



POMONA VALLEY TRANSPORTATION AUTHORITY

Request for Information

Issued: April 13, 2026

Response to Questions

May 7, 2026

The Pomona Valley Transportation Authority (PVTA) issued a request for information (RFI) on April 13, 2026. PVTA's purpose in issuing the RFI is to seek information from contract transportation providers who have experience managing flexible dial-a-ride and on-demand services using both a dedicated and non-dedicated fleet. On April 23rd, PVTA hosted a public conference inviting interested parties to learn more about PVTA operations, become familiar with the RFI, and seek clarification from PVTA staff. This was an informal open invitation conference available to the public.

The RFI stated formal written questions were due to PVTA on April 29, 2026, by 4:00 pm PST. PVTA received a total of 34 questions. Some questions are similar and/or duplicate. This notice provides interested parties and potential respondents with answers to the questions posed.

PVTA has issued an amendment to the RFI.

Amendment #1

The Pomona Valley Transportation Authority recognizes the sensitivity of respondents submitting confidential information. As such, those responses received that are stamped “**CONFIDENTIAL / PROPRIETARY**” will be treated as such. Since this is an information gathering activity and no contract award will be provided by any offering, PVTA will not release any confidential information including requests received by formal request of Freedom of Information Act (FOIA). Respondents are encouraged to identify any confidential or proprietary information.

At PVTA's discretion, PVTA and/or City members, may seek clarification with a respondent's submission.

RFI DUE DATE

The RFI due date is May 15, 2026, prior to 4:00 pm pacific standard time (PST). Late responses will not be considered. Responses should be emailed to:

Nicole Carranza, CEO; email: nicole@pvtrans.org with a copy to Derek Fretheim, Founder and Principal of agape Mobility at derek@agapemobility.com.

PVTA RFI
Responder Questions with PVTA Answers

	Question	PVTA's Response
1	Is PVTA open to a model where a brokerage/technology operator serves as prime, and a dedicated fleet operator serves as a named subcontractor?	Yes, we are open to this model. The model must follow FTA guidelines with drug tested drivers, and PVTA prefers to utilize the Spare platform.
2	What percentage of total trips happen on dedicated WAV vehicles v. TNCs today?	See percentage below: ~12% of trips are on WAV ~ 22.6 % trips are completed by TNC
3	Do you anticipate shifting further toward non-dedicated/TNC providers under the new contract model?	No, per FTA rules and requirements, PVTA needs to offer dedicated and non-dedicated options to its passengers. That includes having FTA DOT compliant drivers.
4	Will pricing be evaluated on a per-trip basis, per-revenue-hour basis, or a hybrid?	Currently, PVTA operates a hybrid operations model. We are open to both pricing models and others model types.
5	Which specific FTA grant programs (5310, 5307, etc.) will the incoming contractor be required to support NTD reporting?	PVTA receives 5310 funding and Metro subregional funds. These funds require PVTA to submit NTD reports for the Get About, Ready Now, Pomona Group, and San Dimas DAR services. Claremont DAR receives 5307 funding that requires the City to do

		their own NTD report for Claremont DAR and Claremont Group services.
6	The RFI mentioned a near term fleet reduction from 33 to 21 vehicles. In consideration of lean practices, is PVTA open to entirely migrating away from a fleet ownership model to a turnkey provider mode where the provider and its partners bring their own fleet for operations? Such an approach would eliminate all fleet ownership costs (i.e. fleet maintenance and facilities costs).	<p>Yes, in the long-term, we are open to this approach provided on-time performance is within our standards for WAV passengers. Currently our OT performance is around 97% with the dedicated fleet operations. If it is less expensive, can still follow FTA requirements, and maintain OT performance standards, PVTA will definitely look into a lease vehicle model in the future but not for the initial year of the FY28 contract.</p> <p>PVTA is interested in learning more about lease vehicle vs. ownership models and would like to see side-by-side cost comparisons. We encourage proposers to present models which reduce operational costs.</p>
7	In consideration of lean practices, is PVTA open to migrating away from the Spare Labs SaaS platform to an alternative / more cost-effective platform that offers similar or enhanced functionality (WAV fleet management, TNC integration, Rider app, IVR, text based bookings, etc.)?	PVTA prefers to sustain Spare as its technology platform. It takes about a year to fully integrate into a new software platform and we just completed the technology transition this year. We have also recently changed the passenger App feature from Uber to our own PVTA app and passengers (especially Seniors) did not appreciate the change. We do not want to continually change systems as it confuses riders.
8	Can PVTA provide historical performance data, including On-Time Performance (OTP), average trip distance, and cancellation rates? Please provide a breakdown by trip type (Ambulatory vs. WAV) for the following services: About Premium (Ready	Please refer to our operations data in this link .

	Now), San Dimas Dial-a-Ride, and Claremont Dial-a-Ride.	
9	What is the anticipated volume or percentage of WAV trips for the dedicated and Dial-a-Ride services?	Roughly 12% of trips are wheelchair users.
10	Which grants are currently utilized to fund these services, and are there any additional grant opportunities the agency expects to secure in the near future?	<p>See question #5 above PVTA receives 5310/5307 Local prop A (from cities) and Local Metro Subregional funds.</p> <p>PVTA is interested in understanding how contract service providers have assisted their clients secure additional funding for existing and/or expanding services. We have identified unmet needs within the PVTA service area for better first /last mile access to Metro light rail stations and Metrolink stations.</p> <p>We are interested in looking at other programmatic funding such as Access for All grants in the future.</p>
11	Please define the cost performance metrics required. Specifically, provide the cost per revenue hour for dedicated services and the cost per trip for supplemental, demand-response, and TNC services.	<p><u>Current contracted rates:</u></p> <p>Dedicated, per RH Get About cost per RH - \$102.91 Claremont Group per RH - \$102.91 Pomona Group per HR - \$102.91</p> <p>Supplemental, per Trip Get About Uber Central - \$35.28 Get About Ready Now per trip - \$35.28 Claremont DAR per trip - \$18.01 San Dimas DAC per trip - \$16.28</p>

		Also, please refer to our current Transdev contract link .
12	What is the total funding PVTA receives?	PVTA's FY27 Budget will be \$4.6 million. This includes: \$3.1 million from City in Prop A funds. The balance is a variety of grant funds and fares.
13	What is the specific funding amount for each city's jurisdiction?	<p>PVTA FY27 Budget Revenues are summarized below:</p> <p>Get About (4 city shared DAR) based on usage per city</p> <p>Clarmont \$350,000</p> <p>La Verne \$550,000</p> <p>Pomona \$1,900,000</p> <p>San Dimas \$250,000</p> <p>Claremont DAR/group \$655,000</p> <p>San Dimas DAC \$300,000</p> <p>Pomona Group \$43,000</p>
14	<p>What is the make, model, and ages of PVTA-owned vehicles?</p> <p>Please provide all bidders with a detailed list (year, make, model) of anticipated PVTA provided vehicles (21 – anticipated for FY 27-28) and provide the Authorities fleet replacement plan for those vehicles.</p>	We provide these documents in the attached document link .
15	Has PVTA explored purchasing a facility or facilities? If so, where?	Yes, PVTA would be interested in purchasing a facility. Preferably within the 4 operating cities provided the funding is made available. In the interim, a leased facility is what we are focused on. This lease arrangement could be fleet parking lots spread

		around the 4-city service area. We are interested in responders' capability in providing facilities within the PVTA service area.
16	What are the current wages for drivers across the city jurisdiction?	The current blended hourly wage for drivers is \$25.80.
17	Has PVTA explored setting up an eligibility process for paratransit services?	No, we have not explored this but have interest in respondents' capabilities in managing eligibility for services.
18	What reports does the incumbent share with PVTA regarding service delivery?	This has been a challenge area for PVTA. The previous technology used by Transdev did not provide quality reporting data or reports. As such, we were forced to extra raw data and develop our own reporting spreadsheets. In addition, to receiving raw data, we received fuel reports, maintenance reports, and dispatch / call center reports. PVTA is seeking examples of the reporting capabilities from responders. We are specifically seeking real-time reporting capabilities, Dashboard instances and other reporting tools used to monitor services and operations.
19	What insights reports on operations does Spare provide to PVTA?	Spare provides a set of standard and custom report capabilities. In addition, they offer a suite of APIs for third party integrations. As cited in #18 above, we are seeking reporting capabilities and use of reporting from responders not from a specific platform.
20	Can PVTA provide historical performance data, including On-Time Performance (OTP), average trip distance, and cancellation rates? Please provide a breakdown by trip type (Ambulatory vs. WAV) for the following services: About Premium (Ready	Please refer to question #8.

	Now), San Dimas Dial-a-Ride, and Claremont Dial-a-Ride.	
21	What is the anticipated volume or percentage of WAV trips for the dedicated and Dial-a-Ride services?	See question #9
22	Which grants are currently utilized to fund these services, and are there any additional grant opportunities the agency expects to secure in the near future?	See question #10
23	Please define the cost performance metrics required. Specifically, provide the cost per revenue hour for dedicated services and the cost per trip for supplemental, demand-response, and TNC services.	See question #11
24	For each lean practice listed, should the example illustrate a specific, real operational use case with demonstrated benefits, or is a high-level summary of how the practice is typically applied in transit operations sufficient?	Yes, please provide examples. We are specifically interested in how responders manage costs specifically in an environment where funding remains stagnant, but costs grow. We do not want to manage costs by cutting services.
25	To complete the table in this section, please confirm whether PVTA is only seeking responses	PVTA is a demand response to DAR service. No technology is currently needed for fixed routes. We are interested in what

	<p>related to technologies, enterprise systems, or SaaS solutions used for paratransit, dial-a-ride/on-demand, and microtransit services.</p> <p>Or, should respondents also include experience with fixed-route technologies where applicable to the Function Types listed in the table?</p>	<p>other forms of technologies are utilized by responders. For instance, cameras, driver safety and behavior monitoring, system performance, fleet management, maintenance management, etc. The table is meant to illustrate “types” of technologies used in operations. We want to know level of modernization within the operations is being provided by responders.</p>
26	<p>This section (RFI) indicates that respondents are encouraged to identify experience working with Spare’s technology, performing third-party integrations with dispatch and scheduling software, and developing independent reporting dashboards using tools such as Power BI or similar reporting platforms.</p> <p>Please confirm whether respondents should capture this experience by adding additional rows to the provided table—broken out by technology provider, similar to the other listed items—or if PVTA prefers this experience to be described in a separate section of the response.</p>	<p>Respondents are encouraged to present their capabilities in utilizing Spare and/or conducting third-party integrations using APIs. We are looking for examples of a respondent’s technical capability in conducting third-party integrations. We are open to utilizing the table or presenting a narrative with examples to illustrate capability.</p>
27	<p>Given the 10,000-hour reduction in revenue hours, does PVTA anticipate further budget cuts in the new term?</p>	<p>No.</p>
28	<p>Does PVTA approve of using their logo in this RFI response?</p>	<p>Yes.</p>
29	<p>Please confirm if PVTA has any reporting software in place today that both the contractor and PVTA can review/share NTD data?</p>	<p>Yes, we currently use Spare but want to understand responders reporting capabilities.</p>

30	Is it possible to extend the RFI due date?	No.
31	Can we get the data for rides by program and total rides?	<p><u>Below are ridership figures:</u></p> <p>Get About – 68,709</p> <p>Ready Now – 7,556</p> <p>Claremont Group - 501</p> <p>Pomona Group - 251</p> <p>Claremont Dial-A-Ride – 20,627</p> <p>San Dimas Dial A Cab – 5,717</p>
32	<p>Is it expected that the vendor would continue to use Uber, as they appear to provide an abundance of rides?</p> <p>If yes and the vendor has an existing relationship with Uber, can Uber be listed as a provider option?</p>	<p>Yes, we would like to continue utilizing Uber and are open to additional TNC's in addition to Uber.</p> <p>Please define your relationship and/or use of TNCs, Uber, Lyft, etc. You can list Uber as a provider and encourage listing any providers you have relationships with. Please specific whether the provider provides WAV services.</p>
33	The RFI indicates that TransDev operated under union requirements during the contract term, impacting the cost for PVRTA. Based on the outlines on page 4, do you foresee the new contractor with a single source provider, or a network of providers being subject to Union interference?	PVRTA does not have a preference with how the network is configured. However, the network model will need to meet FTA requirements. We encourage providers to detail proposed models that PVRTA can consider.
34	Does PVRTA require integration with existing platforms?	Preferably yes, but we are open to suggestions. Refer to #26.
35	Can you provide a copy of PowerPoint from the meeting?	Yes, refer to the PowerPoint link .