

**REQUEST FOR PROPOSALS**  
**20121 TRIENNIAL PERFORMANCE AUDITS FOR**  
**SANTA CRUZ COUNTY REGIONAL TRANSPORTATION COMMISSION**

**Introduction**

The Santa Cruz County Regional Transportation Commission (RTC), as the Regional Transportation Planning Agency for Santa Cruz County, is soliciting proposals to conduct performance audits of the RTC, the Santa Cruz Metropolitan Transit District, Community Bridges and the Volunteer Center for fiscal years **2018/19** through **2020/21**.

The audits must be conducted in compliance with relevant sections of the California Transportation Development Act. The RTC further expects that the performance audits will be conducted consistent with the "Triennial Performance Audit Guidebook issued by the California Department of Transportation and should be available on their website <https://dot.ca.gov/programs/rail-and-mass-transportation/transportation-development-act> .

**Proposal Due Date**

Interested firms must submit an electronic copy (in PDF format) of their proposal to the RTC offices via email to [tnew@sccrtc.org](mailto:tnew@sccrtc.org) **no later than 5:00 p.m., Thursday, April 15, 2021**. The RTC will accept a paper copy of proposal. If submitting a paper copy, postmarks will not be accepted as meeting deadline.

**Scope of Work**

The contractor shall provide consulting services as necessary to complete the following work items:

1. Triennial Performance Audit of the Santa Cruz County Regional Transportation Commission (RTC).
2. Triennial Performance Audit of the Santa Cruz Metropolitan Transit District (SCMTD).
3. Triennial Performance Audit of Agencies providing specialized transit services: Community Bridges (CB) and the Volunteer Center (VC).

General information about the RTC, SCMTD, Community Bridges and the Volunteer Center is included in Attachment A.

The audits must meet all requirements of California state law relating to performance audits of planning entities and operators, and the provisions of this request for proposals. Specifically, the contractor shall perform

performance audits which comply with all applicable provisions of the California Code of Regulations and all other applicable state law including Sections 6662.5 and 6664.5 of the California Code of Regulations. The performance audit shall evaluate the efficiency, effectiveness, and economy of the operation of the entity being audited.

The evaluation of the performance of the RTC as Regional Transportation Planning Agency shall include, but not be limited to:

- a. The manner and extent to which the RTC complies with legal and regulatory requirements, including its planning mission and its responsibility in administering transportation funding.
- b. The manner and extent to which the RTC operations and planning objectives have responded to prior performance audit recommendations.
- c. Review of RTC functions, including interviews with RTC management, staff and governing board, as well as with operators under the RTC jurisdiction. Supplemental interview with other regional agencies and State or federal agencies may be appropriate to gather more detailed information about any areas of concern.
- d. The manner and extent to which the RTC's financial records are managed.
- e. A preliminary audit report or management letter discussing the evaluation of performance and recommendations for improvements or additional functional audits.
- f. A final report.

The evaluation of the performance of Transit Operators (SCMTD), shall include, but not be limited to:

- a. The manner and extent to which the transit operator has complied with legal and regulatory requirements and with the *Regional Transportation Plan*.
- b. Progress toward the goals included in the *Regional Transportation Plan*.
- c. Evaluation of progress in responding to prior performance audit recommendations.

- d. Analysis of the transit performance indicators identified in the Performance Audit Guidebook and state law, which include operating cost per passenger, operating cost per vehicle service hour, passengers per vehicle service hour, passengers per vehicle service mile, and vehicle service hours per employee.
- e. Review of SCMTD functions, to identify any concerns over inefficient or ineffective performance. Supplemental interview with other regional agencies and State or federal agencies may be appropriate to gather more detailed information about any areas of concern.
- f. Preliminary management letters and a final report.

The Community Bridges and the Volunteer Center provide specialized transportation services and they do not receive Article 4 TDA funds. These agencies receive the funds from the City of Santa Cruz, which acts as the claimant under Article 8, Section 999400(c). However, for the purpose of this performance audit, the indicators, which are consistent with Sections 99246 and 99247 of the California Public Utilities Code, will be utilized where applicable.

### **Presentation of the Final Report**

In addition to the production of a draft audit report for review and feedback, the work of the contractor shall include a presentation of the final audits to the Regional Transportation Commission and to the Santa Cruz Metropolitan Transit District Board of Directors in February 2022. In addition to the final presentation, the consultant shall meet with Regional Transportation Commission staff and Santa Cruz Metropolitan Transit District staff as necessary to complete the project. It is expected that the contractor will fully brief the staff and be familiar with the claimants operations, as they relate to TDA, before issuing a final report and recommendations.

### **Timeline and Budget**

The services of the consultant shall begin immediately following the execution of a professional services agreement. It is anticipated that this contract will begin in early July 2021. The services shall be completed in a professional manner by **January 14, 2022**.

**Contact Information**

The Santa Cruz County Regional Transportation Commission is the lead agency and client for all aspects of this project. Questions and correspondence should be directed to:

Tracy New, Director of Finance and Budget  
Santa Cruz County Regional Transportation Commission  
1523 Pacific Avenue  
Santa Cruz, CA 95060  
Telephone: (831) 460-3200  
[tnew@scrtc.org](mailto:tnew@scrtc.org)

**Audit Oversight**

The work of the contractor will be supervised by the Regional Transportation Commission in consultation with representatives of the Santa Cruz Metropolitan Transit District.

## **INSTRUCTION TO PROPOSERS**

### **Consultant Selection Schedule**

Issue Request for Proposals: March 12, 2021

Proposals Due: April 15, 2021, by 5:00 p.m.

Review of Proposals/Interviews if necessary: week of May 10th

RTC Board Approves Selected Firm: June 3, 2021

Notice to Proceed: June 6, 2021

Final Audit Report Due: January 14, 2022

### **Proposal Content and Organization**

The intent of this RFP is to encourage responses which meet the stated requirements, and which propose the best methods to accomplish the work within the stated budget.

1. **Transmittal letter:** Include summary of the proposal, applicant or firm name, and name, title, address, email, phone number, and original signature of an individual with authority to negotiate on behalf of and to contractually bind the proposer, and who may be contacted during the period of proposal evaluation.

2. **Audit Plan and Technical Approach:** Detailed description of your approach to the project, including proposed work program, schedule, and end products to be produced.

3. **Project Management:** Explanation of the project management system and practices to be used to assure that the project is completed within the scheduled time frame and budget, and to assure that the required products are of high quality.

4. **Consultant Team:** Names, qualifications, and expected time commitment of all professionals who will work on the project, including any subcontractors, and organization chart for this project.

5. **Consultant Qualifications and References:** Related projects, including project description and contact name, address, and phone number of clients.

6. **Conflict of Interest:** List any past, current or upcoming projects by your firm or professionals that may result in an actual or perceived conflict of interest with this performance audit report.

7. **Cost Proposal:** Prepare a detailed cost proposal for the work to be performed. The cost summary should include a breakdown of costs. Costs shall be segregated to show staff hours, rates, and classification, and

administrative overhead for each task. Cost proposals shall be submitted in a separate sealed envelope.

### **Submittal of Proposals**

1. One electronic copy (in PDF format) of their proposal must be received via email [tnew@sccrtc.org](mailto:tnew@sccrtc.org) , no later than **5:00 pm on Thursday, April 15, 2021**. The RTC will accept a paper copy of proposal. If submitting a paper copy, postmarks will not be accepted as meeting deadline.

If selected for further consideration, firms should be available for oral interviews **May 10 - 14, 2021**. However, at the discretion of the Regional Transportation Commission, the selection of a consulting firm may be made without oral interviews.

2. Costs to prepare the proposal shall be borne by the proposer.

3. The RTC reserves the option to reject any or all proposals, wholly or in part.

4. This request does not constitute an offer of employment or contract.

5. Any contract entered into as a result of this request will contain a clause that the consultant will abide by the Fair Employment Practice Act.

6. The RTC reserves the right to award the contract to the firm that presents the proposal which, in the judgment of the RTC, best demonstrates the ability to conduct the audit, which shall include, but not be limited to, understanding of the purpose and requirement of the audit; approach to be followed and tasks to be performed; relative allocation of resources to key tasks; experience in public transit, performance auditing, and issues and functional area(s) to be analyzed; education and specific experience of the project team; and consideration of the cost proposal.

### **Proposal Evaluation and Selection Process**

1. The RTC's Executive Director and staff will review the written proposals and, if necessary, invite two or more firms to an oral interview during the week of **May 10, 2021**. The RTC reserves the right to select a consultant based solely on the written proposals and not convene oral interviews.

2. Based upon the written proposal, the interview, reference checks and cost, the RTC Executive Director will recommend a preferred auditor to the RTC Board on **June 3, 2021**. After RTC approval, the Executive Director will contact the firm selected as the preferred firm and attempt to negotiate a contract. If in the RTC's Executive Director's opinion, negotiations are not progressing toward a successful conclusion, the RTC Executive Director may

negotiate with one other qualified firm.

3. The RTC reserves the right to amend the scope of work prior to the contract being signed, and reserves the right to amend the above process if it does not result in a contract.

**Method of Payment**

Payments will be made on a progress basis by task structured to meet the cash flow requirements of the consultant. Retention of 10% of the full contract amount may be held until after the work has been satisfactorily completed and accepted by the RTC.

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## **ATTACHMENT A**

### **Agency Descriptions**

#### **Santa Cruz County Regional Transportation Commission**

The Santa Cruz County Regional Transportation Commission (RTC) is designated as the Local Transportation Commission (LTC) and the Regional Transportation Planning Agency (RTPA) for Santa Cruz County. The agency was originally established in 1972 under the provisions of the California Transportation Development Act (TDA) of 1971. TDA established one-quarter of 1 cent of the state sales tax collected locally as a fund primarily for public transportation purposes.

The RTC is comprised of 12 voting members. The membership composition is as follows:

- 5 County Board of Supervisors;
- 4 members representing the cities (one from each of the four Cities);
- 3 members appointed by the Santa Cruz Metropolitan Transit District Board of Directors;
- 1 ex-officio representative of Caltrans

Whereas the RTC had previously contracted with the County of Santa Cruz for staffing and administrative support services, on November 4, 2006 the RTC became an autonomous agency. The RTC has 19.5 full-time equivalent positions with 18.5 currently budgeted.

#### **Functions of the RTC**

The actions of the RTC are governed by TDA regulations, the California Code of Regulations, Santa Cruz County Ballot Measure D of 2016, Memoranda of Understanding with the Association of Monterey Bay Area Governments (AMBAG) and Caltrans, and the Regional Transportation Commission's own Rules and Regulations. The RTC is responsible for administering the Transportation Development Act, for establishing regional transportation policy, and for developing specific transportation improvement programs for the county.

In addition to developing and adopting the Regional Transportation Plan (RTP) and maintaining various transportation programs, the RTC is responsible for biennially developing the Regional Transportation Improvement Program (RTIP). The RTIP is a summary of proposed countywide short-range capital improvement projects and programs. The RTIP must conform to the Regional Transportation Plan and is incorporated into the Federal Transportation Improvement Program (FTIP), which is prepared by AMBAG.

In 2001 Section 67941 was added to the Government Code that gave the Commission the power of eminent domain and the power to preserve, acquire, construct, improve, and oversee multimodal transportation projects and services on rail rights-of-the ways within Santa Cruz County. The RTC also serves as the rideshare agency for Santa Cruz County and the Service Authority for Freeway Emergencies (SAFE). In this capacity, the RTC owns and administers the motorist aid call box system on state highways in Santa Cruz County. In 2016, over two-thirds of Santa Cruz County voters approved Measure D which establishes a ½-cent transactions and use tax countywide for transportation and designates the RTC as the administering agency for Measure D.

More information on the RTC is available online at [www.sccrtc.org](http://www.sccrtc.org)

### **Santa Cruz Metropolitan Transit District (Santa Cruz Metro)**

The Santa Cruz Metropolitan Transit District (Santa Cruz METRO) is the public transit operator for Santa Cruz County, which was formed in 1969. Also known as Metro, Santa Cruz Metro operates 24 fixed bus routes and ParaCruz, the Americans with Disabilities Act (ADA)-mandated paratransit service that complements fixed route bus service. In a pre-COVID-19 pandemic year, the system carries almost 5 million passengers annually (average boardings-weekdays 18,300, weekend days 8,400) on over 2.9 million revenue miles. Santa Cruz Metro has over 324 employees (as of March 1, 2021) and an annual operating budget of approximately \$55 million in FY21. Fares on fixed-route buses are \$2.00, with seniors and disabled riders paying \$1.00.

Santa Cruz Metro is a recipient of Transportation Development Act funds as specified in RTC's Rules and Regulations. Santa Cruz Metro is governed by an eleven-member board plus two ex-officio representative that meets monthly. More information on Santa Cruz Metro is available online at: [www.scmttd.com](http://www.scmttd.com)

### **Community Bridges**

Community Bridges is a non-profit organization providing seniors, families and children with nutrition, care, support and transportation services. It was designated as the Consolidated Transportation Services Agency in 1982 and provides critical safety net transportation services to seniors and people with disabilities, many of whom are low income. Lift Line has its own fleet of vehicles and trained drivers. In addition, Lift Line operates the Taxi Scrip program to provide subsidized taxi rides to seniors and people with disabilities. Lift Line provides about 80,000 rides to senior meal sites, medical appointments, care facilities and other vital services annually. Their transportation program provides free paratransit transportation to low-income seniors (over age of 60) and or individuals with disabilities. Lift Line provides transportation beyond the ADA-mandated paratransit services. Community

Bridges works with the City of Santa Cruz to receive Transportation Development Act funds as specified in the RTC's Rules and Regulations. Community Bridges is governed by a 12-member board that convenes eight times a year. More information about Community Bridges' Lift Line programs is available online at: <http://www.communitybridges.org/liftline.htm>

### **Volunteer Center**

The Volunteer Center is a non-profit organization with the mission to promote volunteerism throughout the community enabling people to share their skills and time to extend needed services in Santa Cruz County. The Volunteer Center has three offices; one in Santa Cruz, one in the San Lorenzo Valley and one in South County to serve the diverse and local needs of the area. The Transportation Program enlists volunteer drivers to use their own vehicles to provide up to one ride a week to senior citizens or people with disabilities to medical appointments, grocery shopping, or banking. Many people rely on this service to help them remain in their own homes, if they are not physically able to drive or take public transportation. Many of the clients using the Volunteer Center's Transportation Program live in remote areas not served by transit or ParaCruz (the ADA-mandated paratransit). The Volunteer Center offers volunteer drivers supplemental insurance coverage and a mileage reimbursement.

The Volunteer Center works with the City of Santa Cruz to receive Transportation Development Act funds as specified in the RTC's Rules and Regulations. The Volunteer Center is governed by a ten-member board. More information about the Volunteer Center is available online at: <https://scvolunteercenter.org/programs/transportation-program>