



## Request for Proposals

### Subsidized On-Demand Transportation Services

The City of North Liberty (CNL) is requesting proposals for the provision of a demand-response transportation service, as outlined in this RFP. Companies interested in submitting a proposal shall provide the following information in digital form by noon on mm/dd, 2018:

1. Name, address, owner, contact information for the company.
2. A short history and overview of the company.
3. A list of cities and any permits issued by said cities in which the company is currently providing transportation services and a summary of the services being provided in each city.
4. A statement or explanation of how the company plans to offer the services requested, with references to this scope and comments where the company feels necessary to refine, clarify, or recommend changes to points herein. If no modifications or refinements are deemed necessary by the company, a confirmation statement shall be included with the proposal.
5. A proposed rate structure, including a detailed summary of fee types (e.g. base fee, per mile fee, zone fees, peak time fees, additional passenger fee, vehicle size fee, other)
6. Current day rider fee schedule from the following point to point locations:
  - a. North Liberty Community Center to University Hospitals in Iowa City
  - b. North Liberty Community Center to North Liberty Food Pantry
  - c. North Liberty Community Center to the north entrance of Coral Ridge Mall
  - d. North Liberty Community Center to Johnson County Administrative Campus

Note: The above examples are from a central location within the City (North Liberty Community Center). This is not to be interpreted as the primary pick-up point for users of the service.

7. A statement identifying the maximum wait time for a rider when a request for a ride is made.

### PROPOSED SCOPE OF SERVICES

#### Description of the Project:

CNL is proposing to subsidize eligible residents' use of viable company(s) on-demand transportation services. The focus of the program is to assist eligible residents who may for various reasons, be unable to travel to important destinations in and near North Liberty for services defined in this scope.

**Eligible Residents:**

The initial target populations will be adult (over 18) residents of North Liberty who meet any of the following criteria:

1. Age 62 and older.
2. Low income individuals who meet certain state and federal guidelines. (Examples include WIC, SNAP, SSI, Section 8.)
3. Mobility impaired persons who are unable to drive permanently or who are temporarily restricted from driving based on a signed statement from a medical or other professional provider. (This group does not include persons who have had their driver licenses suspended as a result of illegal activity.)

Note: The eligibility requirements will be further defined as the City finalizes the rules for this program and develops an agreement with the awarded company.

**Operation of the Service:**

Eligible residents will be issued a photo ID by CNL. Riders will mention the CNL program when calling for each ride, and will show the card to the driver when the vehicle arrives.

The company shall ensure that a legitimate card is shown and that the picture on the card matches the rider for every ride. If counterfeit cards are detected they will be retained by the driver and the ride will be refused or paid for consistent with any other commercial ride policy. CNL will then investigate card misuse and take appropriate action.

**Rides Allowed:**

Services may be used for limited purposes within the CNL, western Coralville and Tiffin as identified on the map labeled Exhibit 1. The following list of allowed trip purposes is a general guide, and will be made clear to card holders:

1. Trips to and from the North Liberty Community Pantry.
2. Trips to and from grocery stores.
3. Trips to and from medical appointments.
4. Trips to and from financial institutions.
5. Trips to and from pharmacies, or suppliers of durable medical equipment.
6. Trips to and from the North Liberty Community Center and local government offices.
7. Intermediate pick-up to connect with other third-party medical transports from the Community Center or other locations which go to the UIHC, Mercy Medical Center in Iowa City and Veteran's Hospital.
8. Connections to other fixed-route bus services.
9. Group travel for any of the purposes identified above, generally limited up to 4-5 persons – limited by vehicle size and company vehicle availability. Parties need to travel both to and from the destination together.



**Special cases:**

From time to time circumstances very similar to but not exactly the same as those outlined above may arise. In those cases, the company will provide the ride as requested, one time only, and will review future instances with the designated CNL contact person.

**Wait times:**

The company shall not wait more than 5 minutes for a rider at any pick up or drop off location. In the event that the wait time exceeds five (5) minutes, the rider will need to call the company for a return ride. Alternatively, the rider may arrange in advance for the return ride, allowing sufficient time so that the company does not wait more than five (5) minutes for the rider. CNL will not pay for wait time over five (5) minutes.

**Reporting and Billing:**

The company will invoice CNL monthly and CNL will have thirty (30) days from receipt of invoice to make payment. In addition to the invoice, the company will provide to the CNL a summary spreadsheet including the following information:

1. Date and Time of Ride
2. Name of Driver
3. Name of Rider
4. Pick up and drop off locations of each trip.
5. Cost of each trip.
6. Distance of each trip.
7. Other information the provider is able to capture that which is in their usual scope of reporting services.

From time to time CNL may request more frequent statistics for specific circumstances, such as helping to track unexpected trip numbers or costs.

**Special Notes:**

CNL intends to evaluate the program after the initial ninety days (90 days) of implementation and every ninety (90) days thereafter.

Once a proposal is selected, CNL will develop a formal contract further defining the obligations and expectation of CNL and the selected company. Further, CNL will develop program rules for the implementation of the program.

CNL reserves the right to reject all proposals.



Exhibit 1

