

Notes from the January 12, 2017, CTSA Services Pre-Proposal Conference:

SRTA Executive Director Dan Little opened by stating all information regarding the Request for Proposals (RFP) was on the SRTA website and stressed the importance of checking the website for updates. Mr. Little also noted that background information regarding this RFP and regional transit needs can be found on SRTA's website, including prior staff reports.

Mr. Little stated that in addition to the need to evaluate potential new providers for the existing Consolidated Transportation Services Agency (CTSA) service, SRTA is also looking for creativity and flexibility in the provision of CTSA services.

Q1: "Is there a demand for Sunday service?"

A1: Yes, per SRTA's annual Unmet Transit Needs process, Sunday service is a reoccurring public request. The Redding Area Bus Authority (RABA) does not provide Sunday service. Mr. Little indicated that this may be an example of where the selected CTSA service provider may be able to provide services other than just those that are CTSA eligible. He went on to describe that RABA is now providing a pilot service to/from Cottonwood that is currently not meeting fare box ratio requirements, and that may also be available for a CTSA provider. Finally, he pointed out that the best indicator of true demand is using pilot programs to affirm the demand and the service provider under this RFP may be called upon to do that.

Mr. Little cautioned attendees that SRTA will not respond to further oral questions after this pre-proposal conference ends.

Q2: "On page 5 of the RFP, it notes service of eight hours per day, Monday through Friday; is that hours per day, or per vehicle?"

A2: That is designed as minimum hours of daily operation, not vehicle hours of operation. For example, the service requires a minimum of six vehicles. If all six vehicles were in operation, and eight-hour day would have 48 hours vehicle service hours. Mr. Little went on to note that although the RFP lays out minimum service areas and hours, that SRTA is open to considering other additional ones.

Q3: "Do you have a certification program for disabled individuals?"

A3: Mr. Little confirmed that although RABA has a program, the CTSA does not currently have one since it serves not only the disabled population, but also seniors, and it can also be open to the general population. Mr. Little indicated that there doesn't seem to be an abuse of the program at this time, and that it would be ideal to continue to provide transport without proof.

Q4: "Are fare rates already established?"

A4: Mr. Little indicated that the current CTSA provider does not have a fare structure—they receive federal monies barring the use of a flat rate for some services. They accept donations. Mr. Little indicated that SRTA is not focused on a set fare rate, but

Transportation Development Act (TDA) subsidy per passenger trip. He continued by noting that the selected CTSA provider should be able to provide a manageable and efficient TDA subsidy. He also noted that, besides fares, grants, match money, and other revenues assist to reduce the TDA subsidy per trip.

Q5: "Is there a scheduling software program?"

A5: Mr. Little stated that yes there is one in use, possibly instituted about a year ago. The actual program will be stated in the web posting of this pre-proposal conference summary. He also indicated that the provider does not have to use a specific program. He did suggest that any type of technological advances that a prospective CTSA provider is able to provide would be positive, such on-demand capabilities and automatic vehicle locators.

(Post Meeting Note: The name of the current scheduling software program used is Simpli.)

Q6: Clarification about the CTSA service fleet was asked.

A6: Mr. Little stated that, at the outset, the CTSA service provider would need to provide the fleet, whether owned, or leased. He went on to note that in the future SRTA is interested in ensuring that vehicles purchased with public funds, including grants and SRTA funds, would remain as CTSA service vehicles—even if the CTSA service provider changes.

Mr. Little recommended that interested parties stay tuned to this process through the SRTA website, noting that there is a specific bid listing available for that purpose which provides automatic notifications of any changes to the RFP. Finally, he advised that written questions may be submitted no later than February 1, 2017, by 5:00 p.m. He did encourage earlier submittal of questions, if at all possible.