



**Lane Council of Governments (LCOG)  
Oregon22 Airport Shuttle**

Request for Proposals No. 2022-0002  
Responses to Questions

**Q1. Is it necessary to have a technology solution for reservation and bookings?**

A1. As written, Option 1 would require technology to allow for reservations to be made. If this option is chosen and a proposer does not have a technology option, the technology would be provided by the organizer.

**Q2. Are two proposals required in order to evaluate cost?**

A2. Proposers need only submit one proposal but provide Proposed Pricing in Exhibit #9 for Option 1 AND/OR Option 2 as vendor's capacity allows.

**Q3. Are State of Oregon permits required?**

A3. Yes, providers must comply with all state and federal requirements.

**Q4. Please clarify the number of buses assumed per Option.**

A4. Option 1 calls for 15 buses. This is 5 buses per zone. The intent is to provide approximately 15 minute frequency to each zone. This is a goal. Circumstances beyond the operators control such as break downs, excessive traffic, unforeseen road closures, etc may cause longer than expected run times making 15 minute cycle unachievable at certain times. Average cycle time is 1:45 minutes, however not all zones will take 1:45 to complete their trip. Trips that only serve a single hotel with their passengers will have a shorter cycle time than those with multiple hotels. It is also anticipated that there will be times when there will be no riders. Buses would only be sent out if they have a minimum of one rider. No empty buses will be sent out in option 1 from the airport.

Option 2 calls for 12 buses, 30 minute frequency with approximately 1:30 minute cycle time on average. Zone cycle times could vary by location, number of pickups, drop-offs, and circumstances beyond the operators control such as break downs, excessive traffic, unforeseen road closures, etc. The goal is to achieve a 30 minute frequency. Since this is a fixed route empty buses could leave the Eugene airport since there could be riders on the route expecting a bus to come to take them back to the airport.

**Q5. When will option be determined?**

A5. The ultimate service option will be based on price and the contract operator's ability to provide excellent customer service, meeting the venue's needs, determined when the contract is awarded.

**Q6. Timeline is extremely short and contract award by June 30 is late.**

A6. The organizer recognizes the very short timeline. June 30 is included in the RFP; while that is the latest a contract would be awarded, every effort will be made to move quickly, with intent to award as early as June 21.



**Q7. How would it work if multiple contracts are awarded?**

A7. Option 1 is a dispatched service for part 2 of its operation (the latter part –July 20-26th). LTD will provide a role in the dispatching unless contracted operator has their own available reservation scheduling software. If there are multiple operators, the one with the reservation software would provide dispatch and lead the service offered. LTD will be available during shuttle service hours to provide technical assistance.

Option 2 is a fixed route service. If multiple providers are chosen to do the service LTD will determine who will operate which zone based on equipment and staffing available by each contractor. This is a non-dispatched service, but will require supervisory staff to communicate with LTD or LCOG on contractor needs and keep their operation running efficiently based on the answer to question #4.

**Q8. Do all vehicles need to be ADA?**

A8. As written, the proposal does include all ADA accessible vehicles.

Interested providers who are unable to meet this, are welcome to provide details of how they would mitigate to serve people who require ADA accessibility.

**Q9. If there is going to be a fare charged, is the vendor collecting and then seeking reimbursement?**

A9. Fare collection would be accomplished using technology such as Lane Transit District's UMO app; or using technology such as a Square.

**Q10. The vaccine mandate for international travel Will be removed Sunday. Whatever is being used to evaluate demand may change. Is that being considered?**

A10. Organizers are working with local resources, including expected airline capacity, rental car availability, and other options to anticipate demand.

Given the impacts we've all experienced with COVID, this service will follow local, state, and federal public health requirements and guidelines in place at the time of the event.

**Q11. Contract says that it is paid lump sum – is there any up front available?**

A11. Up front costs may be available as determined during contract negotiations.

**Q12. Is NTD data required?**

A12. This remains to be confirmed but will not be included in the final contract if it is not required.