

KANSAS CITY AREA TRANSPORTATION AUTHORITY

REQUEST FOR PROPOSALS (RFP) #F21-7037-30A
PARATRANSIT SCHEDULING SOFTWARE AND RESERVATION SERVICES
FOR JOHNSON COUNTY TRANSIT (JOHNSON COUNTY, KANSAS)

ADDENDUM #2

Issue Date: October 13, 2021

This Addendum is hereby made a part of the Request for Proposals and Project Documents to the same extent as if it were originally included therein and is intended to modify and/or interpret the bidding documents by additions, deletions, clarifications, or corrections. The Contractor shall acknowledge receipt of this Addendum in their Proposal on the "Receipt of Addenda" form (herein attached) and shall include the form in Volume III, "Contractual."

PROPOSER QUESTIONS/REQUESTS FOR CLARIFICATION

Additional questions were submitted, but answers are not yet available. Another addendum will be issued as the information becomes available.

General

1. What is the number of operative vehicles for Ride KC Freedom Johnson County, Johnson County Sheltered Workshop Programs and Supplemental Taxi Services? What is the maximum number of vehicles at peak service on any given day?

Total Number of Vehicles: RideKC Freedom, SWIFT, Project Search = 22 / Supplemental Taxi = 20
Number of vehicles during peak: Special Edition: 12, SWIFT 10, Project Search 3, Supplemental taxi 20.

2. What is the budget for this project? Please provide the current rates paid to the existing contractor for variable and fixed costs. Also, please indicate the total amount paid to the contractor for the last fiscal year.

The previous contract for the combined services averaged \$500,000 - \$600,000 annually. The rates for the current contract were not broken out by fixed and variable costs.

3. Will there be any preference given to the bidder who bids for scheduling software including scheduling services? Or evaluation of both will be carried out separately?

This RFP allows firms to bid on either or both services, and both elements will be evaluated separately. Pricing is evaluated separately from the technical proposal.

4. If the proposer can utilize a DBE contractor will an increase in points be provided?

There are no additional points awarded for DBE participation. There is no DBE goal, but DBE participation as a prime contractor or subcontractor is always encouraged.

5. Section 2.3 K – Who will submit invoicing to KCATA's Procurement Department?

The Contractor will be submitting invoices directly to KCATA's accounts payable department through a dedicated email.

6. How many depots do you operate if more than one?

The main depot for Johnson County services is the Nolte Center in Olathe. Supplemental taxi depot out of WHCs location in Kansas City, Missouri.

7. Can Proposers include a copy of the specific vendor pricing sheet as explanation along with the required pricing form?

Yes, supplemental information may be included with the Price Proposal in Volume I. No additional pricing information is to be included in the other Volumes (Technical Proposal, Contractual Documents).

8. Does the service area encompass more than one county? If so, which counties (other states as well)?

No.

9. Please confirm the start date of this contract.

Anticipated start date is January 1, 2022.

10. Is there currently a Collective Bargaining Agreement in place? If so, please provide a copy of the current CBA or a contact at the local union.

There is a CBA in place with the current contractor for transportation services. There is no known agreement with the current provider of software and scheduling/dispatch services.

11. We intend to hire as many of the existing employees as possible. In order for us to ensure that they make at least as much, or more than they do now, please provide a seniority list for the current employees for this contract, and indicate position, full time or part time, length of service, and current rate of pay.

The current contractor is using these employees in duplicate roles, scheduling and dispatch we estimate two full time employees

12. What is the current starting wage for current staff positions?

Based on pricing structure of contract, this information is not available. information

13. What is the current benefit participation?

This information is not available as part of the current contract.

14. Due to the industry wide labor shortages, would the agency include a minimum wage requirement for this procurement?

The agency will not set a minimum wage requirement for this procurement. Contractors should consider the minimum wage requirements for the state as well as industry standards to retain quality employees.

15. At various times, state, federal, and local governments change laws, rules and regulations which require a company to increase the wages or benefits for the employees that will be employed under this contract. If such an event occurs during the term of the agreement, how will the agency respond for a request for increased compensation. For example, the recent Affordable Care Act legislation significantly affected the level and cost of medical coverage for employees. Since these events cannot be anticipated and the costs are so significant, we need to understand the risk associated with such laws, rules, or regulations.

If changes in the local, state, or federal laws affect compensation paid, the County would review any requests received from the Contractor(s) to amend to the contract(s).

16. Paratransit: Is any part of the program funded by a Covered Entity (as defined under HIPAA), including Medicare and Medicaid?

No.

17. Paratransit: Will Contractor be required to enter into a HIPAA Business Associate Agreement to provide some of the contracted services?

Based on the definition of Business Associate (HHS.gov), the services performed on this contract will not require an executed agreement. There is a clause in the contract (Privacy Act Requirements) that requires confidentiality from Contractors and their employees.

18. Would County consider an assignment provision that allows Contractor to assign the Contract to another FirstGroup entity without prior written consent of the County? If so, may First Transit present sample language in its proposal?

No. The County would require advance notice and provide approval for a contract assignment.

19. Do all positions need to be located within the Johnson County facility?

No.

20. Please clarify how the prices will be evaluated; will the full contract term be considered or only the Year 1 price?

Pricing will be evaluated for all years of the contract – base term and option years.

21. Please confirm if attachments are counted towards the proposal page limit.

Refer to Section 4.5.D (page 39) for items that are excluded. Attachments that are related to these items will not be counted.

22. Page 45, Section 4.7.B, mentions a proposal bond requirement. But there is no bond information or bond forms in the RFP. Please confirm no bonds are required for this procurement.

There is no proposal bond required for this solicitation.

23. Will the awarded contractor(s) of Ride KC Freedom, SWIFT, Project Search and Supplemental Taxi services contract be also eligible to operate these services within this RFP? Or is there a desire to award these services to separate contractors?

Contractors for the other services are eligible to operate these services.

24. Page 4, Proposal Submissions, 6: This section states, "All contractual agreements are subject to final approval by the Johnson County, Kansas Board of County Commissioners." (Verbiage stating final authorization by the Johnson County's Board of County Commissioners is also mentioned on page 46, section 2.9, C.) Please clarify if/why

KCATA/JCT believes this contract will be approved by the county commissioners, even though the last contract for services was not approved?

Procurement Policy requires this contract to be presented to the Board of County Commissioners for approval. The proposed contract for RFP #20-7048-30A was not approved for other reasons.

Scope of Services

1. Please list all the transit apps with which API integration is required.

We only require integration with The Transit App.

2. Would it be possible to provide vendors with access to a typical weekday and weekend day of service data to perform a simulation of KCATA operations? Service data requested should contain, at a minimum:

- Passenger Id (no names required)
- Passenger special needs (If applicable)
- Companions or personal care assistants (if applicable)
- Pickup address (or latitude – longitude if they are available)
- Destination address (or latitude – longitude if they are available)
- Request type (pickup or appointment or will call)
- Pickup or appointment time
- Scheduling window (time in minutes before or after the request that each passenger may arrive or be picked up, e.g., appointment request time is at 8am and passengers may arrive between 7:40am and 8:00am; the scheduling window is 20 minutes)
- If On-demand service, maximum waiting time for a trip request
- Program name
- Vehicle Ids
- Vehicle types
- Vehicle capacity, including number of wheelchair slots
- Vehicle route start & end times
- Garage addresses for each vehicle

We don't have weekend service and are providing as much data as we can – there will be one day of services provided with this addendum.

3. Please provide current run cut for this service (template runs).

Johnson County does not have a specific run cut because they schedule by the number of hours agreed upon in the contract.

4. Please provide manifests for each day of the period of September 24 -30, 2021. – pull off any customer information.

At this time, because of the format, we are unable to pull off customer and driver information. We will provide a small sample of manifest.

5. Section 2.1 D – Please provide a list of all technology JCT would like the selected proposer to integrate with for this RFP. Are wayside signage and/or automated passenger counting integrations necessary for this project? s JCT aware of immediate future software integrations that will be necessary?

There may be future APC collaborations but at this time, the only integration required is with the Transit App. No wayside signage is used in the paratransit program

6. Section 2.1 4, B – Will all providers/vehicles be using tablets/MDT's?

For the Johnson County service, the tablets are owned by the county and for supplemental taxi they are owned by the Contractor.

7. Please provide the number of tablets/MDT's contractors will be required to provide.

The operating contractors are responsible for obtaining tablets/MDT's, not the software or scheduling Contractor.

8. IT: Who is responsible for the airtime (cellular data costs) for the tablet/MDT communication?

The operating contractor is responsible, not the awardee of this RFP

9. Section 2.2 B – How will JCT use the GTFS static and real time feed information? The wording that should have been here.

We need to track real time vehicle location for scheduling and dispatchers. We realize GTFS is related to fixed route and should not have been included in this RFP.

10. Section 2.2 – 15 – Will JCT require any new tablets? Would it be beneficial to provide pricing as an option?

Tablets aren't a requirement for this service.

11. Section 2.2.D.15 (page 16): It refers to "Stats" attachment in the second bullet that was not included.

This was included in error. Please disregard.

12. Section 2.2 – 22 – Will JCT consider off-site testing of product during the initial testing period in order to provide a cost savings? (please note, this is outside of any on-site training provided).

Offsite testing of software will be permitted if this has been successfully done for other projects. If issues arise, vendor may be asked to come on-site. This will be discussed with the successful proposer.

13. What is the average trip length? On average, how many taxi trips are used per day?

Average trip length is 11.6 miles / Daily average taxi trips are 102.9.

14. What is the weekly average number of declined trips?

We do not decline trip requests unless they are outside of our service area or hours

15. What is average number of one-way trips provided weekly?

This is provided in the KPI spreadsheet.

16. What is the total number of Drivers to be trained?

There are 42 drivers under the current contract. This number could change by the start of the new contract.

17. How many dispatchers does your agency have?

Dispatching is not part of this RFP however the current contractor has four dispatchers at Nolte and for supplemental taxi.

18. Section 2.3 F – Who will be providing schedules to First Transit and WHC?

The contractor that is awarded the scheduling portion of this RFP will provide schedules to whomever is awarded the operating contract.

19. How many reservation agents does your agency have?

One (1) reservation agent with cross-trained employees acting as back-up.

20. How many hybrid positions (i.e., reservations/dispatch scheduling) in one position does your agency have?

Most of the current positions are cross trained and work in a hybrid position.

21. Please provide the current providers performance as they relate to the Performance Standards for the services as listed in the RFP for the past 12 months.

Information is provided in the attached KPI's.

22. Please provide the number of calls by hour and by type (reservations, where's my ride, etc.) for each day of the week. Please provide average hold time, talk time, handle time, and call abandon rate.

See attached call reports for August and September.

23. What is the current percentage of "Subscription Service" trips compared to the total number of trips?

Less than 10 percent of subscription service.

24. Are there any facility related expenses that the contractor will be responsible for? Example: Utilities/Janitorial.

No.

25. Software fees are typically determined by the total number of vehicles. Please provide the total number of vehicles for this service including both First Transit fleet and WHC fleet.

There are 42 vehicles under the current contract. This could change prior to the start date of this contract.

26. Please provide the average number of revenue hours for each day of the week for each service.

Special Edition: Mon. 69.92, Tues. 62.10, Wed. 76.44, Thur. 71.06, Fri. 73.71

SWIFT: Mon. 13.98, Tues. 14.2, Wed. 14.96, Thur. 14.44, Fri. 14.35

Project Search: Mon. 4.29, Tues. 4.28, Wed. 3.95, Thur. 3.45, Fri. 3.95

Supplemental Taxi: Revenue hours are not used. Taxi is done on a per trip basis.

27. IT: Please confirm that the contractor needs to provide tablets to the service delivery provider. iPads, Wi-Fi, or cellular service?

Software provider is not responsible for tablets wi-fi or cellular services.

28. Infrastructure/Networking/Telephony: Will advanced call management features be required? (Call Recording, Call Reporting, IVR menus)

Yes.

29. Are there any current challenges or concerns with provided technology that need to be addressed? An example might be the system lacks capacity for anticipated growth.

We are looking for a modernized paratransit software

30. IT: Who is required to provide the internet circuit for the facility?

The County provides the internet.

31. IT: Call Recordings – Are Contractors required to make call recordings available to the Agency? HIPAA regulations raise concerns in this area and may require a very controlled process.

Yes.

32. Please provide copies of the last six months of invoices from the Contractor.

Invoices for the past three months are provided as an attachment.

33. Please provide a copy of the current contract for these services.

A copy of the current contract is available through a FOIA (Sunshine) request to Johnson County.

34. Who handles passenger certifications? Please describe any responsibilities the Contractor has for this process.

The only responsibility the contractors have is for the software requirements regarding customer input. The certification process is handled by KCATA staff.

35. What are the top three complaints received by passengers on this service?

1. Late trips
2. Rude drivers/dispatch
3. Routing causing rides to be too long

36. Whose decision is it to determine which trips will go to the regular or supplemental service provider? (Assuming it is awarded to separate contractors)

The contractual agreements for each contractor are the foundation for the schedulers to follow.

37. How are trips currently sent to WHC from the scheduling contractor? Is this done manually or through an API?

This varies based on volumes –they access their trips in the software.

38. What scheduling software does the current supplemental taxi vendor (WHC) utilize?

MTM/RMS. The supplemental taxi provider will be provided access to whatever.

39. Please provide a listing of any penalties charged or incentives earned over the past 12 months. Please clarify if the liquidated damages listed in the RFP differ from the current contract.

Due to the COVID 19 pandemic there have not been any penalties or incentives earned over the past 12 months.

40. Would the agency consider postponing performance penalties during the first 90 days of the new contract period for a new contractor?

This will be discussed with the selected proposer.

41. Please provide the actual performance for each performance standard listed by month for the past 12 months.

See attachment.

42. Page 8, Section 2.1, B: This section states, “The awardee of this proposal will not be responsible for operational dispatching.” Does this mean the awardee will not be checking drivers in and out for this service?

Yes, the awardee will be scheduling the routes and working with dispatch but have no direct responsibility for the drivers.

43. Page 9, Section 2.1, H.1.d: This section states, “The [Freedom Premium Reservation Service] currently has a waiting list.” How many riders are currently on this waiting list?

There is no waiting list as of today. This language will be removed.

44. Page 11, Section 2.1, H.4.e: This section states, “[Freedom] Riders who do not cancel unwanted trips or who do so less than two (2) hours prior to the scheduled pickup time will be charged for that trip and will receive notification that they have violated the County's Late Cancellation/No Show policy.”

- Please provide a sample copy of this violation letter sent by the contractor. See attached sample letter
- On average, how many of these violation letters does the current contractor mail out per month? Six or less.
- Is the contractor responsible for postage associated with these violation letters? Yes.
- Are postage paid return envelopes included with the violation letters? No.

45. Page 12, Section 2.2, B: It is stated on page 12 that “Proposed software solutions must be compatible with all current regional technology initiatives, including providing GTFS static and real time feeds, integration with the Transit App, real-time arrive integration – including wayside signage, automated passenger counting – including real time vehicle load reporting, and detailed ridership reporting for regional reporting needs.”

- Aside from what is listed here, what specific technology initiatives are currently in place in the region?
- The features described here are typically associated with a fixed route service. Please describe how these would be implemented for Paratransit Services?

Currently, the RideKC family of services is four transit agencies with a lot of different software packages and contracts for all modes. There is a team of people who are working to streamline this -- find efficiencies, duplications, and opportunity. Ideally, we are working to ensure all agencies are using the same platforms for each mode they have in common (i.e., all fixed route using the same platform, all paratransit using the same, all on-demand, etc.) All modes don't need to be on one program. Another piece of this is that all platforms are able to integrate within the Transit App. That is our official agency mobile app. At some point, we would love for all of our modes to be options for planning on the app for our customers, if that is possible.

46. Page 13, Section 2.2, D.5: The last bullet point in this section, on this page, states one of the Software Technical Requirements related to Trip Reservations is that the software is “Capable of trip reversals.” Please define “trip reversals.”

Trip reversals are the return ride.

47. Page 18, Section 2.2, E.2: This section details “Performance incentives and penalties that shall apply.” If different vendors are awarded the scheduling and software contracts, please confirm the incentives and disincentives

described in this section as related to the Software Technical Requirements are only applied to the scheduling vendor.

Performance incentives relating to operations are the responsibility of the scheduling awardee.

48. Page 20, Section 2.3, E: In the thirteenth bullet point in this section, it is stated one of the duties of the staff is to “Maintain and report the following statistics for ‘Where’s My Ride’ calls” and then four statistics are listed (number of calls received, number of calls answered, abandonment rate, and speed to answer).

- a. Does the County-provided phone system provide these statistics on “Where’s My Ride” calls?

Yes – only if the provider is housed inside of the Nolte Center being house at the Nolte center is not a requirement of this RFP.

- b. If not, how will the contractor access these statistics so reporting can be completed, as required?

If not housed in the Nolte Center, the awardee will need to provide these.

49. General: Does KCATA/JCT currently promote and enforce trip negotiation with riders?

- a. If yes, how is this promoted and enforced?
b. If no, will this be a requirement for the new contract?

We do this to the best of our ability, but it is not something that is currently strongly enforced or supported in the software. We would like to see more of this if/when there are system constraints.

50. Is KCATA interested in responses that include an app-based booking system in addition to phone booking? Under such a model, customers could request rides in real-time using a mobile application.

We would like to see all features available today with the software.

51. For any required integration, is KCATA open to proposers suggesting alternative methods of achieving the same goal sought by the requested integrations?

Yes.

52. We read the RFP to understand RideKC Freedom in Johnson County operates a total of twenty-one (21) routes. Can KCATA confirm that this is a deviated fixed route service?

This proposal is for paratransit services. They are not true deviated fixed routes. The SWIFT program is a sheltered workshop that has “routes” of paratransit vehicles that have been established over the years, they have set schedules that typically contain the same passengers each day and all vehicles arrive at the workshop at the same time in the afternoon for loading.

RideKC Freedom - 9 routes

SWIFT and Project Search Routes-13 SWIFT and 2 Project Search

Supplemental Taxi is specifically for overflow and does not have a specific, set routes or run cut.

53. On pg. 9, the RFP states that: “The reservations are scheduled by designated county or program personnel, who work with the RideKC reservations contractor to develop routes that are within the parameters of our scheduling protocols.” Can KCATA confirm that these two programs (SWIFT and Project Search) also operate as deviated fixed route services?

SWIFT and Project Search are part of the paratransit programs that have set routes they follow with the same customers.

54. If so, is KCATA interested in proposals that recommend the conversion of its deviated fixed route system to a fully demand responsive/dynamically routed service model?

Firms may provide alternative solutions in their proposal.

55. Is KCATA looking to procure scheduling software that delivers on-demand service (i.e., trip is booked at the time of desired travel) in addition to pre-scheduled service?

At this time, we will utilize this software ONLY for scheduled service. If the software has the capability to do on-demand services, Proposers should provide additional information in their proposals.

56. Can KCATA please share any pain points with its current paratransit scheduling software?

The software is the primary pain point. It is disjointed between the two agencies (KCATA and Johnson County), there isn't the same visibility within the two systems, the reporting isn't the same, there is a lot of manual work required to get information, no online portal for access from any location, no modern features for customers, customers can't reset their own passwords (falls on management), and upgrades are not typically an easy push.

ATTACHMENTS

- Sampling of Contractor Invoices
- Sample Trip Manifest
- Johnson County 2020 KPI's
- Sample No Show Letter
- August/September Phone Stats (excel format, separate document)
- JoCo Day of Trips (excel format, separate document)

END OF ADDENDUM

MONTHLY INVOICE - CURRENT CONTRACTOR

Medical Transportation Management Inc.
16 Hawk Ridge Drive
Lake St. Louis, MO 63367



INVOICE

+1 (636) 5615686

Date	Invoice Number
07/01/2021	100009659

Payment Terms	Due Date
Immediate	07/01/2021

Bill To:
Johnson County Transit

Remit To:
Medical Transportation Management Inc. Attn: Accounts Receivables 16 Hawk Ridge Drive Lake St. Louis, MO 63367 United States of America +1 (636) 5615686

Page 1 of 1

Purchase Order Number	Customer ID
June 2021 Services - #285	1000227

Sales Item	Item Description	Quantity	Unit of Measure	Price Each	Amount
Call Center Staffing	Scheduling/Dispatch Software	1	Month	51,775.42	51,775.42

JCT Monthly 2020	
Scheduling & Dispatching - Transit	\$36,191.18
Scheduling & Dispatching - Special Edition	\$ 6,357.92
Scheduling & Dispatching - SWIFT	\$ 6,357.92
Subtotal	\$48,907.02
Scheduling Software - Special Edition	\$ 1,721.05
Scheduling Software - SWIFT	\$ 1,147.35
Subtotal	\$ 2,868.40
Total Operations & Software	
Transit	\$36,191.18
Special Edition	\$ 8,078.97
SWIFT	\$ 7,505.27
Grand Total Due	\$51,775.42

Medical Transportation Management Inc.
16 Hawk Ridge Drive
Lake St. Louis, MO 63367



INVOICE

+1 (636) 5615686

Date	Invoice Number
08/02/2021	100010101

Payment Terms	Due Date
Immediate	08/02/2021

Bill To:
Johnson County Transit

Remit To:
Medical Transportation Management Inc. Attn: Accounts Receivables 16 Hawk Ridge Drive Lake St. Louis, MO 63367 United States of America +1 (636) 5615686

Page 1 of 1

Purchase Order Number	Customer ID
July 2021 Services - #285	1000227

Sales Item	Item Description	Quantity	Unit of Measure	Price Each	Amount
Call Center Staffing	Scheduling/Dispatch Software	1	Month	51,775.42	51,775.42

JCT Monthly 2020	
Scheduling & Dispatching - Transit	\$36,191.18
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Special Edition	\$ 8,078.97
SWIFT	\$ 7,505.27
Grand Total Due	\$51,775.42

Medical Transportation Management Inc.
16 Hawk Ridge Drive
Lake St. Louis, MO 63367



INVOIC

+1 (636) 5615686

Date	Invoice Number
09/01/2021	100010538
Payment Terms	Due Date
Immediate	09/01/2021

Bill To:
Johnson County Transit

Remit To:
Medical Transportation Management Inc. Attn: Accounts Receivables 16 Hawk Ridge Drive Lake St. Louis, MO 63367 United States of America +1 (636) 5615686

Page 1 of

Purchase Order Number	Customer ID
August 2021 Services - #285	1000227

Sales Item	Item Description	Quantity	Unit of Measure	Price Each	Amount
Call Center Staffing	Scheduling/Dispatch Software	1	Month	51,775.42	51,775.4

JCT Monthly 2020	
Scheduling & Dispatching - Transit	\$36,191.18
Scheduling & Dispatching - Special Edition	\$ 6,357.92
Scheduling & Dispatching - SWIFT	\$ 6,357.92
Subtotal	\$48,907.02
Scheduling Software - Special Edition	\$ 1,721.05
Scheduling Software - SWIFT	\$ 1,147.35
Subtotal	\$ 2,868.40
Total Operations & Software	
Transit	\$36,191.18
Special Edition	\$ 8,078.97
SWIFT	\$ 7,505.27
Grand Total Due	\$51,775.42

Trip Date: 09/29/2021

Manifest: 101

Driver: S Sherry

Vehicle Number: 123

Clock-In: 6:30

Pull Out: 6:45

Clock-Out: 8:40

Pull In: 8:30



SAMPLE MANIFEST

Notes	Fares:																								
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	Pull-In Odo: _____																								

Driver Approval		Supervisor Approval		System Verification	
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JOHNSON COUNTY 2020 KPI'S

Total Scheduled Trips			Total Trips Performed			OTP		
49788			45772			1.0		
RideKC Freedom Month Oct-20 Nov-20 Dec-20 Jan-21 Feb-21 Mar-21 Apr-21 May-21 Jun-21 Jul-21 Aug-21 Sep-21 Total	NS/Late CX		Trips Performed		Max Vehicles		Service Days	
	Scheduled Trips	Late Trips	Trips Performed	OTP	Max Vehicles	Service Days		
	1394	28	15	1278	98.9%	7	22	
	1307	30	33	1223	97.3%	8	19	
	1410	34	24	1311	98.2%	8	20	
	1278	31	38	1167	96.7%	7	20	
	1373	54	46	1207	96.2%	7	20	
	1753	40	21	1628	98.7%	9	23	
	2376	44	80	2216	96.4%	10	22	
	2155	83	122	2015	93.9%	10	22	
	2790	68	160	2605	93.9%	12	22	
	2806	80	161	2587	93.8%	11	21	
	3077	92	211	2842	92.5%	12	22	
	2960	90	157	2727	94.2%	10	21	
Total	24679	674	1068	22806	95.9%	12		
SWIFT Month Oct-20 Nov-20 Dec-20 Jan-21 Feb-21 Mar-21 Apr-21 May-21 Jun-21 Jul-21 Aug-21 Sep-21 Total	NS/Late CX		Trips Performed		Max Vehicles		Service Day	
	Scheduled Trips	Late Trips	Trips Performed	OTP	Max Vehicles	Service Day		
	651	16	0	597	100.0%	5	22	
	552	13	0	497	100.0%	5	19	
	356	9	0	318	100.0%	5	20	
	452	14	0	391	100.0%	5	20	
	508	12	2	444	99.6%	5	20	
	650	15	5	580	99.1%	5	23	
	1081	36	2	989	99.8%	6	22	
	1391	79	0	1258	100.0%	7	20	
	1705	79	4	1557	99.7%	10	22	
	1811	68	6	1632	99.6%	10	21	
	1911	103	22	1615	98.6%	10	22	
	1944	115	15	1721	99.1%	10	21	
Total	13012	559	56	11599	99.6%			
**Current providers' software is not able to generate our No Shows and Cancellations								

****Current providers software is not able to separate out No shows and Cancellations**

SAMPLE NO SHOW LETTER



10/11/2021

Name, Name, ID #
1234 Address St
Kansas City, MO 64444

Dear : Name Name

This letter is to inform you that you are in violation of the RideKC Freedom Late Cancellation/No Show Policy. Our records indicate that during the period **9/1/2021 to 9/30/2021** you accumulated X late cancellation(s) and XNo Show(s). **As a result, you have accumulated XX points and are subject to the following per the Late Cancellation/No Show Policy.**

_____ First Warning Letter

_____ Second Warning Letter

_____ Two (2) day suspension

_____ Five (5) day suspension

If applicable, your suspension will be served from _____ to _____. You have a right to appeal this decision within 14 days of the date on this notice. Information related to the appeals process is enclosed along with documentation of your policy violations.

No shows and late cancellations negatively impact service for all RideKC Freedom riders. To avoid violating the Late Cancellations/No Show Policy in the future, please cancel unwanted trips with at least 2 hours of notice by calling 816-842-9070 and selecting option 1. For your reference we have included a copy of the Late Cancellation/No Show Policy with this letter.

Thank you,

RideKC Freedom

KANSAS CITY AREA TRANSPORTATION AUTHORITY

REQUEST FOR PROPOSALS (RFP) #F21-7037-30A

PARATRANSIT SCHEDULING SOFTWARE AND RESERVATION SERVICES
FOR JOHNSON COUNTY TRANSIT (JOHNSON COUNTY, KANSAS)

RECEIPT OF ADDENDA

Proposers shall return this form when submitting their proposal as part of Volume III – Contractual. The form shall be signed and dated by an authorized representative of the firm. Failure to submit this form may deem the Bidder non-responsive. As additional addenda are issued by, please notate date received below.

We hereby acknowledge that the Addenda noted below have been received and all information has been incorporated into the Invitation for Bid as required.

Addendum #1 dated September 28, 2021 Date Received _____

Addendum #2 dated **October 12, 2021** Date Received _____

Addendum #3 dated _____ Date Received _____

Company Name _____ Date _____

Address/City/State/Zip _____

Authorized Signature _____ Printed Name _____

Telephone _____ Fax _____ Email _____