



**SRTA Solicitation No. 19-011
RFP for Mystery Rider Services
July 31, 2018**

Question 1. Are mobile device users able to board all express buses?

Answer 1. Yes, all Xpress buses are equipped with wheelchair lifts.

Question 2. Is the call center included in these observations?

Answer 2. No, the call center is not currently part of the scope of work for this project.

Question 3. How would SRTA like to streamline data delivery? What are some of the current challenges with data delivery?

Answer 3. Currently SRTA receives individual mystery rider reports in a flat PDF document which must be transcribed by SRTA staff into a database before analyzing and processing the data. To improve this process and reduce time and labor on staff, SRTA will be prioritizing proposals that eliminate the need for transcription and are best able to directly and quickly connect SRTA staff with a database containing the results of the mystery rides.

Question 4. How are announcements made on-board the bus (operator, automated system, visual announcements?)

Answer 4. Currently, announcements are made by the drivers for both internal and external passengers. Meaning that drivers are required to announce stops to passengers on-board the bus as well as announcing the bus route information to passenger outside the bus.

Additionally, all Xpress buses are equipped with visual message signs (head signs) on the outside of the buses. Some vehicles in the fleet have internal message signs however for the purposes of this project, we are not requiring the monitoring of these signs currently.

It is anticipated that automated stop annunciators and other notification systems will be part of future technology upgrades.

Question 5. Pg. 29, H references compliance area. What are those compliance areas that must be highlighted?

Answer 5. The Xpress service must operate in compliance with all federal and state laws such as, but not limited to, the American's with Disabilities Act (ADA) and Title VI of the Civil Rights Act.

For this project, SRTA is looking to ensure that all passengers with disabilities are accommodated equally. This means monitoring the functionality of wheelchair lifts, the bus kneeling feature, driver stop announcements, and the priority seating area. Other compliance areas may be requested depending on future monitoring needs.

Question 6. Task 1:VI under Project Management states that the consultant needs to obtain SRTA's approval to recruit existing riders. Please clarify.

Answer 6. One of SRTA's Core Values is customer focus. Keeping the Xpress customers in mind, SRTA wants to ensure that any solicitation of its riders is done in a respectful, cooperative, and coordinated manner. SRTA must approve any method(s) of recruiting existing Xpress riders into the mystery rider program.