

## **Vendor Comparison Questions**

### **1. How does vendor provide for WAVs?**

#### **Subcommittee Questions/Concerns**

- 1. Are WAVs provided by vendor or subcontractor?**
- 2. Fleet size & # of WAVs in fleet.**
- 3. WAVs maintenance schedule.**
- 4. Timeliness & Track Record.**

### **2. FTA compliant Drug & Alcohol testing?**

#### **Subcommittee Questions/Concerns**

- 1. If not FTA compliant, what are established practices for verify drug and alcohol compliance of drivers?**
- 2. Can provider provide written policy and procedures?**

### **3. Private ride or shared ride?**

#### **Subcommittee Questions/Concerns**

- 1. Shared ride is okay if routing is expeditious and consistent.**

### **4. Do they allow stops along the way?**

#### **Subcommittee Questions/Concerns**

- 1. Examples - pharmacy, childcare, no more than a fifteen minute wait time.**

### **5. How do riders pay fare?**

**How handle cash?**

**Tickets?**

#### **Subcommittee Questions/Concerns**

- 1. Pre-loaded transit debit card.**
- 2. Limited fares purchased per each month.**

6. Is fare based on mileage, meter or other?  
Can they handle a sliding fare scale for different riders?  
Sliding scale or surge pricing?

**Subcommittee Questions/Concerns**

1. Subcommittee will need to talk to Carrie Diamond on fare based on mileage, meter or other.
2. MCTS would need to be involved if a sliding scale option is to be provided for different riders.
3. Subcommittee would not want surge pricing.
4. Are there cost points between ambulatory and WAVs? If yes, what are the cost points?
5. Possible coupons being available for low-income riders to be distributed by community agencies.

7. How do they handle it if the trip cost is split between rider amount and County subsidy?

Is there an additional per/trip cost to County?

Subcommittee Questions/Concerns - We need clarity on this.

8. How do riders schedule rides?

App or Call center?

Where are call centers located?

**Subcommittee Questions/Concerns**

1. Call center locations are not important as long as the operators are understandable.
2. System must address the needs of riders who don't have a smart phone and/or are not comfortable with tech.
3. Is app accessible?

9. Does vendor have way to limit # of rides a person takes?

Can they collect information on trip purpose?

Can they limit by trip purpose?

**Subcommittee Questions/Concerns**

1. Limited # of rides would be through loading of transit debit card.
2. Do they have the capacity and willingness to collect trip purpose data? MCTS may need to be a partner in data collection.
3. MCTS role in education on service and defining trip purpose.

**4. What additional funding would needed for MCTS to support services for this program? Use MCTS assessors to evaluate possible users for the program.**

**10. What type of driver training is provided?**

**Subcommittee Questions/Concerns**

- 1. Disability Etiquette? Disability Awareness? Disability Rights?**
- 2. Securement? Safety for mobility device users, etc.**

**11. Do drivers have/need PPVL from City of Milwaukee?**

**If needed, would drivers be able to qualify for this? (Not required for TNC drivers)**

**Subcommittee Questions/Concerns**

- 1. Reach out to Jim Owczarski on who is needs to comply with this.**

**12. How does vendor handle additional riders (companions), PCAs, service animals?**

**Subcommittee Questions/Concerns**

- 1. Will vendor be charging for additional riders consistent with Paratransit policy?**
- 2. Does vendor have experience serving riders who use a service animal or personal care worker? (charging for this may be more of a contractual issue and not up to the vendor.)**

**13. Do drivers provide door to door or curb to curb service?**

**How does vendor handle accommodation requests for higher level of service?**

**How does vendor handle packages?**

**Subcommittee Questions/Concerns**

- 1. We would want this to be consistent with Paratransit Program Policy.**
- 2. Past criteria definition is curb to curb service with door to door service upon request. Door to door service should be available as an accommodation.**
- 3. Two bags only and no more than 40 pounds.**

**14. How do you recommend we handle response time so that it is equivalent for all riders, including those who need WAVs?**

**Subcommittee Questions/Concerns**

- 1. What measures are taken to ensure equivalent response times dependent upon riders, i.e. - WAVs?**
- 2. Ratio of WAVs within fleet?**

**15. Would you have a way to meet a "no strand" policy if our program desired this?**

**16. How does agency get client eligibility information into vendor system?**

**Subcommittee Questions/Concerns**

- 1. Trapeze system as supplied by MC, expectation to use this system.**
- 2. Data share capabilities.**

**17. What capability does agency have to monitor trips and get ride data for contract compliance and reporting purposes?**

**18. How do you calculate cost per trip?**