1. Are you also looking to move to digital dispatching with a tablet/iPad in-vehicle
   1. Yes. Fixed route and paratransit.
2. QUESTION 1: How many total vehicles support your 5 fixed routes?
   1. 5 now.
3. QUESTION 2: How many total vehicles are used for your paratransit service?
   1. 6
4. QUESTION 3: Would it be possible to get a fleet vehicle list?
   1. See attachment 1
5. QUESTION 4: Are all the vehicles using the same two-way radio system?
   1. Yes
6. QUESTION 5: Is CCATD looking to integrate their new ITS with existing fare boxes?
   1. No. We use manual fareboxes
7. QUESTION 6: Is CCATD using any CAD/AVL services currently?
   1. Yes. Easy Rides for Paratransit
8. 2.2. REQUEST FOR INFORMATION 2.2.I.1. How does your application facilitate rider-focused technologies? QUESTION 7: Is this for riders using any mode (fixed & paratransit)?
   1. Both
9. 2.2.I.2. How does your application utilize GPS capabilities to facilitate ride scheduling? QUESTION 8: Is this in regards to fill-in, will-call, or on-demand paratransit trips?
   1. Fixed route and paratransit.
10. 2.2.I.4. How does your application manage rider fares/or donations? QUESTION 9: Are these specific to programs in the area?
    1. No. general question
11. 2.2.II.2. How does your application allow customers to manage and view their profiles and trips in the system? QUESTION 10: Is this in regards to pre-booked paratransit ride requests?
    1. Yes.
12. 2.2.II.5. How does your application allow both drivers and riders to understand trip length, trip time, costs (if applicable), and estimated time of arrival and location of the driver? QUESTION 10: Is this for riders using any mode (fixed & paratransit)?
    1. Yes.
13. 2.2.II.6. How does your application offer real-time trip information to customers? Is this for QUESTION 12: riders using any mode (fixed & paratransit)?
    1. Yes.
14. 2.2.IV.5. How will the system import and export data? QUESTION 13: What type of data is required for import to the system?
    1. Initial passenger files, routes, trips, etc.
15. QUESTION 14: In order to answer some of the pricing questions, we would like to know which ITS services provided by Passio Technologies that CCATD would be interested in. Many of these solutions have additional hardware and implementation costs, depending on your requirements. Can you tell us which of the following solutions that CCATD may be interested in?
    1. Paratransit scheduling software. Fixed route software. Passenger database, OTP, trip history, etc.
16. What is the contract term?
    1. What options do you offer?
17. What is the grading criteria used to evaluate the proposals?
    1. Additional information will be available in an RFP or RFQ
18. What department(s) will be evaluating the proposals?
    1. Additional information will be available in an RFP or RFQ
19. Where in Coos County do your vehicles travel?
    1. Additional information will be available in an RFP or RFQ
20. What is the footprint?
    1. Additional information will be available in an RFP or RFQ
21. How many vehicles do you have in your fleet for this solution?
    1. See attachment 1
22. What types of vehicles do you have in your fleet?
    1. See attachment 1
23. What types of devices do you have today, what types of devices do you envision you will need with this solution (tablets/smartphones/etc.)?
    1. Additional information will be available in an RFP or RFQ
24. What is your timeline and when do you anticipate implementing the solution?
    1. Additional information will be available in an RFP or RFQ
25. What is the intent of CCAT following the RFI?
    1. Additional information will be available in an RFP or RFQ
26. Does CCAT anticipate procuring paratransit and fixed route software within the next two years?
    1. Yes. This year
27. Would CCAT be interested in a pilot of this technology prior to any RFP process?
    1. Additional information will be available in an RFP or RFQ
28. What is the number of peak vehicles used for the CCAT fixed route and paratransit service, respectively?
    1. Five each.
29. How many vehicles are on one fixed route at a time? Can we receive a list of the routes and times that are in current operation?
    1. See our website. <https://www.coostransit.org/> The RFP/RFQ will have additional details
30. What different types of fares are used for paratransit and fixed route, respectively?
    1. Additional information will be available in an RFP or RFQ
31. Does CCAT perform flag stops on its fixed routes?
    1. No. But we may as we revise our routes.
32. How are fixed-route passengers counted currently?
    1. Manually. 100% Driver count.
33. Does CCAT have Audio Visual Announcements (AVA’s) and Automated Passenger Counters (APC’s) in place currently? If not, will AVA’s and APC’s be something that CCAT will be interested in?
    1. We do not have APC’s AVL’s now. We will want these features if they are cost feasible.
34. How is fixed route scheduling done currently? Is there any run cutting involved?
    1. We are a small system. We will not need software to prepare run cuts. This will always be a manual process.
35. Does CCAT use MDT’s currently with Easy Rides?
    1. No
36. What are some of the biggest concerns seen with the current software solution that CCAT would change immediately, if possible?
    1. Additional information will be available in an RFP or RFQ
37. What are the goals of CCAT surrounding this software upgrade?
    1. Viable software systems for PT and FR
38. Does CCAT provide any other types of service that may be supported by the chosen solution?
    1. Not at this time
39. Is there a budget that CCAT has in mind yet for this project? If so, what is the budget?
    1. Yes. $168,000
40. What is the funding source for this project?
    1. STIF Funds.
41. Are there funding deadlines/timelines for this project? If so, what are they?
    1. 2021
42. Does CCAT have a preferred cellular network? If so, please provide contact information for our account manager.
    1. Not at this time
43. Is there a consultant involved with this RFI? If yes, what is the name of the firm or individual?
    1. Kevin Chambers
    2. Full Path Transit Technology
    3. c: 503.236.7864
    4. [kc@fullpath.io](mailto:kc@fullpath.io)
44. Do the current fixed route vehicles have MDT’s in them?
    1. No
45. How many in-office users will you have?
    1. 3
46. How many depots do you operate?
    1. 1
47. Do you have any subcontractors that will be part of this project if it goes to the RFP stage?
    1. No
48. Are any private contractors/subcontractors used to provide trips for CCAT? If yes, how are these contractors paid, by the trip or by the hour?
    1. Yes. A small number of trips are provided by taxi. Paid by trip.
49. Will CCAT allow proposers to provide a demo of the software before awarding the contract? Questions for 2020 RFI Paratransit and Fixed Route Software for CCAT www.ecolane.com
    1. Yes.
50. Would CCAT consider SMS text messaging/Self Service Web requests/Mobile Booking app as optional products?
    1. Perhaps.
51. Are there any interfaces required for external sources such as Medicare that may be required? If so, what other external sources?
    1. No.
52. Are there any special reporting requirements other than the ones indicated in the RFI?
    1. NTD data. Daily, monthly, and annual trips, miles, hours, etc.
53. Please provide a monthly reporting summary of operating statistics for CCAT.
    1. See attachment 2 – NTD data RY 19
54. What is the potential time frame for the RFP to be released and the project to be implemented?
    1. ASAP. Before July 1, 2020 if possible
55. When would CCAT want/expect to “Go Live” with software system implementation?
    1. ASAP. Before July 1, 2020 if possible
56. What is the total number of Drivers for fixed-route and paratransit services, respectively?
    1. See Attachment 2
57. How many dispatchers does CCAT have?
    1. 2
58. How many reservation agents does CCAT have?
    1. 2 (dispatchers perform both functions)
59. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does CCAT have?
    1. 2
60. Are the Drivers and Dispatchers represented by a Union? If so, which Union?
    1. No
61. Does the service area encompass more than one county? If so, which counties?
    1. No
62. Please indicate if there are any holidays for no service or reduced service.
    1. See the website <http://www.coostransit.org/>
63. On what days of the week are trips provided?
    1. See the website <http://www.coostransit.org/>
64. What are your hours of service? Do they vary between fixed-route and paratransit services? If so, please list each one separately.
    1. See the website <http://www.coostransit.org/>
65. What specific business goals are you looking to achieve by implementing new technology tools?
    1. Improved customer service. Data collection. Reporting, etc.
66. Can you share some reporting metrics that are important for you to measure?
    1. Veh miles, hours. Trips, passengers, NTD data, etc.
67. How does Coos County budget for software and services? Are we working within predetermined budgetary constraints?
    1. Yes. Grant amount.
68. Do you have an estimated timeline for going live with new software?
    1. ASAP. Before July 1, 2020 if possible
69. Do your drivers use mobile devices? If yes, what do they have?
    1. No.
70. What, if any, technology guidelines or constraints do you have?
    1. Small system functionality within funding limitations.
71. Are there specific invoicing or billing goals/needs?
    1. Passenger fare, agency cost per trip, hour, mile, etc.
72. How many total vehicles do you operate? How many drivers do you have?
    1. See NTD
73. What types of vehicles do you operate and what are their capacities?
    1. See Attachment 1
74. How many vehicles are assigned to your Routes? (number of vehicles e.g., for Pirate Express, Bulldog Express, Crab, Timber, etc.)
    1. One vehicle per route.
75. How many passengers to you transport on average daily per route?
    1. See NTD
76. How do passengers pay and how do you determine the Rates? Per ride/Monthly/yearly pass/cash, etc.
    1. Per trip, or various passes.
77. How do you account for fares and donations from passengers currently?
    1. Manual count
78. Do you have clients that will be recurring for your dial a ride program?
    1. Yes
79. For your Dial-A-Ride program: how are your vehicles/drivers currently scheduled/dispatched?
    1. Some automated paratransit scheduling, and radio dispatched.
80. Regarding RFI for Paratransit and Fixed Route Software please confirm the 2/10/2020 deadline. If the deadline is extended, kindly help us access the Addendum with the details.
    1. See RFI. No changes at this time. However, we will issue an RFP or RFP.