City Council Agenda Item Request

Submit to Clerk's Office
No later than 30 days before proposed Council meeting

1. **Date submitted to Clerk's Office:** 3/5/2026

2. **Primary contact person and Department requesting agenda item:** Ashley Haire, Transportation Director; Jessica Morriss, Assistant Transportation Director, Christopher Whitlock, Transit Division Manager

3. **Requested Council meeting date:** March 24, 2026

4. **Subject:** ART Operations and Maintenance Contract

5. **Action requested:** Adoption of a resolution authorizing the City Manager to execute a four-year contract with RATP Dev in the amount of $54,899,943 for Operations and Maintenance of the Asheville Rides Transit fixed-route transit system.

6. **Note if time sensitive, and why:** Yes, so that an adequate transition to the new contract can be facilitated by July 1.

7. **Potential Fiscal Impact:** The total four-year contract amount is $54,899,943. If both two-year options are exercised, the total contract amount would be $120,317,257.
   Total contract amount:
   i. Year 1: $12,671,301
   ii. Year 2: $13,309,046
   iii. Year 3: $14,102,049
   iv. Year 4: $14,817,546
   v. Option Year 1: $15,370,405
   vi. Option Year 2: $15,948,574
   vii. Option Year 3: $16,657,664
   viii. Option Year 4: $17,440,670

8. **Identify all vendor outreach for Minority & Women Owned Business Enterprises (MWBE):** N/A, this is a federally funded contract

9. **Identify all Boards, Commissions and Committees with proposed dates:**
   - PEDE Committee presentation, 3/17/2026

10. **Identify key issues:**
    - The City of Asheville contracts the operations and maintenance of the Asheville Rides Transit (ART) fixed-route transit system.
    - In 2025, the City of Asheville issued a request for proposals (RFP) for the operations and maintenance of ART for four years with two renewal options for two years each.
    - The RFP evaluation committee was composed of seven people, including one external evaluator, a representative from the French Broad River MPO, and

representatives from the City's Finance Department, the City Attorney's Office, and the City's Transportation Department.

- The City received four proposals in response to the RFP.
- After review of the proposals, the evaluation committee came to a consensus in awarding the RFP to the vendor with the highest evaluation score. Committee members used a standardized scoring process that was suggested by the City's Purchasing Division and explained in the RFP document.
- RATP Dev has been selected as the contractor to provide operations and maintenance services for ART and will begin operating under the new contract on July 1, 2026.
- There are several new key features of the contract, including the following:
    i. Addition of new, full-time key personnel that will be instrumental to improving operations and customer service, including the following:
        - Crisis Counselor
        - Customer Service Manager
        - Human Resources Manager/Recruiter
    ii. New software and technology for reporting and contract compliance/oversight
    iii. New and strengthened performance measures
        - Higher goals for on-time performance
        - Incentives to encourage the contractor to mitigate instances of buses departing earlier than scheduled times
        - Quicker response time to resolve customer complaints
        - Incentives to encourage professionalism when interacting with customers
        - Incentives to reduce instances of supervisors operating routes due to driver shortages