



PARKS & RECREATION  
DEPARTMENT

City of South Gate  
4900 SOUTHERN AVENUE \* SOUTH GATE, CA 90280  
(323) 563-5443 \* FAX (323) 564-8632  
www.cityofsouthgate.org

## Request For Information Response Form

**Date:** May 13, 2024  
**To:** Potential Bidders  
**Re:** Phone A Ride Transit RFI #2  
**Subject:** Questions from Express Transportation Services

### Response to Phone A Ride Transit RFI No. 2:

1. Requirement specified in the Request for Proposal: Can the proposed service design vary from the program description as noted in the RFP? - is the City open to accepting alternative program designs tailored specifically for the needs and accessibility of the residents of the City of Southgate? **No. All responses must follow current RFP requirements.**
2. We respectfully request copies for the last 60 months worth of billings to the City of Southgate DAR (phone-a-ride) for contracted services pursuant to the current RFP. **Total invoice numbers for the past 12 months are shown below. Any additional requests would need to be made through a "Public Records Request" from our City Clerk's office.**

March '23	\$49,220.22
April '23	\$52,418.62
May '23	\$53,712.16
July '23	\$54,153.25
August '23	\$56,874.83
September '23	\$54,810.28
October '23	\$54,482.88
November '23	\$54,329.03
December '23	\$53,553.11
January '24	\$50,548.97
February '24	\$49,030.73
March '24	\$56,310.83



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3. We respectfully request copies of NTA reporting for the past 60 months of transit system operation. FY 22/23 NTD numbers are included below. Any additional requests would need to be made through a "Public Records Request" from our City Clerk's office.

Days in Operation	365
Unlinked Passenger Trips	51,988
# of Shared Rides	28,509
Total # Exclusive Rides	23,479
Total # of Passengers	87,035
Vehicle Revenue Miles	116,360.67
Pass Miles	192,414.54
Vehicle Revenue Hours	7,959.31
Avg # of Trip Per Day	142.43
Avg # of Pass. Per Day	238.45
Avg # of Pass. Per Trip	1.7

4. What are the actual revenue and non-revenue hours pursuant to transit system operation for the past 60 months? Please provide annual hours for each year. FY 22/23 Revenue Hours are 7,959.31. Our current contract is a Taxi-based system so all rides are revenue hours with no non-revenue hours. Any additional requests would need to be made through a "Public Records Request" from our City Clerk's office.
5. What are the actual revenue and non-revenue miles pursuant to system operation for the past 60 months? Please provide annual miles for each year. FY 22/23 Revenue Miles are 116,360.67 Our current contract is a Taxi-based system so all rides are revenue hours with no non-revenue hours. Any additional requests would need to be made through a "Public Records Request" from our City Clerk's office.
6. Have any of the transportation operating programs had any incident(s) (onboard or offboard of vehicles) or accident(s) in the past 60 months? If so, we would like to request copies of any and all incidents and accidents for the past 60 months. We have had no reported incidents in the past year. Any additional requests would need to be made through a "Public Records Request" from our City Clerk's office.
7. Can we get a monthly system statistical reports that includes ridership, peak-hours, and any other data available for the past 60 months for contracted system operations. That information is not available.
8. Management Reports: What are the current management reports required by the City? The City requires all of the information needed to properly complete NTD reporting plus any requirements from the State/Federal Government.
9. Customer Satisfaction: Please provide copies of customer satisfaction surveys from all current operating system operations for the past 60 months. There are no surveys available.



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10. Please provide copies of customer complaints from all current system operations. A summary of complaints received are below:

Rude driver	2
Patron received inaccessible vehicle	4
Patron was never picked up.	4
Overcharged for trip.	2
11. Contract Services Agreement: Can we get a copy of the current service agreement(s) with the incumbent operator(s) to include any and all applicable subcontract agreements? The current Contract Service Agreement follows the same process as the current RFP that is already included. Any additional requests would need to be made through a "Public Records Request" from our City Clerk's office.
12. Please provide current and historical driver wage rates for current DAR system operations. This information is not available from the City.
13. Please provide a copy of the current drivers Collective Bargaining Agreement if applicable. This information is not available from the City.

*Steve*

**Steve Costley**  
Project Manager  
City of South Gate