

CITY OF AURORA, ILLINOIS
REQUEST FOR PROPSAL 23-21
Senior Transportation Program

PROPOSAL FORM

Pricing - Fare Rate Structure, and Other Charges. The following fares shall be charged by the Proposer during the contract period:

CONTRACT

Fare Category:

Amount:

Base Fare

Variable

Other Charges (per ride):

Dispatch Coordination Calls

n/a

Ride Monitoring and Destination Confirmation

n/a

Ride scheduling/calling on behalf of program participants

n/a

Ride ETA notification/reminders via calls and texts to riders

\$2.20

Other _____

Ride Scheduling Call

\$3.30

Dispatch Coordination Service Fee

\$3.75

Other Charges (one-time fee):

Set Up Fee

\$1,000.00

Ride Cancellation Coordination Service

(only charged for rider no-shows or driver cancelations)

\$2.20

Rideshare Cancellation Fee

(only charged for rider no-shows or driver cancelations)

Variable

Rider Cancellation Software Use Fee

(only charged for rider cancelled/rescheduled rides)

\$0.35

Proposer will provide standard transportation

Yes X No

Proposer will provide accessible transportation

Yes No X

If Proposer cannot provide accessible transportation, is Proposer willing to sub-contract and/or coordinate requests for accessible transportation

Yes X No

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Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certification Permit No. Illinois E9996-0842-07.

The City of Aurora reserves the right to reject any or all Proposals, or parts thereof, and to waive any technicality, informality or irregularity in the Proposals received, and to disregard all nonconforming or conditional Proposals or counterproposals and to hold the best Proposals for ninety (90) days from the opening date set forth above. The City further reserves the right to award the Proposal to the lowest responsible Proposer whose offer best responds in

SUBMITTED BY

COMPANY: On the Go, a Division of Charitable Adult Rides and Services (CARS)

Appendix D

CITY OF AURORA, ILLINOIS
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Senior Transportation Program

Cost Proposal Explanation

Costs to provide six (6) roundtrip rides per month for fifty (50) older adult riders:

Total Base Fare:

Variable

The base fare is a variable ride share rate that depends on several factors such as the day of the week, time of day, distance travelled, duration of the ride, and demand in the area. On the Go will pass through the exact fare charged by Lyft or Uber to the City of Aurora.

Ride ETA Notification/reminders via Calls to Riders:

\$10,560

An outbound ride reminder phone call will be made to each rider to confirm their driver is enroute for each leg of a roundtrip ride. The average Ride ETA reminder call is 2 minutes at a cost of \$1.10 per minute; \$2.20 per call.

Calculations: \$2.20 per Ride ETA Reminder Call x 12 one-way rides per month x 8 months x 50 riders.

Ride Scheduling Calls:

\$7,920

An inbound ride scheduling call from the rider, caregivers, or program staff is handled by On the Go agents 7-days-a-week to schedule each round-trip ride. The average time for a scheduling call is three (3) minutes at a cost of \$1.10 per minute; \$3.30 per call.

Calculations: \$3.30 per Ride Scheduling Call x 6 round trip rides per month x 8 months x 50 riders.

Dispatch Coordination Service Fee

\$18,000

Schedule and dispatch ride fee applied to all rides within 24 hours of the pick-up time. Schedule and dispatch ride fee covers all software use including creating monthly ride vouchers, maintaining rider profiles, enrolling new riders, creating monthly reports, and communicating with partner regarding any ride/client issues.

Calculations: \$3.75 per one-way ride x 12 one-way rides per month x 8 months x 50 riders.

Set-up Fee (one-time):

\$1,000

This fee covers all the following items: a) Load all approved riders into the scheduling platform and add data fields for reporting purposes. b) Establishing a dedicated toll-free phone number. c) Coordinating with City of Aurora on required rider information for enrollment, reporting and budget. d) Establish protocols for canceled rides and on-the-ground coordination when riders require additional support. e) Train partner staff on the use of online scheduling software and .csv templates as needed.

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Senior Transportation Program

Cost Proposal Explanation

Ride Cancellation Coordination Call Service **\$277.20**

(charged for rider no-shows or driver cancellations)

When a rider schedules a ride and is a "no-show," or when a driver cancels an outbound call is made by On the Go to confirm whether the rider still wants a ride. The ride will be rescheduled per request of rider. The outbound Ride Cancellation Coordination Call takes an average of two minutes at a cost of \$1.10 per minute; \$2.20 per call. On the Go's cancellation rate is among the lowest in the NEMT industry. Three percent (3%) of all rides are canceled on average annually.

Calculations: \$2.20 per Ride Cancellation Coordination Call x 126 rides (3% of 4,200 total one-way rides)

Rideshare Cancellation Fee **Variable**

(charged for rider no-shows or driver cancellations)

When a rider schedules a ride and is a no show, driver cancellation or cancels within 30 minutes of a scheduled pick-up time a variable cancellation fee is charged by rideshare. On the Go's cancellation rate is among the lowest in the NEMT industry. Three percent (3%) of all rides are canceled on average annually.

Rider Cancellation Software Use Fee **\$294.00**

(charged when a rider cancels a scheduled ride outside of 24-hours of the pick-up time)

When a rider cancels or changes a scheduled a ride more than 24-hours before the scheduled pick-up time a cancellation fee of \$0.35 is charged. The average rider cancellation/reschedule rate is 20% of all scheduled rides.

Calculations: \$.35 per canceled ride x 840 rides (20% of 4200 total one-way scheduled rides)