

**ADDENDUM #1 FOR 17-055  
 GODURHAM CUSTOMER SATISFACTION SURVEY  
 THIS ADDENDUM #1 IS ISSUED: AUGUST 9, 2017**

<b>QUESTIONS AND ANSWERS</b>
The following questions were posed by firms that indicated an interest in this Request for Proposals (RFP) document from GoTriangle. The purpose of this Request for Clarifications is to answer those questions.

<b>PROPOSAL SUBMITTAL DEADLINE</b>
The Proposal Submittal Deadline remains unchanged and proposals will be received until <b>August 18, 2017 at 3:00 pm. EST</b>

<b>QUESTIONS AND ANSWERS</b>	
Item	Questions and Answers
1	<p><u>Question:</u>            It appears that what was route 16 in 2015 may now be route 23 and that it is night, Sunday, and holiday service only. Is that correct?</p> <p><u>Answer:</u>  <i>That's correct. The routes were re-named to make their relationship more intuitive. The routes that previous operated under 16 now are under the Route 3 family and when connecting to Route 2 on nights and Sundays, it becomes Route 23.</i></p>
2	<p><u>Question:</u>            More specifically, is it correct that no routes have been added or changed since 2015 that are strictly cross-town and do not pass through either the Durham Station terminal or the main garage during their run?</p> <p><u>Answer:</u>  <i>No cross towns were added; although Route 20 is a commuter peak service that does not travel to Durham Station but still utilizes the main garage. The BCC also does not utilize Durham Station, but is based out of the main garage.</i></p>
3	<p><u>Question:</u>            Will it be possible to work from the garage to make surveyor assignments to bus runs?</p> <p><u>Answer:</u>  <i>Yes.</i></p>
4	<p><u>Question:</u>            And will it be possible to place survey staff on the shuttle to travel to the downtown terminal for trips on which the survey staff would be boarding there at the terminal rather than at the garage?</p> <p><u>Answer:</u>  <i>Yes.</i></p>