

Ride Right would like to submit the following questions in response to the RTA Sun Shuttle Fixed-Route and Dial-a-Ride RFP:

1. **Page 8, Goal 3:** How would the RTA prefer to receive the pricing for the ride-sourcing program with stand-alone pricing?

The RTA would prefer the pricing be based on a per mile cost, however we didn't want to limit alternative cost structures contractors could propose. As this program will not be evaluated as part of the bid score, the pricing does not necessarily need to be comparable to the other services. Please include the pricing structure that works with your program proposal, ensuring it is separate from the main services.

2. **Page 10:** The RFP shows a reimbursement unit of revenue mile for the Dial-a-Ride services. Would the RTA consider making this a per trip or per vehicle service hour reimbursement for the paratransit? Otherwise there is no incentive to share rides, and thus the program is not being as efficient as possible for RTA and its passengers. A per trip or hourly rate could be used quite effectively for dedicated routes with dedicated equipment.

The RTA requests that all pricing be submitted on a per mile unit as originally specified. A negotiated pricing alternative may be considered after the award of contract.

3. **Page 35:** Please provide the necessary equipment specifications for installing the Genfare Fast Fare-e equipment at the facility.

Upon review of this provision, the RTA has determined the contractor will not be responsible for the installation costs of the Genfare compatible equipment. These costs will be covered by the RTA.

4. Please clarify the percentage of ambulatory passengers versus the percentage that use mobility devices.

Approximately 25 percent of trips completed on Sun Shuttle ADA Dial-a-Ride service require a wheelchair accessible vehicle.

5. What was the total amount paid to the incumbent contractor(s) for the last two fiscal years (by year)?

**Fixed Route/GV DAR: July-June**

FY 2016: \$1,752,669.81

FY2015: \$1,717,905.64

**ADA Dial-A-Ride: July-June**

FY 2016: \$4,769,289.87

FY2015: \$4,815,626.73

6. In order for all bidders to accurately gauge the cost of insurance and maintenance, please provide the revenue miles and revenue hours, total miles and total hours, and current deadhead miles and deadhead hours for the services contemplated by this RFP. For the fixed route (Sun Shuttle), please provide this information by route.

Please see Attachment B for this information. Deadhead is included in the Totals.

7. What are the current pull out and return to yard times for each route?

The current contractor maintains the run cuts for the current schedule. This information is not reported to the RTA.

8. As our company would like to hire as many of the employees that make up the current workforce as possible, it is important to us to ensure that they make at least as much as they do now. Please provide a current seniority list, with date of hire, of all current staff (names can be stricken to protect privacy – perhaps just list position name and number (Driver 1, Dispatcher 1, Dispatcher 2, etc.) along with seniority date. Please also indicate if these positions are full time or part time, and current rate of pay, and please provide information regarding the current rates/benefits for these employees. Please include specific information such as a rate sheet, regarding co-pays, dependent coverage, and amount of premium to be paid by employer.

This information is proprietary to the current contractor and is not shared with the RTA.

9. Please clarify for which service that the union has organized the employees, and please provide copies of the current collective bargaining agreement, any TA agreements, side letters, or other documentation that indicates the current agreement parameters with the incumbent contractor.

To the RTA's knowledge, the current contractor has no agreements with any labor union.

10. Please provide contact information for any local union representative that currently represents any of the current employees.

Please see the response to question 9.

11. Please provide a listing of current positions provided by the current contractor, or an organizational chart outlining these positions. Please indicate the percentage that these current positions are dedicated to the current contract.

Information about the full management structure of the current contractor is proprietary to the current contractor and is not shared with the RTA. Three positions, General Manager, Fixed-Route Operations Manager, and Maintenance Manager are 100 percent dedicated.

12. If we retain existing drivers, can they be exempt from the 40 hour minimum training hours and complete a reduced training hours program?

Any drivers retained will be allowed exemption from the 40 hour training requirement, provided that their existing training is current. Any training or operational requirements listed in a proposal that differ or go beyond drivers' current training will still need to be completed.

13. Please provide the number of vehicles used at peak time for each of the services contemplated by the RFP. If this information is available by day of week, please provide it in that format.

Under the current schedule, 13 vehicles operate in peak service for Sun Shuttle fixed route. The dial-a-ride fleet is dynamic and the number of vehicles deployed varies based on a number of factors and operating decisions.

14. Please provide the amount of liquidated damages (and what categories those damages were assessed to) for each month over the past year that were charged to the current contractor.

The RTA has not exercised the option to assess liquidated damages under the current contract; however, we reserve the right to do so at any time.

15. Will the RTA make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many and what type?

The RTA is willing to consider making a limited number of fixed-route vehicles available for training purposes during start-up, but only if doing so will not affect daily fleet operation. The exact number will depend on the training requirements. The vehicles would be the same as those in the current fleet inventory exempting the diesel buses due to the limited number.

16. Please provide all bidders with the history of major component replacement and repair for the provided fleet over the past 12 months.

The current contractor is responsible for all maintenance work and costs and is not required to report this information to RTA. Section 1.13.23 in the Scope of Work details a process for vehicle turnover between an incoming contractor and the existing contractor. A similar process is outlined in the current contract and will be followed in the event the contract is awarded to a new contractor.

Additionally, more than half of the existing fleet is anticipated to be replaced prior to the start of the new contract.

17. Does the RTA have any remaining or extended warranties that apply to the provided fleet?

No, all current vehicles are passed the mileage requirements for warranties other than manufacture's defects. The new RTA vehicles will have current warranties associated with each new vehicle.

18. Please clarify the RTA's planned replacement schedule for the provided fleet. What are the life mile goals for each vehicle type?

The planned replacement schedule as outline on the second page of Appendix H will be adhered to as closely as funding will allow. For all vehicle types, the 200,000 mile replacement goal will be sought. The new anticipated Freightliner diesel vehicles will likely meet or exceed this goal, while the smaller vehicles will likely need to be assessed at the 150,000 mile mark to determine if 200,000 miles is a reasonable goal.

19. What are the 3 biggest challenges that the RTA faces for the services contemplated by this RFP?

1. Anemic sales tax revenue growth, in the region following the 2008 recession is placing a strain on long-term budgets
2. Lagging fixed route transit ridership recovery after a long labor strike (on SunTran) in 2015.
3. Competing system design goals placing service coverage at odds with enhanced core coverage

20. What are the RTA's main goals for the next contract term?

The RTA has three main goals for this solicitation:

1. Continue the process of integrating and simplifying services into a seamless regional fixed- route and dial-a-ride system, including a voucherless fare payment system for Sun Shuttle Dial-a-Ride ADA

services. Ideally, this voucherless fare system will be compatible with the existing City of Tucson fare system.

2. Improve efficiency and service quality by combining traditional paratransit service delivery with a flexible and innovative demand response model.
3. Explore expanded service options in the ADA optional service area by launching a ride-sourcing pilot program employing non-commercial vehicles coordinated through an online-enabled reservation platform.

21. What does RTA wish to accomplish over the next decade for these services?

Continue to provide regionally seamless high-quality public transportation to the Tucson region through the remainder of the RTA plan life. This will require working with stakeholders to ensure all RTA funded services are operating optimally and that the transit projects promised in the RTA plan are being delivered.

22. Would RTA consider reviewing start-up costs as a separate line item so that bidders and incumbent price proposals can be compared equally?

No, please include all costs in the single bid. RTA is aware of the opportunity costs involved with transferring between vendors.

23. Are vehicles allowed to be fueled during revenue service?

Yes, as long as the service schedule is maintained uninterrupted.

24. For ADA DAR, are revenue miles gate to gate? If not, please confirm data provided is correct as revenue miles and total miles are equal.

The current contractor does not incur deadhead miles for ADA DAR service as they are only "on the clock" for the RTA while transporting passengers. Being a hybrid taxi service, once the RTA trip has ended, the vehicle could accept another RTA trip, or could accept a cash taxi trip.

25. With the 3 new vehicles on order and the 3 new vehicles anticipated, will vehicles currently in service be taken out? If so, please confirm which vehicles will be removed.

RTA intends to take three vehicles out of service and replace them with the three new vehicles. The contractor will not be expected to insure or maintain the old vehicles once the new contract period begins as the RTA anticipates selling them prior to that time.

26. Please provide maintenance costs by month for the past 12 months.

This information is maintained by our current contractor and the RTA does not require it to be reported in detail. However, average maintenance costs have historically run between \$0.40 - \$0.45 per mile across the fleet.

27. Please provide monthly invoices for the past 12 months.

See Attachment A.

28. May bidders include certain requested documents (resumes, sample manuals, sample procedures, etc.) as attachments to the proposal response rather than include them within the section/location they are asked for? May the implementation plan be included as an attachment as well, rather than included within the Minimum Requirements Verification Section?

Please adhere to the outline order in the Proposer's Checklist as closely as possible. If it is necessary to include certain documents as attachments, please clearly indicate where the documents may be found within the proposal in the Table of Contents.

29. Please confirm the Certifications (Buy America, Lobbying, etc.) are to be included with our proposal response as they are not included on the Proposer's Checklist and Forms outline. If they are to be included, please clarify what order they should be on the Proposer's Checklist outline.

Only the items listed in the Proposer's Checklist are required to be submitted. Items listed in the appendix under item K or S must be adhered to, but do not need to be submitted with the proposal.