

REQUEST FOR PROPOSALS

MOBLITY PILOT TRANSPORTATION SERVICES

Questions/Answers Received as of 12/1/17

- With respect to "providing free, door-to-door transportation" -- did you truly mean door-to-door where a driver assists someone into the vehicle from their doorstep, or will curb-to-curb suffice?

Curb-to-curb will suffice.

- There is mention of Free Rides within the Scope of work. Is the proposal that DEGA will subsidize the full cost of rides provided under the program? If so, does DEGA desire to limit the number of trips that riders can take a month or limit the subsidy they would be willing to pay per ride?

As the project fiduciary, DEGA will subsidize the cost of all rides. For both pilots, passengers will be limited to a maximum of two rides per day. There is no limit on the subsidy for the Focus Hope pilot, there will be a limit of a \$7.00 subsidy for the Woodward pilot and the remaining fee will be covered by the passenger.

- Does DEGA also envision running a call center for riders to call-in to book a ride or will all rides be booked through a smartphone?

No additional resources are expected to be provided by providers to book rides beyond what they presently provide, whether it is by calling in or booking through a smartphone.

- What expectations does DEGA have for key metrics that will be needed to prove program efficacy?

Key metrics may include quantitative metrics such as ridership, origin/destination, repeat ridership and qualitative metrics such as user experience and perception. Office of Mobility Innovation will work with the provider to finalize the list of metrics.