



REQUEST FOR PROPOSALS
Transit Ambassador Services

DULUTH TRANSIT AUTHORITY

Addendum #1

September 28, 2022

1. The DTA conducted a preproposal meeting on September 27, 2022. Attendees were: Blair McBride, Hanna Woods, Scott Jenkins, Block by Block, Mark Horlocker, Rod Fournier, Nancy Brown, DTA.
3. Clarifications to Date:
 - a. The DTA provided an overview of the services they envision for the contract. The contract is intended to replace an existing security services contract to expand upon the service provided to the customer to go beyond just security issues. The Ambassador(s) would assist customers with questions about the system, the MYDTA App, the Transit App, location of bus stops, etc.
 - b. Most services will be provided from major transportation hubs including the Duluth Transportation Center, Miller Hill Mall, the transfer station at 3rd Avenue East, Kirby Student Center at UMD, etc. Some may also board DTA buses where needed.
 - c. The DTA envisions the Transit Ambassadors to be very visible and to have a consistent appearance to better brand the service for the passengers.
 - d. The DTA anticipates that the services will average about 12 hours per day. Respondents should use this threshold to calculate the hourly cost.
 - e. The DTC opens at 5:00 a.m. and is open until midnight. It is anticipated that the ambassador(s) may be present for various hours as agreed upon by the DTA and the selected vendor, but at a minimum at peak hours from 7:00 a.m. until 10:00 a.m. and 3:00 p.m. until 6:00 p.m.
 - f. The DTA would like to begin the program starting January 1, 2023, and recognizes that training will be needed for a long period of time after the ambassadors are hired.