

STANISLAUS REGIONAL TRANSIT AUTHORITY

REQUEST FOR PROPOSALS

NO. 2021 - 01

OPERATION OF TRANSIT SERVICES

Follow-Up Responses to Questions from Potential Proposers to the RFP

Issued: May 20, 2021

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Questions from MV Transit

1. Telephone System- Transit Center

- From Q&A issued on 5/14/21 Q #24. Questions 96, 154, 214, 215, 216, 217, 218, and 293, Addendum 2, Responses to questions. There appears to be conflicting information regarding who provides the phone system. Can SRTA confirm that the contractor is responsible for the phone system at the Bus Maintenance Facility only? Will SRTA provide the phone systems for the Transit Center or is this the responsibility of the Contractor?

- **The answer provided is not clear on who is responsible for the Transit Center Phone system.**

ANSWER: The Contractor is responsible for providing the phone system at the Bus Maintenance Facility and Transit Center for Contractor staff.

2. Revenue and Non-Revenue Hours and Miles-

- From Q&A issued on 5/14/21 Q #25. Question 117 and 113, Addendum 3, Responses to questions. In lieu of trip data, will SRTA provide the following data for the last 12 months?

- Deadhead mileage and hours individually for MADAR, StaRT demand response, StarRT paratransit.
- Maximum number of vehicles in service for weekdays, Saturdays and Sundays for MADAR, StaRT demand response, StarRT paratransit.
 - **Please provide maximum number of vehicles for MADAR.**
- **The data provided in the addenda and responses comes from various sources and some deadhead amounts appear to be low, please provide a table (illustrated below) with the most recent 12 months of data, showing revenue, deadhead and total, hours and miles for all services – MADAR, StaRT paratransit, StaRT demand response.**

	Revenue Hours	Deadhead Hours	Total Hours	Revenue Miles	Deadhead Miles	Total Miles
MADAR	20,014	10,698	30,712	27,407	4,104	31,512
StaRT Paratransit	3,750	1,889	5,639	39,496	32,223	71,719
StaRT Demand Response	7,113	1,903	9,016	91,059	74,443	165,501

ANSWER: The MADAR, StaRT Paratransit and StaRT Demand Response services is a service based on demand. Trip demand will fluctuate day to day. The fleet list shows the number of vehicles available for use on paratransit and demand responses services. The table requested has been updated above.

3. Labor Code 1070 information- Storer

- From Q&A issued on 5/14/21 Q #27. Please provide seniority list for the current employees for this contract with position, full time or part time status, length of service, and current rate of pay. Also please provide current rates/benefits of the current employees with specific information regarding co-pays, dependent coverage and amount of premium paid by employer.
 - **This was provided for National Express only. Please provide this information for Storer.**

ANSWER: This information was provided in an Attachment update on May 18, 2021.

4. Organizational Chart- Storer

- From Q&A issued on 5/14/21 Q #28. Question 139, Addendum 2, Responses to questions. Please provide Attachment C - Organization Chart(s).
 - **This was provided for National Express only. Please provide this information for Storer.**

ANSWER: This information was provided in an Attachment update on May 18, 2021.

5. Call duration-

- From Q&A issued on 5/14 Q #30. Question 140, Addendum 2, Responses to questions. Attachment D – MADAR Call Log Data (Rev).
 - **What is the average call duration for the MADAR service?**

ANSWER: This information is not available. However, MADAR is a service provided to ADA registered riders and seniors, so duration of calls does vary. Some customers need a bit more time than others and new customers require a lengthier time for proper explanation and understanding of the service.

- From Q&A issued on 5/14 Q #140, Addendum 2, Responses to questions. Attachment D - Call Logs: StaRT Call Logs only list the amount of calls.
 - **Please provide similar information that was provided for Modesto (Calls Answered, Abandoned, call duration, hold time, % answered based on hold times). What is the average call duration for the StaRT service?**

ANSWER: This information was provided in an Attachment update on May 18, 2021.

6. Vehicle Blocking & Recovery Paid vs. Unpaid time-

- From Q&A issued on 5/14/21 Q #33. Questions 101 & 103, Addendum 2, Responses to questions. Attachment H – Please provide detailed vehicle blocking for both fixed route services included in this RFP. In Attachment H only driver paddles, and revenue hours were provided, however in response to question 103 blocking was said to be included in Attachment H.
 - **The information requested would show the trip by trip vehicle schedules to include all layover/recovery time (both paid and unpaid) and any interlining that is done between routes. This is imperative to understand the impact of the unpaid vs paid layover/recovery time and understand how the service is designed.**

- **We have received the headways and paddles for MAX, and a summary of runs only for the work performed by Storer, however we have not seen blocking for either service, or headways or true paddles from the Storer operated service.**

ANSWER: The information on the revenue time, recovery time and paid vs. unpaid is found in the Attachments and the RFP. The definition of the vehicle revenue hour is found at the beginning of the RFP document. In the MAX Revenue Hours and StaRT Fixed Route document found in Attachment H, it shows the revenue hours for each route and trip.

For example:

On MAX Route 38, the first trip of a weekday starts at 6:00am and ends at 6:29am. There is a recovery time of 6 minutes. So, there are 35 minutes of scheduled vehicle revenue time or .58 hours. The time between 6:35am and when the next trip starts at 7:00am is not considered scheduled vehicle revenue time. The total for each route and day of the week are found in the document and summarized on the first page.

On StaRT Route 60, the first trip of a weekday starts at 5:00am and ends at 7:24am. That would equal 2 hours and 24 minutes of scheduled vehicle revenue time or 2.4 hours. The time between 7:24am and when the next trip starts at 8:15am is not considered scheduled vehicle revenue time.