

DFHV Centralized WAV Dispatch Questions (from 08/27/20 Central Dispatch RFA Pre-Application Conference):

- 1. Is it an absolute that only DFHV Licensed Taxicab Companies can apply for the grant?**
 - Yes, the funding opportunity is for companies that hold Taxicab Company Operating Authority per regulatory guidance of Title 31. DFHV does encourage strategic partnerships between taxi companies and TNC/Technology companies, and/or other partners that will make the program successful.

- 2. The grant awardee may not be a current TDC service provider but through winning this grant may qualify as a TDC service provider?**
 - Correct, the prerequisite is that the awardee will be taxi company, but the awardee does not need prior experience as a TDC provider.

- 3. Does/will the Central Dispatcher become a TDC provider as well?**
 - Yes, the Centralized Dispatcher is considered a TDC provider. This funding opportunity is only for the WAV requests portion of TDC. While not required, the Centralized Dispatcher can be an existing TDC provider.

- 4. The document first describes the Centralized WAV Dispatch as solely for WAV trips under the TDC program. It is later noted in the RFA that in 2nd Quarter FY2021 WAV trips for other grants and non-grant (private paid trips) would be brought under this centralized service. Does this program intend to replace WAV service offered and provided to the general public by approved taxicab companies with the City-wide funded WAV centralized service?**
 - DFHV envisions that the TDC Centralized Dispatch will also be made available for other DFHV/publicly funded programs.
 - DFHV also envisions that Centralized Dispatch infrastructure will also accommodate private pay requests for WAV rides (e.g., residents, commuters, tourists, etc.) in FY21.
 - Taxicab companies are not precluded from filling other WAV rides that may come to them directly, for example other contract work that a company may have.

- 5. Will all non-company owned registered and operating WAVs be mandated to join the centralized service or is it voluntary?**
 - DFHV does not have a mandate to have all WAV operators join the Centralized Dispatch at this time.
 - DFHV expects that providers will use the total reimbursement rate of up to \$50 to offer ride reimbursements and incentives to make centralized dispatch attractive to WAV operators and companies with WAV vehicles.

- 6. Will current TDC service providers be mandated to register their owned and associated WAVs to the centralized dispatch service to remain as an approved TDC service provider?**

- No, current TDC providers will not be mandated to put their vehicles on centralized dispatch.
- 7. Page 3/37 mentions a DC Taxi Industry Co-op. This entity no longer exists.**
- Correct, that language merely is quoting a chapter heading of Title 31 that still references to the Taxicab Industry Co-Op.
- 8. What is the expected maximum “wait time” for a dispatched WAV under the centralized program’s service performance guidelines?**
- DFHV is striving for 30 minutes or less for “wait times”. DFHV is aiming to improve on that standard for an overall lower average wait time.
- 9. The document states that the centralized program is proposing to pay the awardee \$50 per WAV trip which is at least \$15 more than the current payment reimbursement with driver incentives. Are the quoted trip reimbursement figures accurate?**
- Yes, the \$50 reimbursement is correct. Page 15 of the Request for Applications (RFA), details the costs that the provider must cover from the reimbursement including: driver pay, incentives, reimbursement, and operational costs.
- 10. The program sets aside \$100,000 for start-up costs and the requirement is that the awardee must operate the dispatch process on an existing DTS platform. Can the awardee use those start-up funds to pay for the services of the agency’s designated Integration Hub technical team for API integration services?**
- Any work needed from DFHV staff or DFHV vendors will be provided without charge by DFHV. If the provider wants to retain services of contractors or consultants separately, those costs would be the responsibility of the awardee.
- 11. Does the centralized dispatcher get all TDC trips reimbursed at \$50?**
- Only WAV TDC trips that are completed via the Centralized Dispatch will be eligible for \$50 reimbursement. All other requested trips will fall under existing grant terms, conditions, and reimbursement rates.
- 12. Will \$50 be a flat reimbursement amount or will it float upwards or downwards dependent on conditions?**
- The Centralized Dispatch provider will receive the full \$50 for each completed ride (\$28, trip reimbursement, \$17 incentive payment and \$5 passenger co-pay).
- 13. Is it expected that the Centralized WAV service will evolve into the City-wide dispatch service for all DFHV grant programs in the future?**
- Yes, DFHV envisions that the Centralized Dispatch infrastructure will service other DFHV and publicly funded programs in the future. Plans to incorporate other programs will be made in the future.
- 14. Can multiple TDC service providers submit a single application for the Centralized WAV service with a designated technology platform that is not their approved DTS?**

- DFHV strongly encourages partnerships for this program. A grantee can choose to work with any number and type of partner entities (technology companies, DDS companies, DTS companies, other taxi companies, etc.) to design their project. Applicants can propose solutions other than their DTS as long as all the grant requirements are met.
- There will be only one award for the Centralized Dispatch provider to a single entity. The awardee is accountable for the terms of the program, and will invoice and receive payments for services. The awardee will be responsible for coordination of any partners.

15. Document says the committee will select “one or more” grant recipients for the Centralized Dispatch program. How would multiple grant recipients work for a centralized service?

- There will be one award for Centralized Dispatch. The awardee is encouraged to partner with other entities (technology companies, DDS companies, DTS companies, other taxi companies, etc.) to design a project.

16. Page 14/37: the agency is requesting real-time access to the dashboard that the awardee uses to dispatch and monitor trips. Is this request for access to the awardee's full dispatch system or can this requirement be met by providing real-time access to the Centralized WAV service?

- DFHV will only need access to centralized system as it reflects and is responsive to TDC program. DFHV will not need or seek access to overall (non-DFHV funded) dispatch operations.

17. All data collected or created by the dispatch service will be considered property of the City and DFHV. I assume the data being referred to is only data related to the Centralized WAV Dispatch service

- Correct, this applies to data for operations and delivery of the Centralized Dispatch system and rides, but not to any provider's overall business.

18. Will all non-company owned WAVs be required to be a part of Central Dispatch?

- DFHV does not have a current mandate to have WAV operators join Centralized Dispatch. The provider should provide an incentive structure, for drivers and other companies, that makes joining the Centralized Dispatch attractive.

19. Will those incentives be laid out within the RFA?

- Applicants should propose their plans for incentives in the application.

20. What is the requirement for current ways to track mileage within the TDC program?

- Taxi meters approved by DFHV currently track trip mileage for the TDC program.

21. Is the requirement for only DTS Meter's and not inclusive of “App” based tracking?

- DFHV requires that all taxi trips run on meters. However, an applicant may propose other technology that supports the program, such as e-hailing or dispatching technology.

22. Will AWS requirements for a record locator be waived for e-hailing?

- The AWS system for voice calls only generates record locators for voice phone calls. DFHV will not require record locators for e-hailed trips.

23. Can we discuss the limit of access to Event Hub referred to within RFA?

- DFHV collects in real-time the locations and availability statuses of all DC taxis while they are on duty. DFHV will provide access to the real-time locations and availability statuses of the WAVs and drivers participating in the centralized dispatch program while on duty. The grantee will not have access to the data of vehicles and drivers not participating in the centralized dispatch program.

24. Is there a list to cross reference eligible trip takers and whom are eligible TDC customers?

- DFHV receives a list from WMATA monthly that provides eligible TDC customers. The relevant data is currently shared with TDC providers and will be shared with the awardee.
- The list of eligible TDC customers is uploaded to Salesforce and DFHV will work with the awardee to access and reference the complete list.

25. Are there any payments for cancellations or no-shows?

- No, DFHV will pay based on completed trips. A provider may choose to offer a no-show or cancellation reimbursement as part of their incentive structure.

26. Will rides originate and end in the District?

- Currently, the TDC program is only for trips within DC's borders.
- When other programs get added to Centralized Dispatch, the prevailing rules of those program will apply.
- When private pay trips are added to the Centralized Dispatch, the prevailing rules of reciprocity will apply.

27. Is there an estimate on the potential split between on-demand and pre-book trip requests and how will those trip requests function with the vision of Central Dispatch?

- TDC does allow for pre-booking. For dialysis trips, passengers may book up to 1 week in advance. For all other trips, passengers may book 24 hours in advance.
- Generally, approximately 75% of TDC trips are on-demand/ASAP requests.

Questions submitted after the 08/27/20 Pre-Application Conference:

28. Can a provider/taxicab company submit more than one grant application or proposal?

- If an applicant has two significantly different proposals, then DFHV will accept two applications. For example, if a taxicab company is planning separate proposal with two distinct programmatic concepts to implement the project, this would be acceptable. Technical support can be provided by either Zoomgrant's help desk or DFHV's Administrative Officer.

29. Can any Transport DC trip provided by a WAV be reimbursed at the \$50 rate identified in the RFA?

- No, only Transport DC trips that serve a passenger who uses a wheelchair or other personal mobility device and needs a ramp or lift to enter and exit the vehicle are eligible for the \$50 reimbursement rate under the RFA. Grantees who misrepresent WAV passengers in reporting or invoicing may be conducting fraud and misrepresentation pursuant to 31 DCMR §§ 511 and 816.

30. Is it acceptable to propose two components that would remain separate – the DTS meter for distance tracking and calculation of the taxi fare, and a separate component or application for dispatching, fare payment, notification of cash payment, navigation, etc?

- Yes, applicants can propose two components but must use a DFHV- approved DTS meter for distance tracking. For Transport DC trips a flat fare is used, but for private-pay trips the calculation and payment of the taxi fare must comply with 31 DCMR § 801. The applicant must make any necessary additional components and technology (eg software and tablet) free to drivers.

31. What is the expected volume of non-Transport DC WAV trips in DC each year?

- The number of non-Transport DC WAV taxi trips varies by month and by year and DFHV does not forecast the volume of trips. A general estimation from limited historical data (pre-COVID) is that about 60% to 70% of WAV trips occur under programs like Transport DC and Senior MedExpress, and 30% to 40% are private-pay customers.

32. The RFA states that we must "demonstrate live service within 14 days from grant award with an initial group of drivers". Can you please provide additional information on the expected date of award so we can better understand the likely initial launch date?

- The date of award is dependent upon the review and selection process and DFHV cannot definitely state an award date, however, the expectation is that applicants will be notified about the results of the review process in mid-October.

33. The RFA requires all dispatch services to be free to drivers of WAVs. For non-TDC WAV dispatching, is it assumed the centralized dispatcher would collect the typical \$2 telephone dispatch fee?

- Yes, and applicants should include in their application if the \$2 dispatch fee will go to the driver, the dispatching company, the centralized dispatcher or be split.

34. Per page 10 of the RFA, DFHV requires DTS providers to report trip, location, and availability data to DFHV through the agency's Integration Data API. Will DFHV accept offers that propose to provide data in a regularly accessible and configurable data analytics portal, along with regular data reports through xls or csv?

- The applicant may also submit data in a data analytic portal but must ensure that centrally dispatched trips are reported through a taxi's DTS to the agency's Data Integration API ("Event Hub").

- Per the RFA, page 12: “Trip records are recorded by the taximeter and submitted to DFHV’s Event Hub by the Digital Taxi Cab Solution.”
- The centralized dispatcher will have to find a way to “update other DTS providers’ trip data for trips dispatched as part of this project” even if the centralized dispatcher is not a DTS. (quoted text from page 13 of the RFA).

35. Would DFHV clarify the requirement around providing Driver Face ID information with each trip record?

- Driver Face ID information is required as part of the Trip Record; per the RFA “The data standard for a complete trip record submitted by the DTS is available here:” <https://dctcdata.portal.azure-api.net/>.

36. Will DFHV extend the RFA application deadline from September 21 to September 28?

- The deadline will remain September 21, 2020 at 5pm EDT as stated in the RFA and published in the DC Register.

37. Is the \$10 pandemic driver incentive for Transport DC wheelchair passenger trips going to discontinue once Centralized Dispatch starts?

- Yes, as the RFA states on page 16, a \$5 driver WAV trip incentive is included as part of the overall \$50 reimbursement rate; however, note the responses to questions 38 and 39 below.

38. Does DFHV define the driver incentive structure under centralized dispatch?

- No, but as the RFA states on page 9 “The applicant must propose what incentives will be provided [to the driver]– **both as a baseline and performance-based** (e.g., additional financial incentives, specifying amounts for a minimum number of hours signed on to centralized dispatch, performance-based incentives for good response time, or incentives for late night or East of the River trips).”
- Applicants are also encouraged to consider non-per trip based incentives such as “driver of the month/year”, bonus pay or gas cards for good response times or being signed onto dispatch for a minimum number of hours, etc.

39. What do drivers currently get for WAV trips under Transport DC?

As the RFA states on page 9:

- “WAV drivers receive approximately \$23 per WAV trip under Transport DC currently (\$5 from passenger, \$5 wheelchair-passenger incentive and \$13 from the provider)” (pre-pandemic rate).
- “The centralized dispatcher must use the per trip reimbursement rate for the driver incentives to ensure an adequate supply of WAV drivers to meet the response time of 30 minutes.”