

## GoBus RFP Questions & Responses: Part One 5.30.24

- Request for clarification—Are we supposed to use the submission portal to ask questions?
  - *The submission portal, which you can set up using the Intent to Submit Form on the GoBus RFP webpage (ridegobus.com/rfp) is intended for you to use solely for the purposes of submitting your GoBus proposal.*
  - *All questions, requests for clarification, and other requests should be submitted to Claudia Bashaw via this email address: [claudia.bashaw@hapcap.org](mailto:claudia.bashaw@hapcap.org).*
  
- Do you have a current breakdown of your current fare box collections per route?
  - *Yes. The information below shows fare box collected in 2022 & 2023, per route. We report fare box totals per route to ODOT on a monthly basis as part of our invoicing process.*
  - *Please note that the fare box reflected here does not take into account the addition of stop locations that will begin with the new contract (see RFP Application Part 1).*
  - *Also note that schedules/time tables have a bearing on the fare box revenue.*
  - *The ridership for each route and year is included below.*
  - *Lastly, note that several of the GoBus routes listed below are currently the subsidized portions of routes that extend beyond Ohio. The fare box listed below for these routes in particular includes fares collected on both the GoBus portion, as well as those collected on the unsubsidized portions outside of Ohio. These are marked with \*\* below:*
    - *Route A*
      - *2022 Total Fare Box= \$251,263.26; Total Ridership = 22,676*
      - *2023 Total Fare Box= \$288,014.10; Total Ridership = 28,663*
    - *Route B*
      - *2022 Total = \$168,465.67; Total Ridership = 11,605*
      - *2023 Total = \$218,074.49; Total Ridership = 14,287*
    - *Route C-1\*\**
      - *2022 Total = N/A*
      - *2023 Total = \$411,563.56; Total Ridership = 28,451*
    - *Route C-2*
      - *2022 Total = \$204,179.14; Total Ridership = 12,875*
      - *2023 Total = \$246,623.14; Total Ridership = 14,599*
    - *Route D\*\**
      - *2022 Total = \$18,898.81; Total Ridership = 2,935*
      - *2023 Total = \$247,578.94; Total Ridership = 16,904*
    - *Route D-Rural*
      - *2022 Total = \$23,682.57; Total Ridership = 2,212*
      - *2023 Total = \$26,108.98; Total Ridership = 2,383*

- *Route E\*\**
  - *2022 Total = \$98,863.93; Total Ridership = 10,600*
  - *2023 Total = \$319,958.39; Total Ridership = 16,319*
  
- In RFP it states that customers/riders need to be able to get inside of a stop to purchase tickets. My question is that on 24/7 basis or just during the hours of the shuttle operation hours?
  - *GoBus passengers may purchase tickets from any physical ticketing location during that specific location's hours of operations. Inherently, those hours of operations will vary depending on the type of stop location. The majority of the current GoBus stop locations do not offer ticketing services at all (see answer to question below).*
  
- Is the provider (bus operator) required to have a point of sale station in each stop along the way?
  - *No, it is not necessary that every stop location also serve as a ticketing location. However, per the In-Kind Match Agreement we maintain with Greyhound, there is a stipulation that at least 20% of our stop locations also serve as Greyhound ticket agencies. Therefore, we would need to have a ticket agency established at 20% of our stop locations at a minimum.*
  
- Would the use of our facilities/offices for stops be considered an in-kind donation?
  - *No, the facilities/offices would not be considered part of the in-kind match.*
  
- Is there a contact with Greyhound that you would be able to share since it is critical to use their facilities and ticketing platform?
  - *Yes. The best contact is Stephanie Gonterman with Isaacs & Associates, State Government Affairs Representatives. Her email address is: [stephanie@isaacs-assoc.com](mailto:stephanie@isaacs-assoc.com)*