designed and generated from this source. Marin Transit will also develop reports with the successful bidder using the agency’s TransTrack software – a web-based database and reporting tool.