



October 10, 2018

## Operational Efficiency & Management Analysis for WKU Topper Transit & GO bg Transit

### Answers to RFP Questions:

- We understand that a portion of the project will be funded through federal funds, is there a DBE goal for this project? **There is not a DBE requirement for this study.**
- What existing ridership information is available, in addition to the ridership given for 2013 peak and 2017 recent? **GO bg Transit has annual ridership reports that will show the overall use of the system. The data is by day, month and annual for the entire period. Topper Transit has boarding and alighting counts for each stop on each route on each run. Historical ridership data is available back several years, though very old data may not be relevant to current study.**
- Does Topper Transit or GO bg Transit have self-registering fareboxes, AVL, APC, or any other technology that would record on-time performance, ridership, or other performance data? **GO bg Transit does not have the listed data sources; Topper Transit has AVL and APC.**
- Has Topper Transit or GO bg Transit conducted manual ridership counts recently? If so, when were they completed and how much of the system was covered through the counts? **Topper Transit: Yes, when APC is not working correctly. Single bus having issues (space bus) and used infrequently. Majority of ridership data is available for electronic download. GO bg Transit: No recent counts.**
- Has a rider survey been conducted recently? **Topper Transit: General customer satisfaction student survey conducted in Fall 2017 through a website. No recent on-board surveys have been conducted.**
- The RFP asks for the identification of the causes of the on-time performance problems in the WKU Topper Transit system. Are Topper Transit's adopted On-Time Performance Standards available for review? **Yes.**
- The RFP references under-performing bus stops within the Topper Transit system. How does Topper Transit define under-performing bus stops? **Topper Transit is open to suggestions, but have dropped downtown stops for less than 50 passengers/day.**
- Is NextBus data available for both Topper Transit and Go bg Transit? **GO bg Transit does not use the NextBus system; Topper Transit does and data is available.**

*Any available data will be provided to the awarded firm by Western Kentucky University's Topper Transit (Parking & Transportation Services) and GO bg Transit (City of Bowling Green, Neighborhood & Community Services).*