

**TRANSPORT DC SERVICE RFA  
TRANSPORTDC2015-11-0002**

**Frequently Asked Questions**

1. Order Date; listed twice. See 5. Should it be Order Time?

**The order date should only be listed one time.**

2. Trip Type (*Project/Contract Name*); not sure what this is? Is it Transport-DC account number

**Trip Type should reflect whether it is a program trip or the various trip types your company performs and tracked.**

3. Customer Telephone Number; new field?

**Yes, this is a new field.**

4. Complete Customer Profile (*Wheel Chair, Walker, Visually impaired, etc.*) we do not store a customer profile and do not ask about any disabilities...ADA law. We note it in the record if they voluntarily give us that information. Are we now required to ask consumers this question?

**You should not be asking a customer's disability. However, if a customer requests a WAV or informs your company that they are visually impaired that should become part of a customer's profile and reported.**

5. Metro ID; Number of Passengers; Two different items listed...should it be Number of Passengers

**Yes, this should be two separate fields. One field should be Metro ID number and there should be a field for the Number of passengers.**

6. Order Status; Expected Pick Up Date and Time; These are three separate fields

**Yes, three separate fields.**

7. Expected Pick Up Address; There is only one pickup address field. There is no expected and actual

**Provide what you are able to provide.**

8. Expected Drop Off Address; There is only one drop-off address field. There is no expected and actual

**Provide what you are able to provide.**

9. Metro ID; Number of Passengers; Two different items listed...should it be Number of Passengers

**One field should be Metro ID number and there should be a field for the Number of passengers.**

10. Request Type (*reservation, etc.*); New field? Not a currently capture field

**Assistance needed in destination, assistance need due to crutches or visually impaired**

11. Vehicle Type; New field? Not a currently capture field

**Toyota Camary, Ford Fusion, Crown Victoria**

12. Customer Costs; is this the current Co-Pay field

**What the customer actually paid for service; This could be a co-payment.**

13. Flat Fare; New field? Is this the \$20.00 fare?

**This could be the fixed rate of \$33 or any other fixed fare rate service your company provides out side of the metered taxi rate.**

14. Trip Dollar Amount; Is this the metered fare?

**Yes. metered fare.**

15. Dollar Amount Paid by Client/customer; Is this the current Co-Pay field

**Yes. This could be the co-pay field if the customer paid it. For example, the customer cost could be \$5 dollars but only paid \$3 dollars or nothing at all.**

16. Ensure that participating WAV operators complete all requirements to obtain an Accessible Vehicle Identification (AVID) lice

**Any operator that operates a WAV must receive wheelchair accessible training. Currently DCTC is providing a WAV certificate. An AVID license will be issued once DCTC finalizes the document.**

17. Provide incentives to taxicab company WAV operators to obtain an AVID

**Companies should provide an incentive for operators to rent a WAV and to receive training. The incentive could be reduced rental costs and free WAV training for the operator.**