

Ottawa County, Michigan

West Michigan Transit Linkages Study

REQUEST FOR PROPOSAL



RFP – 08 – 11

Distributed By:

**Ottawa County Planning & Performance Improvement Department
12220 Fillmore Street
West Olive, Michigan 49460**

Re-Issued: August 1, 2011



County of Ottawa

Planning and Performance Improvement Department

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August 1, 2011

To Whom It May Concern:

In 2007, Ottawa County received grant funding from the Michigan Department of Transportation (MDOT) to conduct the West Michigan Transit Linkages Study. The Ottawa County Planning Commission issued the enclosed Request for Proposal (RFP), and in October, 2008 a consultant was hired to conduct the Study. However, the contract was terminated before the Study was finished.

The West Michigan Transit Linkages Study remains a top priority for Ottawa County and local stakeholders in West Michigan. Therefore, the enclosed RFP is being reissued in order to secure a consultant to finish the remaining sections of the Study. Section II, Items C and D of the enclosed RFP were previously completed. These sections of the report are posted on-line at http://www.miottawa.org/CoGov/Depts/Planning/pdf/Linkages_Study.pdf. Additionally, Item E was partially completed and may be accessed by contacting the Ottawa County Planning & Performance Improvement Department at plan@miottawa.org if you plan to provide a proposal for the Study.

Consultants should review the documents already completed (Section II, Items C, and D) and partially completed (Section II, Item E) to determine whether that information will provide the necessary data and information needed for the Study. Each consultant will need to decide the extent to which this data and information can be utilized. Proposal instructions are included in the enclosed RFP.

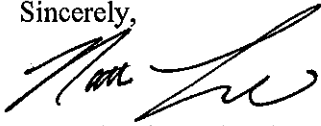
Any questions regarding the RFP must be submitted in writing (mail or e-mail) to the Ottawa County Planning & Performance Improvement Department at:

Ottawa County Planning & Performance Improvement Department
12220 Fillmore Street, Room 260
West Olive, MI 49460
plan@miottawa.org

Responses to submitted questions will be copied to all consultants who request such information.

Grant funding for this project expires on **February 12, 2012**. Therefore, the Study must be completed by this date. If you are able to finish the project within this time frame and intend to provide a proposal, please confirm your intention by **August 10, 2011**. **Complete proposals are due by 2:00 p.m. Thursday, August 23, 2011**. Ottawa County reserves the right to reject any proposals received after the due date or if a Confirmation of Intent to provide a proposal was not submitted by August 10, 2011.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nate Lisenbee', written in a cursive style.

Nate Lisenbee, Planning Specialist

enclosure

cc: Ottawa County Planning Commission
Ottawa County Fiscal Services

file: 2011 Correspondence
West Michigan Transit Linkages Study – RFP Reissue

REQUEST FOR PROPOSAL for WEST MICHIGAN TRANSIT LINKAGES STUDY

I. Introduction

In February 2007, Ottawa County was awarded a Service Development and New Technology (SDNT) Grant from the Michigan Department of Transportation (MDOT). The SDNT Grant will be utilized to complete a needs assessment and feasibility study of *commuter transit services* in the West Michigan area¹. Grand Valley State University will assist Ottawa County with the facilitation and coordination of the Study.

The purpose of the West Michigan Transit Linkages Study (“the Study”) is to complete a needs assessment and feasibility study of *commuter transit services* in the West Michigan area. The Study will involve the analysis of three different types of commuter transit needs. The first type of commuter transit need is traveling between *existing public transit service areas*. The second type of commuter transit need is traveling from *communities without existing transit systems* to an *existing public transit service area*. The third type of commuter transit need is traveling to *major employers* that are located outside of the *existing public transit service areas*.

A network of express bus routes and transfer stations must be developed in order to provide the *commuter transit services* as proposed in this Request for Proposal (RFP). If the Study indicates that there is a need for *commuter transit services* and if the Study finds that the provision of such services are feasible, the final recommendations for the creation of a commuter transit system shall meet the requirements of “commuter bus service” as defined by the Federal Transit Administration (FTA).

II. Project Scope

A. Purpose

The purpose of the West Michigan Transit Linkages Study is to complete a needs assessment and feasibility study of *commuter transit services* in the West Michigan area. This Study will involve the analysis of three different types of commuter transit needs. The first type of commuter transit need is traveling between *existing public transit service areas*. The second type of commuter transit need is traveling from *communities without existing transit systems* to an *existing public transit service area*. The third type of commuter transit need is traveling to *major employers* that are located outside of *existing public transit service areas*.

B. Definitions

All defined terms are noted in italic font throughout this RFP. For the purposes of this Study, the following terms shall apply:

1. “Existing public transit service areas” shall refer to the fixed-route service areas of the following transit systems: Macatawa Area Express (MAX), Muskegon Area Transit System (MATS), and The Rapid. It shall also refer to the demand-response

¹ For the purposes of this Study, the “West Michigan area” shall refer to areas of Kent, Muskegon, and Allegan Counties and the entire geographical extents of Ottawa County.

service areas of the following transit systems: Macatawa Area Express (MAX) and Harbor Transit.

2. “Communities without existing transit systems” shall refer to the following municipalities that do not presently have transit services: Allendale Township (except for the Grand Valley State University campus which is served by The Rapid), City of Coopersville, Georgetown Township, and the City of Hudsonville.
3. “Commuter transit services” shall refer to transportation between the *existing public transit services areas*; transportation to/from *communities without existing transit systems*; and transportation to *major employers*.
4. “Major employers” shall refer to employers located within Ottawa County but outside of the *existing public transit service areas* that employ five-hundred (500) or more persons. Major employers shall also refer to major employment cores, such as industrial parks and office parks.

C. Assessment of Existing Public Transportation Services

1. Service Provider Identification

Identify all of the transit agencies that provide transit services within Ottawa County². This list shall include, but is not limited to the following:

- a. Public transit agencies
- b. Private transportation companies
- c. Non-profit agencies
- d. Other transit providers as identified by the consultant

2. Service Provider Assessment

Once all of the transit providers have been identified, assess the services provided and the ridership of each agency³. This assessment shall include an analysis of the following items:

- a. Type of transit service(s) provided (i.e. demand-response, line-haul, senior transportation, transportation for disabled persons)
- b. Service area, fixed-route locations, number, and location of bus stops/transfer points, and route frequency. A GIS (geographic information systems) map shall be provided that displays the geographical extents of the service area, fixed-route locations, bus stops, and transfer points.
- c. Hours of operation
- d. Fare structure for all transit services provided
- e. Overall capabilities, including the types of riders that can be accommodated. Types of riders shall include, but are not limited to the following:
 - i. Seniors
 - ii. Disabled persons
 - iii. School children (unaccompanied)

² The Muskegon Area Transit System (MATS) does not currently provide service into Ottawa County; however, this transit provider must be included in this assessment due to the fact that the *commuter transit services* as proposed in this RFP could potentially include transit services to/from the MATS service area.

³ Methods used to collect this information may include, but are not limited to, on-board surveys and data being collected by the transit provider.

- f. Population served and the demographics of riders served. Population served shall include, but is not limited to the following groups:
 - i. Seniors
 - ii. Disabled persons
 - iii. School children
 - iv. Low-income individuals
 - v. Unlicensed drivers

Demographics analyzed shall include, but are not limited to the following:

- i. Age
 - ii. Income
 - iii. Race
- g. Total number of rides provided (current and historical figures).

D. Needs Assessment (extend of demand)

The consultant shall conduct a needs assessment for *commuter transit services* focusing on the needs of the residents of Ottawa County.

- 1. Determine the need (extend of demand) for *commuter transit services* in Ottawa County. This analysis shall itemize the transit needs of each local unit of government in Ottawa County separately.
 - a. Determine the types of trips that are needed. Types of trips may include, but are not limited the following:
 - i. Employment
 - ii. Medical appointments
 - iii. Education (e.g. school, job training, higher education, extra-curricular activities)
 - iv. Government programs
 - v. Shopping
 - vi. Recreation
 - vii. Worship and other social activities
 - b. Determine the types of riders that need *commuter transit services*. Types of riders may include, but are not limited to the following:
 - i. Employees
 - ii. Seniors
 - iii. Disabled persons
 - iv. School children (unaccompanied)
 - v. College/university students
 - vi. Low-income individuals
 - c. Determine when (times, days, and seasons) *commuter transit services* are needed.
 - d. Determine the specific locations of major trip originations and destinations within Ottawa County. A GIS map and text shall be used to describe the following locations:
 - i. Identify major locations within Ottawa County where transit needs originate. Major locations may include, but are not limited to the following:
 - 1. Assisted living facilities
 - 2. Senior housing
 - 3. Major residential cores

- ii. Identify major destinations within Ottawa County. Major destinations may include, but are not limited to the following:
 - 1. *Major employers*
 - 2. *Medical centers/campuses*
 - 3. *Schools/colleges/universities*
 - 4. *Government facilities*
 - 5. *Shopping centers*
 - 6. *Places of worship*
 - 7. *Recreational destinations*
 - iii. Other pertinent locations as determined by the consultant and/or Coordination Committee
2. Conduct a survey of the *major employers* that were identified in item d(ii) above. The survey shall be conducted to analyze each employer's hours of operations, beginning and ending times of each shift, total number of employees, and the number of employees with unmet transportation needs. A detailed report highlighting the information above shall be provided.

E. Commuter Transit Service Options

In order to consider the provision of *commuter transit services*, a proposed network of express bus routes and transfer stations must be developed. The *commuter transit service* options shall meet the requirements/definition of "commuter bus service" as defined by the Federal Transit Administration (FTA). The consultant shall provide options for commuter bus routes and transfer stations that could potentially be utilized to provide linkages between the *existing public transit service areas*; provide transit options for persons residing in *communities without existing transit systems*; and provide transit options for persons traveling to *major employers*.

1. Commuter Bus Routes/Bus Stops

In order to fully analyze the use of commuter bus route(s) and bus stops, the following items shall be addressed:

- a. Provide options for the total number and location of commuter bus routes that could potentially be utilized to meet the need for *commuter transit services* (based on the results of the needs assessment). The number and location of commuter bus routes shall be based on, but not limited to the following priorities:
 - i. Meet the requirements of "commuter bus service" as defined by the FTA.
 - ii. Provide direct links between the *existing public transit service areas* with a limited number of stops
 - iii. Minimize travel time (to the greatest extent possible)
- b. Provide options for the optimal number of stops along each of the commuter bus route options. The number of stops along each commuter bus route shall be based on, but not limited to the following priorities:
 - i. The number of stops should be based on the requirements of "commuter bus service" as defined by the FTA
 - ii. Locate bus stops to accommodate the areas where the greatest need for *commuter transit service* is present (as determined in the Needs Assessment)

- iii. Locate bus stops to provide service to *communities without existing transit systems*
- iv. Locate bus stops at or near existing facilities, such as park and ride lots
- c. Provide a GIS map displaying the options for commuter bus routes/bus stops
- d. Provide options for the frequency of service (arrival/departure times) for each of the commuter bus route options. Frequency of service shall be based upon, but is not limited to the following priorities:
 - i. Accommodate the need for *commuter transit service* (as determined in the Needs Assessment)
 - ii. Accommodate the schedules (to the greatest extent possible) of *major employers*
- e. Provide an estimation of the potential ridership for each bus route option. Additionally, provide the projected ridership for each bus route over the next twenty (20) years.

2. Transfer Station(s)

In order to fully analyze the use of transfer station(s), the following items shall be addressed:

- a. Provide options for the total number and location of transfer station(s) that could be utilized to meet the demand for *commuter transit service* (as determined in the Needs Assessment). The number and location of transfer station(s) shall be based on, but not limited to the following priorities:
 - i. Meet the requirements of “commuter bus service” as defined by the FTA.
 - ii. Utilize the existing main transfer stations of the following transit agencies:
 - 1. Harbor Transit – Transfer Station
 - 2. MAX – Padnos Transportation Center
 - 3. MATS – Herman Ivory Transfer Terminal
 - 4. The Rapid – Central Station
 - iii. Options for new buildings/facilities may be proposed if necessary to meet the need for *commuter transit services*. If a new building/facility is proposed, the following items shall be considered:
 - 1. Locate transfer station(s) in order to accommodate major trip originations and destinations (as determined in the Needs Assessment), including (to the greatest extent possible) *major employers*.
 - 2. Transfer stations shall be located and designed in order to accommodate the current estimated ridership and projected ridership over the next twenty (20) years.
- b. Estimate the total number of riders that will be utilizing each transfer station option during operating hours. Additionally, provide the projected number of riders that will be utilizing each transfer station over the next twenty (20) years.
- c. Provide options related to the infrastructure needs for each transfer station option (including any additional infrastructure needs that will be necessary to provide *commuter transit services* at the existing main transfer stations listed above). The consultant shall consider, but is not limited to analyzing the following infrastructure needs:

- i. Parking lot size, bicycle parking
 - ii. Rain shelters
 - iii. Lighting, emergency telephones, and other safety measures
 - iv. Accessibility requirements of the ADA, and general accessibility/pedestrian needs (e.g. sidewalks, crosswalks, etc.)
 - v. Visual aids stating bus routes, hours of operation, and other necessary information
 - d. Provide options for the hours of operation and staffing requirements that will be necessary to provide *commuter transit services* at each transfer station option. Hours of operation shall accommodate the proposed commuter bus route schedule and shall be coordinated with the schedules of other modes of transportation that are available at the transfer station (e.g. Amtrak, inter-city bus).
 - e. Determine the impact that the transfer station(s) may have on the surrounding road network due to the increased vehicular traffic during peak hours.
 - f. Provide a GIS map displaying the general location of each transfer station option.
3. Vehicle Fleet(s)
Provide options for the type of vehicle (or fleet of vehicles) that will be necessary to provide *commuter transit services* at each transfer station. Options for vehicle(s) and/or vehicle fleets shall meet the accessibility requirements of the ADA. In addition, vehicles and/or vehicle fleets shall (to the greatest extent possible) be the most efficient, in terms of overall cost and fuel consumption, for the estimated ridership. The consultant shall also determine the equipment needs that will be necessary in order to accept fares, particularly multi-ride tickets as required for “commuter bus service” as defined by the FTA (see item #4 below).
4. Multi-Ride Tickets
Provide options for the utilization of multi-ride tickets, pursuant to the requirements of “commuter bus service” as defined by the FTA.
5. Service Provider(s)
The consultant shall provide options for the service provider(s) that could be utilized to provide *commuter transit services* on each of the bus route options and at each transfer station option. Options for the service provider(s) shall be provided that meet the requirements of “commuter bus service” as defined by the FTA. Service provider options may include, but are not limited to the following:
- a. Utilizing existing public or private transit providers to provide *commuter transit services* on each of the proposed bus routes and at each transfer station.
 - b. Creation of a new system(s) that will provide *commuter transit services* on each of the proposed bus routes and at each transfer station.
 - c. Create partnerships among *major employers* in order to provide pick-up and drop-off service for their employees at the transfer station(s).
 - d. A combination of the above methods and/or any other option(s) as proposed by the consultant.

F. Commuter Transit Service Feasibility

Based on the options for commuter bus routes, transfer station(s), vehicle fleet(s), multi-ride tickets, and service provider(s), the consultant shall conduct a feasibility analysis that addresses the following items:

1. Overall Cost

- a. Determine the overall capital, administrative, and operational costs necessary to implement and sustain *commuter transit services* on an annual basis and for a ten (10) year period.

2. Itemized Cost

- a. Provide the estimated capital, administrative, and operational costs necessary to implement and sustain *commuter transit services* along each of the bus routes options and at each of the transfer station options.
- b. Determine the cost per ride for each of the bus route options.
- c. Determine the cost for *major employers* to provide pick-up/drop-off service for their employees.

3. Funding

- a. Identify all funding sources that could be utilized to implement and sustain *commuter transit services*. Funding sources shall be itemized by their purpose (i.e. capital, operational, administrative, etc.).
- b. Once all available funding sources and funding amounts have been identified, determine the amount of gap funding that will still be needed in order to implement and sustain *commuter transit services*.
- c. The consultant shall identify revenue sources that could be utilized to eliminate any funding shortfalls. Revenue sources may include, but are not limited to the following:
 - i. Fare box revenue
 1. Determine the price-point consumers are willing to pay for *commuter transit services* on each bus route option.
 - ii. Local millages or other local contributions
 - iii. Advertising and/or other marketing promotions
 - iv. Other revenue sources as identified by the consultant

4. Transfer Station(s)

- a. Determine the willingness/ability of the following transit agencies to permit the use of their existing transfer stations in order to accommodate *commuter transit services*:
 - i. Harbor Transit – Transfer Station
 - ii. MAX – Padnos Transportation Center
 - ii. MATS – Herman Ivory Transfer Terminal
 - iii. The Rapid – Central Station

5. Major Employers

- a. Determine the willingness/ability of *major employers* to change their hours of operation and/or shifts in order to accommodate *commuter transit services*.
- b. Determine the willingness/ability of *major employers* to contribute to the system financially, and to what extent.

- c. Determine the willingness/ability of *major employers* to initiate commuter incentive programs and/or other incentive programs (e.g. transit vouchers, flexible work hours for employees using public transit).
6. Service Providers
- a. Determine the willingness/ability of each of the transit service provider options to provide *commuter transit services* on each of the bus route options and at each transfer station option.
 - b. Determine the willingness/ability of demand-response transit providers to provide coordinated service to each of the transfer station options.
 - c. Determine the willingness/ability of *major employers* to provide pick-up and drop-off service for their employees at each transfer station.

G. Recommendations

1. Commuter Bus Service (FTA)
The final recommendations for the creation of a commuter transit system shall meet the requirements of “commuter bus service” as defined by FTA, and the recommendation shall further be approved by the FTA in writing.
2. Commuter Bus Routes/Transfer Station(s)/Vehicle Fleet(s)/Multi-Ride Ticket(s)
Provide recommendations for the most feasible network of bus route(s) and transfer station(s). Provide recommendations for the most feasible vehicle or fleet of vehicles that will be necessary to provide *commuter transit services* and accept multi-ride tickets. The recommendations shall be based on the results of the needs assessment and feasibility analysis and shall meet (to the greatest extent possible) the demand for *commuter transit services* in the most cost-effective manner.
3. Service Provider(s)
Provide a recommendation for an appropriate service provider(s) that is willing/able to provide *commuter transit services*.

H. Study Coordination

There are several public transportation studies being conducted in West Michigan. The results of these studies, if completed, may be utilized to fulfill any of the requirements listed herein, but only if their use will not add expense, time, or undue burden to any part of the Study.

1. Harbor Transit: This study is being conducted by officials at Harbor Transit. The purpose of the study is to explore expanded service areas, determine feasibility of fixed-route services and conduct a demand-response efficiency study.
2. Grand Valley Metropolitan Council (GVMC): This study is being conducted by officials at GVMC. The purpose of the study is to determine the feasibility of expanding the transit service area.
3. Disability Network/Lakeshore: This study is being conducted by officials at Disability Network/Lakeshore. The purpose of the study is to analyze the impact that lack of transit has on individuals residing within the Hudsonville/Georgetown Township area.

I. Meetings

The consultant will be required to provide a qualified representative(s) to attend all required meetings. At a minimum, the following meetings shall be held

1. Coordination Committee: The West Michigan Transit Linkages Study Coordination Committee (a group of key stakeholders) was assembled in order to oversee and guide the progress of the Study. Input shall be solicited from the Coordination Committee throughout the entire study process. The consultant shall propose a regular schedule of meetings (at least two [2] meetings) for the purpose of obtaining input from the Coordination Committee and keeping committee members abreast of the Study progress and outcomes. A list of the members of the Coordination Committee will be provided to the chosen consultant.
2. General Public: The consultant shall hold at least one (1) meeting for the purposes of obtaining input/feedback and presenting study findings to the general public. The consultant shall propose methodology that could be utilized to engage the general public in the study process.
3. Final Presentations: The consultant shall conduct a formal presentation of the study findings to the Ottawa County Board of Commissioners, Ottawa County Planning Commission, and Coordination Committee once the Study is complete.

III. Deliverables

- A. Summarized results of surveys, meetings, and interviews
- B. One (1) copy ready version of the information requested in Section II – Project Scope
- C. One (1) computer compact disc version of the information requested in Section II – Project Scope
- D. One (1) copy-ready version of each GIS (geographic information system) map requested in Section II – Project Scope
- E. One (1) digital version of each GIS map requested in Section II – Project Scope. Digital maps shall be created in ESRI ArcMap format (version 10), and shall include all shapefiles, geodatabases, layers, and other files used to create each map.
- F. Twenty-four (24) hardcopy versions of the final report, report is not considered to be final until Ottawa County has provided written notice stating that the report is in its final form.

IV. Proposal Information

A. Proposal Contents

Consultants shall submit three (3) copies of the following items listed below:

1. Cover letter including the RFP name, company name, contact person, address, telephone number, fax number, and e-mail address
2. Resumes, including qualifications and accomplishments of the firm and its key employees; a list of similar projects completed; and references from projects involving similar work

3. An “Approach Plan” that provides detailed information regarding the methodology (data sources, surveys, meeting schedules, etc.) that will be used in completing the scope of work
4. A budget that is detailed, itemized, and includes reimbursables for travel, and all other costs with a not-to-exceed estimate for completing the work described in this RFP. The budget will be itemized as follows:
 - a. Assessment of Existing Public Transportation Services (Previously Completed)
 - b. Needs Assessment (Previously Completed)
 - c. Commuter Transit Service Options
 - d. Commuter Transit Service Feasibility
 - e. Recommendations
 - f. Meetings
5. Signature page that is signed by an officer or employee of the firm who is authorized to bind the firm to this contract.

Additional information regarding the proposal is listed below:

6. Proposals shall be submitted in a sealed envelope, which is clearly marked on the outside “RFP# - 08-11 West Michigan Transit Linkages Study Proposal”, **by 2:00 p.m. on Thursday, August 23, 2011** to:

Christine Miller – RFP #08-11
Ottawa County Fiscal Services
12220 Fillmore Street, Room 331
West Olive, MI 49460

7. All costs associated with the preparation of the proposal shall be the responsibility of the bidding consultant.
8. Questions regarding this RFP must be submitted in writing (mail or e-mail) to the Ottawa County Planning & Performance Improvement Department at:

Ottawa County Planning & Performance Improvement Department
12220 Fillmore Street, Room 260
West Olive, MI 49460
plan@miottawa.org

Responses to submitted questions will be copied to all consultants that received the RFP or request such information.

9. The County of Ottawa reserves the right to reject any or all proposals, to accept any proposals received, and to negotiate with the consultants for assignments not specifically outlined herein.

V. Selection Criteria

- A. The Ottawa County Planning & Performance Improvement Department and the Technical Committee (a group of key stakeholders) will review all proposals received pursuant to this RFP.

Proposals received pursuant to this RFP will be judged by the Ottawa County Planning & Performance Improvement Department and the Technical Committee based upon the following:

1. Quality, completeness and clarity of the Proposal and Approach Plan. (This will be a significant factor in the decision to award a final contract.)
 2. Ability of the firm, as evidenced through prior experience in similar projects to complete the tasks contained in the scope of this RFP.
 3. Demonstration of sufficient training, supervision, and technical resources necessary to complete the tasks contained in the scope of this RFP.
 4. Staff availability and the firm's proven ability to complete the necessary work in a timely fashion.
 5. The timeline specified for the completion of the project.
 6. Cost (this will also be a significant factor in the decision to award a final contract)
- B. The Planning & Performance Improvement Department and the Technical Committee will recommend an appropriate consultant to complete the Study; however, Ottawa County Planning Commission will make the final selection.
 - C. This is a state and federally funded project and is under the auspices of Ottawa County. Prospective consultants will be required to meet all associated requirements in regard to applicable federal, state, and local regulations.
 - D. The County of Ottawa is committed to prohibiting discrimination in employment on the basis of race, color, sex, age, religion, natural origin, citizenship, height, weight, marital status, or handicap. These factors will not be improperly considered by the County in recruitment, examination, appointment, training, promotion, retention, salary determination, discipline, or any other conditions of employment.

VI. Contractual Requirements

- A. The consultant will be required to sign an agreement that includes the terms and requirements outlined in the RFP.
- B. The consultant will be accountable to the Ottawa County Planning Commission.
- C. The consultant will complete the project requirements by February 2012.
- D. The consultant will be required to provide a qualified representative(s) to attend all meetings related to the Study.

- E. The consultant will provide monthly project reports to the Ottawa County Planning & Performance Improvement Department within 5 working days of the end of each month. Information in the report shall include the following:
1. Work accomplished during the previous month.
 2. Anticipated work to be accomplished in the coming month.
 3. Problems to be brought to the attention of the Ottawa County Planning & Performance Improvement Department.
 4. Updated project timelines
- F. While the Study is being conducted, the consultant will have frequent interaction with the Ottawa County Planning & Performance Improvement Department to ensure that the Study is being performed as intended and that all of the components/documents meet expectations. This process will continue until the Ottawa County Planning Commission approves the final Study report.
- G. Boilerplate documents and standardized responses will not be accepted.
- H. All materials produced in connection with the Study, including, but not limited to, maps, surveys, evaluations, reports and all other documents shall be delivered to the County of Ottawa and shall become the property of Ottawa County.
- I. The consultant will make at least one (1) presentation to the Ottawa County Planning Commission; at least two (2) presentations to the Coordination Committee; and at least one (1) presentation to the general public.
- J. All invoices must be submitted to the Ottawa County Planning & Performance Improvement Department for review and approval before payment is made. Invoices must clearly itemize expenses or these will not be paid. Documentation of completed work must be available for review at the time of invoicing. The following percentages will be paid* based on the work completed and approved by the Ottawa County Planning & Performance Improvement Department.
- 25% of the total amount will be paid* to the consultant after the completion of the “Commuter Transit Service Options” (Section II, Item E)
- 20% of the total amount will be paid* to the consultant after the completion of the “Commuter Transit Services Feasibility” (Section II, Item F)
- 15% of the total amount will be paid* to the consultant after the completion of the “Recommendations” (Section II, Item F). These costs will only be paid if the recommended transit system meets the Federal Transit Administration’s (FTA) definition of “commuter bus service” and the recommendation is approved by the FTA in writing.
- 20% of the total amount will be paid* to the consultant after all required deliverables are received and approved by the Ottawa County Planning Commission and after a formal presentation is made to the Ottawa County Planning Commission

20% of the total amount will be paid* to the consultant after the formal presentation to the Ottawa County Board of Commissioners and the Coordination Committee

* The Ottawa County Planning Commission requires that all study documents are complete, comprehensive, and professional. Boilerplate documents and standardized responses are discouraged. All work must be logical, professional, and grammatically/contextually precise or it will be returned to the consultant for corrections. If corrections are needed, a document must be resubmitted to the Ottawa County Planning & Performance Improvement Department for review and approval before payment is made. This process will continue until the Ottawa County Planning & Performance Improvement Department approves the final copy of each document.