



Solano Transportation Authority

... working for you!

**REQUEST FOR PROPOSALS (RFP) NO. 2012-03  
FOR SOLANO COUNTYWIDE RIDERSHIP SURVEY AND ANALYSIS  
RESPONSE TO QUESTIONS**

**Proposals are due Tuesday, March 6, 2012 at 3:00 pm**

**Question No. 1**

For each route to be included in the survey, can you please provide:

Vehicle Service Hours per day (Weekday, Saturday, Sunday)

Average Passengers per Day (Weekday, Saturday, Sunday)

**Response:**

Information obtain from TDA claim estimates	Dixon	Fairfield	Rio Vista	SolTrans	Vacaville
Ridership (annual)	47,000	1,000,000	15,000	605,000	400,000
Revenue Hours (annual)	7,200	85,213	5,300	41,372	23,500
Average Weekday Board	200	3,354	55		1,100
Average Saturday	30	705	18		600
<b>Buses</b>					
Local	x	17	x	x	17
Over the road coaches	x	19	x	25	x
Cutaways	9	x	4	x	x

Bus Seat Capacity	Capacity
Cutaways	22
Local	30-40
Over the Road coaches	55

**Question No. 2**

Is it your intent that both the counts/timechecks and survey be conducted on all trips?

**Response:**

*Yes, the counts, timechecks and surveys are to be conducted on all trips. The demand response time check information may be obtain from dispatch.*

**Question No. 3**

Are ridechecks required for the demand responses services, or just the survey? Would a mail back survey methodology (with surveys distributed via seat drop or by the drivers) be acceptable for the demand response services or is a surveyor on-board desired?

***Response:***

*Time checks information for demand response services may be obtained from dispatch. A mail back survey methodology may be proposed for the demand response. However, the surveys for the intercity routes are required to be on-board surveys since this information will be used for the Intercity Funding Agreement.*

**Question No. 4**

Do you desire the same level of detail for Origin/Destination (O/D) data as in the sample survey? How do you wish to receive the O/D data?

- Raw Data for geocoding
- Geocoded pairs
- Mapped pairs

***Response:***

*Please see the prior Transit Ridership Studies located on Solano Transportation Authority (STA) website: <http://www.sta.ca.gov/Content/10055/CountywidePlansampStudies.html#trs> The website location is also listed on page 1 of the RFP. The prior ridership studies were complete in an acceptable format.*

**Question No. 5**

If you want the O/D data analyzed, have you established analysis zones? Since the notice to proceed is not expected until mid March, it will be difficult or impossible to complete two weeks of data collection before the end of March. There is significant preparatory work to be done, including development and printing of the questionnaire, preparation of ride check forms for each route/run, recruitment and training of surveyors and logistical planning. Would it be acceptable for data collection to occur in April, as long as spring break periods are avoided?

***Response:***

*It would be ideal for the intercity routes to be completed in March. STA staff anticipates only minor edits if any to the ridership survey. The check forms from the previous study may be utilized with minor edits. STA realize this time schedule may be difficult. All proposals are welcomed.*

**Question No. 6**

Are driver paddles (individual word assignments) available in electronic form (e.g. excel)?

***Response:***

*Bus schedules are available with time and destinations at: <http://www.solanoexpress.com/> Some of the templates from the prior studies will be made available and would need minor edits.*

**Question No. 7**

On-time performance – do you want arrival or departure or both times recorded?

***Response:***

*STA is looking for arrival and departure time.*

**Question No.8**

Do you have a stop file with latitude longitude information?

***Response:***

*STA does not have a stop file with latitudes longitude information. However, STA does have a template of the routes and stops from the last 2009 Ridership Study that would only require minor edits.*

**Question No. 9**

Which scheduling system do you use, Trapeze, Hastus, or other? What scheduling systems are used for demand response services? Can you send us exports of files from these systems in electronic form?

***Response:***

*Dixon Read-Ride offers a dial-a ride service. Most rides are called in and served as needed with a 5- 15 minute response time. The advance reservations are scheduled in excel. The annual ridership for Dixon is approximately 47,000. Dixon Read-Ride is only Demand Response service that is being requested. No Paratransit services will be surveyed at this time.*

**Question No. 10**

How far in advance is your demand response service scheduled, next day or few hours?

***Response:***

*Dixon Read-Ride is an on call basis. Even though some riders are called in advance, the majority of the rides are called in and passenger picked up within 5-15 minutes.*

**Question No. 11**

When was the last time ridership studies were done for Intercity routes of Rio Vista Delta Breeze and Vacaville City Coach services, **all** local routes, and demand response services? Are those studies available?

***Response:***

*The Ridership Study for the local and intercity routes was conducted in 2006. In 2009, The Ridership Study was conducted only for the intercity routes. All of these studies are located on the STA website at:*

*<http://www.sta.ca.gov/Content/10055/CountywidePlansampStudies.html#trst:>*

*The website located was also listed in the RFP on page 1.*

*Dixon Read-Ride demand response has not been conducted.*

**Question No. 12**

Can you give us starting time and ending time of service, total hours, revenue hours, and ridership per hour by route by time period, block paddles, driver paddles, headway sheets?

***Response:***

*This information can be found in the on STA website at: <http://www.solanoexpress.com/>  
For Ridership information, please see Question No. 1 and also see Response to Question No.1 of this document.*

**Question No.13**

Can you send us vehicle number, seat capacity, and total capacity for fixed route and demand response vehicles? Can monthly ridership figures for all months be provided?

***Response:***

*See Response to Question No. 1.*

**Question No. 14**

Is there any flexibility to the schedule? If the Notice to Proceed is expected to be issued on March 14 and the data collection has to take place within a two-week period prior to the end of March, that leaves very little time to plan and execute the activities outlined in the Scope of Work. Can data collection be moved to a later date?

***Response:***

*It would be ideal for the intercity routes to be completed in March. STA staff anticipates only minor edits if any to the ridership survey. The check forms from the previous study may be utilized with minor edits. STA realize this time schedule may be difficult. All proposals are welcomed.*

**Question No. 15**

Is the reason for data collection being completed in March based solely on historic ridership figures?

***Response:***

*Yes, the reason for data collection being ideal for the month of March is base on historic ridership figures.*

**Question No. 16**

How many onboard customer surveys were collected during the 2006 study?

***Response:***

*This information can be found in the 2006 Ridership Study on STA website at:  
<http://www.sta.ca.gov/Content/10055/CountywidePlansampStudies.html#trs>*

**Question No. 17**

Will boarding and alighting counts need to be conducted on a stop-by-stop basis, or on a per-trip basis?

***Response:***

*Boards and alighting counts need to be conducted on a stop-by stop basis.*

**Question No. 18**

Do any of the operators to be surveyed have APC and/or AVL technology in place? Will data from these technologies be made available?

***Response:***

*Fairfield and Suisun Transit (FAST) is the only operator with AVL. STA staff will ask the Fairfield staff to see if this information can be made available. However, this proposal is requesting for time check to be provided by an outside party.*

**Question No. 19**

RFP project schedule states Final Report is to be completed June 2012. Please state when presentation materials (Task 10.1) are to be completed and delivered to STA.

***Response:***

*The presentation materials are to be complete and delivered to STA by June 2012.*