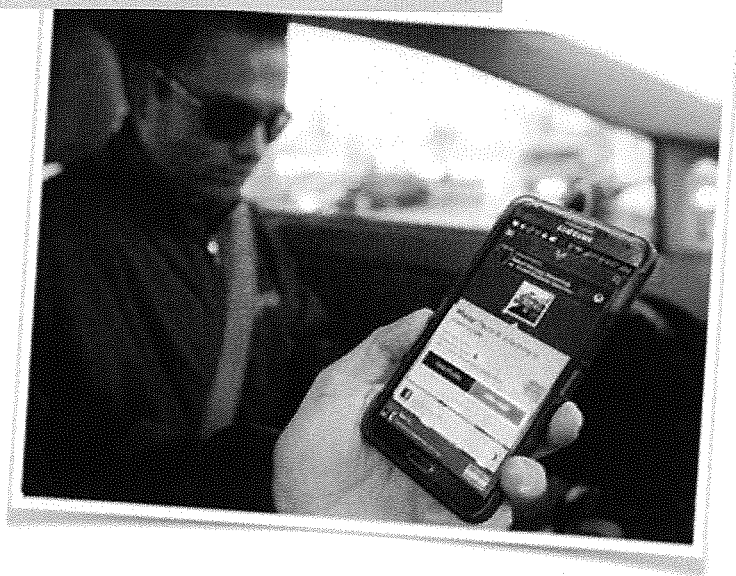
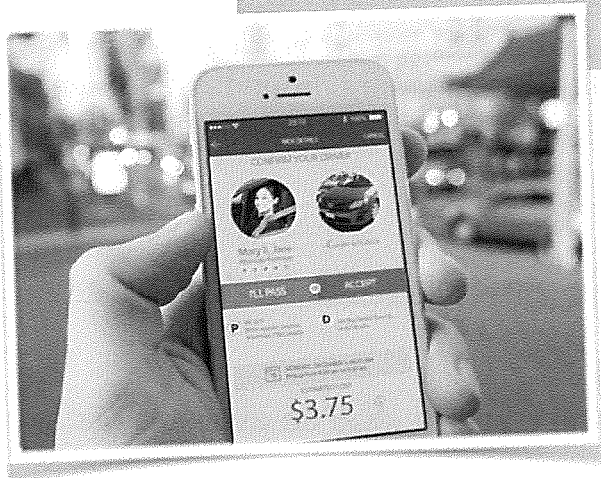


# Abilities-Ride

An Alternative to MetroAccess



## **Reaching for a Gold Standard of Paratransit Alternative Service**

### Section One: Type of Service - On-Demand – Technology Enabled

- Provide MetroAccess eligible individuals (Customer) subsidized on-demand transportation service within a restricted geographic area.
  - Selected vendor (Company) will be provided an initial listing of individuals eligible for the service.
  - Company will be provided a monthly updated listing of individuals eligible for the service.
  - Company shall agree to and sign a non-disclosure agreement limiting the use of data provided per 1.1.1 and 1.1.2 to facilitating MetroAccess alternative service only.
- Transportation service will be facilitated by way of an online platform offering access from personal computers and mobile devices, and may be facilitated by way of telephone.
- The online platform will connect Customer with transportation providers (Driver) using personal or commercial vehicles.
- Transportation service will be limited to a fixed number of maximum trips per day for each Customer.
  - Each Customer will be allowed a maximum of four (4) one trips per day.
- Transportation service will be provided within a restricted service area.
  - Trips must originate and terminate within the Maryland boundaries of the MetroAccess service area, with the possibility of expanding to include the entire MetroAccess service area.

### Section Two – Service Platform Must Be Accessible for Customers and Contractors

- Provide access from personal computers.
  - Personal computer access to the online platform shall be available via a website.
  - The website hosting the online platform shall be certified as 508 and Web Content Accessibility Guidelines 2.0 (WCAG) Compliant.
- Provide access from mobile devices.
  - Mobile device access to the online platform shall be available via a

mobile app.

- Mobile app access shall be available on iOS devices.
  - Mobile app access shall be available on Android devices.
  - Mobile app access may be available on mobile devices using operating systems other than iOS or Android.
  - The mobile app providing access to all mobile devices shall be certified as 508 and WCAG 2.0 Compliant.
  - The mobile app providing access to all mobile devices shall demonstrate features to enable use by people who are deaf/hard of hearing as Driver or Customer.
- Provide access from telephones.
- Telephone access to the online platform may be available.

### Section Three – Driver, Vehicle, and Insurance Requirements

➤ Driver Requirements

- 21 years or older.
  - Licensed driver for at least one (1) year.
  - License issued by Maryland, District of Columbia, or Virginia.
  - Clean driving record.
  - No more than 2 points in the past five (5) years.
  - No “Driving Under the Influence” (DUI) incidents in the past ten (10) years.
  - No “Driving While Intoxicated” (DWI) incidents in the past ten (10) years.
- Company shall detail a method of background checks for Driver.
- Company shall detail required training for Driver in regards to serving customers with disabilities.
- Requirement to service customers traveling with service animals.
  - Ability to communicate in writing, if necessary, with customers who are deaf or hard of hearing.
  - Accompany customers who are blind/low vision safely in and out of the vehicle.

- Vehicle Requirements
  - Car, minivan, or low step-in sport utility vehicle (SUV).
  - Ten (10) years old or newer.
  - Minimum of 4 doors.
  - Vehicle must be registered and licensed in Maryland, District of Columbia, or Virginia.
  - For personal vehicles, Driver full name must be on the insurance of the vehicle.
  
- Company shall have adequate insurance and workers compensation coverage for each trip provided under this service.
  - Adequate Commercial Liability Insurance
  - Commercial General Liability Insurance of at least \$1 million.
  - Auto Liability Insurance - \$5 million Combined Single Limit.
  - Uninsured/underinsured bodily injury with a minimum limit of \$1 million.
  - Require Driver to maintain the minimum level of personal injury protection required by law.
  
- Driver shall require a visual display of Customer MetroAccess identification card for each trip.
  
- Driver shall accommodate all customers traveling with a service animal.

#### Section Four – Service Must Include Some Wheelchair Accessible Vehicles

- Company shall demonstrate an initial availability and maintain a minimum of 50 wheelchair accessible vehicles (WAV) to complement the transportation service.
  - WAV availability via partnerships with owners of commercial fleets that include WAVs.
  - WAV availability via partnerships with individual owners of WAVs.
  - WAV availability via directly provided vehicles.
  
- Company shall demonstrate ongoing incentives and/or initiatives designed to increase the number of WAVs available via the transportation service.

### Section Five – Service Features via the Online Platform

- The online platform shall identify service requests from Customer.
- The online platform shall allow the option to request a WAV.
- The online platform shall ensure service area restrictions are met prior to confirmation.
  - For Customer utilizing website access, the online platform shall require manual entry of pick-up location and destination prior to confirmation of a trip request.
  - For Customer using mobile app access, the online platform shall identify the pick-up location of the individual via GPS, and require manual entry of the destination prior to confirmation of a trip request.
  - For pick-up locations outside of the service area, the online platform shall inform Customer that they are located outside of the subsidized service area and the request for subsidized service cannot be completed, and offer full fare service.
  - For destinations outside of the service area, the online platform shall inform Customer that the requested destination is located outside the subsidized service area, and offer the opportunity to change destination location, or offer full fare service.
- The online platform shall decline any subsidized trip request of any Customer who has requested and completed four (4) trips within a 24 hour calendar day.
- The online platform shall allow for split payment.
  - Metro will pay a maximum of \$15 per trip.
  - The online platform will display any portion of the fare above \$15, which will be paid for by Customer.
  - The online platform will display a fare surcharge of \$12 for any WAV requested trip. The entire surcharge will be paid by Metro, and the entire surcharge will be paid to Driver by Company.
- The online platform shall allow for Driver rating and feedback of Customer.

### Section Six - Administrative Deliverables

- Company shall submit a Monthly Invoice to Metro.
  - The invoice shall include the product of total number of trips taken by Customer multiplied by the trip fare not to exceed \$15 per trip.

- The invoice shall include the product of total number of WAV requested Trips taken by Customer multiplied by \$12 per trip.
  - The invoice shall include the sum total of the above.
- Company shall submit a Monthly Report to Metro.
- The Monthly Report shall include a listing of all trips taken by Customer.
  - The Trip Listing shall be sortable and formula enabled.
  - The Trip Listing shall include the following data points:
    - Date
    - Customer MetroAccess ID Number
    - Customer First Name
    - Customer Last Name
    - Request Time
    - Pick-up Time
    - Pick-up Location
    - Drop-off Location
    - Drop-off Time
    - Contracting Agency Fare
    - WAV Requested Trip Fare
    - Additional Fare
    - Total Fare
    - Customer Billed Amount
    - Driver Trip Rating
    - Customer Trip Rating
    - No Show Trip
- Company shall report to Metro any incidents occurring during a trip.
- Within 24 hours Company shall submit a report to Metro of any allegations of abuse, theft, or other criminal activity.
  - Within 24 hours Company shall submit a report to Metro of any accident in which Customer was a passenger.
  - Each week Company shall submit a report to Metro a listing of Customer with two (2) or more no show or canceled trips resulting in a minimum cost billing.
  - No Show is the request for service, but failure to make oneself available for pick-up
  - Late Cancellation is the request for service, and failure to cancel an unneeded ride within 4 minutes of making the original request.