Demand Response / Contractor Review Survey

CTA – 2018 Demand Response Passenger Count

Mobility Pax Oct 1 - Sept 30, 2018				
	Wheelchair	Walker	Special Needs	Ambulatory	Total
ADA	903	312	1,741	2,401	5,357
Handy Rides	286	262	-	119	667
Hancock Seniors	101	632	123	8,940	9,796
Harrison ADA Plus	501	39	216	799	1,555
Harrison Seniors	1,507	1,715	1,572	14,302	19,096
Jackson ADA Plus	426	96	73	770	1,365
MHA	-	-	-	2,609	2,609
Totals:	3,724	3,056	3,725	29,940	40,445

Project Review Questions:

1. How long has your company been in operation?

2. What types of transportation service does your company provide?

3. Does your company provide service along the MS Gulf Coast?

4. Do you have an office on the MS Gulf Coast?

5. Do you have vehicles stationed along the MS Gulf Coast? - If so, how many?

6. How many trips do you currently provide annually?

7. How many, and what types of vehicles make up your current transportation fleet?

8. If you were to provide Demand Response service for CTA, what types of vehicles would you use?

9. Are you registered with the Harrison County Motor Vehicle For Hire Commission, MDOT or USDOT?
   - If not, what employee regulations or procedures do you have in place?

10. What makes up your current dispatching operation? - How many dispatchers?

11. What software do you use to handle your dispatching?

12. Do you have vehicle-tracking software in place?

13. What type of radios do you currently use?

14. How many drivers do you current have within your company?

15. What type of screening process do you use when hiring drivers?

16. Do you currently conduct random FTA regulated drug/alcohol screening within your driver pool?
    - If so, how often?

17. What system would you have in place to insure that the required level of service is provided?

18. If you were awarded the contract to handle Demand Response service for CTA, how long would it take for you to begin service?

2018
Emerging Leaders Academy

Outsourcing your Demand Response... Will it benefit your transit agency?

Presented by Chris Forét

Coast Transit Authority
Gulfport, MS