

To: Diane Hilgers, Chair
From: Tracey Crawford, NWSRA Executive Director
Re: Summer Day Camp 2019 Bus Bid
Date: November 14, 2018

Representatives from First Student and Grand Prairie Transit attended the bid opening on Wednesday, October 17, 2018. Both bus companies met the bid specs.

A summary of the comparison between the two bus companies is attached for Board review.

First Student Bus Company came in at the lowest bid by \$1,115.20. Based on 2018 experience with First Student in attached report, NWSRA would like to reject the lowest bid and accept the bid from Grand Prairie of \$89,175.20 for the 2019 budget.

A Motion to approve staff recommendation to accept the bid of Grand Prairie Bus Company.

History:

Grand Prairie Transit was awarded the bid in 2013, 2015, 2016 and 2017. First Student was awarded the bid in 2011, 2012, 2014 and 2018. NWSRA has had very positive experiences working with both Grand Prairie Transit and First Student prior to this past year. In 2018, NWSRA accepted the bid from First Student but was disappointed with the quality of trained drivers to work with the special accommodations NWSRA population of clients requires. Drivers were not properly trained on tie downs in order to secure campers who utilize wheelchairs. Drivers expected NWSRA part-time staff to do tie downs and harness hookups. NWSRA staff documented numerous times drivers were late for pick up times, causing campers to get anxious, created negative behaviors to occur. On one occasion the bus was over an hour late for drop offs, leaving the parents calling NWSRA to find out where their camper was. On another occasion the driver for a route never showed up, leaving NWSRA to utilize one of the agency vehicles to complete the route. NWSRA would also update routes with new campers to First Student but the updates would not get communicated to the drivers. Due to lack of communication, drivers would not let campers on the bus since they did not receive the updated list. Also due to this, one driver was rude to a parent, shutting the bus doors in their face refusing to take that camper. One of the drivers also was involved in a fender bender with campers on the vehicle, no one was injured. First Student also billed NWSRA wrong for services, with \$20,000 in overage charges.

The projected bus bid for 2019 is higher due to NWSRA creating an additional nine week and two additional five week camps, while extending one week longer to accommodate the needs of NWSRA families.

Reference Checks:

First Student provided reference contacts from SEASPAR, Glenview Park District and WDSRA. Everyone didn't have anything negative to state. A representative from SEASPAR did mention that they discovered that First Student starts charging per hour for charters (field trips) from base back to base. With further investigation, NWSRA found out that First Student does charge from when the fleet leaves the lot and arrives back in the lot. NWSRA also reached out to Grand Prairie and Tom O'Sullivan stated they charge from pick up point to drop off point.

Grand Prairie provided FVSRA, WSSRA and Ray Graham Association. NWSRA was listed as the top reference for Grand Prairie. All three gave favorable references.

Grand Prairie also provided an extensive packet that included company history, driver training and retention program, how they train drivers different on special populations, company policies (including a safety program), full list of the fleet and maintenance program.

Motion: To accept the higher bid by \$1,115.20 from Grand Prairie and to budget **\$89,175.20** for 2019 Day Camp Commercial Transportation.