

## **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?**