

**City of Hattiesburg  
Hub City Transit**

**Paratransit Transportation Services RFP**

**Questions & Answers**

The RFP issued May 21, 2019 by the City of Hattiesburg prescribed a timeline including that proposal inquiries/questions be presented in writing by June 14, 2019. Below is a list of questions received, edited for presentation and clarity, along with responses. The publication of this document in the same place(s) where the full RFP is available will satisfy the prescribed publication of responses in the RFP.

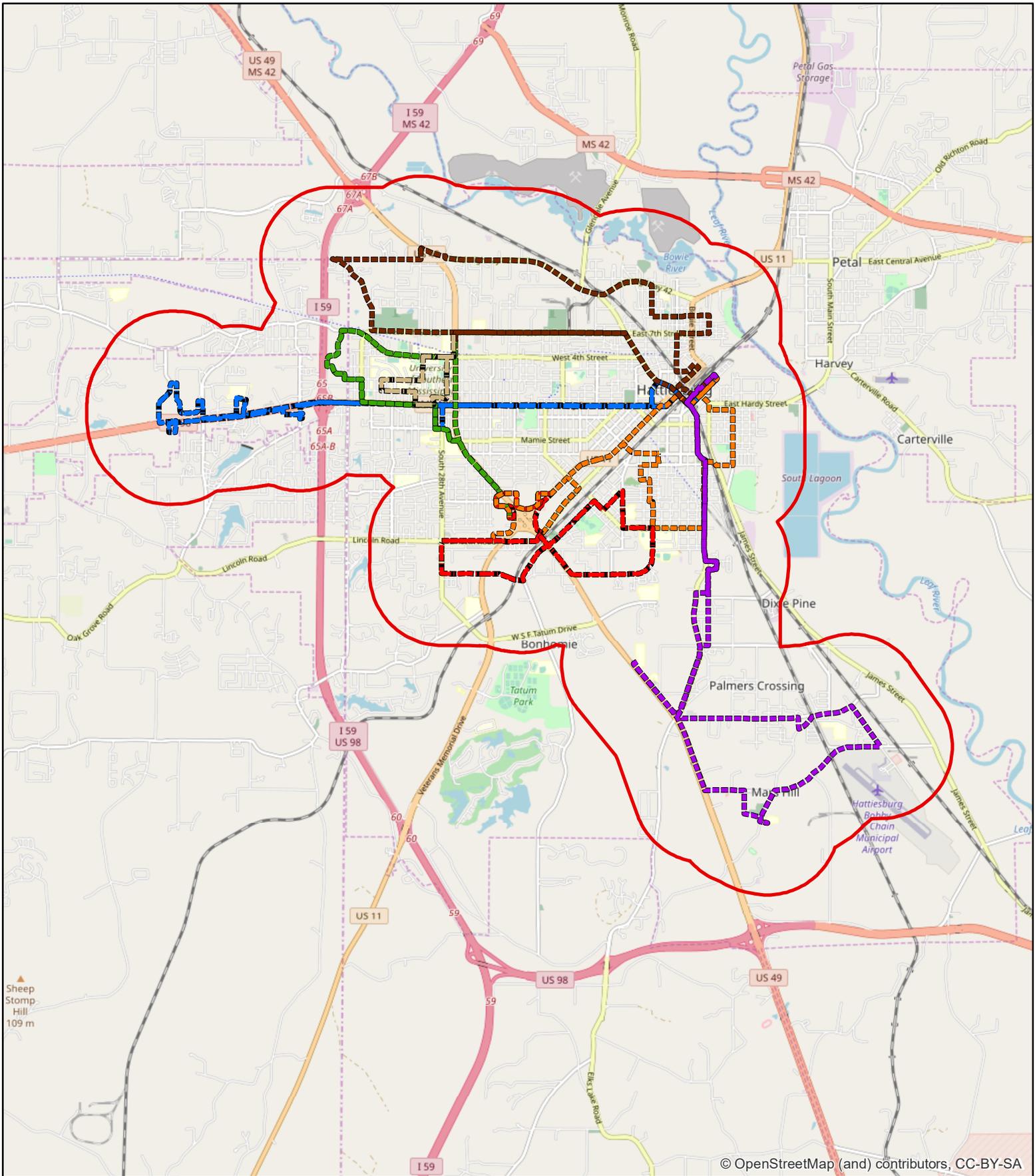
***\*due to the late discovery of unanswered questions submitted by potential respondents, the due date for responses has been extended to 10:00 a.m. on July 11, 2019.***

- 1) How will the city respond to questions?
  - a) Answers to all questions received in writing or during the pre-proposal meeting will be written and posted on the city's website in the same location where the RFP is found. The questions and answers (this document) will be published no later than 5:00 p.m. on June 21, 2019.
  
- 2) Do the trip duration hours on page 6 of the RFP only include hours when riders are in the vehicle?
  - a) Yes, the trip duration hours would only account for the amount of time riders are in transport.
  
- 3) Will a certain software be required?
  - a) While a particular software is not required, respondents must be able to demonstrate that their scheduling and reporting software is capable of reporting all necessary data to the city that will be necessary for its periodic NTD reporting, and that such reporting will be in a format that can be easily transferred and shared with the city and that is easily deciphered and analyzed.
  
- 4) What is the service territory for this service?
  - a) Generally, the service territory for Hub City Transit's Paratransit service is anywhere within 0.75 miles of the fixed route system. A map showing the 0.75 mile buffer around these routes and has been attached. NOTE: During the pre-proposal meeting, it may have been incorrectly stated that the area included a larger buffer; this serves as a correction.
  
- 5) Does the city want to expand the Paratransit service?
  - a) At present, the city is focused on improving its fixed route system in order to grow its ridership. The Paratransit service is a critical service that complements fixed transit for those that qualify for the program. It is likely that with continued improvements in fixed routes and with high quality service by a Paratransit vendor, that we could witness an expansion in the use of Paratransit. Should the Paratransit service grow, it would be the department's hope that such expansion is in proportion to a simultaneous growth and expansion of fixed route use.
  
- 6) Can you define the geographic boundaries of the Hattiesburg Urbanized Area?
  - a) The Urbanized Boundary can be seen at [www.hattiesburgms.com/mpo](http://www.hattiesburgms.com/mpo) on the linked map. The "Urbanized Area" is labeled as the MPO Area on the map. However, the area of concern for the scope of services in this RFP are better described in question #4 above.

- 7) Section 1.3 includes that “The majority of these trips may require child care transportation trips in conjunction with parent work trips.” What percentage of trips typically include childcare related trips? Please expand on the description of this portion of service, including contractor requirements, trip limitations, number of trips included, etc.
- a) CORRECTION: The statement that a “majority” of these trips also involve childcare trips is an error. Though we do not have a quantity or percentage immediately available, suffice it to say that childcare related trips in conjunction with Paratransit services are extremely rare. In the rare instance that childcare trips are necessary in conjunction with Paratransit service, the child is to remain in the care of the adult passenger at all times. This means that prior to dropping off an adult at their destination, the child would need to be dropped off first. These instances may be tabulated as one trip per individual with each individual paying the appropriate fare. There is no limitation on proximity from childcare location to adult destination except that all locations must be within the service territory.
- 8) How is completed trip duration calculated? Is this the total time from pick up to drop off for all trips? If not, what does this number represent?
- a) Trip duration is calculated when riders are in transport. The trip time will be for one leg of the trip at a time (i.e. from home to store is one leg of trip).
- 9) What is the difference between Scheduled and Reported (repo) hours in the table on page 6?
- a) “Scheduled” indicates the number of hours the city’s software system scheduled and set up in the system for planned trips. “Reported” indicates the number of hours reported by drivers that those trips actually required.
- 10) Are the trip volumes consistent month to month? If not, please provide the monthly breakdown of trip volume.
- a) Yes, the trips are relatively consistent month to month. In the past year, they have ranged from 424 to 572 passengers.
- 11) What is the number or percentage of trips that are wheelchair transports?
- a) Approximately 40% of paratransit riders are wheelchair transports.
- 12) Do you provide geri-chair or bariatric wheelchair transportation?
- a) HCT provides transportation for passengers in wheelchairs, including bariatric wheelchairs, intended for similar use as traditional wheelchairs. “Geri” chairs, unless designed specifically for safe transport as are traditional wheelchairs, may not be suitable for transport on HCT vehicles.
- 13) Is there a waitlist for paratransit riders, and if so, does the number of eligible and approved riders in the RFP include those on the waitlist?
- a) There is no waitlist.
- 14) Could a contracted vendor provide riders the option to request same day trips subject to availability?
- a) At the vendor’s discretion, such same day service may be allowed except that 1) additional fares may not be charged unless the vendor is marketing a completely different service unrelated to its HCT contract and 2) the City of Hattiesburg may require that such an offering cease by policy if it is determined that the service creates a problem for HCT or the ridership.

- 15) Does COH currently turn away trip requests or do you schedule all trips requested prior to 3:00 PM the day before?
- a) Scheduling for trips is based on availability. In rare instances, not all riders can be accommodated.
- 16) How many days prior can a trip be scheduled?
- a) Individual trips can be scheduled up to 14 days in advance. However, COH allows for riders to schedule standing, perpetual trips without limiting to 14 days advance notice (i.e. physical therapy appointments).
- 17) If COH currently turns down trips, are selected trips booked on a first come, first served basis?
- a) Trips are booked on a first come, first served basis. Currently, we do turn down trips because we cannot overbook. Our current software informs us when we have reached our capacity.
- 18) Is a respondent required to have audited financial statements?
- a) In lieu of audited financial statements if none have been recently conducted, a respondent may provide other evidence of the organization's financial health and capacity with which to faithfully perform the scope of services.
- 19) Section 1.7 lists information required to be reported monthly. What information is required on a per trip basis and what information is required on a monthly total basis?
- a) CLARIFICATION: Section 1.7(c) includes Date of trips, but that should also include times of trips. The provider's monthly invoice will need to include whatever information is sufficient to justify the amount billed, including a breakdown of charges and trip information. Exactly what information is needed on a per trip basis may largely depend upon the method by which the respondent and the COH agree to base charges. In any case, the COH reserves the right to inspect records related to the provision of this service and/or to request that the provider update its reporting method to better enable the COH to verify and analyze service and ridership data.
- 20) Is the coverage amount referenced in Section 4.2 on a per incident or aggregate basis?
- a) This is a per incident coverage requirement.

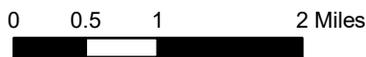
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- Legend**
- 3/4 Mile Buffer
  - Bus Routes**
  - Blue Line (Hardy East)
  - Brown Line (Hwy 42)
  - Gold Line (USM)
  - Green Line (4th St)
  - Orange Line (Broadway)
  - Purple Line (Palmer's)
  - Red Line (Countryclub)

# Paratransit Service Area



Map provided by the GIS Division of the  
 HPFL Metropolitan Planning Organization  
 Department of Urban Development  
 City of Hattiesburg, Mississippi

This map is unofficial and is subject to validation.  
 It is not intended for site specific review.  
 It does not necessarily reflect the most current  
 changes and was created for general planning purposes only.  
 Map created May 2017.