

RFP TM-20-02  
Demand Response Service  
Questions and Answers #2  
May 8, 2020

- Q1. How much does the current contractor charge for an ambulatory trip?
- A1. \$11.00 for passenger or escort + \$4.00 fare paid by the passenger. One Personal Care Assistant (PCA) is free.
- Q2. How much does the current contractor charge for a wheelchair trip?
- A2. \$11.00 for passenger or escort + \$4.00 fare paid by the passenger. One PCA is free.
- Q3. How much does the current contractor charge for a no show?
- A3. \$5.00 and must have GPS documentation to support charge.
- Q4. What percentage of trips are ambulatory?
- A4. This varies from day to day but based on actual ridership reports from the past several months, it is normally between 85-87%. PCA's are normally between 5-6%.
- Q5. What percentage of trips are wheelchair?
- A5. This varies from day to day but based on actual ridership reports from the past several months it is normally between 8-10%. NOTE: Currently, we are limited as to how many wheelchair trips we can send Capitol City Taxi due to them having only one wheelchair accessible vehicle.
- Q6. What percentage of trips are no shows?
- A6. We have a 2-3% no-show percentage for our combined system (in-house + contractor).
- Q7. Are drivers required to be employees of the contractor or are independent contractor drivers allowed?
- A7. Both, but hourly employees are preferred.
- Q8. Are drivers required to be paid a prevailing wage or a certain rate per hour?
- A8. No.