

IMPERIAL COUNTY TRANSPORTATION COMMISSION (ICTC)

1503 N. Imperial Ave. Suite 104, El Centro, Ca. 92243
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Date: March 14, 2024
To: Prospective Respondents
From: David Aguirre, Executive Director
REF: IVT Access, ADA Paratransit System, Paratransit Services Request for Proposals (RFP) **ADDENDUM #2**

The following are clarifications to date based upon questions posed by potential respondents.

1. Will ICTC please describe any specific pain points with the current service provision?
-Some specific pain points with the current service providers and service are:
Passengers per hour on demand response services, down time of vehicles due to maintenance and inability to obtain parts (sporadic cases but often leads to extensive down time) and maximization of revenue hours.
2. Will ICTC please provide the names and contact information for all current DBE and non-DBE subcontractors?
Information for DBE's are as follow:
Blue Goose (Uniforms) procured by operator
Conveyor (Marketing) procured by ICTC

Please utilize <https://caltrans.dbesystem.com/> to identify further possible DBE's.

List of non-DBE subcontractors:

- **Roman's Water**
- **Lori's Sanitation**
- **Inland**
- **Wetmores**
- **Imperial Printers**
- **Jade Security**

- **CNS Signs**
 - **Wise Electronics**
 - **Embark**
 - **Cintas Safety**
 - **Cintas Uniforms**
 - **Brinks**
 - **Amarok**
 - **Willscot**
 - **Airwave Communications**
 - **Romaine Electronic**
 - **Technology Depot**
 - **Valley Auto Glass**
 - **Ashurst Towing**
 - **Jim Reiter's Locksmith**
 - **Three Star Mobile**
 - **Diamond Manufacturing**
 - **Advanced Air and Vacuum**
3. Will ICTC allow responders to use virtual signatures for these submissions?
- Responders are allowed to use virtual signatures for the submissions.
 4. We respectfully request that ICTC allow for digital submission (e.g. by email, portal upload, or similar).
-Responders can submit a digital submission but hard copies are still required. ICTC uses hard copies of the submissions for the evaluation process.
 5. In order to thoughtfully incorporate information learned during the pre-submittal conferences and question & answer period, we respectfully request a 3 week extension of the proposal deadlines for the four scopes of work to April 19, 2024.
-ICTC will allow for a two-week extension of the proposal deadline for all four scopes.
 6. Will ICTC please provide route-level data on on-time performance data and passengers boarded per vehicle per hour on average for 2022-2023?
-Passenger per revenue hour for IVT for FY 22-23 was 14.03.
-On time performance for IVT for FY 22-23 was 97.49%.
 7. Will ICTC please provide on-time performance by service for the Access, MedTrans, and RIDE services for 2022-2023?
-On time performance for IVT Access in FY 22-23 was 97.75%
-On time performance for IVT MedTrans in FY 22-23 was 99.16%
-On time performance for IVT Ride in FY 22-23 was:

IVT Ride Brawley:99.39%
IVT Ride Calexico: 99.40%
IVT Ride El Centro: 99.16%
IVT Ride Heber: 99.60%
IVT Ride Imperial: 99.50%
IVT Ride West Shores: 95.81%

8. Will ICTC please provide safety data for the past 3 years? For example total number of accidents per thousand miles driven per service; total number of preventable accidents per service; and total number of road calls per service?

Per the information shared by the operator, all service combined, experience on average 7 road calls per month. Most of the road calls are minor in nature. Among all services, ICTC operates at approximately 1,085,000 revenue miles per year (excludes Calexico On Demand). In the past 3 years the operator has experienced the following accidents: CY21 – 9 Incidents of which 7 were preventable, CY22 – 11 incidents of which 7 were preventable and CY23 – 1 incident of which 1 was preventable.

9. Will ICTC please provide a summary of insurance claims from the last 3 years? For example, the number of claims in each group: workers comp, commercial general, auto, gatekeepers liability, employer liability, fidelity bond/crime

- The information requested is part of the operator's insurance package. ICTC is involved with significant scenarios ie. vehicle accidents or passenger accidents. To ICTC's knowledge there have only been approximately 5 to 8 claims.

10. Will ICTC please provide a summary of call volume and performance (i.e. average wait time) for 2022-2023?

- **Total number of calls for FY 22-23 were 44,853.**
- **Average wait time for FY 22-23 was 35 seconds.**

11. Will ICTC please provide a history of liquidated damages assessed?

- ICTC has not historically encountered scenarios where we were required to assess liquidated damages. In the last 3 years, ICTC has issued liquidated damages for \$250. ICTC is in continuous communication with the operator to avoid scenarios of liquidated damages assessments.

12. The IVT Ride Service lists roughly 27,080 annual vehicle hours in the sample statement of work, but only around 2,000 annual vehicle hours in the 3 years of operational data. Which amount should we be using as a baseline, and what explains the difference between the two numbers?

- The IVT RIDE System between all services (El Centro, Calexico, Brawley, Heber, Imperial and Westshores) has provided approximately 19,500 revenue hours in

FY22-23. Revenue hours for the service have been adjusted as a result of the pandemic and demand. ICTC envisions working with the operator to operate the services at full capacity.

13. The IVT Access Service lists roughly 14,000 annual vehicle hours in the sample statement of work, but only around 7,000 annual vehicle hours in the 3 years of operational data. Which amount should we be using as a baseline, and what explains the difference between the two numbers?

- The IVT Access System has provided approximately 7,000 revenue hours in FY22-23 and is anticipated to operate at approximately 10,000 revenue hours in FY23-24. Revenue hours for the service have been adjusted as a result of the pandemic and demand. ICTC envisions working with the operator to operate the services at full capacity.

14. Will ICTC please provide the mileage of each service vehicle?

- Please refer to Attachment (A) for the mileage of each service vehicle.

15. Will ICTC please describe its fleet replacement plan?

-ICTC monitors the usage of all service vehicles and has set criteria for their expected useful life. ICTC currently has 19 newly acquired vehicles that are anticipated to operate as replacement vehicles for several older vehicles. We are currently working with our existing operator to evaluate the retirement of vehicles. ICTC is currently set to acquire an additional 10+ vehicles in the coming months to replace existing retirement eligible vehicles.

16. What is the current fleet spare ratio per service?

-ICTC operates at approximately a 3 to 1 ratio for service to spare.

17. Is the County or the Contractor responsible for major vehicle repairs such as transmissions and engine rebuilds?

- The Contractor is responsible for major service repairs. The Contractor should maintain ICTC to the highest standards to ensure that the vehicles don't experience significant issues. ICTC will work with the Contractor and the vehicle manufacturer on warranty issues.

18. If the current IVT RIDE service is replaced with a general use microtransit or dial-a-ride service, will the existing fleet be available to the Operator?

- Yes, the existing fleet will be available.

19. Page 4 of the RFP states that the landlord is open to discussing retention of the existing facilities with prospective bidders. Will ICTC please provide contact

information for the land owner of the current facility at 792 E. Ross Rd, El Centro, CA 92243?

- The current property owner is an entity named Apple Towing. The POC on record for ICTC is Rodney Mealey, Project Manager - 760-556-8921. The proposer is encouraged to recommend other locations to further meet the needs of the service and the operator. ICTC is also working towards acquiring property and building its own facility.

20. Will ICTC please provide a detailed list of maintenance equipment available to the Operator? Given that the lot is privately owned, who owns this equipment and will it be available to the Operator?

- All parts and supplies associated with vehicle maintenance belong to ICTC. All parts and supplies will be made available to the operator. Maintenance Tools belong to the mechanic as part of their CBA with the current operator. Maintenance Equipment is partially owned by ICTC and the current operator. Any items that belong to ICTC will be made available to the operator. ICTC agrees to engage with the current operator should there be a transition to acquire any of the existing maintenance equipment that does not belong to ICTC.

21. Where are vehicles currently fueled?

- Regular gas propulsion engine vehicles are fueled at local Gas Stations. ICTC requests that the operator attempts to use the lowest priced fuel. Diesel propulsion engines are fueled via a third party at the existing bus yard.

22. Is ICTC able to help the Operator procure favorable fuel rates?

- ICTC will assist as much as possible.

23. Will ICTC please provide a summary of capital improvements / renovations for all facilities (e.g., bus shelters, transit centers) in the last 5 years or that are planned in the future?

- In the past five years, ICTC has built the City of Imperial Transit Center, and renovated a few bus stops in the City of Calexico, Brawley and in El Centro. Within the next five years, ICTC hopes to complete the new Intermodal Transportation Center in the city of Calexico, complete bus stop improvements in the cities of El Centro, Calipatria, and Westmorland. ICTC is also working towards constructing a Transit Center near the Calexico East Port of Entry and is working towards the construction of its new maintenance yard and operations facility.

24. Will ICTC please provide a list of current employees, position, and seniority; as well as an organizational chart?

- Organizational chart is attached to this addendum as Attachment B. This Org. Chart only applies to the current operations team.

25. Will ICTC please provide the annual operator turnover rate for fixed route operators, paratransit operators, maintenance staff, and other staff?

- Turnover rate for staff is as follows:

- **Maintenance staff and Road Supervisors: 0**
- **Dispatchers: 7%**
- **Drivers 5.7%**

26. How many open or vacant positions by role/function currently exist?

- There is currently one driver position open.

27. Can ICTC confirm that the road supervisor collective bargaining agreement term is January 1, 2024 - December 31, 2026 and the operator and maintenance staff collective bargaining agreement is January 1, 2023 - December 31, 2025?

- ICTC believes the agreement date terms noted on the Road Supervisor and Operator and Maintenance Staff CBA are accurate. The CBA is between the existing operator and the associated represented staff members.

Thank you for your interest in the bid process. Should there be any further questions, please email davidaguirre@imperialctc.org.

End Of Month Mileage For Ferbruary 2024

Fuel Type	Unit Number	Mileage
1 Diesel	1201	335,448
2	1202	421,191
3	1203	499,074
4	1204	546,912
5	1205	516,543
6	1206	498,161
7	1207	535,297
8	1208	379,152
9	1209	519,748
10	1210	397,967
11	1211	448,814
12	1212	478,495
13	1213	432,686
14	1214	430,541
15	1215	294,546
16	1216	503,275
17 Gasoline	1100	285,560
18	1101	209,344
19	1102	246,273
20	1103	267,413
21	1104	293,787
22	1105	229,023
23	1300	181,693
24	1301	176,766
25	1302	162,022
26	1303	192,550
27	1304	187,773
28	1305	162,866
29	1306	191,378
30	1307	165,608
31	1308	167,671
32	1309	175,694
33	1310	147,906
34	1311	16,505
35	132	89,359
36	133	80,417
37	134	80,894
38	135	92,929
39	136	97,953

40	137	86,841
41	138	80,995
42	139	81,306
43	140	99,331
44	141	105,888
45	142	109,534
46	143	81,528
47	144	119,777
48	145	110,013
49	146	58,620
50	147	22,338
51	1400	252,263
52	1401	194,543
53	1402	198,892
54	1403	89,564
55	500	146,825
56	501	138,814
57	502	118,757
58	503	115,996
59	504	121,717
60 MV1's	S3	45,664
61	S4	60,243
62	S5	26,315
63	S6	37,409

Attachment B

