

Capital Area Transportation Authority



AMENDMENT NO. 2 TO SOLICITATION PARATRANSIT DEMAND RESPONSE SERVICES

1. AMENDMENT NO: 2	2. SOLICITATION NO: RFP 2017-137	3. SOLICITATION NAME: PARATRANSIT DEMAND RESPONSE SERVICES	4. AMENDMENT DATE: November 3, 2017
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5. ISSUED BY

Capital Area Transportation Authority
Purchasing and Contracts Department
4615 Tranter Street
Lansing, MI 48910

PLEASE NOTE: Contractor is required to sign this document and return it with the bid/proposal/quote.

6. DESCRIPTION OF AMENDMENT:

The following documentation has been attached to this Amendment:

- a) Summary Page of Amendments to Scope of Services
- b) Pre-Proposal Attendance and Sign In Sheet
- c) Questions Submitted, and CATA Answers
- d) Vehicle List
- e) Sample Summary Reports

All other Terms & Conditions remain unchanged.

NAME / TITLE OF OFFEROR (Type or Print)	COMPANY NAME
(Signature of person authorized to sign)	(Date Signed)



**CATA RFP 2017-137 – PARATRANSIT DEMAND RESPONSE SERVICES
SUMMARY PAGE OF AMENDMENTS TO SCOPE OF SERVICES**

a. Section II-C Scope of Work-Contracted Spec-Tran Services, Historical Ridership, Hours, and Mileage Information on page 12, has been amended to read as follows:

Historical Ridership, Hours and Mileage Information

The information listed below is for ADA Complementary Spec-Tran services and Supplemental Services for Rural Areas for October 1, 2014, through September 30, 2016, is provided as background for cost analysis and price quotes.

ADA Complementary Spec-Tran	FY 2015	FY 2016
Hours - Revenue	114,492	113,943
Hours - Total	132,686	132,274
Miles - Revenue	1,867,653	1,835,560
Miles - Total	2,022,438	2,059,382

Supplemental Services for Rural Areas*	FY 2015	FY 2016
Hours - Revenue	22,754	21,449
Hours - Total	27,582	26,231
Miles - Revenue	429,580	384,781
Miles - Total	585,126	527,163

Passengers	FY 2015	FY 2016
CATA Rural Service	48,071	42,390
Mason Redi-Ride	20,836	19,632
Mason Connector	10,607	10,317
Williamston Redi-Ride**	4,320	2,697
Williamston Connector	6,107	5,348
Spec-Tran Purchased	272,098	263,165

*Includes Williamston Redi-Ride.

**This service is no longer provided.





b. Section III-Contract Management and Responsibilities, Section III-C Penalties, on page 17, sentence has been amended from the following:

“A penalty fee equal to the Contractor’s hourly rate for service will be levied for each customer who is picked up outside of the “Be Ready Window” when the lateness is a result of Contractor performance”

To the following:

“A penalty fee equal to the Contractor’s hourly rate for service will be levied for each missed trip as a result of the Contractor performance.”

c. Section III-R Personnel and Training, Driver Selection and Training, on page 25 has been amended to include the following as part of the second bullet point on page 26 :

“Notwithstanding the above or anything in this RFP to the contrary, disqualification from employment based upon criminal history shall be reviewed on a case-by-case basis with consideration of the relevance of such history to the employment position and legal requirements.”

d. Section III-R Personnel and Training, Driver Selection and Training, on page 26 has been amended from the following:

“Minimally, drivers and mechanics must possess a Michigan Commercial Driver License with the class type and endorsements that are appropriate for the type of vehicle driven.”

To the following:

“Minimally, drivers and mechanics must possess a Michigan Commercial Driver License with the class type and endorsements that are appropriate for the type of vehicle driven, if required under state or federal law.”

e. Attachment D, CATA Vehicle Replacement Plan, on page 64, has been amended from the following:

“The replacements for vehicles are based on two factors, age and miles. The replacement schedule is set by the FTA and followed by the State of Michigan. The criteria for replacement are as follows:

Vans: 4 years or 100,000 miles (mini vans)

Small buses: 7 years or 200,000 miles (small buses)

Medium Duty buses: 10 years or 200,000 miles (medium duty hybrids)”





CAPITAL AREA TRANSPORTATION AUTHORITY

Nathan Triplett, Board Chair • **Sandra L. Draggoo**, CEO/Executive Director

To the following:

“The replacements for vehicles are based on two factors, age and miles. CATA’s criteria for replacement are as follows, if funding is available:

Vans: 5 years or 150,000 miles (mini vans)

Small buses: 8 years or 250,000 miles (small buses)”





Date: November 3, 2017

Re: Attendance of Pre-Proposal Meeting and Responses to Vendor Questions
CATA RFP 2017-137, Paratransit Demand Response Services

A pre-proposal meeting was held on October 26, 2017 at 10:00 AM. Those in attendance were:

Nicole Wilson, CATA Purchasing & Contracts Manager
Allan Currie, CATA Procurement Specialist
Andrew Brieschke, CATA Director of Operations
Steve Lewis, CATA Director of Maintenance
Matt Oudsema, CATA Senior Analyst
Michelle Willis, CATA Paratransit Supervisor – Operations
Craig Frazier, CATA Paratransit Supervisor – Administration
Laura Bailey, MV Transportation
Markala Goodson, MV Transportation
Matthew Veach, MV Transportation
Jack Hempstead, Ride Right
Arthur Rader, Transdev
David Holls, Trinity Transportation
Tom Prah, Trinity Transportation
Patrick Dean, Dean Transportation
Kirby Schoen, Indian Trails
Chad Cushman, Indian Trails
Ody Norkin, Michigan Flyer
John Heed, Golden Limousine (via telephone)
Greta Widerman, Ride Right (via telephone)
Amy Ritchie, Ride Right (via telephone)
Peter Greenburg, National Express (via telephone)

Please see the attached attendance sheet, as well as Questions & Answers.



PRE-PROPOSAL MEETING SIGN IN SHEET
CATA RFP 2017-137
October 26, 2017

Company	Name	Phone	E-Mail
MV	Laura Bailey	210-347-7955	laura.bailey@mvtransit.com
MV	Marhala Goodsen	(989) 907-9207	Marhala.Goodsen@MVTransit.com
MV	MATHEW VEAUGH	630-987-9660	matthew.veaugh@mvtransit.com
Ride Right	JACK HEMPSTEAD	847-343-1113	newbusiness@ride-right.net
Transdev	Arthur Roder	530 448 7142	arthur.roder@transdev.com
Trinity Transportation	David Holls	734 301 5687	davidh@trinitytransportation.com
Trinity Transportation	Tom Prahl	419-265-0089	tprahl158@gmail.com
DEAN TRANSPORTATION	PATRICK DEAN	517-319-3300	patrickd@deantrans.com
INDIAN TRAILS	KIMBY SCHUEN	(989) 721-7663	KSCHUEN@INDIANTRAILS.COM
INDIAN TRAILS	CHAD CUSHMAN	(989) 277-8047	ccushman@indiantrails.com
CATA	Steve Lewis		Steve@CATA.org
CATA	Michelle Willis	517-862-8799	MWillis@Cata.org
CATA	CRAIG FRAZIER	517-474-1014	c-frazier@cata.org

PRE-PROPOSAL MEETING SIGN IN SHEET
CATA RFP 2017-137
October 26, 2017

Company	Name	Phone	E-Mail
CATA	Matt Moudsema	394-1100	MMOUDSEMA@CATA.ORG
CATA	Andrew Brieschke	394-1100	abrieschke@cata.org
CATA	Allan Currie	394-1100	ACURRIE@CATA.ORG
CATA	Nicole Wilson	394-1100	nwilson@cata.org
MICHIGAN FLYER	Ody NorKin		
GOLDEN LIMOUSINE	John Heed		VIA TELEPHONE
RIDE RIGHT	Greta Wideman		VIA TELEPHONE
RIDE RIGHT	Amy Ritchie		VIA TELEPHONE
NATIONAL EXPRESS	Peter Greenberg		VIA TELEPHONE

No.	Question	Answer
1	Are the CATA Board minutes posted anywhere for Contractor viewing?	Board minutes are posted online at https://www.cata.org/About/Leadership/Board-of-Directors
2	What is the annual revenue you pay Dean Transportation?	The current contract revenue paid to the Contractor is approximately \$5,500,000 annually. This amount includes both ADA Complementary Spec-Tran Service and Supplemental Services for Rural Areas. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
3	<i>Page 52, Attachment A:</i> What was the total amount paid to the incumbent contractor(s) for the last two fiscal years (by year)?	The current contract revenue paid to the Contractor is approximately \$5,500,000 annually. This amount includes both ADA Complementary Spec-Tran Service and Supplemental Services for Rural Areas. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
4	What is the current hourly rate that CATA is paying for SpecTrans Service?	Current contracted cost is approximately \$34 per hour.
5	What is the current hourly rate that CATA is paying for Supplemental Service?	Current contracted cost is approximately \$45 per hour.
6	What is the current Vehicles Service Hour Rate for Spec-Tran and for the supplemental service?	Current contracted cost for ADA Complementary Spec-Tran Service is approximately \$34 per hour. Current contracted cost for Supplemental Services for Rural Areas is approximately \$45 per hour.
7	Please confirm that billable vehicle hours are “gate to gate”	Please refer to RFP Section II-E. CATA Supplemental Services for Rural Areas are billable as gate to gate; ADA Complimentary Spec-Tran Services are billable as first pickup to last drop off.
8	Federal and state governments may mandate changes to health insurance; the federal government made significant modifications to the Affordable Care Act (“Obamacare”) by regulation long after its becoming law, and even now that law’s future is uncertain. New mandates, laws, and regulations sometimes require employers to assume significant unforeseen, unbudgeted costs. In the event such unforeseen cost increases occur or an existing law’s full implementation requires a significant increase to benefits for the employees for this service, would a request for a corresponding adjustment to the contract rates be considered?	This is a fixed firm price contract. Proposers should account for any risk associated in their proposal.

No.	Question	Answer
9	<i>Page 52, Attachment A:</i> What are the current rates paid to the current contractor(s) for all components of pricing (fixed, variable).	Please refer to the answer for question 6 for current rates. CATA will to provide information for fixed or variable rates at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
10	The RFP states that all drivers must possess a Michigan CDL. It is usually not required to have a CDL to operate a Paratransit service using minivans. Requiring a CDL will greatly limit the available applicant pool, thus negatively affecting service for CATA. Furthermore, Mechanics frequently do not require a CDL, as many do not operate the vehicles off of the contractor's property. Would CATA be agreeable to amending the wording on p.26 to "Minimally, drivers and mechanics must possess a Michigan Commercial Driver License with the class type and endorsements that are appropriate for the type of vehicle driven, <u>if required under state or federal law.</u> "	Please refer to Amendment 2, Scope of Services.
11	Please provide a copy of the current contract(s) for these services.	CATA will not provide copies of the current contract. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
12	Please provide a copy of the current contract with the incumbent Contractor and any applicable change orders or addenda.	CATA will not provide copies of the current contract. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
13	Please provide any applicable collective bargaining agreements for employees of these services and any applicable MOUs or side letters of agreement.	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this Collective Bargaining Agreement (CBA) is not applicable.
14	Please provide a list of liquidated damages / penalties assessed over the last three years?	CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
15	<i>Page 23, Section III-P:</i> 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.	There were no liquidated damages assessed to the contractor for this time period.
16	<i>Page 28, Section III-W:</i> What is the current level of complaints per 1,000 boardings for each of the service types provided? What is the average level of complaints per 1,000 boardings per year for each of the three past years?	CATA received a total 97 formal complaints that were attributed to the Contractor in FY 16.

No.	Question	Answer
17	Would CATA consider creating an information file between now and the proposal due date, including historical data starting with the previous procurement file showing all bidders from the previous RFP, and including information that would relate to reports received from the current Contractor in terms of operations and vehicle reports? Since CATA owns the equipment while the Contractor maintains the equipment, it would be helpful to view maintenance expenses on vehicle owned by CATA.	CATA believes that the answers provided in this list of questions, in addition with the information provided in the RFP, will be sufficient for Contractors to build an informed proposal. Regarding maintenance expenses, this information is determined by the Contractor.
18	If there were any audits, performance reviews, or complaints on the current contract, will CATA make those available?	CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
19	Please provide on-time performance metrics for the last year of service.	The On-Time Performance monthly average has been approximately 87-90% over the last year of service.
20	Please provide 12 months of performance statistics, including liquidated damages or incentives, for On Time Performance and other performance measures	CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
21	Please provide a listing of accidents reported to CATA during the last three years with details regarding description, route, preventability, date, DOT reportable, etc.	<p>Total number of accidents (per calendar year) involving a CATA vehicle across all service types:</p> <ul style="list-style-type: none"> - 2015 – 33 - 2016 – 41 - 2017 – 26 (through 10/31/17) <p>These numbers reflect all accidents regardless of severity and fault, Contractor driver or other.</p>
22	Please provide copies of the last six months of management reports and invoices.	Copies of past information are proprietary. For a list of reports CATA currently receives, please refer to question 24.
23	Please provide management/operations reports for the past six (6) months.	Copies of past information are proprietary. For a list of reports CATA currently receives, please refer to question 24.

No.	Question	Answer
24	<p>Please provide all bidders with copies of the last three months of:</p> <ol style="list-style-type: none"> a. Monthly invoices b. Monthly management reports 	<p>CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant. In addition to the monthly costs for this service, CATA also receives the following information on a monthly basis, unless otherwise specified:</p> <p>Operations receives:</p> <ul style="list-style-type: none"> - Monthly On-Time Performance reports for ADA Complementary Spec-Tran Service - Accident reports as they occur - Drug & alcohol testing reports - Daily run closure reports - Immediate notification of any accidents - Monthly employee numbers - Monthly downed vehicles reports - Fuel usage report - Revenue hours, miles, & passengers <p>Maintenance receives:</p> <ul style="list-style-type: none"> - Fuel, monthly mileage, and life miles by vehicle - PM's performed, vehicle, type of PM, date, and mileage - Road calls as defined by NTD Policy Manual - Major component replacement - Accident repairs - Snap shot of the down list - Trends on maintenance issues - Warranty repairs - PM interval report starting 10/1 through 9/30 (Annually) - Vehicles delivered to CATA for inspections (Annually) <p>These reports are the minimum that CATA requires, and may be required more often than listed here.</p>

No.	Question	Answer
25	To ensure that all bidders have the information available to the incumbent and provide maximum cost savings to CATA based on accurate system trip-making patterns, please provide the data listed below in excel for a recent seven-day period. Please provide data drawn from a representative week for the service excluding holidays or unusual trip-making patterns associated with adverse weather or special events.	Due to the proprietary nature of some of the questions asked, CATA will only provide summary information. Please refer to the attached Summary Reports for data that is currently available.
25.a	a. Origin and destination latitude and longitude coordinates for each scheduled trip	Due to privacy concerns, CATA will not release this information.
25.b	b. Final status of each scheduled trip, e.g. whether the trip was provided, cancelled or no-showed	CATA references On-time Performance in question 19. CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
25.c	c. Scheduled and actual pick-up and drop-off times for each performed and no-showed trip	CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
25.d	d. Passengers transported, broken down by riders, attendants, companions, children and any other passenger categories tracked by the system	Please refer to the attached Summary Reports for a sampling of data that CATA will provide.
25.e	e. Number of passengers using a mobility device, service animal or any other equipment codes for each trip	Please refer to the attached Summary Reports for a sampling of data that CATA will provide.
25.f	f. Number of trips denied, broken down by capacity, eligibility and rider refusals as well as by any other category currently tracked	As a rule, CATA does not deny ADA Complementary Spec-Tran Service trips. There were no capacity denials during the two month sampling provided in the attached Summary Reports.
25.g	g. Number of complaints received	For the time periods provided: October 2015: 8 complaints September 2016: 11 complaints

No.	Question	Answer
26	In order to conduct an analysis of the current service, structure best possible strategies to service delivery, and provide insights into service demographics, we would like to request a copy of one month (4 weeks) or at least one full week of specific service data from within the current Trapeze database. This data should include all events (including picks, drops, pull-out, lunches, breaks, pull-in, etc.) for a normal month / week (excluding holidays) and exported to a .xls (Excel) format for importing. Instructions for query execution are in the attached .sql file.	CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant. CATA does not run queries on our proprietary data on behalf of outside organizations.
27	<i>Page 12, Section II-C:</i> Does CATA anticipate any increase or decrease in service levels over the next five years?	At this time, CATA does not anticipate any increase or decrease in service levels.
28	Does CATA plan to release the current routes these services are running? Or information on the actual services provided?	Please refer to RFP Sections II-C & II-D, which outline the hours of service. Specific bid run structures will be discussed after the award of this contract, and will be ongoing.
29	To ensure accurate insurance costing, please provide:	Please refer to the attached Vehicle List for all available information.
29.a	a. The dollar values, at the start of the contract, at which the vehicles should be insured (and note whether actual cash values or replacement values),	Please refer to the attached Vehicle List for all available information.
29.b	b. Seating capacity for each vehicle type,	Please refer to the attached Vehicle List for all available information.
29.c	c. Three years of loss and accident information, including accident/incident frequencies per 100,000 miles.	<p>Total number of accidents (per calendar year) involving a CATA vehicle across all service types:</p> <ul style="list-style-type: none"> - 2015 – 33 - 2016 – 41 - 2017 – 26 (through 10/31/17) <p>These numbers reflect all accidents regardless of severity and fault, Contractor driver or other. For current service miles by fiscal year, please refer to Amendment 2, Scope of Services.</p>
30	Pages 11-14 (II-C) Scope of Work-Contracted Spec-Tran Service & (11-E) Scope of Work-Supplemental Services.	
30.a	a. Can the historical ridership, hours, and mileage information be broken down by month for each service? That would provide a better snapshot about seasonal fluctuations for staffing requirements.	Please refer to Amendment 2, Scope of Services.
30.b	b. The RFP for Spec-Tran Services reports 53 mini-vans and 3 diesel buses:	

No.	Question	Answer
30.b.i	i. Is every vehicle assigned to a run?	No
30.b.ii	ii. On average, how long is each run?	Please refer to RFP Sections II-C & II-D, which outline the hours of service. Specific bid run structures will be discussed after the award of this contract, and will be ongoing.
30.b.iii	iii. Could one driver operate multiple runs a day?	It is the responsibility of the contractor to ensure all runs have an operator. It is CATA's expectation that all runs will be filled without negative impacts to service.
30.b.iv	iv. What is the required run structure?	Please refer to RFP Sections II-C & II-D, which outline the hours of service. Specific bid run structures will be discussed after the award of this contract, and will be ongoing.
30.b.v	v. What is the required spare vehicle ratio?	Please refer to RFP Section II-C for vehicle quantities. CATA maintains a 20 percent spare ratio over and above peak service numbers in addition to what is listed.
30.c	c. The RFP for CATA Rural Service, Mason Connector, Williamston / Webberville Connector and Mason Redi-Ride reports 18 buses:	
30.c.i	i. Is every vehicle assigned to a run?	No
30.c.ii	ii. On average, how long is each run?	Please refer to RFP Sections II-C & II-D, which outline the hours of service. Specific bid run structures will be discussed after the award of this contract, and will be ongoing.
30.c.iii	iii. Could one driver operate multiple runs a day?	It is the responsibility of the contractor to ensure all runs have an operator. It is CATA's expectation that all runs will be filled without negative impacts to service.
30.c.iv	iv. What is the required run structure?	Please refer to RFP Sections II-C & II-D, which outline the hours of service. Specific bid run structures will be discussed after the award of this contract, and will be ongoing.
30.c.v	v. What is the required spare vehicle ratio?	Please refer to RFP Section II-C for vehicle quantities. CATA maintains a 20 percent spare ratio over and above peak service numbers in addition to what is listed.
31	Will there be an opportunity to inspect the some of the vehicles used for this service?	CATA will give the contractor the opportunity to sample the fleet after award, as the vehicles are available.
32	What are the current miles between road calls for each of the service types provided? What are the average miles between road calls per year for each of the three past years?	It is the responsibility of the Contractor to maintain CATA vehicles as well as maintenance records. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.

No.	Question	Answer
33	How many of the current 1,500 daily Spec-Tran trips are provided by CATA, and how many by the current vendor?	Approximately 75 percent contractor and 25 percent CATA. (ADA Complementary Spec-Tran Services only). 80 percent is predominately ambulatory passengers.
34	Are there ridership figures available for the period from 10/1/16-9/30/17? If so, what are they?	Final ridership figures are not available for this time period.
35	What is the estimated number of weekday trips?	Ridership per weekday is approximately 1,500 for all combined contracted services. Contracted ADA Complementary Spec-Tran Service accounts for approximately 1,150 of that number, while Supplemental Services for Rural Areas makes up the remaining 350.
36	What is the maximum number of trips in a day?	While the number may fluctuate, CATA anticipates a maximum number of up to approximately 2,000 rides per day.
37	For the purposes of insurance and wage costing, please provide the current revenue miles and revenue hours; current total miles and total hours; and current deadhead miles and deadhead hours for the provision of these services.	Please refer to Amendment 2, Scope of Services for all available information.
38	Please provide the current level of productivity for each of the services provided.	Please refer to Amendment 2, Scope of Services for all available information.
39	Please provide revenue, deadhead and total hours and miles for the last three years for Spec-Tran Service and Supplemental Services.	Please refer to Amendment 2, Scope of Services for all available information.
40	Please provide the daily revenue and deadhead hours and miles for each service.	CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
41	<i>Page 12, Section II-C:</i> The RFP provides total hours and miles. In order for all bidders to accurately gauge the cost of insurance and maintenance, please provide these numbers broken down into revenue miles and revenue hours, total miles and total hours, and current deadhead miles and deadhead hours for the services requested in this RFP.	Please refer to Amendment 2, Scope of Services for all available information.
42	<i>Page 17, Section III-C:</i> Please provide the number of trips per month over the last 18 months that have been outside the “Be Ready” window as a result of contractor performance.	CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
43	What is the current level of productivity for each of the service types provided? What is the average productivity per year for each of the three past years?	Please refer to Amendment 2, Scope of Services for all available information.

No.	Question	Answer
44	Of the 1,500 daily riders, can CATA provide splits between the two services? How many customers need assistance to the ramp, or request a lift?	Ridership per weekday is approximately 1,500 for all combined contracted services. Contracted ADA Complementary Spec-Tran Service accounts for approximately 1,150 of that number, while Supplemental Services for Rural Areas makes up the remaining 350. Approximately 25% of riders are transferable once they arrive to the vehicle for transport.
45	Please provide a 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.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
46	Please provide a current rates/benefit chart for employees with specific information regarding co-pays, dependent coverage and amount of premium paid by employer.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
47	Please provide retirement plan information.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
48	Please provide a current organizational chart or listing of positions provided by the current contractor. Please indicate the percent these positions are dedicated to the contract.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
49	Please supply any information about current incentive program for the employees.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
50	Please provide an organizational chart and listing of current employees, pay rates, seniority, rates and participation for benefits (medical, dental, retirement, etc.)	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
51	What Retirement Benefits are currently offered union and nonunion employees (i.e. 401(k), pension, 457 Plan, retiree medical, retiree life, etc.)?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
52	What is the current employer contribution, vesting schedule and waiting periods for any plans offered?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.

No.	Question	Answer
53	Total number of employees - union vs. nonunion?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
54	Is there any current benefit plan design (medical, dental, vision, life and disability insurance) information?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
55	Can you provide the employer/employee cost-sharing for health benefits for all coverage tiers?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
56	What is the benefit eligibility waiting period (i.e. 0, 30, 60, 90 days)?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
57	Are we able to obtain any census information (demographic information specifically employee date of birth, gender, home zip code, current benefit plan coverage tier)?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
58	What is the current pay scale of the operators?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
59	Can you provide a seniority list of the operators?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
60	Please provide a seniority list for the incumbent bus operators, including those employed by any subcontractors.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
61	Please provide a seniority list for the incumbent vehicle operators and mechanics.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.

No.	Question	Answer
62	Please provide six (6) months of invoices from the incumbent Contractor.	CATA will not provide this information at this time. There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
63	What is the turnover rate for drivers over the last 12 months?	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
64	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.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
65	Does Dean Transportation run the service now?	Yes
66	Has CATA been satisfied with Dean’s services?	There will be differences in the Scope of Services for this procurement, and therefore the existing contract information is not relevant.
67	How many years has the existing contractor held this contract?	The current contract has been in place since 2015.
68	Is this contract being bid out due to the expiration of the current contract?	Yes
69	Please confirm that there are no outstanding employer liabilities, which would carry over from the current contract to the new contractor, that need to be accounted for. As an example, in some cases, there are underfunded pension programs that cause a financial concern. (Title 49, U.S.C., Chapter 53, 5333(b) under the Federal Transit Law – “Section 13(c))	CATA is not aware of any outstanding employer liabilities. Additionally, it is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
70	As our company would like to retain as many of the current employees as possible, please provide a current staff list with seniority date, full or part-time status, and pay rate. Names can be stricken to protect privacy (i.e. Driver 1, Dispatcher 1, Dispatcher 2, etc.).	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
71	In order to ensure that none of the current employees go backwards in benefits should a transition occur, 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.	It is the responsibility of the Contractor to staff any employees needed for the services as outlined in the RFP. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
72	Does the current contract include some kind of language that would have the outgoing Contractor assist CATA with the incoming Contractor’s transition?	Any information that is pertinent to the incoming contractor would be provided by CATA. CATA will be willing to help give the incoming contractor and reasonable assistance during the transition period.

No.	Question	Answer
73	Does CATA anticipate drivers currently employed for these contracted services moving over to the incoming contractor?	Employees are the independent responsibility of the Contractor. CATA will not be involved in any recruitment efforts undertaken by the new Contractor.
74	Please provide the CBA for the CATA bus operators and mechanics that are represented by the Amalgamated Transit Union (ATU) Local 1039.	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this CBA is not applicable.
75	Please provide the contact name and number for the union representative for each service, if applicable.	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this CBA is not applicable.
76	Does 5333(b) (formerly Section 13c) of Title 49, regarding Transit Labor apply to this contract? If yes, please provide all bidders a copy of the 5333(b) or 13(c) agreement.	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this CBA is not applicable.
77	Is there a union(s) or existing labor agreement?? If so, please provide copies of the CBA(s) or labor agreements.	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this CBA is not applicable.
78	Please provide copies of the labor agreements that may apply to the incumbent work force.	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this CBA is not applicable.
79	<i>Page 43, Appendix B:</i> Are any of the current employees part of a labor union? If they are, please indicate for which service, as well as 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.	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this CBA is not applicable.
80	<i>Page 43, Appendix B:</i> Please provide contact information for any local union representative that currently represents any of the current employees.	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this CBA is not applicable.
81	Are the drivers that are currently operating the service unionized?	The current Contractor employee union is Dean Transportation Employees' Union. The current contractors are not part of CATA's bargaining unit. Therefore, this CBA is not applicable.
82	What is the starting wage for drivers? Average wage?	Driver wages are determined by the Contractor. It is the responsibility of the Contractor to ensure that they meet State of Michigan living wage requirements, as well as any Federal requirements.

No.	Question	Answer
83	Is there a minimum driver wage that CATA requires?	Driver wages are determined by the Contractor. It is the responsibility of the Contractor to ensure that they meet State of Michigan living wage requirements, as well as any Federal requirements.
84	The driver standards specified in the RFP include blanket prohibitions on hiring an employee with a listed criminal offense or with any felony record. Blanket prohibitions like this are in conflict with the EEOC's directives regarding permissible uses of background checks in the hiring process. EEOC requires that there be an individual case by case review of individuals with criminal records considering the relationship of the offense to the job duties, how long ago the offense occurred and the individual's rehabilitation. Will CATA modify its requirements to be consistent with EEOC requirements?	Please refer to Amendment 2, Scope of Services.
85	When drivers arrive at a pick-up location, are they allowed to call or text passengers?	No, they will need to go through their designated dispatcher, who may then reach out to the customer.
86	Dispatch approval is required before a driver can leave the site of a scheduled pick-up: is that approval from CATA's dispatch or the vendors?	This will depend on the service. Currently, CATA is responsible for dispatching Supplemental Services for Rural Areas, and the Contractor is responsible for dispatching ADA Complementary Spec-Tran Services.
87	Are the facilities that are currently being used for maintaining the vehicles owned by CATA or the Contractor?	These facilities are owned by the Contractor.
88	Is there an opportunity to work with CATA regarding any facilities, property, parking lots, etc.?	No, the facilities will be the responsibility of the Contractor.
89	What is the monthly or yearly amount of the fares collected by the operators on the vehicles?	Currently, the Contractor obtains approximately \$12,000 – 14,000 per month in fares from ADA Complementary Spec-Tran Services. Please reference Section III-S for all fare handling information.
90	What is the fare collection process?	Please reference Section III-S for all fare handling information.

No.	Question	Answer
91	Regarding the history of these services; is there a reason why CATA doesn't operate these services internally?	The two service types offered are distinctly different. The Supplemental Services for Rural Areas was provided over 25 years ago by Ingham County. In the 1990s, this service was consolidated and then operated by CATA. The ADA Complementary Spec-Tran Service has been operated by CATA dating back to the late 1980s/early 1990s. CATA contracts out about 75 percent of this service, which is primarily for ambulatory people with disabilities. CATA retains approximately 25 percent of this service in house, primarily for people with disabilities who use mobility devices.
92	How many contractors have held this contract previously?	Three contractors have performed paratransit services for CATA.
93	Please provide a copy of the current pull out times and return to yard times for each route, and clarify the operating hours for each service by day of the week.	Please refer to RFP Sections II-C & II-D, which outline the hours of service. Specific bid run structures will be discussed after the award of this contract, and will be ongoing.
94	What are the current pull-out and return-to-yard times for each route?	Please refer to RFP Sections II-C & II-D, which outline the hours of service. Specific bid run structures will be discussed after the award of this contract, and will be ongoing.
95	<i>Page 21, Section III-O:</i> Please confirm that CATA wishes for the exterior of each vehicle to be washed daily?	Yes
96	Please describe the exact methodology used to determine on-time performance. For example, will sampling be acceptable or will the Authority require 100% verification to determine?	Sampling will be acceptable.
97	Is there a limit on the weight, number or size of packages that passengers can bring on a trip?	Passengers are allowed to bring anything they can reasonably carry within the ADA's Reasonable Modification guidelines.
98	If a passenger is picked up early, or prior to the pickup window, is this counted against the contractor for purposes of determining on time performance?	No, however the operator cannot disturb the customer's trip.
99	<i>Page 17, Section III-C:</i> The RFP states that for on-time performance, "A penalty fee equal to the Contractor's hourly rate for service will be levied for each customer who is picked up outside of the "Be Ready Window" when the lateness is a result of Contractor performance." This implies that the contractor must have 100% on-time Performance within the window, which is unusual for a paratransit service. Is there a process in which the contractor can justify a trip being outside the "be ready" window?	Please refer to Amendment 2, Scope of Services.

No.	Question	Answer
99.a	Additionally, on page 23, the RFP states CATA will assess a fee of \$50 per day when on-time performance is not 92% for that day. Is this in addition to the loss of the hourly rate for any trip that is outside the “Be Ready” Window?	The \$50 liquidated asset charge applies to the daily on-time performance if it is lower than 92 percent. This is separate from an individual Missed Trip.
100	Per the RFP, CATA is responsible for building the daily run schedules, using PASS. Please confirm that CATA will be the organization receiving the calls from the riders requesting scheduling. Also, please confirm that CATA will be the organization ensuring ADA certification.	Yes, confirmed.
101	Page 9 (I-R) – Discusses the requirement for invoices to contain “5. Validation Documentation of the Services Provided.” Can CATA please provide a sample of what is acceptable validation documentation for billing purposes under the terms of the RFP?	Validation refers to manual modification of run times, miles, & passenger info in Trapeze such that it reflects actual work performed for that day. Contractor should compare manifest to AVL information to obtain actual work performed.
102	In regards to current service levels, are there any service improvements or challenges CATA is looking to address with this RFP?	At this time, CATA does not anticipate any increase or decrease in service levels. The primary purpose of this RFP is to replace the current expiring contract.
103	Has service experienced problems due to driver shortages? If so, please provide any information available relating to this issue.	As is the case with any transit property, it can be a challenge to obtain the needed number of qualified operators. However, CATA believes there is a large potential applicant pool in the local region.
104	In regards to staffing, what kind of challenges does CATA face regarding short staffing or staff turnover?	As is the case with any transit property, it can be a challenge to obtain the needed number of qualified operators. However, CATA believes there is a large potential applicant pool in the local region.
105	Regarding fareboxes – some vans have drop boxes, some do not. Will CATA put fareboxes in all minivans?	The Contractor is responsible for collecting fares in revenue vehicles. CATA retains the right to add or remove equipment as it sees fit.
106	<i>Page 21, Section III-O:</i> Please provide all bidders with the history of major component replacement and repair for the provided fleet over the past 12 months.	This information is not available.
107	Please provide historical maintenance Costs per Mile (CPM).	It is the responsibility of the Contractor to maintain CATA vehicles as well as maintenance records. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
108	Is the contractor responsible for major component replacements? I.e. should an engine or transmission fail prematurely (not due to neglected maintenance), is contractor or CATA responsible for replacement costs?	Yes, the Contractor is responsible.

No.	Question	Answer
109	Please provide details on any major component replacements that may have occurred on any of the revenue vehicles.	It is the responsibility of the Contractor to maintain CATA vehicles as well as maintenance records. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
110	Can CATA provide historical maintenance expenses for this contract?	It is the responsibility of the Contractor to maintain CATA vehicles as well as maintenance records. The information pertaining to the current Contractor is proprietary and will not be provided by CATA.
111	<i>Page 11, Section II-C:</i> Is the contractor responsible for providing non-revenue vehicles or can contractor use CATA-provided vehicles?	Yes, this is the Contractor's responsibility.
112	<i>Page 11, Section II-C:</i> Please provide the number of vehicles used at peak time for each of the services requested by the RFP. If this information is available by day of week, please provide it in that format.	Please refer to RFP Section II-C for vehicle quantities. CATA maintains a 20 percent spare ratio over and above peak service numbers in addition to what is listed.
113	How many vehicles are available to an incoming contractor for transition period training?	CATA will provide one vehicle for each service type as described in RFP.
114	<i>Page 11, Section II-C:</i> Will CATA make any vehicles available to an incoming contractor to perform the necessary training during the transition period? If yes, how many and what type?	CATA will provide one vehicle for each service type as described in RFP.
115	Please clarify the amount of vehicles used in revenue service by day of week and the maximum amount of vehicles used at peak service time for each of the services described in the RFP.	Please refer to RFP Section II-C for vehicle quantities. CATA maintains a 20 percent spare ratio over and above peak service numbers in addition to what is listed.
116	Please provide the daily number of peak vehicles for each service.	Please refer to RFP Section II-C for vehicle quantities. CATA maintains a 20 percent spare ratio over and above peak service numbers in addition to what is listed.
117	Please provide the make, model, year, capacity, mileage, and estimated replacement date for vehicles, and the number of vehicles replaced in each of the past five years.	Please refer to the attached Vehicle List for all available information.
118	Please provide the most current mileage on each of the revenue vehicles.	Please refer to the attached Vehicle List for all available information.
119	<i>Page 11, Section II-C:</i> Are CATA-provided vehicles going to be dedicated strictly to the contractor, or will CATA be using the vehicles as well?	Yes, these vehicles will be dedicated to the Contractor; however CATA may adjust the number of vehicles as needed to meet peak service demands and/or spare ratio.

No.	Question	Answer
120	<i>Page 11, Section II-C:</i> Please clarify the following information for the CATA-provided fleet:	Please refer to the attached Vehicle List for all available information.
120.a	a. Engine type	Please refer to the attached Vehicle List for all available information.
120.b	b. Fuel type	Please refer to the attached Vehicle List for all available information.
120.c	c. Current odometer reading	Please refer to the attached Vehicle List for all available information.
120.d	d. Average miles per year	Please refer to the attached Vehicle List for all available information.
120.e	e. Service type vehicle is most used for	Please refer to RFP Section II-C for vehicle quantities.
121	<i>Page 27: Section III-S:</i> What is the make and model of the fare boxes that are installed on the CATA provided vehicles?	The current make and model of the fareboxes is Genfare Pacemaker 1.
122	<i>Page 59, Attachment C:</i> Does CATA have any remaining or extended warranties that apply to the provided fleet?	No extended warranties.
123	The RFP asks that the bidder be prepared to propose supplemental vehicles at peak times. How often has this been needed historically?	CATA cannot verify this requirement as posed in the RFP. CATA is responsible for providing revenue vehicles. The Contractor is responsible for supplying support vehicles. Please refer to RFP Section II-C & II-D for vehicle quantities. CATA may adjust the number of vehicles as needed to meet peak service demands and/or spare ratio.
124	Does CATA Plan to release a fleet list for these services?	Please refer to the attached Vehicle List for all available information.
125	Will CATA provide vehicle specifications for insurance purposes?	Please refer to the attached Vehicle List for all available information.
126	Do any of the minivans have ramps or lifts installed?	No.
127	How old are the vehicles?	Please refer to the attached Vehicle List for all available information.
128	Can each van seat 6 people? How many does CATA normally schedule for one van ride?	CATA will schedule up to 5 passengers. If there is a rider with a transferable wheelchair, CATA will schedule up to 4 passengers.
129	Can CATA provide any detail of the equipment & brands of the hardware and software used for these services?	CATA currently uses Trapeze/PASS version 14, as well as Trapeze's Enterprise Asset Management for preventative maintenance management. Radios are currently Motorola XPR4550 on all vehicles. Radios are a digital system with open mic configuration. Supplemental Services for Rural Areas operates off of the 600' WITL tower, with multiple repeaters. CATA oversees the radio system for these services. CATA uses Trapeze MDT and Novus OS. The current make and model of the fareboxes is Genfare Pacemaker 1.
130	Are there any surveillance cameras on the vehicles?	Not currently.

No.	Question	Answer
131	Please specify the number of telephone lines required and specify the kind of data lines (T-1, TDD, dial-up, etc.) required, if any.	CATA has a minimum performance standard of 10 MBps for data lines. The Contractor is responsible for determining the number of phone lines that will be adequate to provide service efficiently and maintain communication with both its employees and CATA personnel. CATA will be responsible for all communication with clients.
132	Does Trapeze PASS have to be used for navigating, routing vehicles and assigning trips for SpecTran? If so, are vendors allowed to use software for these purposes that integrates with Trapeze?	CATA will provide Trapeze software to the Contractor and is willing to help train the Contractor how to use it, how to train their own employees, and provide software updates. The Contractor is allowed to submit optional proposals for additional software independent of Trapeze that they believe to be beneficial to the service, which will be subject to CATA's approval.
133	What would be the cost to the vendor for using CATA's computer program for tracking repairs and preventative maintenance?	CATA uses Trapeze's Enterprise Asset Management software for its preventative maintenance tracking. It is the Contractor's responsibility to obtain pricing for licensing Trapeze's Enterprise Asset Management, or other preventative maintenance software.
134	What software does CATA use for trip reservations for the Rural Service, Mason and Williamston/Webberville Connector Service, and Mason Redi-Ride Service?	CATA currently uses Trapeze/PASS version 14 for trip reservations.
135	<i>Page 22, Section III-O:</i> What is the name/brand/version of CATA's computer program for tracking repairs and preventative maintenance, or is it a custom-developed system? Are there any licensing or other costs associated with using CATA's system?	CATA uses Trapeze's Enterprise Asset Management software for its preventative maintenance tracking. It is the Contractor's responsibility to obtain pricing for licensing Trapeze's Enterprise Asset Management, or other preventative maintenance software.
136	What version of Trapeze PASS is CATA using?	CATA is currently using version 14, and will be looking to potentially upgrade versions in the near future.
137	Is CATA looking to add any functionality with this upcoming upgrade?	Currently, CATA is looking to add improvements of functionality Trapeze has included in any upgrades.
138	Would CATA be open to using different software than outlined in the RFP, if the Contractor were to take over dispatching for both services?	CATA will consider software that helps deliver more efficient service, provided it's independent from Trapeze. CATA is not interested in integrating other software with Trapeze.
139	Will CATA entertain the replacement of the Trapeze software solution for paratransit if the solution proposed generates operational savings and enhances customer service options through mobile app, SMS text messages and Amazon Alexa for booking trips?	CATA will consider software that helps deliver more efficient service, provided it's independent from Trapeze. CATA is not interested in integrating other software with Trapeze.

No.	Question	Answer
140	Would CATA be open to software that can provide same-day reservation service?	Any proposal should address the services listed in the RFP. Any additional services that a potential Contractor would like to offer should be separate from the Cost proposal for the services outlined in the RFP, and must be clearly labeled as additional proposed services outside the required submissions.
141	Attachment A is the Cost Basis for the Price. Should a separate one be filled out for Option A and Option B or should the 'Cost Basis for Price Proposal' include the cost for both Option A & B	CATA will allow separate cost bases for each option as deemed applicable by the Contractor.
142	<i>Page 30, Section III-Z:</i> The RFP asks for pricing for Option A and Option B (if bidders choose to bid on both). Would CATA like to see a combined Option (A&B) as well, factoring in a discount for shared resources (facility, key staff, etc.)? Also, should bidders assume that if bidding on a single Option A or single Option B – that the award would be based on those trips as a stand-alone cost?	CATA will allow separate cost bases for each option as deemed applicable by the Contractor.
143	<i>Page 53, Attachment A:</i> Would CATA consider removing the Start-Up line item from the overall cost forms, and evaluating this separately from the overall cost? This would allow an “apples to apples” comparison between the incumbent and any other bidders since other bidders would have to incur transition costs that the incumbent would not have to incur.	CATA will leave the cost basis as is; Proposers may attach additional breakdowns as they deem appropriate.
144	Who are the DBEs currently working with CATA? Please provide a list with contact information.	CATA currently conducts business with the following certified DBE firms: Connetics Transportation Group, Inc.; InVerve Marketing, Inc.; Piper & Gold LLC.
145	Please confirm that there is no DBE goal for this RFP and that a good faith effort (GFE) is not required.	There are no DBE goals for this RFP and Good Faith Effort is not required.
146	Please verify that there is no Disadvantaged Business Enterprise goal established for this contract and that a good faith effort is not required.	There are no DBE goals for this RFP and Good Faith Effort is not required.
147	Is there a DBE Goal that proposers are required to make best efforts to reach?	There are no DBE goals for this RFP and Good Faith Effort is not required.
148	<i>Page 7, Section I-M and Page 32, section IV-B:</i> Please clarify if there is a specific Disadvantaged Business Enterprise percentage goal assigned to this solicitation.	There are no DBE goals for this RFP and Good Faith Effort is not required.

No.	Question	Answer
149	As far as scheduling & dispatch options - is optional bidding for both Spec-Tran & Supplemental services, or just Supplemental. Are you asking for options for the Contractor to take over dispatching for both services?	Currently ADA Complementary Spec-Tran Service is dispatched by the Contractor, while the Supplemental Services for Rural Areas is dispatched by CATA. In the RFP, CATA has invited respondents to propose dispatching options, if interested.
150	If the Contractor would like to provide alternative proposal for dispatching the Rural Services, will CATA allow this?	Yes. CATA understands that proposers may wish to keep all dispatching in house. If a Contractor wishes to propose an alternative solution to dispatch, please provide a detailed plan as to how and why that would be beneficial.
151	What is the start date and end date of their contract with CATA?	April 1, 2015 to March 31, 2018.
152	What are the three biggest challenges that CATA faces for the services contemplated by this RFP?	The RFP was written with consideration to any concerns.
153	Please clarify if billable time begins at the first pick-up, even if that pick up is a no show.	Yes, billable time for ADA Complementary Spec-Tran Service begins from the time the vehicle arrives at the address of the first pickup. If the first pickup is a No Show, the Contractor will not be penalized. Please refer to RFP Section II-E regarding billable hours.
154	Please provide the current call volume, broken down by day of the week, to include hourly levels for the supplemental service.	CATA handles all aspects of the call center; therefore this information is not applicable to the contract. For reference, CATA receives approximately 22,000 – 25,000 calls per month for all services, both contracted and directly operated.
155	How are trip reservations managed for the Rural, Mason and Williamston/Webberville Connector, and Mason Redi-Ride Services?	CATA handles all aspects of the call center; therefore this information is not applicable to the contract.
156	The anticipated award date is 2/21/18. What is the project date for the winning vendor to start service under this contract? Is it also 2/21/18?	The start date for this contract is April 1, 2018.
157	It says drivers are required to wear “dark dress shoes:” can these shoes have rubber soles? Also, are drivers allowed to wear boots during the winter?	Yes, the drivers may wear rubber soles. The Contractor must abide by the guidelines set forth in RFP Section III-H.
158	Is the contractor required to assign patent and intellectual property rights to CATA for patents or intellectual property the vendor’s staff or contractors have developed in advance of starting service on this contract if those patents or IP are then used in the performance of the contract?	Please refer to the guidelines in Appendix A, Section A. 26.
159	On the pricing sheet, what does “State Percentage” mean in the category of “Overhead?” If it is an assigned percentage, what is that percentage currently at?	This section asks the Contractor to state what the overhead is as a percentage relative to the total cost.

No.	Question	Answer
160	Please clarify how price will be evaluated (year one price, base term or full term).	Please refer to Section I-O, Selection Criteria.
161	Page 6 of the RFP notes that proposals should include a list of six items, including “certifications”. Please clarify what is meant by “certifications” and how we are to address this requirement in our proposal.	This is the responsibility of the Contractor to determine which certifications should be listed in the proposal.
162	Please confirm that there is no page limitation to proposals.	There is no page limit.
163	<i>Page 1, Schedule of Activities:</i> Is it possible for CATA to award the contract earlier to give the contractor at least two months for implementation? This will allow vendors the appropriate amount of time to secure the facility, recruit and train staff, and complete other start-up activities.	Please refer to Schedule of Activities and Section I-E, Contract Term.
164	<i>Page 6, Section I-J Proposals</i> states, “An official authorized to bind the respondent to the proposal must sign the proposal in ink.” Please confirm one of the seven (7) required proposal copies is to be submitted as an ‘original’ with original signatures.	Yes
165	<i>Page 18: Section III-F:</i> The RFP states that “Fuel purchased exclusively for CATA services is not subject to sales or excise taxes.” Does CATA already have a local fuel vendor that understands these exemptions?	Please refer to Section III-F.
166	<i>Page 18, Section III-F:</i> Will CATA consider including a fuel escalation clause in the contract? This will help minimize the difference in costs proposed by all bidders given the volatility of fuel costs.	CATA will consider a fuel escalation clause in the contract, provided the Contractor illustrates in their proposal this is the most cost effective way to provide fuel.
167	<i>Page 18, Section III-H:</i> So that contractors can mirror the uniform that CATA directly-provided service operators wear, what are the uniform standards for CATAs employees?	The Contractor should follow the guidelines as referenced in Section III-H.
168	<i>Page 24, Section III-Q:</i> Are contractors required to provide certificates of insurance with their proposals or after contract award?	Contractors will be required to provide certificates of insurance after the contract has been awarded.
169	<i>Page 25, Section III-R:</i> Are contractors required to name the three candidates to fill the three key management positions in the proposal?	Yes, Contractors are required to name the three candidates for the key management positions in the proposal.
170	<i>Page 25, Section III-R:</i> Does CATA want monthly year-to-date 2017 average turnover rates for operators at three comparable size contracts, or monthly 2016 average turnover rates?	The most current available statistics will suffice.

No.	Question	Answer
171	<i>Page 29, Section III-Y:</i> This section requires a “detailed response to each item in the Scope of Work.” Are contractors required to address every item in Section III: Contract Management and Responsibilities (pages 16 through 31)?	Yes
171.a	Is Section III considered part of the scope of work?	Yes
172	<i>Page 52, Attachment A:</i> If local, state or federal governments change the laws, rules or regulations that affect minimum wages and/or benefits that are mandated for the employees that are employed by this contract, and this event was not known at the time of bidding, and this event occurs during the term of any contract resulting from this procurement – how will CATA respond to the request for increased compensation? Bidders need to understand the risk associated with such an unknown event should it occur.	This is a fixed firm price contract. Proposers should account for any risk associated in their proposal.
173	<i>Page 53, Attachment A:</i> Can bidders add additional lines as necessary to provide fully transparent costs?	Any proposal should address the services listed in the RFP. Any additional services that a potential Contractor would like to offer should be separate from the Cost Proposal for the services outlined in the RFP, and must be clearly labeled as additional proposed services outside the required submissions.
174	What are CATA’s main goals for the next contract term?	As stated in CATA’s Strategic Plan, CATA’s strategic goals are: <ol style="list-style-type: none"> 1. Maintain continued excellence in quality service and focus on the customer. 2. Manage to gain efficiencies and control costs. 3. Facilitate continued collaborative efforts toward seamless regional transportation. 4. Use technology to improve efficiency and the customer experience 5. Secure and maintain long-term, reliable and adequate funding. 6. Advocate transit-oriented development that stimulates economic growth. 7. Foster organization development and employee growth. 8. Explore further opportunities through public/private partnerships. 9. Increase ridership and become the preferred mode of transportation for more people.

No.	Question	Answer
175	Regarding the schedule of activities – should a bidder other than incumbent be awarded, there would be roughly a 40 day window between the time of award and the contract start date. Would CATA consider modifying this 40 day plan to ensure all transitional elements are in place?	A formal plan of action relating to any timeline changes will need to be included in the respondent’s proposal. If the timeline is deemed by the Contractor to be in need of modification, the Contractor will need to provide a detailed timeline for a transition period in their proposal, which CATA will consider.
176	What is the process for submitting an alternate bid including additional hours or services not described in the Scope of Work?	Any proposal should address the services listed in the RFP. Any additional services that a potential Contractor would like to offer should be separate from the Cost proposal for the services outlined in the RFP, and must be clearly labeled as additional proposed services outside the required submissions.
177	The RFP states that references with three similar projects completed within a certain timeframe are required to be submitted. What consideration will be given to Proposers that do not have the experience asked for in the RFP? Would a lack of such experience be disqualifying?	CATA will consider all proposals submitted. In any proposal submitted, Contractor should provide a detailed plan demonstrating how they would handle services of this size. CATA understands that Respondents will have varying degrees of experience; Proposers should ensure any proposal clearly states the Contractor’s previous experience in similar contracts of whatever size, and how the Contractor meets all the listed selection criteria.
178	Can CATA give more specificity in regards to the selection criteria? How will CATA evaluate similar bids, or define relative experience between Proposers?	All evaluations of Proposals performed by CATA evaluators will be based on the selection criteria listed in the RFP in Section I-O.
179	Will there be an opportunity to ask any clarifying questions after the written release of questions & answers?	CATA will release answers to any questions that have been submitted either in writing before the deadline outlined in the Schedule of Activities, or asked at the Pre-Proposal Meeting.
180	What are type and number of support vehicles currently provided by the incumbent? What is the type, number, age limit and fuel type requirement for support vehicles?	CATA does not provide guidance for the type or number of Contractor support vehicles. The awarded Contractor should have sufficient support vehicles to maintain CATA service standards as outlined in the RFP.
181	Does CATA have any requirements or specifications regarding any specific age, model or fuel requirement or preferences for such vehicles in the new contract term?	CATA does not provide guidance for the type or number of Contractor support vehicles. The awarded Contractor should have sufficient support vehicles to maintain CATA service standards as outlined in the RFP.
182	How much advance notice does CATA have to give if the contract is “terminated for convenience?”	CATA’s standard is 30 days, subject to change.
183	There is a section in the Terms & Conditions titled “Liquidated Damages”, which is marked N/A. Will this be revised for this RFP?	No, but see Section III-P, Assessment of Liquidated Damages, which will apply.
184	Please provide the vehicle replacement plan.	Please refer to RFP Attachment D, Vehicle Replacement Plan.

No.	Question	Answer
185	Is there a living wage ordinance in effect for the Lansing, Michigan area that all bidders should factor for in their pricing? If so, please provide the most current ordinance and any future projections and increases anticipated.	CATA is not aware of any living wage ordinance in the City of Lansing. However, it is the responsibility of the Contractor to determine any ordinances or anticipated increases that may influence the proposal.
186	Per the RFP, Contractor must provide insurance and client must be a “named insured”. Typically, the client is an additional insured. Would CATA find this acceptable?	Please reference RFP Section III-Q and Appendix A, Section A.18 regarding insurance.
187	Please confirm that all required liability insurance limits can be met by any combination of primary and excess insurance.	Please reference RFP Section III-Q and Appendix A, Section A.18 regarding insurance.
188	In regards to III-Q Insurance (page 24) - Contractor must provide CATA with certificates of insurance from responsible carriers, with CATA as a named insured, for the types and amounts of coverage satisfactory to CATA. All insurance coverage must include a provision that requires that CATA receive thirty (30) days’ written notice in the event of cancellation. The standard is to provide Notice of Cancellation 30 days, 10 Days for Non-payment, the current Cancellation language found on the standard ACORD form is “Should any of the above described policies be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions”. Please confirm that CATA will accept the industry standard. Also, please confirm that CATA is requiring to be an additional insured with respect to Commercial General and Automobile Liability. Please note that additional insured status is not available on Workers Compensation.	Please reference RFP Section III-Q and Appendix A, Section A.18 regarding insurance.
189	<i>Page 36, Section 18B:</i> Who is responsible for insurance on the CATA-provided vehicles, and how would CATA’s insurance apply?	Please reference RFP Section III-Q and Appendix A, Section A.18 regarding insurance.
190	The RFP states \$1,000,000 liability – does this apply to both vans & cutaway buses?	Yes

RFP 2017-137
VEHICLE LIST
ADA SPEC-TRAN

VEH NUM	Fuel Type	Use	VIN	MAKE	CAPACITY	DELIVERED	Purchase COST	Mileage
1223	3.6L Gas	ADA Spec-Tran	2C7WDGBG2DR651047	13 Dodge Eldorado LF van	7	April-13	\$ 35,305.00	138,225
1225	3.6L Gas	ADA Spec-Tran	2C7WDGBG6DR651049	13 Dodge Eldorado LF van	7	April-13	\$ 35,305.00	162,512
1226	3.6L Gas	ADA Spec-Tran	2C7WDGBG2DR651050	13 Dodge Eldorado LF van	7	April-13	\$ 35,305.00	92,076
1227	3.6L Gas	ADA Spec-Tran	12C7WDGBGXER335154	14 Dodge Eldorado LF van	7	July-14	\$ 35,305.00	139,456
1228	3.6L Gas	ADA Spec-Tran	12C7WDGBG3ER335156	14 Dodge Eldorado LF van	7	July-14	\$ 35,305.00	129,910
1229	3.6L Gas	ADA Spec-Tran	12C7WDGBG5ER335157	14 Dodge Eldorado LF van	7	July-14	\$ 35,305.00	133,383
1230	3.6L Gas	ADA Spec-Tran	12C7WDGBG7ER335158	14 Dodge Eldorado LF van	7	July-14	\$ 35,305.00	129,992
1231	3.6L Gas	ADA Spec-Tran	12C7WDGBG9ER335159	14 Dodge Eldorado LF van	7	July-14	\$ 35,305.00	181,773
1232	3.6L Gas	ADA Spec-Tran	12C7WDGBG5ER335160	14 Dodge Eldorado LF van	7	July-14	\$ 35,305.00	126,035
1233	3.6L Gas	ADA Spec-Tran	12C7WDGBG1ER335155	14 Dodge Eldorado LF van	7	July-14	\$ 35,305.00	139,292
1234	3.6L Gas	ADA Spec-Tran	2C7WDGBG2FR599423	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	100,783
1235	3.6L Gas	ADA Spec-Tran	2C7WDGBGXFR599413	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	93,665
1236	3.6L Gas	ADA Spec-Tran	2C7WDGBG1FR599414	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	60,887
1237	3.6L Gas	ADA Spec-Tran	2C7WDGBG5FR599416	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	102,500
1238	3.6L Gas	ADA Spec-Tran	2C7WDGBG9FR599418	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	98,862
1239	3.6L Gas	ADA Spec-Tran	2C7WDGBG7FR599420	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	98,246
1240	3.6L Gas	ADA Spec-Tran	2C7WDGBG0FR599422	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	100,216
1241	3.6L Gas	ADA Spec-Tran	2C7WDGBG4FR599424	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	93,835
1242	3.6L Gas	ADA Spec-Tran	2C7WDGBG9FR599421	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	118,555
1243	3.6L Gas	ADA Spec-Tran	2C7WDGBG6FR599425	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	104,983
1244	3.6L Gas	ADA Spec-Tran	2C7WDGBG5FR599433	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	88,173
1245	3.6L Gas	ADA Spec-Tran	2C7WDGBG1FR599431	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	93,581
1247	3.6L Gas	ADA Spec-Tran	2C7WDGBG9FR614130	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	80,421
1248	3.6L Gas	ADA Spec-Tran	2C7WDGBG2FR614129	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	89,533
1249	3.6L Gas	ADA Spec-Tran	2C7WDGBG6FR605403	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	97,894
1250	3.6L Gas	ADA Spec-Tran	2C7WDGBG0FR614131	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	124,484
1251	3.6L Gas	ADA Spec-Tran	2C7WDGBG6FR614134	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	117,867
1252	3.6L Gas	ADA Spec-Tran	2C7WDGBG8FR614135	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	115,429
1253	3.6L Gas	ADA Spec-Tran	2C7WDGBG2FR614132	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	110,832
1254	3.6L Gas	ADA Spec-Tran	2C7WDGBG4FR614133	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	90,042
1255	3.6L Gas	ADA Spec-Tran	2C7WDGBG1FR614140	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	116,503
1256	3.6L Gas	ADA Spec-Tran	2C7WDGBG3FR614138	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	129,864

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VEHICLE LIST

1257	3.6L Gas	ADA Spec-Tran	2C7WDGBG5FR614139	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	134,804	
1258	3.6L Gas	ADA Spec-Tran	2C7WDGBGXFR614136	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	136,805	
1259	3.6L Gas	ADA Spec-Tran	2C7WDGBG3FR599432	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	113,987	
1260	3.6L Gas	ADA Spec-Tran	2C7WDGBG7FR599417	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	145,113	
1261	3.6L Gas	ADA Spec-Tran	2C7WDGBG0FR599419	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	122,187	
1262	3.6L Gas	ADA Spec-Tran	2C7WDGBG8FR599409	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	109,867	
1263	3.6L Gas	ADA Spec-Tran	2C7WDGBG3FR599415	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	108,522	
1264	3.6L Gas	ADA Spec-Tran	2C7WDGBG6FR599408	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	105,765	
1265	3.6L Gas	ADA Spec-Tran	2C7WDGBG6FR599411	15 Dodge Braun entervans	7	March-15	\$ 35,770.00	135,820	
1266	3.6L Gas	ADA Spec-Tran	2C7WDGBG8HR784059	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	563	
1267	3.6L Gas	ADA Spec-Tran	2C7WDGBG9HR784085	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	2,251	
1268	3.6L Gas	ADA Spec-Tran	2C7WDGBG9HR767500	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	2,221	
1269	3.6L Gas	ADA Spec-Tran	2C7WDGBG9HR781185	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	2,554	
1270	3.6L Gas	ADA Spec-Tran	2C7WDGBG9HR802231	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	1,384	
1271	3.6L Gas	ADA Spec-Tran	2C7WDGBG8HR802303	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	300	
1272	3.6L Gas	ADA Spec-Tran	2C7WDGBG6HR784092	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	1,407	
1273	3.6L Gas	ADA Spec-Tran	2C7WDGBG5HR793107	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	1,019	
1274	3.6L Gas	ADA Spec-Tran	2C7WDGBGXHR802254	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	1,180	
1275	3.6L Gas	ADA Spec-Tran	2C7WDGBG9HR784071	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	1,877	
1276	3.6L Gas	ADA Spec-Tran	2C7WDGBG2HR802264	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	232	
1277	3.6L Gas	ADA Spec-Tran	2C7WDGBG7HR793111	2017 Dodge Braun entervans	7	September-17	\$ 36,033.00	300	
1055	Diesel	ADA Spec-Tran	1FDFE4FP0ADA41144	10 Ford Champion E450 23'	15	August-10	\$ 65,843.00	174,355	No Lift
1056	Diesel	ADA Spec-Tran	1FDFE4FP8ADA24219	10 Ford Champion E450 23'	15	August-10	\$ 65,843.00	142,581	No Lift
1057	Diesel	ADA Spec-Tran	1FDFE4FPXADA24223	10 Ford Champion E450 23'	15	August-10	\$ 65,843.00	157,500	No Lift

RFP 2017-137
VEHICLE LIST
RURAL SERVICE

VEH NUM	Fuel Type	Use	VIN	MAKE	CAPACITY DELIVERED	Purchase COST	Mileage	
292	Gas V10	Rural Service	1FDFE4FS0EDB17231	14 Ford Champion E450 190' gas	18/2	July-14	\$ 70,565.00	68,549
293	Gas V10	Rural Service	1FDFE4FS2EDB17232	14 Ford Champion E450 190' gas	18/2	July-14	\$ 70,565.00	85,860
294	Gas V10	Rural Service	1FDFE4FS4EDB17233	14 Ford Champion E450 190' gas	18/2	July-14	\$ 70,565.00	73,656
1053	Diesel	Rural Service	1FDFE45P29DA13844	09 Ford Champion E450 190'	15\2	March-09	\$ 69,891.00	250,469
1054	Diesel	Rural Service	1FD4E45P48DB59281	08 Ford Champion E450 190'	15\2	March-09	\$ 68,972.00	221,370
1058	Diesel	Rural Service	1FDFE4FP7ADA41142	11 Ford Champion E450 190'	15\2	February-11	\$ 74,326.00	143,784
1059	Gas V10	Rural Service	1FDFE4FS4DDA20497	13 Ford Champion E450 190' gas	15\2	February-13	\$ 74,989.00	173,216
1060	Gas V10	Rural Service	1FDFE4FS2DDA20496	13 Ford Champion E450 190' gas	15\2	February-13	\$ 74,989.00	231,995
1061	Gas V10	Rural Service	1FDFE4FS0DDA20500	13 Ford Champion E450 190' gas	15\2	February-13	\$ 74,989.00	214,492
1062	Gas V10	Rural Service	1FDFE4FS0DDA20495	13 Ford Champion E450 190' gas	15\2	February-13	\$ 74,989.00	208,875
1063	Gas V10	Rural Service	1FDFE4FS8DDA20499	13 Ford Champion E450 190' gas	15\2	February-13	\$ 74,989.00	205,077
1064	Gas V10	Rural Service	1FDFE4FS9DDA20494	13 Ford Champion E450 190' gas	15\2	February-13	\$ 74,989.00	155,852
1067	Gas V10	Rural Service	1FDFE4FS1FDA09895	15 Ford Champion E450 190' gas	19/2	April-15	\$ 71,591.00	94,692
1068	Gas V10	Rural Service	1FDFE4FS3FDA09896	15 Ford Champion E450 190' gas	19/2	April-15	\$ 71,591.00	95,155
1069	Gas V10	Rural Service	1FDFE4FS7FDA09898	15 Ford Champion E450 190' gas	19/2	April-15	\$ 71,591.00	87,401
1070	Gas V10	Rural Service	1FDFE4FS5FDA09897	15 Ford Champion E450 190' gas	19/2	April-15	\$ 71,591.00	97,080
1071	Gas V10	Rural Service	1FDFE4FS3FDA09901	15 Ford Champion E450 190' gas	19/2	May-15	\$ 71,591.00	113,150
1072	Gas V10	Rural Service	1FDFE4FS1FDA09900	15 Ford Champion E450 190' gas	19/2	May-15	\$ 71,591.00	81,607

Summary of Contracted ADA Complementary Spec-Tran Service: October 2015

Date	Senior	ADA Non-Senior	Total Non-Senior	Non-ADA Non-Senior	Total Non-Certified	Total All Riders	No Shows	Wheel Chair
10/01/2015	127	790	792	8	71	990	45	11
10/02/2015	130	727	729	3	49	908	69	14
10/03/2015	33	241	241	0	28	302	17	2
10/04/2015	44	158	158	3	31	233	22	3
10/05/2015	113	686	686	2	63	862	48	17
10/06/2015	146	765	766	4	54	966	66	18
10/07/2015	143	807	809	0	73	1025	75	20
10/08/2015	141	744	744	0	52	937	55	18
10/09/2015	108	554	556	0	60	724	55	17
10/10/2015	37	267	267	2	42	346	22	10
10/11/2015	41	172	172	6	38	251	13	2
10/12/2015	112	684	687	2	56	855	67	9
10/13/2015	169	793	798	5	59	1026	50	18
10/14/2015	152	853	858	3	82	1092	72	20
10/15/2015	131	780	781	4	64	976	54	20
10/16/2015	132	746	746	3	67	945	70	19
10/17/2015	28	223	223	5	41	292	20	8
10/18/2015	50	170	170	1	35	255	12	3
10/19/2015	111	728	729	7	57	897	45	13
10/20/2015	154	784	786	0	51	991	62	19
10/21/2015	142	840	842	2	53	1037	53	15
10/22/2015	154	755	755	1	57	966	59	15
10/23/2015	138	708	710	8	68	916	45	17
10/24/2015	36	244	244	0	35	315	15	3
10/25/2015	39	166	166	0	24	229	19	9
10/26/2015	106	713	713	4	37	856	61	13
10/27/2015	166	735	738	5	64	968	44	10
10/28/2015	137	825	825	3	58	1020	61	22
10/29/2015	163	776	776	2	58	997	81	16
10/30/2015	121	756	758	4	62	941	80	28
10/31/2015	33	219	219	0	28	280	20	4

Supplemental Services for Rural Areas: October 2015

Date	Senior	ADA Non-Senior	Total Non-Senior	Non-ADA Non-Senior	Total Non-Certified	Total All Riders	Wheel Chair
10/01/2015	25	166	166	127	127	318	9
10/02/2015	31	186	186	120	120	337	22
10/03/2015	1	21	21	9	9	31	0
10/05/2015	20	144	144	157	157	321	21
10/06/2015	22	141	141	182	182	345	8
10/07/2015	18	211	211	184	184	413	22
10/08/2015	24	163	163	174	174	361	10
10/09/2015	28	100	100	156	156	284	11
10/10/2015	7	16	16	7	7	30	0
10/12/2015	22	134	134	167	167	323	20
10/13/2015	20	161	161	174	174	355	18
10/14/2015	19	209	209	196	196	424	16
10/15/2015	20	174	174	165	165	359	10
10/16/2015	28	173	173	169	169	370	17
10/17/2015	3	12	12	12	12	27	0
10/19/2015	23	166	166	138	138	327	18
10/20/2015	23	161	161	140	140	324	11
10/21/2015	28	211	211	176	176	415	15
10/22/2015	25	189	189	178	178	392	8
10/23/2015	39	170	170	172	172	381	16
10/24/2015	4	14	14	18	18	36	0
10/26/2015	27	156	156	163	163	346	15
10/27/2015	21	146	146	161	161	328	13
10/28/2015	25	172	172	143	143	340	19
10/29/2015	10	139	139	81	81	230	5
10/30/2015	31	166	166	158	158	355	15
10/31/2015	2	20	20	17	17	39	0

Summary of Contracted ADA Complementary Spec-Tran Service: September 2016

Date	Senior	ADA Non-Senior	Total Non-Senior	Non-ADA Non-Senior	Total Non-Certified	Total All Riders	No Shows	Wheel Chair
09/01/2016	131	778	778	14	46	955	120	16
09/02/2016	129	702	705	13	45	879	140	14
09/03/2016	46	239	239	16	39	324	65	1
09/04/2016	48	212	212	13	38	298	32	2
09/06/2016	150	727	730	6	44	924	145	10
09/07/2016	139	853	857	24	49	1045	182	17
09/08/2016	153	795	797	11	46	996	175	14
09/09/2016	149	784	790	24	68	1007	166	12
09/10/2016	39	253	253	12	25	317	43	2
09/11/2016	48	182	182	9	24	254	27	4
09/12/2016	139	727	733	10	42	914	180	7
09/13/2016	163	826	832	18	53	1048	205	15
09/14/2016	164	831	838	16	58	1060	191	10
09/15/2016	139	826	828	17	52	1019	210	8
09/16/2016	139	581	585	19	41	765	114	13
09/17/2016	33	224	224	12	35	292	70	2
09/18/2016	52	175	175	15	42	269	27	4
09/19/2016	110	711	715	8	34	859	172	11
09/20/2016	160	777	782	18	47	989	175	6
09/21/2016	151	859	865	11	47	1063	193	14
09/22/2016	153	811	814	12	40	1007	160	9
09/23/2016	118	710	712	17	42	872	152	13
09/24/2016	30	222	222	10	29	281	44	1
09/25/2016	34	184	184	8	26	244	15	2
09/26/2016	99	712	714	9	27	840	129	10
09/27/2016	151	829	831	24	53	1035	211	11
09/28/2016	141	831	833	27	56	1030	179	15
09/29/2016	121	756	758	6	20	899	164	9
09/30/2016	157	717	718	25	49	924	180	17

Supplemental Services for Rural Areas: September 2016

Date	Senior	ADA Non-Senior	Total Non-Senior	Non-ADA Non-Senior	Total Non-Certified	Total All Riders	Wheel Chair
09/01/2016	29	161	161	91	91	281	7
09/02/2016	24	179	179	45	45	248	8
09/03/2016	5	16	16	13	13	34	0
09/06/2016	21	151	151	144	144	316	11
09/07/2016	19	181	181	163	163	363	21
09/08/2016	19	175	175	147	147	341	10
09/09/2016	31	188	188	139	139	358	15
09/10/2016	4	14	14	10	10	28	0
09/12/2016	19	168	168	131	131	318	20
09/13/2016	21	151	151	162	162	334	4
09/14/2016	20	173	173	159	159	352	15
09/15/2016	18	162	162	137	137	317	11
09/16/2016	35	69	69	131	131	235	6
09/17/2016	9	8	8	15	15	32	0
09/19/2016	16	140	140	135	135	291	16
09/22/2016	17	165	165	149	149	331	7
09/23/2016	31	175	175	105	105	311	10
09/24/2016	2	18	18	17	17	37	2
09/26/2016	15	148	148	149	149	312	16
09/27/2016	25	172	172	151	151	348	7
09/28/2016	17	175	175	166	166	358	13
09/29/2016	19	176	176	121	121	316	10
09/30/2016	33	167	167	136	136	336	14