

AppalCART

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1. How many copies of the digital format would you like included with the 6 requested paper copies? **6**
2. How many vehicles are operating at peak service in the fleet on an average day of service? **See RFP for information regarding both systems.**
3. Is the lead agency able to provide a copy of:
 - a. North Carolina Operating Statistics report. **Yes**
 - b. **the Standard North Carolina Paratransit Planning data export**
4. Can a USB containing additional materials and videos be included with our proposal for better understanding of our software? **Yes.**
5. Does the price proposal need to be in a separate sealed envelope from the technical proposal? **No.**
6. Does this bid add onto or replace an existing software solution? If yes, which solution? **No. We have been using an Access Database created by us. The same is true for Ashe County Transportation Authority.**
7. Does AppalCART plan to leave the MDTs within the vehicles at all times, or bring them inside when they are not in use? **No.**
8. Do the current vehicles have any existing MDT's in them? **No.**
9. Do you want Proposer to do all the driver training or are we training the trainers? **Training the trainers.**
10. If training the trainers, how many of those are there? **10 for AppalCART. 6-8 for Ashe County Transportation Authority.**
11. How many depots do you operate? **1 for AppalCART. 1 for Ashe County Transportation Authority**
12. Do you have any subcontractors? **0**
13. Will AppalCART allow proposers to provide a demo of the software before awarding the contract? **Yes.**
14. Are there any interfaces required to external sources such as Medicare? If so, what other external sources? **No.**
15. Are there any special reporting requirements other than the ones requested? **No**
16. When would AppalCART want/expect to "Go Live" with software system implementation? **Fall 2017**
17. Will AppalCART be purchasing the vehicle mounts and tablets and providing in-vehicle installation or would AppalCART like those included in the bid? **Include in the bid.**
18. Does AppalCART have any Commuter Routes? **Not at this time.**
19. Does the service area encompass more than one county? If so, which counties? **This is joint RFP with Ashe County Transportation Authority. We need the ability to coordinate trips with them.**
20. Does AppalCART provide group trips? If yes, how many on average per week? **Sometimes. Not on a regular basis.**

Trip and Call Volumes

21. What are your current Rides per Hour (RPH)? **2.5 – 3.0**
22. What is your average trips per day? **See RFP**
23. What is the number of will calls weekly? **50**
24. What is the weekly average number of declined trips? **5**
25. What is AppalCART average number of one-way trips weekly? **410**
26. Does AppalCART provide subscription trips (standing orders)? If so, how many on average per week? **Yes. 30 trips per week (AppalCART).**

27. What is the number of Flex Routes (Deviated Fixed Route) per day and per week? 0 for AppalCART. 1 for Ashe.
28. What is the current size of your client population? 1600
- a. What is the growth rate? 5%
29. On average, how many taxi trips are used per day? 0
30. On average, how many calls will your call center handle?
- b. What is the peak number of calls handled per hour?

If IVR, Additional Questions:

31. Which of the following callflow applications are desired?
- c. Outbound Callflows:
- i. Impending Arrival Notifications
 - ii. Client No-Show Notification
 - iii. Night-before Trip Reminder (with or without option to cancel trips)
 - ~~iv. Eligibility Expiration Reminder~~
 - ~~v. iv.~~ Floodgate Messaging (broadcast message to callout list: service disruption, general information, etc.)
 - ~~vi. v.~~ Client surveys
- d. Inbound Callflows: All
- i. Trip Review and Cancel
 - ii. Trip Status (Where's My Ride?)
 - iii. Trip Booking Request
32. Is an IVR system currently in use by your organization? No
- e. If so, please describe.
33. How many inbound calls per day are anticipated? Less than 100 on a typical day.
34. What languages should be supported by the callflows? Spanish and English
35. Are notifications via email desired? Yes. Priced a la carte.
36. Are notifications via SMS desired? Yes. Priced a la carte.
- f. If so, does AppalCART have an SMS distribution service? No.
- g. An SMS Short Code?

No.