

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: November 8, 2023

To: Marcelia Nicholson, Chairwoman, Milwaukee County Board of Supervisors

From: Shakita LaGrant-McClain, Director, Department of Health and Human Services

Subject: Report from the Director, Department of Health and Human Services, requesting authorization to increase a 2023 purchase of service contract with First Transit, Inc. by \$115,000, from \$1,510,940 to \$1,625,940, effective January 1, 2023 through December 31, 2023

File Type: Action Report

REQUEST

The Director, Department of Health and Human Services, is requesting authorization to increase a 2023 purchase of service contract with First Transit, Inc. by \$115,000, from \$1,510,940 to \$1,625,940, effective January 1, 2023 through December 31, 2023. This contract provides specialized transportation services to older adult residents of Milwaukee County.

POLICY

Per Wisconsin Statutes, the Director of the Department of Health and Human Services is requesting authorization to execute these contracts consistent with Milwaukee County procurement standards.

Procurement Process

DHHS follows the competitive bidding/Request for Proposals (RFP) requirements of its state and federal funding sources. With rare exception, all purchase of service undergoes an RFP every four years with professional services generally being bid in less than four years. In the event of contractor performance issues, some programs may be bid before the four years have elapsed.

The DHHS RFP process begins with the release of an “Interested Parties” notice. An “Interested Parties” notice will be emailed to entities registered to receive notice of DHHS RFPs on the E-notify website used by both the City of Milwaukee and Milwaukee Public Schools. The RFPs are also widely advertised through media announcements in the Daily Reporter newspaper, Blue Book, Spanish Journal, Neighborhood News as well as social media platforms like Facebook, and Twitter.

DHHS has made strides to improve its RFP materials to include diversity and inclusion

initiatives as well as attract organizations with both diverse leadership and service provider staff. Further, proposal review panels have been increased to five members, the majority of which are community (non-County employee) members. DHHS has taken efforts to increase our pool of community reviewers.

After initial scoring is completed, review panelists gather in a consensus meeting to discuss the proposals and adjust their scoring if needed. The final scores are then tallied, and the contract award recommendation is made to the DHHS Director.

Wisconsin State Statutes:	59.52(31)
Milwaukee County General Ordinances	Ch. 32.40

BACKGROUND

Access to services for older adults begins with access to transportation. For many older adult residents of Milwaukee County, transportation becomes a barrier to aging in place due to lack of access to a personal vehicle, loss of driving privileges, limited public transportation options, mobility challenges, and limited income.

First Transit Inc has served Milwaukee County’s older adult residents as the Older Adult Transportation Services (OATS) specialized transportation provider since January 2021. In 2023, First Transit Inc was acquired by Transdev. As the OATS provider, Transdev has successfully transitioned the leadership while continuing to provide door through door transportation for residents of Milwaukee County 60 years of age and older that do not have access to alternative transportation.

Rides provided through this contract are funded by State § 85.21 specialized transportation aid, federal Older Americans Act funds, Older American Acts ARPA Allocation, and the Basic County Allocation fund. Non-emergency medical transportation rides funded with 85.21 funds will require a \$4 co-pay in 2023, increased from \$3 in 2022. Although non-medical rides are provided for free, as mandated by the Older Americans Act, riders are given the opportunity to support this program through donations.

OATS sustained the expanded service provisions that began in 2022, including transportation to civic and cultural sites and group grocery rides for senior housing sites. In 2023, the OATS program saw an additional increase in service demand. While OATS was budgeted to provide just under 34,000 rides, it is anticipated that OATS will provide over 38,000 rides in 2023. Service demand has increased with OATS riders taking more rides post-pandemic. Service demand growth is also a result of the growth of the County’s population of over 60 years, with new OATS riders increasing by 7% from 2022 to 2023.

ALIGNMENT TO STRATEGIC PLAN

This item is aligned to the goals in the Milwaukee County Strategic Plan as this contract focuses on delivering services based on the resolution of health disparities and upstream

social determinants of health that puts participants and community at the center by offering services in a manner that promotes dignity and builds trust between residents and the County.

RECOMMENDATION

It is recommended that the Milwaukee County Board of Supervisors authorize the Director, Department of Health and Human Services, or her designee, to enter into a purchase of service contract with First Transit, Inc. from January 1, 2023 through December 31, 2023 at a cost of \$1,625,940.

FISCAL EFFECT

Funding for this service has been included in the DHHS 2023 Budget.

TERMS

This contract is effective starting January 1, 2023 to December 31, 2023.

VIRTUAL MEETING INVITES

Shakita.LaGrant@milwaukeecountywi.gov
daniel.idzikowski@milwaukeecountywi.gov
alena.degrado@milwaukeecountywi.gov
brian.kading@transdev.com

PREPARED BY:

Carrie Koss Vallejo, Program and Planning Coordinator, DHHS Aging and Disabilities Services

APPROVED BY:


Shakita LaGrant-McClain, DHHS Director

ATTACHMENTS:

None

cc: County Executive David Crowley
Sup. Liz Sumner, Chair, Finance Committee
Mary Jo Meyers, Chief of Staff, County Executive's Office

Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County
Steve Cady, Research Director, Comptroller's Office
Lottie Maxwell-Mitchell, Senior Budget and Management Analyst, DAS