

**SUBJECT**

***Comprehensive Operational Analysis Consultant Contract***

**RECOMMENDED ACTION**

***To authorize the President and CEO to enter into a contract with Nelson\Nygaard Consulting Associates, for consulting services to perform a Comprehensive Operational Analysis (COA), for a total authorization not to exceed \$451,715.***

**BACKGROUND**

Long Beach Transit (LBT) plans to conduct a Comprehensive Operational Analysis (COA) to include a route-by-route analysis of LBT's fixed route and Dial-A-Lift paratransit services designed to increase the accessibility, connectivity and mobility of transportation throughout the region.

The intent of the COA is to provide LBT with the information, tools and data that will support the needs and opportunities for new and improved transit services in key corridors. Additionally, the COA will aid LBT in identifying emerging markets brought about by new development, redevelopment and changes in travel patterns and demographics.

This project will provide an in-depth study of LBT's transit system that will evaluate the overall structure and delivery of transit services. The analysis will determine the most effective and efficient use of existing and future transit resources by using approaches such as public participation to provide service including current and future recommendations. The COA will provide LBT with a guide for the development of service plans that will improve service delivery to its customers and meet the region's evolving transportation and travel needs.

The COA will be designed to focus on attracting customers to LBT's system, maintaining a more cost effective and sustainable operation, guide assessment of existing services and development of new services, while maintaining and improving the financial health of LBT.

**PROCUREMENT**

LBT issued a Request for Proposal (RFP) to several qualified firms. Two proposals were received, one from Transportation Management & Design, Inc. located in Carlsbad, California, and the other from Nelson\Nygaard Consulting Associates located in San Francisco, California. The proposals were evaluated based on the following criteria: qualifications, past performance,

experience, work plan, and price. Nelson\Nygard Consulting Associates scored the highest rating. Interviews were conducted and references were checked.

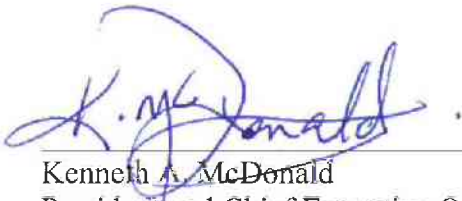
#### **ALTERNATIVES CONSIDERED**

The Board could opt to not approve the resolution. LBT has not conducted a COA in over 10 years, hence staff does not recommend this option. A COA will assist LBT in improving safety and service quality, exercise financial accountability as well as enhance the customer experience, which are three of LBT's Strategic Corporate Priorities.

#### **BUDGETARY/FISCAL IMPACT**

Staff is requesting authorization for the President and CEO to enter into a contract with Nelson\Nygard Consulting Associates, for consulting services to perform a COA, for a total authorization not to exceed \$451,715.

This project will be funded using a California Department of Transportation (Caltrans) grant awarded to LBT in the amount of \$400,000 and \$51,824 in local matching funds.



Kenneth A. McDonald  
President and Chief Executive Officer