



**REQUEST FOR PROPOSALS NO. 18-119  
2018 Xpress On-Board Transit Survey**

**Instructions to Proposers:**

All spaces below and all offer documents as outlined in are to be filled in with signatures where indicated. Failure to sign may render your proposal invalid.

**PROPOSAL OF:**

Name of Bidder: \_\_\_\_\_

Address: \_\_\_\_\_

City, State and Zip Code: \_\_\_\_\_

**SUBMIT PROPOSAL TO:**

STATE ROAD AND TOLLWAY AUTHORITY  
Leanna Jordan Pierre, Procurement Manager/Legal Associate  
245 Peachtree Center Avenue, Suite 2200  
Atlanta, Georgia 30303

**Proposals Due and Open: January 16, 2018, 2:00 PM, Local Time (Atlanta, GA)**

## **Schedule of Events**

<b>Release RFP</b>	<b>November 28, 2017</b>
<b>Deadline for Vendor Written Questions</b> (Submit questions by email to <a href="mailto:lpierre@srta.ga.gov">lpierre@srta.ga.gov</a> )	<b>December 11, 2017</b>
<b>Responses to Written Questions</b>	<b>December 19, 2017</b>
<b>Proposal Submission Deadline</b>	<b>January 16, 2018, 2PM EST</b>
<b>Interviews (optional and by invitation only)</b>	<b>January 25-26, 2018</b>
<b>Notice of Intent to Award</b>	<b>January 30, 2018*</b>
<b>Notice of Contract Award</b>	<b>February 6, 2018*</b>

\*Subject to change without a formal addendum to the RFP.

All questions should be submitted by email to [lpierre@srta.ga.gov](mailto:lpierre@srta.ga.gov). Questions must be submitted no later than the deadline specified in the above Schedule of Events. Answers to written questions received will be available at the State Road and Tollway Authority (SRTA) website at <http://www.srta.ga.gov>. Answers are provided for informational purposes only and will not be considered binding unless incorporated by addendum to this RFP. All questions and answers will be posted to the SRTA's website where the RFP document is located. Proposers are reminded and encouraged to check this website daily for any changes to the RFP as well as to check this website for Notice of Contract Award. Posting of Notice of Award shall constitute official public notification.

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## PART 1 – SOLICITATION, OFFER, AND AWARD

### 1. Information for Proposers

#### 1.1 Purpose of Procurement

The purpose of this solicitation is to request proposals to engage a qualified contractor to design, administer, collect, analyze, and document an on-board transit survey for the Xpress commuter coach service operated by SRTA. The primary purpose of the survey is to collect information on the socioeconomic characteristics and travel patterns of Xpress customers for use in Title VI and other analyses. A secondary purpose of the survey is to collect customer satisfaction information. The Scope of Services begins on page 21 of this PDF.

The services to be performed shall generally fall into the following National Institute of Government Purchasing (NIGP) commodity codes:

- 91896--Transportation Consulting
- 91858--Government Consulting
- 91812--Analytical Predictive Studies and Surveys Consulting
- 96153--Marketing Service, Including Distribution, Public Opinion Surveys, Research, Sales Promotions, etc.

All respondents to this RFP are subject to the instructions communicated in this document and are cautioned to review the entire RFP and carefully follow the instructions herein.

Proposals will be accepted until 2:00PM (EST), **January 16, 2018**. Instructions for requesting a copy of the RFP document can be found on the SRTA website at <http://www.srta.ga.gov/doing-business-with-us/>.

#### 1.2 Type and Term of Contract

SRTA shall negotiate and enter into a fixed price type contract with the selected Contractor. The contract to be awarded by SRTA shall be for six months. All extensions or renewals shall be made in writing and executed by both parties prior to the contract expiration date.

#### 1.3 Solicitation Schedule

This solicitation will be governed by the following schedule:

Release RFP	<b>November 28, 2017</b>
Deadline for Vendor Written Questions (Submit questions by email to <a href="mailto:lpierre@srta.ga.gov">lpierre@srta.ga.gov</a> )	<b>December 11, 2017</b>
SRTA Responses to Written Questions	<b>December 19, 2017</b>
Proposal Submission Deadline	<b>January 16, 2018, 2PM EST</b>
Interviews (optional and by invitation only)	<b>January 25-26, 2018</b>



Recommendation for Award **January 30, 2018\***

Notice of Contract Award **February 6, 2018\***

\* Tentative and subject to change with no formal modification to the RFP document. Changes to all other dates require the issuance of a formal addendum to the RFP document.

#### ***1.4 Restrictions on Communications with SRTA and the Commission during Solicitation, Offer, and Award Period***

From the date of issuance of this solicitation through the date of contract award by SRTA, all official communications to and from SRTA regarding this solicitation will be transmitted in writing (defined as being sent or received via letter or email on official firm/agency letterhead or by electronic mail).

All vendor communications concerning this solicitation should be directed to the SRTA Procurement Manager. **Unauthorized contact regarding this solicitation with other SRTA staff, SRTA Board members, or Commission members may result in disqualification.**

Any oral communications will be considered unofficial and non-binding on SRTA or the Commission. Proposers should only rely on written statements issued by the SRTA Procurement Manager.

#### ***1.5 SRTA Contact Information***

The mailing and delivery address for all correspondence and/or deliveries related to and during this solicitation for SRTA shall be directed as follows:

State Road and Tollway Authority  
245 Peachtree Center Avenue NE, Suite 2200  
Atlanta, GA 30303

All inquiries, offers, submissions, and/or other correspondence regarding this solicitation (excluding protests submitted in accordance with Part 1, Section 2.10 below) must be directed in writing to:

Leanna Jordan Pierre, Procurement & Contracts Manager  
State Road and Tollway Authority  
245 Peachtree Center Avenue NE, Suite 2200  
Atlanta, GA 30303  
E-mail: [lpierre@srta.ga.gov](mailto:lpierre@srta.ga.gov)

## **2. Solicitation Terms and Conditions / Instructions to Proposers**

### ***2.1 Deadline for Submission of Proposals / Late Proposals***

Proposals submitted in response to SRTA Solicitation No. 18-119 must be received by SRTA no later than 2:00 p.m. (ET) on January 16, 2018 to ensure that they are evaluated for contract award by the Evaluation Committee for this procurement. Proposals received after the submission deadline will not be evaluated. Proposals will not be opened and read in public.

## **2.2 *Format of Proposals***

Five (5) total paper copies of each proposal, inclusive of one (1) original, as well as one (1) electronic copy on USB drive must be submitted to the SRTA Procurement Manager for the RFP to be eligible for evaluation and consideration for contract award.

The electronic copy, whether submitted on Compact Disc or USB drive, must be submitted in Portable Document Format (PDF), Microsoft Word, and/or Microsoft Excel formats. The CD shall contain electronic file copies of all complete, signed Offer Documents that are submitted in paper copy format.

All proposals must be prepared and submitted in accordance with the proposal format and content requirements specified in Part 1, Section 3 below. Proposals must be typed. The included required forms may be completed by using the free Adobe Reader software available at <http://get.adobe.com/reader/>.

The "original" paper copy of the RFP must be unbound. All paper copies must be clearly marked as being either "Original" or "Copy" as applicable.

All RFPs must be prepared and submitted in accordance with the RFP document format and content requirements specified in Section 3 below. RFPs must be typed in English and all pricing must be provided in US dollars. As a condition of submission responsiveness, all Offer Documents that require the signature of Proposer must be signed.

Any contract award made as a result of this solicitation shall bind the Proposer to all of the terms, conditions and specifications set forth in this RFP.

## **2.3 *Location for Submission of Proposals / Methods of Delivery***

Proposals submitted by electronic mail must be submitted exclusively to Leanna Jordan Pierre, Procurement Manager, at the address noted in Section 1.5. It is the sole responsibility of the Proposer to ensure that its proposal is successfully delivered to SRTA by the specified date and time. SRTA is not responsible for late or lost deliveries of proposals submitted via electronic mail.

Proposals that are submitted by hand delivery or delivery by U.S. Postal Service or private courier/delivery service must be delivered to the SRTA administrative office located at 245 Peachtree Center, Suite 2200, Atlanta, GA 30303. SRTA's physical address and mailing address are the same.

All envelopes, packages, and/or boxes (including all envelopes, packages, and/or boxes submitted within a larger envelope, package, or box) containing a proposal on USB drive must be clearly marked with the following identifier on the outside of the envelope, package or box:

"Proposal in response to SRTA Solicitation No. 18-119:  
RFP for Consulting Services – January 16, 2018, 2:00 p.m. (ET)  
ATTN: Leanna Jordan Pierre, Procurement Manager  
To be opened by addressee only."

Failure to clearly mark all envelopes, packages, and/or boxes as specified may result in the proposal being discovered and/or opened late. SRTA is not responsible for proposals discovered and/or opened late due to Proposer's failure to mark the proposal as specified.

It is the sole responsibility of the Proposer to ensure that its proposal is successfully delivered to SRTA by the specified date and time. SRTA is not responsible for late or lost deliveries by the U.S. Postal Service or private courier/delivery services.

#### **2.4 Questions**

Questions regarding the RFP must be submitted to SRTA in writing (defined as being sent or received via letter on official firm/agency letterhead or by electronic mail) by 2:00 p.m. (ET) on December 11, 2017. Written questions must be submitted to the attention of Leanna Jordan Pierre, Procurement Manager in accordance with Section 1.5 above. **Inquiries must be in the form of questions.** There is no prescribed form for the submission of written questions. SRTA may not respond to written questions received after the submission deadline.

SRTA staff will review and evaluate all written questions that are received by the submission deadline and will post responses to all questions to both the Georgia Procurement Registry web site at [http://ssl.doas.state.ga.us/PRSapp/PR\\_index.jsp](http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp) and SRTA web site at <http://www.srta.ga.gov/doing-business-with-us/> not later than 5:00 p.m. (ET) December 19, 2017. It is the sole responsibility of the Proposer to make itself aware of SRTA's responses to written questions. Responses to questions are provided as information only and do not in any way alter the contents of the Solicitation inclusive of the Scope of Services and the remainder of the RFP documents. Revisions to the Solicitation shall be made only via formally issued Amendments (i.e. Addenda). Only such written addenda shall constitute revisions to the Solicitation that are binding upon SRTA.

#### **2.5 Amendments to Solicitation (Addenda) / Postponement of Proposal Submission Deadline**

SRTA reserves the right to revise or amend the RFP up to the time set for the submission of proposals. Such revisions and amendments, if any, shall be announced by written addenda to the RFP. If an addendum significantly changes the RFP, the date set for the submission of proposals may be postponed by such number of days as in the opinion of SRTA shall enable potential Proposers to revise their proposals. In any case, the proposal submission deadline shall be at least five business days after the last addendum, and the addendum shall include an announcement of the new date, if applicable, for the submission of proposals.

Upon issuance, addenda will be considered part of the RFP and will prevail over inconsistent or conflicting provisions contained in the original RFP. Copies of all addenda will be made available on both the Georgia Procurement Registry web site at [http://ssl.doas.state.ga.us/PRSapp/PR\\_index.jsp](http://ssl.doas.state.ga.us/PRSapp/PR_index.jsp) and the SRTA web site at <http://www.srta.ga.gov/doing-business-with-us/>. All potential Proposers that have previously requested and received a copy of the RFP document will be notified via e-mail that an addendum is available. This process will be repeated each time an addendum is made available by SRTA.

A valid e-mail address must be provided when requesting the original RFP in order for SRTA to notify potential Proposers of the availability of addenda. SRTA will not be responsible for a potential Proposer failing to receive notification of the availability of addenda if an invalid e-mail address is provided to SRTA. SRTA will only be responsible for providing notification of the availability of addenda to potential Proposers who directly request and receive copies of the original RFP document from SRTA.

Proposers shall acknowledge receipt of all addenda by completing and submitting Offer Document #3 (Acknowledgement of Addenda), included in this RFP, as part of its proposal. As with other required documentation, proposals that fail to reference receipt of addenda by inclusion of Offer Document #3 (Acknowledgement of Addenda) may be excluded from consideration for a contract award.

### **2.6 Modification of Proposals**

Except at the written request of SRTA, no proposal may be modified after the deadline for proposal submission identified in Section 2.1.

### **2.7 Single Response to Solicitation**

If only one proposal is received in response to this RFP, a detailed cost analysis of the single proposal may be requested of the single Proposer. A cost analysis, evaluation, and/or audit of the proposal may also be performed by SRTA in order to determine if the proposal price is fair and reasonable. If SRTA determines that a cost analysis is required, the single Proposer must be prepared to provide, upon request, detailed summaries of estimated costs (i.e., labor, equipment, supplies, overhead costs, profit, etc.) and documentation supporting all cost elements.

### **2.8 Confidential / Proprietary Information**

All proposals that are received by SRTA in response to this RFP will be considered public records subject to the Georgia Open Records Act and shall be presumed to be fully open to public inspection following award of a contract. If a Proposer believes a portion of the information submitted in its proposal constitutes a trade secret or is otherwise exempt from disclosure under Georgia state law, the Proposer may request that SRTA consider keeping confidential such information which the Proposer believes should be legally protected from disclosure. For such information to be so considered, the Proposer shall mark in **boldface** as "**CONFIDENTIAL INFORMATION**" the top and bottom of each page of its proposal that contains such information AND the Proposer **shall provide the citation to the statutory provision that the Proposer believes legally exempts such information from being disclosed**. Notwithstanding the Proposer's claim of or designation of information as a trade secret, the determination whether it is or not will be determined by SRTA under Georgia state law.

### **2.9 Reserved Rights**

SRTA reserves the right to reject any and all proposals or any portion of a specific proposal for any reason. Issuance of this RFP and receipt of proposals does not commit SRTA to award a contract.

SRTA has the sole right to select the successful proposal(s) for contract award(s); to reject any proposal as unsatisfactory or non-responsive due to non-conformance with the requirements of this RFP; to cancel the solicitation and to advertise for new proposals; to award a contract(s) to other than the Proposer submitting the lowest cost proposal; or not to award a contract as a result of this RFP.

SRTA reserves the right to accept any proposal deemed to be in the best interest of the Commission and to waive any irregularities in any proposal that does not prejudice other Proposers. SRTA further reserves the right to negotiate with the Proposer(s) whose

proposal(s) is considered by the Commission, to be most advantageous to the Commission and does not unduly place SRTA at risk from a legal perspective.

SRTA further reserves the right to retain all proposals submitted and to use any ideas or concepts in any proposal for any purpose regardless of whether that proposal is selected for contract award.

Proposals shall be submitted to SRTA on the most favorable of terms possible from the standpoint of cost, quality, and technical capability. No Proposer shall have any cause of action against SRTA or the Commission arising out of the methods by which proposals are evaluated.

## **2.10 Protest Procedures**

2.10.1 An Interested Party is the only part that may file a Protest under this Procedure.

An Interested Party shall be defined as any party with a direct economic interest in providing the goods or services sought in the procurement that is the subject of the protest or only those proposers/bidders who actually filed a timely and responsive proposal/bid that complies with the requirement of the procurement that is the subject of the protest.

All protests, and any subsequent pleadings, correspondence or other communications with respect to such protest must be filed, in writing, with a signed original and three (3) copies delivered to the SRTA Procurement and Contracts Manager on a business day, which shall not include observed State holidays, between the hours of 9:00 a.m. and 5:00 p.m. local time, at the same address shown for submitting the proposal/bid that is the subject of the protest. The filing or copying of any pleadings, correspondence or other communications with respect to a protest with any other SRTA official other than the SRTA Procurement and Contracts Manager shall subject the protest to summary dismissal in accordance with this section.

All protests must be received by the SRTA Procurement and Contracts Manager no later than 5:00 p.m. local time on the last day that such protest may be filed with respect to a particular proposal/bid in accordance with the protest policy as outlined below. Protests may be filed only by hand delivery, U.S. mail or commercial carrier. Protests received by email or fax will not be considered.

Failure to timely file the protest or any supporting documents that are required to be filed as a part of the protest will result in the protest being deemed untimely and subject to summary dismissal. Protests will be date and time stamped by SRTA, and timeliness will be determined solely by SRTA with reference to such date/time stamp.

Upon receipt of a protest, the SRTA Procurement and Contracts Manager shall review the protest for compliance with the procedures and requirements as set forth in this section and the applicable proposal/bid documents. Protests that fail to comply with any mandatory item in this section shall be subject to summary dismissal in accordance with this section.

2.10.2 Form of the Protest

- a. All protests must be filed in an envelope labeled "PROTEST," which identifies the protestor's name and address, the name of the SRTA Procurement and Contracts Manager, and the SRTA solicitation number and title assigned to the solicitation or contract.
- b. Protests must be on the protestor's letterhead and shall not exceed ten (10) pages in length (including all attachments and exhibits thereto that contain any written pleadings or argument, but excluding supporting documentation as outlined in the following paragraph. Each page shall have print on only one side of the page with margins no smaller than one inch (1"). The font size shall be no smaller than Courier 10 characters per inch, 12 point (or equivalent).
- c. Any supporting documentation that is cited or specifically referenced in the protest, whether or not it is already in the possession of SRTA (except for copies of SRTA solicitation documents publicly posted and issued by SRTA) or protestor, must be filed simultaneously with the Protest, if such documentation is publicly available at the time of filing. Only supporting documentation that was not publicly available as of the deadline for filing said protest will be accepted as a subsequent filing or pleading from the protestor and will be handled in accordance with (insert reference). All other subsequent pleadings, correspondence or other communications with respect to a protest that are submitted by the protestor, but not first requested by the SRTA Procurement and Contracts Manager pursuant to (insert reference) will be handled in accordance with (insert reference).
- d. Each protest shall contain the following mandatory information:
  - (i) Protestor's name, address, telephone number, and email address.
  - (ii) A signed and notarized affidavit of the protestor's chief executive officer or the protestor's legal counsel, given under oath and expressly stating that it is given under penalty or perjury, that the contents of the protest are true and correct and that the filing of the protest is authorized by the protestor's chief executive officer.
  - (iii) The signature of the protestor's chief executive officer or the protestor's legal counsel, whichever is signing the Protest for or on behalf of the protestor, notarized separately from, and in addition to, the notarized affidavit under (insert reference).
  - (iv) The specific title assigned by the SRTA to the procurement and to the specific solicitation document that is the subject of the Protest, and all associated SRTA solicitation or contract numbers, must be clearly shown on each page of the protest.
  - (v) A specific detailed statement of all legal and factual grounds relied upon by the protestor in filing its protest. Any grounds not included in the protest that the protestor could have raised when the protest was filed will be deemed irrevocably waived and may not be part of, or grounds for, that or any subsequent protest or other legal action filed by protestor.

- (vi) Information in the form of signed affidavits or supporting documentation sufficient to show that the protestor qualifies as an interested party for the procurement with respect to which such protest is filed.
- (vii) Evidence that the filing of the protest is timely along with all supporting documentation.
- (viii) A specific statement of the form and nature of the relief requested by protestor.

The SRTA Compliance Manager will conduct a procedural compliance review to determine whether the protest fails to comply with the mandatory items in Section 2.10.2- Form of Protest, subsection (d). The protestor's failure to include in its protest all of the mandatory items specified in Section 2.10.2-Form of Protest, subsection (d) shall subject the protest to summary dismissal in accordance with Section 2.10.5-Summary Dismissal.

### *2.10.3 Time for Filing*

#### *2.10.3.1 Pre-Proposal/Pre-bid Protests*

All protests concerning solicitation specifications, criteria and/or procedures shall be submitted to SRTA within ten (10) calendar of when the basis for protest is known or should have been known to the protestor (whichever is earlier), but in no event later than the proposal/bid submission deadline. . Any protest by the protestor with respect to any matter or event first occurring on or before the proposal/bid response date, including any aspect of the procurement process or the solicitation documents issued or occurring prior thereto, must be made within the time frame set forth in herein or will be deemed irrevocably waived and may not be part of, or grounds for, any subsequent Protest or other legal action filed by Protestor. For purposes of this protest filings, interested parties shall be deemed to have knowledge of the form and contents of any solicitation document at the time that such solicitation document is first posted to the Georgia Procurement Registry website or otherwise put on public notice in accordance with the written policies of the SRTA.

The SRTA Executive Director shall provide a written response to all protests not later than five (5) business days prior to the deadline for submission of bids/proposals. If the deadline for submission of bids/proposals is postponed by SRTA Executive Director as the result of a protest the postponement will be announced through an addendum to the solicitation.

The decision by SRTA Executive Director shall be the final agency decision on the matter but shall be subject to judicial review as set forth in O.C.G.A. §50-13-19, or review by FTA below.

#### *2.10.3.2 Pre-Award Protests*

With respect to protests made after the deadline for submission of bids/proposals but before contract award by SRTA, protests shall be limited to those protests alleging a violation of Federal or State law, a challenge to the bids/proposals evaluation and award process, SRTA's failure to have or follow its protest procedures or its failure to review a complaint or protest. Such protests shall be



submitted in writing (defined as being sent or received via letter or facsimile on official firm/agency letterhead or by electronic mail) to SRTA Executive Director as specified below not later than five (5) business days after the Recommendation for Contract Award announcement by SRTA.

The SRTA Executive Director may, within his or her discretion, postpone the award of the contract, but in any case, shall provide a written response to all protests not later than three (3) business days prior to the date that SRTA shall announce the contract award.

The decision by SRTA Executive Director shall be the final agency decision on the matter but shall be subject to judicial review as set forth in O.C.G.A. §50-13-19 or review by FTA as specified below.

All protests must be directed in writing to:

SRTA Procurement and Contracts Manager  
State Road and Tollway Authority  
245 Peachtree Center Avenue, Suite 2200  
Atlanta, GA 30303

#### *2.10.4 Protest Response*

The SRTA Executive Director shall issue written responses to all protests received by the required protest response dates. All protest responses shall be transmitted by first-class U.S. Postal Service to the address indicated in the protest letter.

For convenience, SRTA will also send a copy of the response to a protest to the Protester by facsimile and/or electronic mail if a facsimile number and/or electronic mail address are indicated in the protest letter. The protest response transmitted by U.S. Postal Service shall be the official SRTA response to the protest and SRTA will not be responsible for the failure of the Protester to receive the protest response by either facsimile or electronic mail.

Protests not filed in accordance with the deadlines set forth in Section 2.10.3-Time for Filing shall be deemed untimely and subject to summary dismissal pursuant to Section 2.10.5-Summary Dismissal as noted below.

#### *2.10.5 Summary Dismissal*

The SRTA Executive Director, may, in his/her sole discretion, summarily dismiss any protest failing to comply with any aspect of this procedure or any aspect of the applicable solicitation documents issued by the SRTA. Protester will be notified in writing by facsimile transmission or electronic means, with the original to follow by United States Mail, of the summary dismissal of its protest.

#### *2.10.6 Stay of Procurement During Protest*

The SRTA Executive Director may order a stay in the opening of a proposals/bids received or of the contract performance if the Executive Director determines, in the Executive Director's sole discretion, that a stay is in the best interest of the SRTA, any affected Agency or the State of Georgia. Should the Executive Director



not stay contract performance pending the resolution of any protest to an actual Contract Award, the contract may be awarded on a contingent basis, subject to revocation, revision or other adjustment or modification based on the final decision of the Executive Director in such Protest.

#### *2.10.7 Costs*

Neither the protestor, any interested party nor any other third party shall be entitled to recover any costs incurred in connection with the procurement process, the solicitation, the protest, and/or compliance or attempted compliance with this policy, including preparation costs or attorneys' fees.

#### *2.10.8 Governing Law*

The laws and regulations of the State of Georgia, without application of its conflicts of laws principles, shall govern any action brought pursuant to this Protest Procedure.

#### *2.10.9 Judicial Review*

Any further legal action by the Protestor upon the final decision by SRTA must be filed with the Superior Court of Fulton County and served on SRTA within the time prescribed by Georgia law. The final exhaustion of the procedures set forth in this Protest Procedure is a prerequisite to the commencement of any judicial review of a final decision issued by SRTA under this Protest Procedure.

#### *2.10.10 Review of Protests by FTA*

All protests involving contracts financed with federal assistance shall be disclosed to the FTA in accordance with FTA Circular 4220.1F or the most recent version of FTA Circular 4420.1 available at the time of issuance of the solicitation. Protesters shall exhaust all administrative remedies with SRTA prior to pursuing protests with FTA. FTA limits its reviews of protests to: a grantee's failure to have or follow its protest procedures; a grantee's failure to review a complaint or protest when presented an opportunity to do so; or violations of Federal law or regulation. Appeals to FTA must be received by the cognizant FTA regional or headquarters office within five (5) working days of the date the Protester has received actual or constructive notice of SRTA's final decision or within five (5) working days of the date the Protester has identified other grounds for appeal to FTA.

## **1.9 Diversity**

### ***2.11 Minority Business Participation***

As an incentive to increase utilization of minority-owned businesses as subcontractors on State purchases, the State of Georgia provides for an income tax adjustment on the state tax return of any company that subcontracts with a State certified minority-owned firm to furnish goods, property, or services to the State of Georgia, including SRTA. The Tax Incentive Program is codified at [O.C.G.A. §48-7-38](#) and is managed by the Georgia Department of Revenue.

### **2.12 Conflicts of Interest**

SRTA has adopted Standards of Ethical Conduct for Purchasing for SRTA employees involved in procurement. It is a breach of ethical standards for any SRTA employee to participate directly or indirectly in a procurement when the employee knows:

- The employee or any member of the employee's immediate family has a financial interest pertaining to the procurement;
- A business or organization in which the employee, or any member of the employee's immediate family, has a financial interest pertaining to the procurement; or
- Any other person, business or organization with whom the employee or any member of employee's immediate family is negotiating or has an arrangement concerning prospective employment is involved in the procurement.

SRTA employees are also bound by the Georgia Governor's Executive Order dated January 10, 2011 for "Establishing a Code of Ethics for Executive Branch Officers and Employees". The Executive Order prohibits SRTA and SRTA employees, or any person acting on their behalf, from accepting, directly or indirectly, any gift from any person with whom the employee interacts on official SRTA business. Therefore, it is unlawful for a potential Proposer, or its subcontractors or suppliers, to make gifts or favors to any SRTA employee. It is also unlawful for any SRTA employee to accept any such gift or favor. In addition, any persons acting as members of the Proposal Review Committee for this procurement shall, for the purposes of this procurement, be bound by SRTA's Standards of Ethical Conduct for Purchasing and the referenced Executive Order.

Throughout the proposal evaluation and award process and subsequent contract negotiations, Proposers shall not discuss or seek specific information about this procurement, including but not limited to, the contents of submissions, the evaluation process or the contract negotiations, with members of the Proposal Review Committee, the SRTA Board of Directors, or SRTA employees other than Leanna Jordan Pierre, Procurement & Contracts Manager.

### **2.13 Contractual Relationships**

SRTA intends to execute the Contract, attached as Part 3 of this RFP, for the provision of the required services with the selected Contractor(s). The selected Contractor's contractual responsibility must solely rest with one firm or legal entity, which shall not be a subsidiary or affiliate with limited resources. Proposer's Proposal Letter, included as Offer Document #2 of this RFP, must clearly indicate the firm or entity responsible for contract execution.

SRTA shall not be a party to agreements between the selected Contractor and/or any subcontractors it may choose to employ during fulfillment of the Contract; however, the selected Contractor shall execute fair and reasonable agreements with its subcontractors (if any) and shall provide SRTA with copies of said agreements not later than five business days prior to their execution. Additional contract requirements related to Subcontractors are specified in the Contract.

**2.14 Reserved****2.15 Contractual Provisions**

The contract to be executed between SRTA and the selected Contractor as a result of this solicitation is included as an attachment to this RFP. SRTA has no obligation to consider and/or approve exceptions or changes to the Contract. SRTA reserves the right to modify the Contract and/or include additional contractual provisions in the contract at its sole discretion.

The apparent successful Proposer must return two signed copies of the Contract to the SRTA Procurement & Contracts Manager within five business days of notification of intent to award. Failure to do so may lead to rejection of the Proposer. SRTA reserves the right to proceed to discussions with the next ranked Proposer.

**2.16 Responsibility for Compliance with Legal Requirements**

Proposer's products, services, and facilities shall be in full compliance with any and all applicable federal, state, and local laws, regulations, ordinances, and standards and any standards adopted by nationally recognized testing facilities regardless of whether or not they are referred to in this RFP.

**2.17 Conditional Proposals**

Terms and conditions attached to a proposal by a Proposer and made a condition of contract execution may render the proposal non-responsive and may be rejected by SRTA.

**2.18 Sales and Use Taxes**

SRTA is exempt from paying sales and use taxes. All proposal prices must exclude sales and use taxes (if applicable).

**2.19 Proposal Preparation Costs**

All costs of proposal preparation, attendance at pre-proposal and/or pre-award meetings, and any other pre-award costs shall be at Proposer's sole cost and expense.

**2.20 Contents of Contract**

The contract resulting from this RFP shall consist of the following documents, which shall be incorporated therein:

- Contract;
- RFP (including any addenda thereto);
- Contractor's Response
- Contractor's Price Proposal
- Definitions;

### 3. Contents of Complete Proposal

All Proposals should include a table of contents with page numbers and sufficient detail to facilitate easy reference to all requested information.

To be eligible for evaluation by SRTA as a complete, responsive proposal in response to SRTA Solicitation No. 18-119, any and all proposals submitted to SRTA must contain all thirteen (13) of the following documents, properly signed (as required), fully completed by the Proposer, and numbered and arranged in the following order:

#### 3.1 Complete Proposal Checklist

- This document serves as a checklist for Proposers to ensure that their proposal is complete and ready for submission to SRTA. The document is used by SRTA during the evaluation of responsiveness of proposals.
- This document must be fully completed, signed, and submitted with the proposal.
- Blank checklist form is attached as Offer Document #1 of this RFP.

#### 3.2 Proposal Letter

- This document summarizes the acknowledgements and representations made by and agreed to by the Proposer with regard to its proposal.
- This document must be fully completed, signed, and submitted with the proposal.
- Blank form is attached as Offer Document #2 of this RFP.

#### 3.3 Acknowledgement of Addenda to RFP

- This document is required by Part 1, Section 2.5 of this RFP.
- This document must be fully completed, signed, and submitted with the proposal.
- If no addenda to the RFP were issued by SRTA, Proposer must still complete the form and include it in its proposal.
- Blank form is attached as Offer Document #3 of this RFP.

#### 3.4 Proposer Information Form

- This document summarizes key information about the Proposer for SRTA's assistance and reference during evaluation of the proposals including:
  - Contact Information for Proposer
  - Corporate information
  - List of references for whom Proposer has performed similar services in the past ten years
- SRTA will contact the references listed on this document as part of its evaluation of proposals.
- If Proposer is a certified DBE, proof of DBE certification must accompany this document.
- This document must be fully completed, signed, and submitted with the proposal.
- Blank form is attached as Offer Document #4 of this RFP.

#### 3.5 Proposer Certifications

- This document must be fully completed, signed, and submitted with the proposal.

- Blank form is attached as Offer Document #5 of this RFP.

### **3.6 Statement of Firm's Qualifications and Experience**

- This document shall be provided by the Proposer and shall be a narrative description of the Proposer's qualifications and experience. This narrative description shall include the appropriate use of headings and subheading that address, at minimum, the following elements:
  - Brief description of the Proposer (brief history, number of employees, lines of business, areas of specialization, office locations, organization, etc.)
  - Description of the firm's experience in performing work of a similar nature to that solicited in this RFP, and the participation in such work by the key personnel proposed for assignment to this project.
  - Highlight the firm's and key personnel's experience with the work or services identified in Scope of Services.
  - Comprehensive listing and brief descriptions of relevant engagements started and/or completed during the last five years that are similar in scope and nature to the Scope of Services, attached to this RFP.
- There is no prescribed format for this document. The format of the document shall be at the discretion of Proposer; however, the document shall be limited to no more than five (5) single-side typed pages, font size no smaller than 10 pt. Proposer should label this document as Offer Document #6 in its proposal.

### **3.7 Project Approach & Team**

- This document shall be a narrative description of the Proposer's project approach and proposed project team members and shall include, at minimum, the following elements:
  - Firm's technical approach to the project and interpretation of the Scope of Services, including the Tasks identified in the Scope of Services section
  - Identify the adequacy of the firm's resources, including personnel, labor, equipment and supplies, etc.
  - Proposed project approach and plan in response to the Scope of Services.
  - Provide a project schedule for the scope of services, including any management and planning strategies
  - Provide information regarding any proposed innovative concepts that may enhance the value and quality of the services to be performed
  - Describe any significant of unique awards received or accomplishments in previous similar projects
  - Resumes and availability of all key personnel to be assigned to the project
- There is no prescribed format for this document. The format of the document shall be at the discretion of Proposer; however, the document shall be limited to no more than fifteen (15) single-side typed pages, font size no smaller than 10 pt. Resumes will not be counted towards the page limit; however, Proposer shall only submit resumes for Key Personnel as defined in the attached Contract. Proposer should label this document as Offer Document #7 in its proposal.

### **3.8 Price Proposal**

- This document must be fully completed, signed, and submitted with the proposal *in a separately sealed envelope or package*.
- Blank form is attached as Offer Document #8 of this RFP.

### **3.9 Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)**

- This document must be fully completed, signed, and submitted with the proposal.
- Blank form is attached as Offer Document #9 of this RFP.

### **3.10 Subcontractors and DBEs**

- This document must be fully completed, signed, and submitted with the proposal.
- If any identified subcontractor is a certified DBE, proof of DBE certification must accompany this document.
- Blank form is attached as Offer Document #10 of this RFP.

### **3.11 Certification Regarding Suspension and Debarment**

- This document must be fully completed, signed, and submitted with the proposal.
- Blank form is attached as Offer Document #11 of this RFP.

### **3.12 Certification Regarding Lobbying**

- This document must be fully completed, signed, and submitted with the proposal.
- Blank form is attached as Offer Document #12 of this RFP.

### **3.13 Non-Collusion Affidavit**

- This document must be fully completed, signed, and submitted with the proposal.
- Blank form is attached as Offer Document #13 of this RFP.

## **4. Proposal Evaluation and Contract Award**

### **4.1 Standards for Award**

SRTA Solicitation No. 18-119 is a Request for Proposals (RFP). SRTA intends to award a contract to the Proposer whose proposal conforms to the solicitation and is determined to be the most advantageous to SRTA, taking into consideration price and other evaluation factors set forth below. Accordingly, SRTA may not necessarily make an award to the Proposer with the highest technical ranking nor award to the Proposer with the lowest price proposal if doing so would not be in the overall best interest of SRTA.

In order to be eligible for contract award a proposal must meet all of the following criteria:

#### **4.1.1 The proposal submitted is responsive to the solicitation.**

- A proposal shall be considered responsive if it conforms in all material aspects to the requirements of the solicitation at the scheduled time of submission and does not require further discussions with the Proposer.

- It shall be at the sole discretion of SRTA to determine if a proposal conforms in all material aspects to the requirements of the solicitation.

4.1.2 The Proposer must meet the following minimum qualifications:

- The Proposer or Proposer's team must have experience working with multiple mass transportation providers
- The Proposer or Proposer's team must have demonstrated knowledge and proven experience in designing, administering, collecting, analyzing, and documenting transit on-board surveys

Proposer shall address these criteria in Offer Document #5 as outlined in Section 3.5 above. Failure to meet one or more minimum qualifications may result in the Proposer being deemed ineligible for contract award.

4.1.3 The Proposer who submitted the proposal is a responsible Proposer. A Proposer shall be considered responsible if the Proposer possesses, at the time of contract award, the ability to perform successfully and a willingness to comply with the terms and conditions of the contract (attached to this RFP).

4.1.4 The Proposer is judged, at the sole discretion of SRTA, to be the qualified firm(s) that offers the best value to SRTA for the Services to be provided.

#### **4.2 Evaluation and Award Process**

All proposals shall be evaluated by an Evaluation Committee. Proposals and evaluations will be kept strictly confidential throughout the evaluation and award process. Only the members of the Selection Committee and other SRTA staff having a legitimate work-related interest will be provided access to the proposals and evaluation results during the evaluation and award process. Proposals will be evaluated and a contract will be awarded in accordance with the following process:

4.2.1 Proposals will first be evaluated by the SRTA Procurement and Contracts Manager for responsiveness in accordance with the standard set forth in Part 1, Section 4.1.1 above. Only those proposals that are determined to be responsive shall be evaluated for Proposer responsibility.

4.2.2 Proposers who submitted responsive proposals will be evaluated by the Evaluation Committee for responsibility in accordance with the standard set forth in Part 1, Section 4.1.1 above.

4.2.3 Proposals that are determined to be responsive and that were submitted by responsible Proposers shall be further evaluated by the Evaluation Committee to determine the Proposal(s) that is/are most advantageous to SRTA.

To determine the most advantageous proposal to the Commission, the Evaluation Committee will rank the proposals taking into consideration the following criteria:

- **Project Approach/Project Plan (30 point maximum)**- Evaluation Committee shall specifically consider information submitted in accordance with Section 3.7 above.

- **Firm's Qualifications and Experience (30 point maximum)**- Evaluation Committee shall specifically consider information submitted in accordance with Section 3.6 above.
- **Total Project Cost (20 point maximum)**- Evaluation Committee shall specifically consider information submitted in accordance with Section 3.7. Only pricing for Tasks 1-7 will be considered for purposes of determining each Proposer's score for total project costs.
- **References (20 point maximum)**- Evaluation Committee shall specifically consider information submitted in accordance with Sections 3.4, 3.6, and 3.7.

The Evaluation Committee may choose to invite selected proposers to make presentations and participate in interviews with the committee prior to completing its ranking of proposals. It shall be at the discretion of the Proposal Evaluation Committee as to whether it will conduct interviews and as to how many and which Proposers will be invited to make presentations and participate in interviews with the committee.

- 4.2.4 Upon completion of the evaluation process by the Evaluation Committee, the firms will be ranked in descending order of recommendation. A recommendation to award a Contract to the Proposer who submitted the most advantageous proposal to SRTA, as solely determined by the Selection Committee, and that meets the standards for contract award specified in Section 4.1 above will be forwarded to the SRTA Executive Director.
- 4.2.5 The SRTA Executive Director may, at his or her sole discretion, delay consideration of the Recommendation for Contract Award or reject the recommendation and award the contract to another Proposer(s) or cancel the procurement altogether.
- 4.2.6 SRTA will execute a contract with the successful Proposer and will issue a Notice to Proceed.
- 4.2.7 SRTA reserves the right issue multiple contract awards under this solicitation.



## PART 2 – SCOPE OF SERVICES

### 1. Background

Xpress ([www.xpressga.com](http://www.xpressga.com)), operated by the State Road and Tollway Authority (SRTA), gives commuters throughout the metro Atlanta region a valuable transportation option and improves the capacity of Georgia's most congested highways. Our 27 routes operating from 28 park-and-ride lots in 12 metro Atlanta counties carry two million passenger trips annually, providing workers with reliable, stress-free commutes to and from major employment centers in Downtown, Midtown, and Perimeter Center. (The current system map is attached in Appendix A, and a listing of the park-and-ride lot locations served by Xpress is attached in Appendix B.) Xpress averages 7,500 boardings per day on 341 trips operating between the hours of 5:00AM-8:30AM and 1:00PM-7:00PM. (The current schedule is attached in Appendix C, and the current average daily boardings per route is attached in Appendix D.) The average trip is 31 revenue miles in length and 1.4 revenue hours in duration.

### 2. Purpose

The purpose of this solicitation is to request proposals to engage a qualified Consultant to design, administer, collect, analyze, and document an on-board transit survey for the Xpress commuter coach service operated by SRTA. The primary purpose of the survey is to collect information on the socioeconomic characteristics and travel patterns of Xpress customers for use in Title VI and other analyses. A secondary purpose of the survey is to collect customer satisfaction information.

### 3. Tasks

#### 3.1 *Task 1: Work Plan and Schedule*

With input from the project advisory team, the Consultant will develop a detailed work plan for implementing the survey. The work plan will identify specific products, schedules, staff assignments, and quality control measures.

**Deliverables:**

- Work plan

#### 3.2 *Task 2: Survey Design and Sampling Plan*

With input from the advisory team, the Consultant will develop a survey design with a goal of achieving  $\pm 3\%$  margin of error at the 95% confidence level for each Xpress route. (See Appendix D for average daily ridership figures by route.) The advisory team recognizes that this might not be feasible, especially on routes with lower ridership, although it should be noted that response rates for past Xpress on-board surveys have been about 80% in some cases. The team welcomes recommendations from the Consultant for aggregating survey results (e.g., by travel market or corridor) to improve statistical significance while retaining sufficient granularity to conduct Title VI analyses on individual routes. The Consultant will also collect boarding and alighting data on sampled trips, develop a weighting strategy for expansion of the dataset and an approach for maximizing response of low-income travelers.

**Deliverables:**

- Survey design and sampling plan

### 3.3 *Task 3: Survey Instrument*

With input from the advisory team, the Consultant will design a survey instrument in English and Spanish and shall recommend, based on ridership history, any other languages to be consistent with SRTA's Title VI policies. The instrument will likely build on Xpress survey instruments that have been used in the past, and SRTA will provide these to the Consultant. The 2014 Xpress On-Board Survey is provided as an example in Appendix E.

The survey instrument may be on paper, Personal Digital Assistants (PDAs), and/or other data collection technologies proposed by the Consultant. PDAs or other data collection technologies must be provided and programmed by the Consultant.

At a minimum, the following data items will be on the instrument:

- Household Income
- Household size
- Household location
- Race
- Color
- National origin
- English proficiency
- Language spoken at home
- Fare usage by fare type
- Fare payment method
- Number of autos available in household
- Number of workers in household
- Age of respondent
- Trip purpose
- Information on complete transit trip
  - First boarding stop and last egress stop
  - List of all routes planned to use on trip
  - Number of routes/transfers to complete trip
  - For walk access/egress – Walk distance to transit
  - For drive access – Park and Ride lot location
- Origin address and type of place
- Destination address and type of place
- Auto availability for this trip

**Deliverables:**

- Survey instrument in English and Spanish, at a minimum

### 3.4 *Task 4: Surveyor Training Procedures*

The Consultant will develop interview training procedures detailing the surveyors' roles and responsibilities, as well as administrative matters pertaining to the survey implementation.

**Deliverables:**

- Surveyor training procedures

### 3.5 *Task 5: Survey Administration*

The Consultant will conduct the survey in April 2018, avoiding spring break and any state and/or federal holidays. The survey will be limited to Tuesdays, Wednesdays, and/or

Thursdays using the survey procedures finalized in Task 4. To be considered complete, a survey must have answers to the following variables:

- Household Income
- Race
- Color
- National origin
- English proficiency
- Language spoken at home
- Fare usage by fare type
- Fare payment method
- Route number
- Household location

For teenagers and young adults living at home, income information is desirable, however they may have no way of knowing this information. For these two groups, blank income information will be accepted as long as household location is provided.

**Deliverables:**

- Completed surveys
- Summary of response rates
- Documentation of measures taken to minimize illogical data and non-sampling errors

### **3.6 Task 6: Data Processing and Analysis**

The Consultant will perform data verification, data processing, and quality control on the raw survey records. The data will be checked for logic and consistency in the answers. Address data will be geo-coded to the current State Plane (NAD 83) Georgia West X,Y coordinates. Once any inconsistencies are resolved, the Consultant will propose and implement weighting of the survey data to provide an expanded dataset. The Consultant will also perform descriptive statistical analysis on the weighted and unweighted data.

**Deliverables:**

- Documentation of the procedures and results of the data verification and weighting
- Two ASCII data files, one with the unweighted verified geo-coded transit trip records, and one with the weighted verified geo-coded transit trip records

### **3.7 Task 7: Final Report**

Upon approval of Task 6, the Consultant will prepare and deliver a final report summarizing the entire effort, including conclusions and findings.

**Deliverables:**

- Final report

## **4. Schedule**

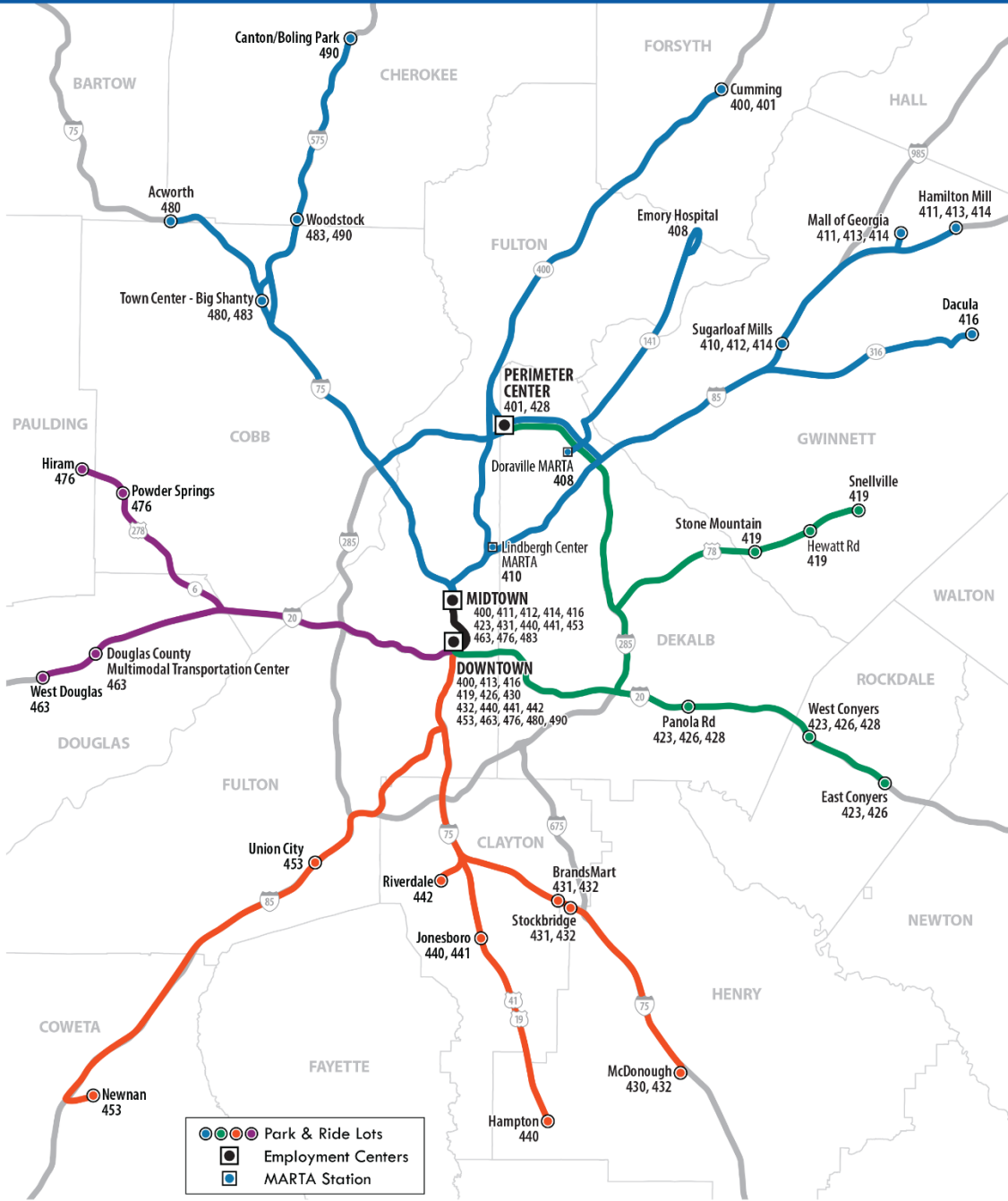
<b>Task</b>	<b>Due Date</b>
1. Work Plan and Schedule	February 28, 2018
2. Survey Design and Sampling Plan	March 14, 2018
3. Survey Instrument	March 30, 2018
4. Surveyor Training Procedures	March 30, 2018
5. Administration of Survey	April 2018

6. Data Processing and Analysis	May 31, 2018
7. Final Report	June 30, 2018

## **PART 3 –CONTRACT**

(See attached or linked document entitled, "Contract (18-119)")

# APPENDIX A – XPRESS SYSTEM MAP



**XpressGA.com**  
**1-844-XPRSSGA**

## APPENDIX B – PARK AND RIDE LOTS SERVED BY XPRESS

	<b>Park and Ride Lot</b>	<b>Address</b>
1	Acworth	6045 Lake Acworth Drive, Acworth, GA 30101
2	BrandsMart	4000 Mount Zion Parkway Stockbridge, GA 30281
3	Canton (Boling Park)	1150 Marietta Highway, Canton, GA 30114
4	Cumming	163 Deputy Bill Cantrell Memorial Rd 30040
5	Dacula (Hebron Baptist)	202 Hebron Church Road Dacula, GA 30019
6	Douglas Co. Multi-Modal Center	8880 Dorris Drive, Douglasville, GA 30134
7	East Conyers (Springfield Baptist)	1877 Iris Drive, S.E, Conyers, GA 30013-1816
8	Hamilton Mill	3220 Sardis Church Road, Buford GA 30519
9	Hampton	104 Woosley Road, Hampton GA 30228
10	Hewatt Road	2180 Stone Drive, Snellville, GA 30039
11	Hiram	79 Metromount Road, Hiram, GA 30141
12	Jonesboro	8488 Tara Boulevard, Jonesboro, GA 30236
13	Mall of Georgia	3333 Buford Drive, Buford, GA 30519
14	McDonough	1059 Industrial Parkway, McDonough, GA 30253
15	Newnan	75 Holz Parkway, Newnan, GA 30265
16	Panola Road	5290 Minola Road, Lithonia, GA 30038
17	Powder Springs	5100 Powder Springs-Dallas Road, Powder Springs, GA 30127
18	Riverdale	6842 Lamar Hutchinson Pkwy. Riverdale, GA
19	Snellville (First Baptist)	2400 Main St.E, Snellville, GA 30078
20	Stockbridge	656 Highway 138 West, Stockbridge, GA
21	Stone Mountain Park	1475 East Park Place Stone Mountain, GA 30087
22	Sugarloaf Mills	5900 Sugarloaf Parkway, Lawrenceville, GA 30043
23	Sugarloaf Mills (GCT)	2001 N Brown Rd, Lawrenceville, GA 30043
24	Town Center-Big Shanty	3019 George Busbee Parkway Kennesaw, GA 30144
25	Union City	Royal South Parkway, Atlanta, GA 30449
26	West Conyers (Sigman Road)	911 Chambers Drive, Conyers, GA 30012
27	West Douglas	7500 Douglas Blvd Douglasville, GA 30135
28	Woodstock (His Hands Church)	550 Molly Lane, Woodstock, GA 30189

## APPENDIX C –XPRESS TRIP SCHEDULE

	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
1	400	Cumming to Downtown (AM)	05:45
2	400	Cumming to Downtown (AM)	06:30
3	400	Cumming to Downtown (AM)	07:00
4	400	Downtown to Cumming (PM)	15:40
5	400	Downtown to Cumming (PM)	16:10
6	400	Downtown to Cumming (PM)	17:10
7	401	Cumming to Perimeter (AM)	05:50
8	401	Cumming to Perimeter (AM)	06:30
9	401	Cumming to Perimeter (AM)	07:25
10	401	Perimeter to Cumming (PM)	15:30
11	401	Perimeter to Cumming (PM)	16:30
12	401	Perimeter to Cumming (PM)	17:30
13	408	Chamblee to Johns Creek (AM)	06:00
14	408	Chamblee to Johns Creek (AM)	06:50
15	408	Chamblee to Johns Creek (AM)	08:00
16	408	Chamblee to Johns Creek (PM)	17:30
17	408	Chamblee to Johns Creek (PM)	18:30
18	408	Johns Creek to Chamblee (AM)	07:00
19	408	Johns Creek to Chamblee (AM)	08:00
20	408	Johns Creek to Chamblee (PM)	16:05
21	408	Johns Creek to Chamblee (PM)	17:05
22	408	Johns Creek to Chamblee (PM)	18:20
23	410	Lindbergh MARTA to Sugarloaf Mills (PM)	15:40
24	410	Lindbergh MARTA to Sugarloaf Mills (PM)	16:40
25	410	Lindbergh MARTA to Sugarloaf Mills (PM)	17:10
26	410	Lindbergh MARTA to Sugarloaf Mills (PM)	18:10
27	410	Sugarloaf Mills to Lindbergh MARTA (AM)	06:10
28	410	Sugarloaf Mills to Lindbergh MARTA (AM)	06:40
29	410	Sugarloaf Mills to Lindbergh MARTA (AM)	07:05
30	410	Sugarloaf Mills to Lindbergh MARTA (AM)	07:35
31	411	Hamilton Mill/Mall of Georgia to Midtown (AM)	05:40
32	411	Hamilton Mill/Mall of Georgia to Midtown (AM)	06:00
33	411	Hamilton Mill/Mall of Georgia to Midtown (AM)	06:30
34	411	Hamilton Mill/Mall of Georgia to Midtown (AM)	06:50
35	411	Hamilton Mill/Mall of Georgia to Midtown (AM)	07:10
36	411	Hamilton Mill/Mall of Georgia to Midtown (AM)	07:40
37	411	Midtown to Mall of Georgia/Hamilton Mill (PM)	16:00
38	411	Midtown to Mall of Georgia/Hamilton Mill (PM)	16:30
39	411	Midtown to Mall of Georgia/Hamilton Mill (PM)	16:50



	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
40	411	Midtown to Mall of Georgia/Hamilton Mill (PM)	17:10
41	411	Midtown to Mall of Georgia/Hamilton Mill (PM)	17:30
42	412	Midtown to Sugarloaf Mills (PM)	15:50
43	412	Midtown to Sugarloaf Mills (PM)	16:20
44	412	Midtown to Sugarloaf Mills (PM)	16:40
45	412	Midtown to Sugarloaf Mills (PM)	17:00
46	412	Midtown to Sugarloaf Mills (PM)	17:20
47	412	Midtown to Sugarloaf Mills (PM)	17:50
48	412	Sugarloaf Mills to Midtown (AM)	05:55
49	412	Sugarloaf Mills to Midtown (AM)	06:25
50	412	Sugarloaf Mills to Midtown (AM)	06:55
51	412	Sugarloaf Mills to Midtown (AM)	07:25
52	412	Sugarloaf Mills to Midtown (AM)	07:55
53	413	Downtown to Mall of Georgia/Hamilton Mill (PM)	15:10
54	413	Downtown to Mall of Georgia/Hamilton Mill (PM)	15:40
55	413	Downtown to Mall of Georgia/Hamilton Mill (PM)	16:10
56	413	Downtown to Mall of Georgia/Hamilton Mill (PM)	16:40
57	413	Downtown to Mall of Georgia/Hamilton Mill (PM)	17:10
58	413	Downtown to Mall of Georgia/Hamilton Mill (PM)	17:50
59	413	Hamilton Mill/Mall of Georgia to Downtown (AM)	05:45
60	413	Hamilton Mill/Mall of Georgia to Downtown (AM)	06:05
61	413	Hamilton Mill/Mall of Georgia to Downtown (AM)	06:35
62	413	Hamilton Mill/Mall of Georgia to Downtown (AM)	07:05
63	413	Hamilton Mill/Mall of Georgia to Downtown (AM)	07:30
64	414	Ham. Mill/Mall of GA/Sugarloaf Mills to Midtown (AM)	05:10
65	414	Ham. Mill/Mall of GA/Sugarloaf Mills to Midtown (AM)	08:00
66	414	Ham. Mill/Mall of GA/Sugarloaf Mills to Midtown (AM)	08:30
67	414	Midtown to Sugarloaf Mills/Mall of GA/Ham. Mill (PM)	15:00
68	414	Midtown to Sugarloaf Mills/Mall of GA/Ham. Mill (PM)	15:30
69	414	Midtown to Sugarloaf Mills/Mall of GA/Ham. Mill (PM)	18:10
70	414	Midtown to Sugarloaf Mills/Mall of GA/Ham. Mill (PM)	18:55
71	416	Dacula to Downtown (AM)	05:15
72	416	Dacula to Downtown (AM)	05:45
73	416	Dacula to Downtown (AM)	06:10
74	416	Dacula to Downtown (AM)	06:30
75	416	Dacula to Downtown (AM)	07:00
76	416	Dacula to Downtown (AM)	07:30
77	416	Downtown to Dacula (PM)	15:15
78	416	Downtown to Dacula (PM)	15:45
79	416	Downtown to Dacula (PM)	16:15
80	416	Downtown to Dacula (PM)	16:45

	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
81	416	Downtown to Dacula (PM)	17:15
82	416	Downtown to Dacula (PM)	18:05
83	417	Perimeter to Sugarloaf Mills (PM)	16:25
84	417	Perimeter to Sugarloaf Mills (PM)	17:00
85	417	Perimeter to Sugarloaf Mills (PM)	17:35
86	417	Sugarloaf Mills to Perimeter (AM)	05:35
87	417	Sugarloaf Mills to Perimeter (AM)	06:00
88	417	Sugarloaf Mills to Perimeter (AM)	06:25
89	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	15:05
90	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	15:35
91	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	15:55
92	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	16:15
93	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	16:30
94	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	16:45
95	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	17:00
96	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	17:20
97	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	17:40
98	419	Downtown to Stone Mtn/Hewatt Rd/Snellville (PM)	18:10
99	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	05:05
100	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	05:30
101	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	05:50
102	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	06:10
103	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	06:25
104	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	06:40
105	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	06:55
106	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	07:15
107	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	07:40
108	419	Snellville/Hewatt Rd/Stone Mtn to Downtown (AM)	08:10
109	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	05:10
110	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	05:40
111	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	06:00
112	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	06:15
113	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	06:30
114	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	06:45
115	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	07:00
116	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	07:20
117	423	East Conyers/West Conyers/Panola Road to Midtown (AM)	07:50
118	423	Midtown to Panola Road/West Conyers/East Conyers (PM)	15:45
119	423	Midtown to Panola Road/West Conyers/East Conyers (PM)	16:15
120	423	Midtown to Panola Road/West Conyers/East Conyers (PM)	16:30
121	423	Midtown to Panola Road/West Conyers/East Conyers (PM)	16:45

	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
122	423	Midtown to Panola Road/West Conyers/East Conyers (PM)	17:00
123	423	Midtown to Panola Road/West Conyers/East Conyers (PM)	17:15
124	423	Midtown to Panola Road/West Conyers/East Conyers (PM)	17:45
125	423	Midtown to Panola Road/West Conyers/East Conyers (PM)	18:30
126	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	15:00
127	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	15:20
128	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	15:40
129	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	15:55
130	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	16:05
131	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	16:15
132	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	16:25
133	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	16:35
134	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	16:45
135	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	16:55
136	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	17:05
137	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	17:20
138	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	17:40
139	426	Downtown to Panola Road/West Conyers/East Conyers (PM)	18:10
140	426	East Conyers to Downtown (AM)	06:00
141	426	East Conyers to Downtown (AM)	06:30
142	426	East Conyers to Downtown (AM)	06:45
143	426	East Conyers to Downtown (AM)	07:00
144	426	East Conyers to Downtown (AM)	07:15
145	426	East Conyers/West Conyers/Panola Road to Downtown (AM)	05:00
146	426	East Conyers/West Conyers/Panola Road to Downtown (AM)	05:25
147	426	East Conyers/West Conyers/Panola Road to Downtown (AM)	07:30
148	426	Panola Road to Downtown (AM)	06:20
149	426	Panola Road to Downtown (AM)	06:45
150	426	Panola Road to Downtown (AM)	07:10
151	426	West Conyers to Downtown (AM)	06:15
152	426	West Conyers to Downtown (AM)	06:40
153	426	West Conyers to Downtown (AM)	07:05
154	426	West Conyers/Panola Road to Downtown (AM)	07:20
155	428	Perimeter to Panola Road/West Conyers (PM)	15:40
156	428	Perimeter to Panola Road/West Conyers (PM)	16:15
157	428	Perimeter to Panola Road/West Conyers (PM)	17:15
158	428	Perimeter to Panola Road/West Conyers (PM)	18:20
159	428	West Conyers/Panola Road to Perimeter (AM)	05:05
160	428	West Conyers/Panola Road to Perimeter (AM)	05:40
161	428	West Conyers/Panola Road to Perimeter (AM)	06:25
162	428	West Conyers/Panola Road to Perimeter (AM)	07:15

	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
163	430	Downtown to McDonough (PM)	14:55
164	430	Downtown to McDonough (PM)	15:30
165	430	Downtown to McDonough (PM)	16:00
166	430	Downtown to McDonough (PM)	16:20
167	430	Downtown to McDonough (PM)	16:40
168	430	Downtown to McDonough (PM)	17:00
169	430	Downtown to McDonough (PM)	17:35
170	430	McDonough to Downtown (AM)	05:20
171	430	McDonough to Downtown (AM)	05:45
172	430	McDonough to Downtown (AM)	06:10
173	430	McDonough to Downtown (AM)	06:30
174	430	McDonough to Downtown (AM)	06:50
175	430	McDonough to Downtown (AM)	07:10
176	430	McDonough to Downtown (AM)	07:30
177	430	McDonough to Downtown (AM)	08:00
178	431	BrandsMart/Stockbridge to Midtown (AM)	05:30
179	431	BrandsMart/Stockbridge to Midtown (AM)	06:00
180	431	BrandsMart/Stockbridge to Midtown (AM)	06:25
181	431	BrandsMart/Stockbridge to Midtown (AM)	06:45
182	431	BrandsMart/Stockbridge to Midtown (AM)	07:15
183	431	BrandsMart/Stockbridge to Midtown (AM)	07:45
184	431	BrandsMart/Stockbridge to Midtown (AM)	08:15
185	431	Midtown to BrandsMart/Stockbridge (PM)	15:00
186	431	Midtown to BrandsMart/Stockbridge (PM)	15:30
187	431	Midtown to BrandsMart/Stockbridge (PM)	16:00
188	431	Midtown to BrandsMart/Stockbridge (PM)	16:20
189	431	Midtown to BrandsMart/Stockbridge (PM)	16:40
190	431	Midtown to BrandsMart/Stockbridge (PM)	17:00
191	431	Midtown to BrandsMart/Stockbridge (PM)	17:30
192	432	BrandsMart/Stockbridge to Downtown (AM)	05:30
193	432	BrandsMart/Stockbridge to Downtown (AM)	05:50
194	432	BrandsMart/Stockbridge to Downtown (AM)	06:10
195	432	BrandsMart/Stockbridge to Downtown (AM)	06:30
196	432	BrandsMart/Stockbridge to Downtown (AM)	06:45
197	432	BrandsMart/Stockbridge to Downtown (AM)	07:00
198	432	BrandsMart/Stockbridge to Downtown (AM)	07:15
199	432	BrandsMart/Stockbridge to Downtown (AM)	07:35
200	432	BrandsMart/Stockbridge to Downtown (AM)	08:00
201	432	BrandsMart/Stockbridge to Downtown (AM)	08:30
202	432	Downtown to BrandsMart/Stockbridge (PM)	15:00
203	432	Downtown to BrandsMart/Stockbridge (PM)	15:30

	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
204	432	Downtown to BrandsMart/Stockbridge (PM)	16:00
205	432	Downtown to BrandsMart/Stockbridge (PM)	16:20
206	432	Downtown to BrandsMart/Stockbridge (PM)	16:30
207	432	Downtown to BrandsMart/Stockbridge (PM)	16:40
208	432	Downtown to BrandsMart/Stockbridge (PM)	16:50
209	432	Downtown to BrandsMart/Stockbridge (PM)	17:10
210	432	Downtown to BrandsMart/Stockbridge (PM)	17:40
211	432	Downtown to BrandsMart/Stockbridge/McDonough (PM)	18:10
212	440	Downtown/Midtown to Jonesboro/Hampton (PM)	15:10
213	440	Downtown/Midtown to Jonesboro/Hampton (PM)	15:30
214	440	Downtown/Midtown to Jonesboro/Hampton (PM)	16:05
215	440	Downtown/Midtown to Jonesboro/Hampton (PM)	16:35
216	440	Downtown/Midtown to Jonesboro/Hampton (PM)	17:05
217	440	Downtown/Midtown to Jonesboro/Hampton (PM)	17:35
218	440	Downtown/Midtown to Jonesboro/Hampton (PM)	18:15
219	440	Hampton/Jonesboro to Downtown/Midtown (AM)	05:15
220	440	Hampton/Jonesboro to Downtown/Midtown (AM)	06:00
221	440	Hampton/Jonesboro to Downtown/Midtown (AM)	06:30
222	440	Hampton/Jonesboro to Downtown/Midtown (AM)	07:00
223	440	Hampton/Jonesboro to Downtown/Midtown (AM)	07:25
224	440	Hampton/Jonesboro to Downtown/Midtown (AM)	08:00
225	441	Downtown/Midtown to Jonesboro (PM)	13:05
226	441	Downtown/Midtown to Jonesboro (PM)	14:50
227	441	Downtown/Midtown to Jonesboro (PM)	15:50
228	441	Downtown/Midtown to Jonesboro (PM)	16:20
229	441	Downtown/Midtown to Jonesboro (PM)	16:50
230	441	Downtown/Midtown to Jonesboro (PM)	19:00
231	441	Jonesboro to Downtown/Midtown (AM)	05:45
232	441	Jonesboro to Downtown/Midtown (AM)	06:00
233	441	Jonesboro to Downtown/Midtown (AM)	06:30
234	441	Jonesboro to Downtown/Midtown (AM)	07:00
235	441	Jonesboro to Downtown/Midtown (AM)	07:30
236	442	Downtown to Riverdale (PM)	15:30
237	442	Downtown to Riverdale (PM)	16:00
238	442	Downtown to Riverdale (PM)	16:30
239	442	Downtown to Riverdale (PM)	17:00
240	442	Downtown to Riverdale (PM)	18:00
241	442	Riverdale to Downtown (AM)	05:30
242	442	Riverdale to Downtown (AM)	06:20
243	442	Riverdale to Downtown (AM)	06:45
244	442	Riverdale to Downtown (AM)	07:05

	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
245	442	Riverdale to Downtown (AM)	08:00
246	453	Downtown/Midtown to Union City/Newnan (PM)	15:00
247	453	Downtown/Midtown to Union City/Newnan (PM)	15:30
248	453	Downtown/Midtown to Union City/Newnan (PM)	16:00
249	453	Downtown/Midtown to Union City/Newnan (PM)	16:20
250	453	Downtown/Midtown to Union City/Newnan (PM)	16:40
251	453	Downtown/Midtown to Union City/Newnan (PM)	17:00
252	453	Downtown/Midtown to Union City/Newnan (PM)	17:30
253	453	Downtown/Midtown to Union City/Newnan (PM)	18:00
254	453	Newnan/Union City to Downtown/Midtown (AM)	05:30
255	453	Newnan/Union City to Downtown/Midtown (AM)	06:00
256	453	Newnan/Union City to Downtown/Midtown (AM)	06:15
257	453	Newnan/Union City to Downtown/Midtown (AM)	06:30
258	453	Newnan/Union City to Downtown/Midtown (AM)	06:45
259	453	Newnan/Union City to Downtown/Midtown (AM)	07:00
260	453	Newnan/Union City to Downtown/Midtown (AM)	07:30
261	453	Newnan/Union City to Downtown/Midtown (AM)	08:00
262	463	Downtown/Midtown to Douglasville/West Douglas (PM)	15:00
263	463	Downtown/Midtown to Douglasville/West Douglas (PM)	15:30
264	463	Downtown/Midtown to Douglasville/West Douglas (PM)	15:45
265	463	Downtown/Midtown to Douglasville/West Douglas (PM)	15:57
266	463	Downtown/Midtown to Douglasville/West Douglas (PM)	16:09
267	463	Downtown/Midtown to Douglasville/West Douglas (PM)	16:21
268	463	Downtown/Midtown to Douglasville/West Douglas (PM)	16:33
269	463	Downtown/Midtown to Douglasville/West Douglas (PM)	16:45
270	463	Downtown/Midtown to Douglasville/West Douglas (PM)	17:05
271	463	Downtown/Midtown to Douglasville/West Douglas (PM)	17:30
272	463	Downtown/Midtown to Douglasville/West Douglas (PM)	18:00
273	463	West Douglas/Douglasville to Downtown/Midtown (AM)	05:15
274	463	West Douglas/Douglasville to Downtown/Midtown (AM)	05:37
275	463	West Douglas/Douglasville to Downtown/Midtown (AM)	05:57
276	463	West Douglas/Douglasville to Downtown/Midtown (AM)	06:12
277	463	West Douglas/Douglasville to Downtown/Midtown (AM)	06:24
278	463	West Douglas/Douglasville to Downtown/Midtown (AM)	06:36
279	463	West Douglas/Douglasville to Downtown/Midtown (AM)	06:48
280	463	West Douglas/Douglasville to Downtown/Midtown (AM)	07:00
281	463	West Douglas/Douglasville to Downtown/Midtown (AM)	07:15
282	463	West Douglas/Douglasville to Downtown/Midtown (AM)	07:35
283	463	West Douglas/Douglasville to Downtown/Midtown (AM)	08:00
284	476	Downtown/Midtown to Powder Springs/Hiram (PM)	15:00
285	476	Downtown/Midtown to Powder Springs/Hiram (PM)	15:30



	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
286	476	Downtown/Midtown to Powder Springs/Hiram (PM)	16:00
287	476	Downtown/Midtown to Powder Springs/Hiram (PM)	16:15
288	476	Downtown/Midtown to Powder Springs/Hiram (PM)	16:30
289	476	Downtown/Midtown to Powder Springs/Hiram (PM)	16:45
290	476	Downtown/Midtown to Powder Springs/Hiram (PM)	17:00
291	476	Downtown/Midtown to Powder Springs/Hiram (PM)	17:20
292	476	Downtown/Midtown to Powder Springs/Hiram (PM)	17:50
293	476	Hiram/Powder Springs to Downtown/Midtown (AM)	05:20
294	476	Hiram/Powder Springs to Downtown/Midtown (AM)	05:45
295	476	Hiram/Powder Springs to Downtown/Midtown (AM)	06:05
296	476	Hiram/Powder Springs to Downtown/Midtown (AM)	06:20
297	476	Hiram/Powder Springs to Downtown/Midtown (AM)	06:35
298	476	Hiram/Powder Springs to Downtown/Midtown (AM)	06:50
299	476	Hiram/Powder Springs to Downtown/Midtown (AM)	07:05
300	476	Hiram/Powder Springs to Downtown/Midtown (AM)	07:25
301	476	Hiram/Powder Springs to Downtown/Midtown (AM)	07:50
302	480	Acworth/Town Center (Big Shanty) to Downtown (AM)	05:30
303	480	Acworth/Town Center (Big Shanty) to Downtown (AM)	06:00
304	480	Acworth/Town Center (Big Shanty) to Downtown (AM)	06:30
305	480	Acworth/Town Center (Big Shanty) to Downtown (AM)	07:00
306	480	Acworth/Town Center (Big Shanty) to Downtown (AM)	07:45
307	480	Downtown to Town Center (Big Shanty)/Acworth (PM)	15:00
308	480	Downtown to Town Center (Big Shanty)/Acworth (PM)	16:00
309	480	Downtown to Town Center (Big Shanty)/Acworth (PM)	16:30
310	480	Downtown to Town Center (Big Shanty)/Acworth (PM)	17:00
311	480	Downtown to Town Center (Big Shanty)/Acworth (PM)	17:45
312	482	Perimeter to Town Center (PM)	15:30
313	482	Perimeter to Town Center (PM)	16:00
314	482	Perimeter to Town Center (PM)	16:30
315	482	Perimeter to Town Center (PM)	17:25
316	482	Town Center to Perimeter (AM)	05:45
317	482	Town Center to Perimeter (AM)	06:05
318	482	Town Center to Perimeter (AM)	06:35
319	482	Town Center to Perimeter (AM)	07:15
320	483	Midtown to Town Center (Big Shanty)/Woodstock (PM)	15:15
321	483	Midtown to Town Center (Big Shanty)/Woodstock (PM)	15:45
322	483	Midtown to Town Center (Big Shanty)/Woodstock (PM)	16:05
323	483	Midtown to Town Center (Big Shanty)/Woodstock (PM)	16:25
324	483	Midtown to Town Center (Big Shanty)/Woodstock (PM)	16:45
325	483	Midtown to Town Center (Big Shanty)/Woodstock (PM)	17:05
326	483	Midtown to Town Center (Big Shanty)/Woodstock (PM)	17:45

	<b>Route</b>	<b>Route Pattern</b>	<b>Scheduled Trip Start Time</b>
<i>327</i>	483	Woodstock/Town Center (Big Shanty) to Midtown (AM)	05:30
<i>328</i>	483	Woodstock/Town Center (Big Shanty) to Midtown (AM)	06:00
<i>329</i>	483	Woodstock/Town Center (Big Shanty) to Midtown (AM)	06:20
<i>330</i>	483	Woodstock/Town Center (Big Shanty) to Midtown (AM)	06:40
<i>331</i>	483	Woodstock/Town Center (Big Shanty) to Midtown (AM)	07:00
<i>332</i>	483	Woodstock/Town Center (Big Shanty) to Midtown (AM)	07:20
<i>333</i>	483	Woodstock/Town Center (Big Shanty) to Midtown (AM)	07:55
<i>334</i>	490	Canton/Woodstock to Downtown (AM)	05:35
<i>335</i>	490	Canton/Woodstock to Downtown (AM)	06:05
<i>336</i>	490	Downtown to Woodstock/Canton (PM)	16:10
<i>337</i>	490	Downtown to Woodstock/Canton (PM)	16:40
<i>338</i>	490	Downtown to Woodstock/Canton (PM)	17:10
<i>339</i>	490	Downtown to Woodstock/Canton (PM)	17:40
<i>340</i>	490	Woodstock to Downtown (AM)	06:45
<i>341</i>	490	Woodstock to Downtown (AM)	07:10



## APPENDIX D –XPRESS DAILY AVERAGE BOARDINGS BY ROUTE

<b>Route</b>	<b>Aug-17</b>	<b>Sep-17</b>
400	193	189
401	116	117
408	90	96
410	146	152
411	285	277
412	308	296
413	217	261
414	158	181
416	246	267
417	60	58
419	531	560
423	388	383
426	791	805
428	133	129
430	358	369
431	348	345
432	463	468
440	347	346
441	213	220
442	141	142
453	356	350
463	566	581
476	327	331
480	192	189
482	33	29
483	306	288
490	180	164
<b>Total</b>	<b>7,491</b>	<b>7,591</b>

# APPENDIX E – 2014 XPRESS ON-BOARD SURVEY INSTRUMENT



## ON-BOARD RIDER SURVEY

Please tell us about the trip you are making now. Your personal information will remain confidential.  
 Si usted necesita una encuesta en español, por favor pregunte al personal.

<p><b>1. Which bus route are you currently on?</b> # _____</p>	<p><b>2. Have you already completed this survey on another trip?</b>  <input type="checkbox"/> Yes                      <input type="checkbox"/> No</p>																																																
<p><b>3. Where did you just come FROM? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Home</td> <td><input type="checkbox"/> School/Daycare</td> </tr> <tr> <td><input type="checkbox"/> Work (Name of Employer)</td> <td><input type="checkbox"/> Airport</td> </tr> <tr> <td><input type="checkbox"/> Personal Business</td> <td><input type="checkbox"/> Medical/Dental</td> </tr> <tr> <td><input type="checkbox"/> College/University (Students only)</td> <td><input type="checkbox"/> Other (please specify): _____</td> </tr> </table> <p><b>4. Where is the place you identified in Question #3 located?</b>(beginning of your trip, such as home, NOT the bus stop)                  Please list the nearest intersection:                  Street #1: _____ Street #2: _____  <i>Example: Peachtree Rd &amp; Piedmont Rd</i>                  Or Address, Building, or Major Place: _____                  _____  <i>Example: 800 Ponce de Leon Ave NE or Emory Hospital Midtown</i>                  City: _____ Zip: _____</p> <p><b>5. How did you GET TO the Xpress bus that you are currently riding? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Walked (How many minutes? _____)</td> <td><input type="checkbox"/> Biked</td> </tr> <tr> <td><input type="checkbox"/> Drove alone then parked</td> <td><input type="checkbox"/> Dropped off by car</td> </tr> <tr> <td><input type="checkbox"/> Drove with others and parked</td> <td><input type="checkbox"/> Other transit service</td> </tr> <tr> <td><input type="checkbox"/> Other (_____)</td> <td></td> </tr> </table> <p><b>6. Did you transfer to this bus from another bus or train?</b>  <input type="checkbox"/> Yes (From route _____)      <input type="checkbox"/> No</p>	<input type="checkbox"/> Home	<input type="checkbox"/> School/Daycare	<input type="checkbox"/> Work (Name of Employer)	<input type="checkbox"/> Airport	<input type="checkbox"/> Personal Business	<input type="checkbox"/> Medical/Dental	<input type="checkbox"/> College/University (Students only)	<input type="checkbox"/> Other (please specify): _____	<input type="checkbox"/> Walked (How many minutes? _____)	<input type="checkbox"/> Biked	<input type="checkbox"/> Drove alone then parked	<input type="checkbox"/> Dropped off by car	<input type="checkbox"/> Drove with others and parked	<input type="checkbox"/> Other transit service	<input type="checkbox"/> Other (_____)		<p><b>7. Where are you going TO now? (final destination of your trip) check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Home</td> <td><input type="checkbox"/> School/Daycare</td> </tr> <tr> <td><input type="checkbox"/> Work (Name of Employer)</td> <td><input type="checkbox"/> Airport</td> </tr> <tr> <td><input type="checkbox"/> Personal Business</td> <td><input type="checkbox"/> Medical/Dental</td> </tr> <tr> <td><input type="checkbox"/> College/University (Students only)</td> <td><input type="checkbox"/> Other (please specify): _____</td> </tr> </table> <p><b>8. Where is the place you identified in Question #7 located? (end of your trip, such as home, NOT the bus stop)</b>                  Please list the nearest intersection:                  Street #1: _____ Street #2: _____  <i>Example: Peachtree Rd &amp; Piedmont Rd</i>                  Or Address, Building, or Major Place: _____                  _____  <i>Example: 800 Ponce de Leon Ave NE or Emory Hospital Midtown</i>                  City: _____ Zip: _____</p> <p><b>9. How will you GO FROM the Xpress bus to your final destination? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Walk (How many minutes? _____)</td> <td><input type="checkbox"/> Bike</td> </tr> <tr> <td><input type="checkbox"/> Drive alone</td> <td><input type="checkbox"/> Get picked up</td> </tr> <tr> <td><input type="checkbox"/> Drive with others</td> <td><input type="checkbox"/> Other transit service</td> </tr> <tr> <td><input type="checkbox"/> Other (_____)</td> <td></td> </tr> </table> <p><b>10. Will you transfer from this bus to another bus or train?</b>  <input type="checkbox"/> Yes (To route _____)      <input type="checkbox"/> No</p>	<input type="checkbox"/> Home	<input type="checkbox"/> School/Daycare	<input type="checkbox"/> Work (Name of Employer)	<input type="checkbox"/> Airport	<input type="checkbox"/> Personal Business	<input type="checkbox"/> Medical/Dental	<input type="checkbox"/> College/University (Students only)	<input type="checkbox"/> Other (please specify): _____	<input type="checkbox"/> Walk (How many minutes? _____)	<input type="checkbox"/> Bike	<input type="checkbox"/> Drive alone	<input type="checkbox"/> Get picked up	<input type="checkbox"/> Drive with others	<input type="checkbox"/> Other transit service	<input type="checkbox"/> Other (_____)																	
<input type="checkbox"/> Home	<input type="checkbox"/> School/Daycare																																																
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<p><b>11. How long have you been riding Xpress? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Less than 6 months</td> <td><input type="checkbox"/> 1 to 5 years</td> </tr> <tr> <td><input type="checkbox"/> 6 months to 1 year</td> <td><input type="checkbox"/> More than 5 years</td> </tr> </table> <p><b>12. How often do you ride Xpress per week? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> 1 day</td> <td><input type="checkbox"/> 4 days</td> </tr> <tr> <td><input type="checkbox"/> 2 days</td> <td><input type="checkbox"/> 5 days</td> </tr> <tr> <td><input type="checkbox"/> 3 days</td> <td><input type="checkbox"/> Less than once per week</td> </tr> </table> <p><b>13. Are you making a ROUND TRIP on the bus today?</b>  <input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p><b>14. How would you make this trip without Xpress? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Carpool</td> <td><input type="checkbox"/> Vanpool</td> </tr> <tr> <td><input type="checkbox"/> Taxi</td> <td><input type="checkbox"/> Drive to MARTA station</td> </tr> <tr> <td><input type="checkbox"/> Drive alone for entire trip</td> <td><input type="checkbox"/> Would not make this trip</td> </tr> <tr> <td><input type="checkbox"/> Other (_____)</td> <td></td> </tr> </table> <p><b>15. Was a car available to you for this particular trip?</b>  <input type="checkbox"/> Yes                      <input type="checkbox"/> Yes, but with inconvenience to others  <input type="checkbox"/> No</p>	<input type="checkbox"/> Less than 6 months	<input type="checkbox"/> 1 to 5 years	<input type="checkbox"/> 6 months to 1 year	<input type="checkbox"/> More than 5 years	<input type="checkbox"/> 1 day	<input type="checkbox"/> 4 days	<input type="checkbox"/> 2 days	<input type="checkbox"/> 5 days	<input type="checkbox"/> 3 days	<input type="checkbox"/> Less than once per week	<input type="checkbox"/> Carpool	<input type="checkbox"/> Vanpool	<input type="checkbox"/> Taxi	<input type="checkbox"/> Drive to MARTA station	<input type="checkbox"/> Drive alone for entire trip	<input type="checkbox"/> Would not make this trip	<input type="checkbox"/> Other (_____)		<p><b>16. How did you pay your fare for this trip? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Cash one-way</td> <td><input type="checkbox"/> Cash round-trip</td> </tr> <tr> <td><input type="checkbox"/> Breeze Card</td> <td><input type="checkbox"/> 10 or 20 ride pass</td> </tr> <tr> <td><input type="checkbox"/> 31 day/monthly unlimited trip pass</td> <td></td> </tr> </table> <p><b>17. How did you purchase your fare for today's trip? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Breeze vending machine</td> <td><input type="checkbox"/> Online Breeze</td> </tr> <tr> <td><input type="checkbox"/> Online Xpress</td> <td><input type="checkbox"/> GCT</td> </tr> <tr> <td><input type="checkbox"/> CCT</td> <td><input type="checkbox"/> Mail</td> </tr> <tr> <td><input type="checkbox"/> Fax</td> <td><input type="checkbox"/> Employer</td> </tr> </table> <p><b>18. Does your employer pay for some or all of your fare?</b>  <input type="checkbox"/> Yes                      <input type="checkbox"/> No</p> <p><b>19. When you talk about riding Xpress do you say something like... check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> I love it</td> <td><input type="checkbox"/> I like it</td> </tr> <tr> <td><input type="checkbox"/> It is ok</td> <td><input type="checkbox"/> I don't like it</td> </tr> <tr> <td><input type="checkbox"/> I will never ride it again</td> <td></td> </tr> </table> <p><b>20. What is the primary reason you ride Xpress? check (√) one</b></p> <table border="0" style="width: 100%;"> <tr> <td><input type="checkbox"/> Save time</td> <td><input type="checkbox"/> Don't drive/don't have access to a vehicle</td> </tr> <tr> <td><input type="checkbox"/> Save money</td> <td><input type="checkbox"/> To read/rest/work during trip</td> </tr> <tr> <td><input type="checkbox"/> Avoid traffic</td> <td><input type="checkbox"/> Convenience of park-and-ride lots</td> </tr> <tr> <td><input type="checkbox"/> Use HOV/ HOT lanes</td> <td><input type="checkbox"/> Environmental concerns</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Other (_____)</td> </tr> </table>	<input type="checkbox"/> Cash one-way	<input type="checkbox"/> Cash round-trip	<input type="checkbox"/> Breeze Card	<input type="checkbox"/> 10 or 20 ride pass	<input type="checkbox"/> 31 day/monthly unlimited trip pass		<input type="checkbox"/> Breeze vending machine	<input type="checkbox"/> Online Breeze	<input type="checkbox"/> Online Xpress	<input type="checkbox"/> GCT	<input type="checkbox"/> CCT	<input type="checkbox"/> Mail	<input type="checkbox"/> Fax	<input type="checkbox"/> Employer	<input type="checkbox"/> I love it	<input type="checkbox"/> I like it	<input type="checkbox"/> It is ok	<input type="checkbox"/> I don't like it	<input type="checkbox"/> I will never ride it again		<input type="checkbox"/> Save time	<input type="checkbox"/> Don't drive/don't have access to a vehicle	<input type="checkbox"/> Save money	<input type="checkbox"/> To read/rest/work during trip	<input type="checkbox"/> Avoid traffic	<input type="checkbox"/> Convenience of park-and-ride lots	<input type="checkbox"/> Use HOV/ HOT lanes	<input type="checkbox"/> Environmental concerns		<input type="checkbox"/> Other (_____)
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21. Which park-and ride lot do you use?

22. Is there a new area that you would like Xpress to serve?  
 Yes (\_\_\_\_\_)  No

24. Please rate the following Xpress service characteristics

		Poor		Good		Excellent
Relating to your ride	Buses arriving/departing on time	1	2	3	4	5
	Directness of the route	1	2	3	4	5
	Adequate notice of upcoming stops	1	2	3	4	5
	Ride quality of the bus	1	2	3	4	5
	Comfort of the bus interior	1	2	3	4	5
	Cleanliness of the bus	1	2	3	4	5
Relating to Xpress facilities	Safety/Security at P&R Lots	1	2	3	4	5
	Availability of parking at P&R Lots	1	2	3	4	5
	Cleanliness of the P&R Lots	1	2	3	4	5
Regarding overall service	Safe operation of buses	1	2	3	4	5
	Driver courtesy	1	2	3	4	5
	Cost of service	1	2	3	4	5
	XpressGA.com website	1	2	3	4	5
	Customer Service	1	2	3	4	5
	Availability of schedule info	1	2	3	4	5
	Overall Satisfaction	1	2	3	4	5

23. Which additional service would you like Xpress to provide?

- check (✓) one
- Weekend service
  - Midday service
  - Evening service
  - More frequency at peak times
  - More parking at park-and-ride lots
  - Reverse commute (originating in Atlanta in the AM, traveling to Atlanta in the PM)

25. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or older

26. Are you male or female?

- Male
- Female

27. What is your total household income (before taxes)?

- Under \$10,000
- \$10,000-\$29,999
- \$30,000-\$69,999
- \$70,000-\$99,999
- \$100,000-\$134,999
- \$135,000 or more

28. Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6 or more

29. Including yourself, how many people in your household are employed outside the home? \_\_\_\_\_ people

30. How many operable vehicles (autos, trucks, motorcycles) does your household have?

- 0
- 1
- 2
- 3 or more

31. Are you Hispanic or Latino?

- Yes
- No

37. Are there any other comments you would like to make?

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32. Which best describes your racial or ethnic background?

- Black/African American
- Asian
- American Indian/Alaska Native
- Native Hawaiian/Pacific Islander
- White/Caucasian

33. At home, which language do you speak most often?

- English
- Korean
- Mandarin
- Japanese
- Spanish
- Vietnamese
- Cantonese
- Other (\_\_\_\_\_)

34. Do you speak English?

- Fluently
- Somewhat
- No

35. How do you currently receive communications from Xpress? check (✓) one or more

- Website
- Call customer service
- Xpress Blog
- Email
- Twitter
- Other (\_\_\_\_\_)

36. If you would like information about Xpress service, which of these options would you prefer to use? check (✓) one or more

- Website
- Call customer service
- Mobile App
- Twitter
- Other social media
- Email
- Text message
- Facebook
- Robo call (for service alerts)
- Other (\_\_\_\_\_)

**WE APPRECIATE YOUR FEEDBACK!**  
 FOR PROJECT UPDATES PLEASE VISIT OUR WEBSITE: [WWW.DIRECTXPRESS.XPRESSGA.COM](http://WWW.DIRECTXPRESS.XPRESSGA.COM)