



**Houston-Galveston Area Council**  
**Request for Information**  
(RFI)

Project Name: Regional Transit Onboard Origin-Destination Survey  
Department: Transportation

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**Estimated Timeline**

<b>RFI issue date:</b>	<b>February 1<sup>st</sup>, 2021</b>
<b>Written responses due:</b>	<b>February 15<sup>th</sup>, 2021@ 2 PM CST</b>

**Procedure**

To answer this RFI please fill in the attached form on page 4. Contact person listed below is available for assistance in case that is needed. The answers to this RFI will be considered by staff from different functions from the Houston-Galveston Area Council.

Written responses should include:

1. Name, contact information and location of the interested firm
2. A one-page (maximum) description of the firm's expertise and experience
3. Answers to the questions about survey methodology below

**How to deliver the answer**

Send the attached form in PDF-format on page 4 by email to: [Michael.onuogu@h-gac.com](mailto:Michael.onuogu@h-gac.com)

**Contacts**

For questions regarding this RFI, please contact:

Michael Onuogu  
Travel Demand Modeling  
713-993-2452  
[michael.onuogu@h-gac.com](mailto:michael.onuogu@h-gac.com)

### **Organization Background**

The Houston-Galveston Area Council (H-GAC) is the region-wide voluntary association of 133 local governments and local elected officials in the 13-county Gulf Coast Planning region of Texas. Local elected officials organized H-GAC in 1966 after authorization by State enabling legislation. Its service area is 12,500 square miles and includes more than 7-million residents. H-GAC is governed by a 36-member Board of Directors composed of local elected officials, who serve on the governing bodies of member local governments. All H-GAC programs are carried out under the policy direction of its Board of Directors. H-GAC's mission is to serve as the instrument of local government cooperation, promoting the region's orderly development and the safety and welfare of its residents. H-GAC is the regional organization through which local governments consider issues and cooperate in solving area-wide problems. Agency programs emphasize local government concerns, such as transportation, air and water quality, criminal justice, demographic analysis, mapping programs, and intergovernmental purchasing. H-GAC also serves its citizens through workforce development programs, services to the aging and elderly, and small business finance programs.

Metropolitan Planning Organization (*MPO*): Designated by the State of Texas as the MPO for the eight-county Houston-Galveston region, the H-GAC Transportation Department is responsible for transportation planning and policy-making, ensuring that expenditures for transportation projects and programs are based on a continuing, cooperative, and comprehensive planning process.

### **Information Requested**

The Houston-Galveston Area Council (H-GAC) is issuing a Request for Information (RFI) to solicit expert knowledge and best practices in transit onboard survey methodology. This information will be used to develop a Request for Proposals (RFP) for H-GAC'S upcoming regional transit onboard origin-destination survey.

Participation in the RFI process is not a prerequisite to submitting a proposal to provide transit onboard origin-destination survey services for H-GAC at a later date. This request for RFIs is for information and planning purposes only and does not constitute a solicitation, nor should it be construed as a commitment by H-GAC. H-GAC will consider many factors when preparing the scope of services for any future procurement. The information provided herein is for discussion and strategy purposes, H-GAC reserves the right to change or cancel requirements or requested information at any time. Any resulting solicitation will be the subject of a separate procurement action. Responding to this RFI does not automatically guarantee any consultant or service provider responding to this RFI will be chosen as the successful consultant/service provider once the procurement is issued.

H-GAC will not incur any costs for this effort.

**Contact Information /Questions for Respondents****CONTACT INFORMATION**

Organization Name \_\_\_\_\_ Type of Organization \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**QUESTIONS FOR RESPONDENTS**

Please answer the following questions clearly and succinctly, citing your firm's prior experience wherever possible. H-GAC will use the information from these responses to refine its scope of work prior to issuing the RFP.

**Technology**

1. How can technology be used to improve the efficiency of survey administration?  
\_\_\_\_\_
2. How can technology be used to improve the accuracy of data collection and cleaning, including for O-D geocodable addresses, boarding-alighting geocodable addresses, and transfers?  
\_\_\_\_\_
3. In past projects, have you noted differences in results based on the technology used? If so, how did you adjust for those differences in future surveys?  
\_\_\_\_\_
4. Describe your experience, if any, with online surveys and comment on whether they could be productively used in some capacity as part of the upcoming O-D survey.  
\_\_\_\_\_
5. In 2017, surveys were conducted using tablets. Are there any new technologies for O-D surveys of which you are aware? Are there any you recommend?  
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**Covid-19**

6. Have you conducted any in-person surveys since the beginning of the covid-19 pandemic? If so, please describe the project(s) the challenges you faced, and your solutions to those challenges.  

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7. What survey method or methods (e.g., paper-based, tablet-based, online) will be most appropriate and effective in a transit environment with capacity restrictions on transit vehicles? Is the choice of methods mode-dependent (e.g., rail, commuter bus, local bus)?  

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8. What survey method or methods will be most appropriate and effective with distancing guidelines onboard transit vehicles? Is the choice of methods mode-dependent (e.g., rail, commuter bus, local bus)?  

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9. What additional health and safety qualifications, training, or procedures, if any, should be required of survey workers?  

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10. Low ridership is more likely to be a challenge than high ridership during this survey. What are the best practices for sampling segments or routes with extremely low ridership?  

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11. New rules for riders during the pandemic, such as mask requirements, may make surveying riders with some disabilities particularly challenging. People with limited or no ability to hear, for example, read lips to help them understand others. If the surveyor is wearing a mask, reading lips is not possible. Do you have any experience or recommendations addressing this or similar issues?  

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12. Do you know of any options other than on-board surveys to collect all or most of the data desired?  

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13. Are there any other ways the scope of work should be modified in light of challenges created by covid-19?  

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**Other**

14. What are best practices for conducting an O-D survey in multiple languages?  

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15. What are best practices for making an O-D survey accessible to transit riders with disabilities?  

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16. Is there anything not yet addressed that could improve the survey methodology described in the scope of work to ensure a statistically valid survey by mode, route, time of day, direction for different modes and different levels of ridership?  

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