



Transit Operations & Maintenance Contract

Pre-Solicitation Meeting

Agenda & Ground Rules

- Brief presentation by Durham Transportation Department; followed by overview of key issues by your firm.
- 75 minutes total.
- Purpose of meeting is to outline City approach to and gather information for the Request for Proposals.
- Focus on key issues and questions, not general marketing.
- Nothing should be construed as included, excluded, or committed to as part of RFP by the nature of questions and discussions.

Procurement Overview

Anticipated Timeline

Event	Target Date
Release Request for Proposals	January 10 th
Pre-Proposal Information Day <ul style="list-style-type: none"> Information Session, Q&A “Meet the Primes” for S/DBE firms Operations & Maintenance Facility Tour 	January 24 th
First Round of Questions Due	January 27 th
Final Addendum	February 21 st
Proposals Due	March 1 st
Finalist Interviews (if necessary)	March 13 th /14 th
Notice of Intent to Award	March 20 th
City Council Presentation	April 6 th
Award & Notice to Proceed	Early May
Contract Begins	July 1 st

The City recognizes that this is an aggressive timeline. To minimize and mitigate schedule risk:

- Pre-solicitation and pre-proposal engagement.*
- An extensive library of background and reference documents will be provided at the time RFP is released.*
- “All hands on deck” across City agencies.*
- Reviewing other agency RFPs and Q/As*

Scope of Services

- **Operation of fixed route services only**
- **Operations & Maintenance Facility provided**
 - Contractor to provide general upkeep plus minor maintenance
 - City to cover capital rehabilitation/replacement (allowance-based)
 - City to provide fuel; contractor to maintain systems
- **Vehicles**
 - City to provide all revenue vehicles
 - City to provide 16 non-revenue vehicles (with allowance for service expansion needs)
 - Contractor to provide all preventative maintenance and routine repairs; body damage; warranty claims; parts and inventory control
 - Contractor to provide maintenance management system
 - Contractor to assist in commissioning/decommissioning vehicles
 - Contractor to maintain on-board technologies with assistance from vendors, as necessary
- **Bus Stop Infrastructure**
 - Contractor to maintain bus stops (trash, cleaning, repair); tiered level of effort based on ridership
 - Contractor opportunity/allowance to achieve state of good repair
 - Durham station cleaning and routine maintenance
- **Customer Service & Marketing**
 - High performance expectation from front line personnel
 - Investigate and respond to complaints transferred from call center and other sources
 - Durham Station customer service
 - Allowance based for non-personnel:
 - Proactive marketing of new services
 - Printing of maps, schedules, etc.
- **Other**
 - Records and Reporting
 - Safety/Security Management
 - Turnover/contract completion

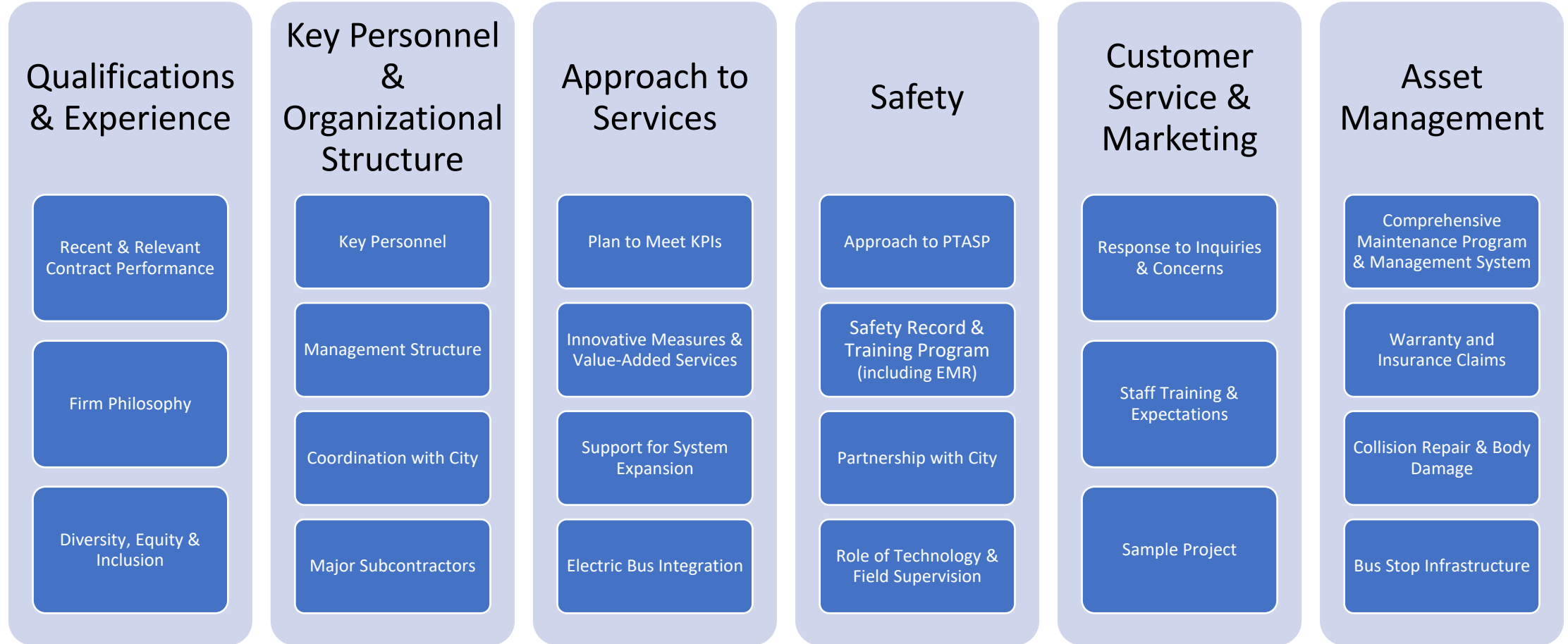
Contracting Approach

- 5-year contract plus two 1-year renewals
- Flexible approach to Durham City Transit Corporation
- Must assume existing collective bargaining agreement
- Aggressive DBE goal
- City must approve Key Personnel: General Manager, Operations Director, Maintenance Director, Director of Customer Engagement/Marketing
- City provides revenue and non-revenue vehicles, fuel, operations & maintenance facility; agreed upon capital replacement/ expansion framework
- Performance-oriented technical requirements with targeted performance incentives/liquidated damages

Evaluation Approach



Key Evaluation Considerations



Core Criteria

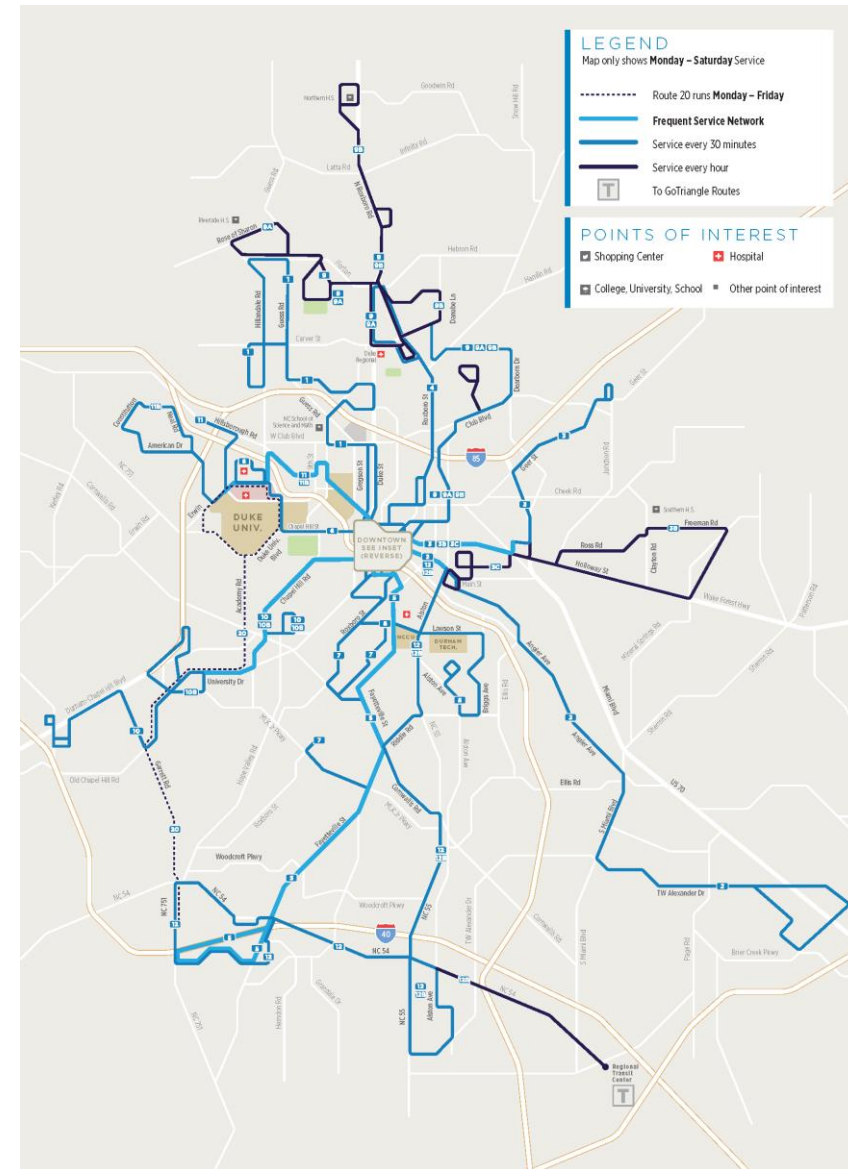
Differentiators

GoDurham

Service Program

Quick Facts

- 21 routes and 2 microtransit zones
- Pulse-oriented
- Service Mo-Fr 5:30 AM – 12:30 AM
(Sundays/Holidays 6:30 AM – 9:30 PM)
- 175,007 revenue hours delivered in FY22
(81% of the 216,688 budgeted hours; currently operating 87% of budgeted hours)
- 58 revenue/16 non-revenue vehicles
- 32 passengers per revenue hour
- 4.7 million trips in FY22
- 84% on-time performance
- CBA valid through June 30, 2025



Recent & Planned Investments

- New CAD/AVL System
- Durham Station Renovation and Upgrade
- Bus Speed & Reliability Program
- Bus Stop Access and Infrastructure
- Fixed Route Operations & Maintenance Facility (OMF) Expansion
- OMF Equipment (Lifts, Vacuum, Fuel Storage)
- Electric Buses



Look-Ahead

- Enhance & Extend Bus Service
 - All routes to 30 minute or less frequency
 - Add more 30 min frequency at night
 - Anticipated 20+% increase in peak vehicles by FY 2026
- More Routes Going More Places
 - 2 crosstown routes
- Bus Stop Improvements & Transit Centers
 - Countywide bus stop improvements
 - 2 new transit centers
 - Bus stop and access improvements on 5 high-frequency corridors
- Faster, More Reliable Service
 - Bus speed & reliability infrastructure improvements
- Operations & Maintenance
 - Bus and paratransit operations and maintenance facilities
 - Bus purchases and replacements (including EV's)

The regional half-cent sales tax and decision to abandon the D-O light rail project has made unprecedented resources available to expand GoDurham_services and improve the quality of those services.

engagedurham.com/101/Durham-Transit-Plan

Our Goal

The Durham Transportation Department is looking for a partner, not just a contractor, to deliver on the promise of transit throughout the City of Durham over the next decade.