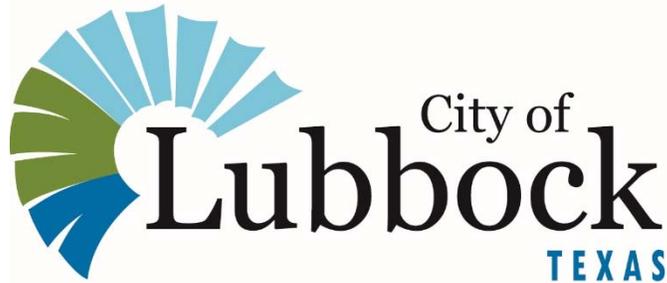


REQUEST FOR INFORMATION



RFI 22-16392-MA

**(Request for Information)
Mass Transit Fare Collection Technology**

ISSUED BY:

**City of Lubbock Purchasing and Contract Management Office
1314 Avenue K, Floor 9, Lubbock, Texas, 79401
January 31, 2022**

DEADLINE FOR SUBMISSIONS:

February 18, 2022 @ 3:00 p.m.

TO:

malvarez@mylubbock.us

Request for Information: Mass Transit Fare Collection Technology

I. Synopsis

The City of Lubbock through its transit provider, Citibus, is seeking information from transit vendors, organizations, and agencies on the current state of mass transit fare collection technology. Information obtained through this request for information (RFI) may be used by the City of Lubbock and Citibus staff in preparation for the development of a future request for proposals (RFP) to outfit the Citibus fixed route fleet with new fare collection equipment. Citibus seeks to gain a more thorough understanding of the current state of fare collection technology in order to best meet the needs of our agency and riders.

II. Background

Citibus operates fixed route and paratransit services in Lubbock, TX, an urbanized area with a population of about 300,000 people. Citibus operates fixed route service on eighteen (18) routes; nine (9) city fixed routes and nine (9) University on and off campus routes. These routes combined provided approximately 3.8 million passenger trips in 2019.

Citibus currently maintains a fleet of seventy-eight (78) buses to operate its fixed route service, and twenty-eight (28) light-duty vehicles to operate its Access paratransit and OnDemand microtransit service. Buses in the Citibus fixed route fleet range in size between 30' and 40'. Only the Citibus city fixed route fleet is equipped with fare collection equipment—Genfare CENTSaBILL units. Currently, Citibus Access vehicles do not have fare collection units on them. In 2021, Citibus began a partnership with Dallas Area Rapid Transit (DART) for a subscription and licenses for the GoPass application which includes mobile ticketing technology. GoPass allows riders to purchase and store fares directly on their mobile devices for use on fixed routes and provides fare capping capabilities. Currently, Access and OnDemand fares are paid by debit or credit card through the respective phone application or by cash or pass when boarding the vehicle.

Citibus allows Texas Tech University students, through a service agreement, to ride the city fixed routes for free with a valid student ID. Drivers then input via farebox keypad the respective rider type for tracking and accounting.

III. Purpose

Citibus seeks to replace current fare collection equipment on fixed route buses with the latest technology offering enhanced convenience and reliability for riders and the agency. Of particular interest for Citibus is expanding options for riders to purchase fares, aiding a seamless boarding experience, and generating the most accurate ridership and revenue data for in-depth analysis and financial reporting. Through this RFI, Citibus is seeking to gain a better understanding of the current state of the transit fare collection industry, and what technology and features will best fit the needs of the agency. Citibus recognizes that transit technology is evolving, and seeks to be poised to adapt to a changing transit landscape.

Specific areas of interest about which Citibus seeks further information through this RFI include: account-based fare payment methods, various fare media options, automatic fare collection systems, and integration with the GoPass application and potentially other third party applications.

IV. Objectives

Through this RFI, Citibus is pursuing the following objectives:

- Gain a more complete understanding of the current state of fare collection technology for mass transit
- Identify opportunities for integration of fare collection technology with other recent and emerging transit technologies, e.g. real-time bus trackers, microtransit services
- Develop performance specifications for a potential RFP for the replacement of fixed route fare collection equipment

V. Preferred Functionality and Areas for Evaluation

1. Retain features of existing fare collection system
 - a. Cash payments rapidly processed, with reliable performance
 - b. Ability for bus operators to input specific rider types via customizable keypad
2. Mobile ticketing technology
 - a. Ability to purchase mobile tickets using cash
 - b. Accessibility features for riders with disabilities
 - c. Contactless validation, e.g. visual validation, RFID, QR scan
3. Account-based system
 - a. Ability for riders to purchase all fare types and store them indefinitely
 - b. Fare-capping
 - c. Ability to verify accounts based on rider type, including riders eligible for reduced fares
4. Ability to issue printed or electronic transfers
5. Fare media and vending
 - a. Smart cards
 - b. FOBs
 - c. Automated vending machines
6. Integration with AVL to collate ridership data with route, bus stop location, date/time information
 - a. Citibus utilizes DoubleMap AVL technology on fixed route vehicles
7. Integration of fare system across platforms, services, and third-party transportation providers
 - a. Citibus Access and On Demand
 - b. Bike share, car share, scooter share
 - c. TNCs, including Uber and Lyft
8. Integration with external organization user IDs
 - a. TTU student ID cards
9. Cloud-based data storage system that requires minimal impact upon Citibus's existing server capacity
10. User-friendly reporting software
 - a. Ability to sort ridership data by route, date/time, bus stop location
11. Preventive maintenance regimen to ensure reliable performance

VI. Preferred Functionality Responses

Upon review of Citibus's preferred functionality outlined above, indicate if your fare collection system may fulfill preferred features with 'Yes' or 'No' followed by a brief explanation using this template.

Functionality	Y/N	Explanation
1. Retain features of existing fare collection system		
2. Mobile ticketing technology		
3. Account-based system		
4. Ability to issue printed or electronic transfers		
5. Support for new fare media		
6. Integration with AVL technology to collate ridership data with route, bus stop location, date/time information		
7. Integration of fare system across platforms, services, and third-party transportation providers		
8. Integration with external organization user IDs		
9. Cloud-based data storage		
10. User-friendly reporting software		
11. Preventive maintenance regimen to ensure reliable performance		