

RFP TM-25-01
Demand Response Service
Questions and Answers #1
May 20, 2025

Q1. We respectfully request that the Authority allow for digital submission (e.g. by email, portal upload, or similar).

A1. Metro will accept one electronic copy of your proposal on CD, stick drive, or via email, but you are also required to submit one hard copy marked "Original" and 4 additional printed copies of your proposal.

Q2. Can the Authority please allow the use of verified e-signatures for this submission?

A2. Verified e-signatures are allowed.

Q3. Can the Authority please furnish a history of liquidated damages or penalties imposed on the current operator?

A3. The only liquidated damage our current operator is charged for are missed trips at \$25.00 per missed trip which occurs approximately once or twice each year.

Q4. How many annual vehicle hours are anticipated?

A4. Approximately 5,760 annual vehicle hours.

Q5. What is the make/model of the vehicles used to provide The Lift service today?

A5. A 2020 Lonestar Promaster Van and vendor provided accessible vehicles.

Q6. How many vehicles are used at peak service to provide The Lift service?

A6. Four.

Q7. Are there any pain points with current service that the Authority seeks to address with this procurement?

A7. Lack of drivers is our only pain point.

Q8. Is the Authority able to help the Contractor procure favorable fuel rates?

A8. No.

Q9. What is the Authority's annual budget for The Lift?

A9. We don't disclose that information.

Q10. Based on the provided annual ridership data, it appears annual ridership has been declining since 2022. Does the Authority know why this is the case? Is this trend expected to continue?

A10. The current operator was unable to accept all of the trips that we wanted to assign them during certain peak periods, so those trips were completed by Metro. Trips may rise or fall depending on passenger demand and operator driver availability.

Q11. Can the Authority please furnish the following data in order to better inform our understanding of the network?

- a. GTFS file for current paratransit service area boundaries;
See the attached map.
- b. Sample two weeks of data (origin, destination, number of passengers, mobility aids, departure time and date)
See the attached report.
- c. Productivity (passengers per vehicle hour)
See the attached report.
- d. On-time performance
See the attached report.

Q12. What are the required forms that the Contractor must complete that are provided by the Reveal Software system?

A12. *Tablet manifest.*

Vehicle Ridership

Start Date: 05/04/2025 End Date: 05/17/2025 Type: Actual Filter: Capitol City Taxi (OTP by Manifest)

vehicle	Odometer		Service	Trips	Guests	Attendants	Total	amb	wc	Fares	Revenue	Revenue	OTP	Drivers
	Beg	End	Mileage				Passengers			Collected	Mileage	Hours		
00	0	0	0	39	0	4	43	39	0	\$168.00	152.3	10.20	100.0%	2
19	0	0	0	114	0	4	118	81	33	\$456.00	496.9	36.87	96.5%	1
20	0	0	0	77	0	3	80	77	0	\$316.00	329.5	27.12	98.7%	1
66	0	0	0	215	0	15	230	215	0	\$860.00	905.5	65.77	98.6%	3
Totals:			0	445	0	26	471	412	33	\$1,800.00	1,884.2	139.95	98.2%	4
Grand Totals:			0	445	0	26	471	412	33	\$1,800.00	1,884.2	139.95	98.2%	4

Customer On Time Performance By Hour

From 05/04/2025 to 05/17/2025 Type: Actual Filter: Capitol City Taxi (OTP by Manifest)

Time	Trips	On Time	OTP
05:00 - 05:59	9	9	100.00%
06:00 - 06:59	25	25	100.00%
07:00 - 07:59	38	37	97.37%
08:00 - 08:59	66	64	96.97%
09:00 - 09:59	36	36	100.00%
10:00 - 10:59	24	24	100.00%
11:00 - 11:59	25	25	100.00%
12:00 - 12:59	37	37	100.00%
13:00 - 13:59	28	28	100.00%
14:00 - 14:59	66	66	100.00%
15:00 - 15:59	48	46	95.83%
16:00 - 16:59	24	23	95.83%
17:00 - 17:59	12	10	83.33%
18:00 - 18:59	7	7	100.00%
Total:	445	437	98.20%

