



STAFF REPORT

11/12/2024

AGENDA ITEM

**TO: HONORABLE MAYOR
AND MEMBERS OF THE CITY COUNCIL**

**FROM: CARLO TOMAINO
CITY MANAGER**

**BY: YVETTE E. AGUILAR
DEPUTY CITY MANAGER**

**SUBJECT: AGREEMENT WITH TLC LUXURY LIMITED LIABILITY CORPORATION, DBA TLC
LUXURY TRANSPORTATION FOR YOUTH AND SENIOR TRANSPORTATION
SERVICES**

Summary:

The Parks, Recreation, and Library Services Department offers a variety of recreational trips and engagement opportunities for youth and seniors. Staff organizes half-day and full-day trips for seniors one to two times per month, seasonal field trips for youth ages 6-14. To ensure safe transportation, staff arranges motorcoach services for each trip. On September 11, 2024, staff released a Request for Proposals for recreational transportation services, serving the youth and senior demographics. The City Council will consider authorizing the City Manager to enter into a Professional Services Agreement with TLC Luxury Limited Liability Transportation, dba TLC Luxury Transportation (TLC), to provide recreational transportation for youth and senior demographics. The proposed term for the Professional Services Agreement is a one-year term, with the option to extend the agreement for two additional, one-year terms, for a not-to-exceed amount of \$90,000 annually.

Strategic Plan Goal(s):

Goal No. 1: Financial Stability: Ensure the City's long-term financial stability and resilience.

Goal No. 5: High-Functioning Government: Strengthen internal communication, recruitment, retention, systems, and processes to increase the effectiveness and efficiency of City Services.

Recommendations:

1. Authorize the City Manager to enter into a Professional Services Agreement with TLC Luxury Transportation, for a two-year contract, with three optional one-year extensions, for an amount not

-to-exceed \$90,000, annually, in the form approved by the City Attorney.

2. Authorize a standard contingency of 10% annually and up to a 180-day term extension pursuant to the City's Purchasing and Contracting Guidelines.

Fiscal Impact:

Funding for recreational transportation services for youth and seniors is included in the Fiscal Year (FY) 24-25 Proposition A (Prop A) budget under Account No. 202-40-5670. Staff will budget future allocations through the annual operating budget process and will be dependent on the City's Prop A allocation by the County of Los Angeles.

Background:

The Parks, Recreation, and Library Services Department organizes trips each year for youth and seniors to participate in various recreational activities across Los Angeles, Orange, Riverside, and San Bernardino counties. Transportation services primarily follow predetermined transportation schedules and support half-day or full-day outings to various destinations both within and outside of the Los Angeles County region. Transportation may be required at different times, including daytime, evening, weekday, weekend and even on nationally recognized holidays. Additionally, vehicle operators may experience wait times at drop-off locations, ranging from under an hour to several hours.

Services include transportation for senior day trips, scheduled one to two times per month, primarily serving adults 55 and older. For youth, transportation staff would be arranged seasonally, with trips designed for participants ages 4 to 16.

Request for Proposals (RFP)

On September 11, 2024, the City issued an RFP for Youth and Senior Transportation Services, with a submission deadline of October 1, 2024 (Attachment A). To support interested bidders, the City held an optional pre-bid meeting on September 20, 2024, in advance of the deadline. The City received, reviewed, and evaluated three proposals in total. The City posted the RFP Notice on the City's website in accordance with Signal Hill Municipal Code Section 1.08.010, ensuring it was available at least ten calendar days prior to the closing date (Attachment B). The following table outlines the scope of work under the proposed agreement:

	Senior Program	Youth Program
During Year	Year-Round	9 Weeks in Summer (June-August) 1 Week in Spring (March/April) School Year (Fall/Winter/Spring)
Frequency of Trips	1-2 Trips Monthly	Summer: 1-2 Trips Weekly Spring Season: 1 Trip School Year: Infrequently
Length of Trips	3-12 Hours	3-10 Hours
Type of Vehicles Required	<ul style="list-style-type: none"> Charter Coach Bus (Seats Approximately 55) 20+ Passenger Shuttle 	<ul style="list-style-type: none"> Charter Coach Bus (Seats Approximately 55+)
Number of Vehicles Required for any Given Trip	1	1-3
Non-Standard Vehicle Accommodations Required	<ul style="list-style-type: none"> Restrooms Air Conditioning Undercarriage 	<ul style="list-style-type: none"> Restrooms Air Conditioning Undercarriage Seatbelts

Analysis:

Staff formed a Selection Committee comprised of three representatives, including the Parks, Recreation, and Library Services Manager, Recreation Supervisor, and Recreation Coordinator. The Selection Committee conducted a two-tier review process that assessed the qualifications of all submitted proposals; the following three bidders advanced in the process:

1. TLC Luxury Transportation
2. Elite Executive Charter
3. A1 Financial Services

The first round of review involved a comprehensive evaluation of all qualified proposals. The second round of review included virtual interviews. The Selection Committee evaluated the proposals based on the criteria outlined in the RFP. Following the virtual interviews with each bidder, the Selection Committee determined that TLC Luxury Transportation, was the most qualified bidder to provide youth and senior transportation services, and best demonstrated their ability to meet the professional qualifications necessary for the satisfactory performance of the services at fair and reasonable prices. Staff summarized the Selection Committee's rankings in the table below:

Evaluation Committee	TLC Luxury Transportation	Elite Executive Charter	A1 Financial Services
Average Score	94	82	78

TLC Luxury Transportation's proposal effectively demonstrated its capability to meet the City's requirements outlined in the RFP, demonstrating a high level of professionalism to the City Selection Committee (Attachment C). TLC's services align well with the needs of youth and senior transportation programs, including a robust fleet suited to daily operations, ADA accommodations, and the flexibility to scale up if necessary. The proposal highlighted a consistent vehicle maintenance schedule, exceptionally trained staff with a low turnover rate, and administrative processes that provide the most flexibility in relation to trip modifications, rescheduling and cancellations.

As part of the RFP requirements, TLC Luxury Transportation commits to delivering the following:

- Provide transportation services for two Parks, Recreation and Library Services Department programs:
 - (1) Senior Excursions focused on providing day trips for seniors (55+ years) on a monthly basis
 - (2) Youth Excursions focused on providing day trips for youth (4-16 years)
- Provide a minimum of 16 trips for the senior program with anywhere from 5 to 55 riders at any given time.
- Provide at minimum 21 day-trips for up to 150 riders at any given time.
- Provide transportation to a variety of sites both within and outside of Los Angeles County region.
- Provide the appropriate number and type of vehicles and transportation during the daytime, evening, weekday, weekend and/or nationally recognized holidays as needed.
- Provide curb-to-curb service with the required assistance by drivers to those who would necessitate any special assistance.
- Provide necessary vehicles and equipment to provide transportation service for any designated City passenger including City passengers who have ADA accommodation needs.
- Provide on-going customer relations efforts including administration of reservations, scheduling, and dispatch of City transportation trips in accordance with the service schedules and policies set forth by the City.

TLC Luxury Transportation extensively detailed its safety procedures and personnel training thoroughly, satisfying the criteria, requirements and the intent of the RFP the best. Staff recommends the City Council approve the proposed agreement with TLC Luxury, LLC, dba TLC Luxury Transportation, to provide youth and senior transportation services, with an annual cost not-to-exceed \$90,000 (Attachment D). Funding for these services is allocated in the FY 24-25 Proposition A budget; staff will present future budget allocations to the City Council for approval as part of the budget adoption process. Upon City Council approval and agreement execution, staff will coordinate with TLC Luxury to implement transportation services.

Reviewed for Fiscal Impact:

Sharon del Rosario

Attachments:

- A. RFP - Youth and Senior Transportation
- B. Notice of Invitation for Proposals
- C. TLC Luxury, LLC dba TLC Luxury Transportation Proposal
- D. Professional Services Agreement