

Trip Connect RFQ Questions and
Answers

1. Do I (transportation provider) have to reside in Johnson County to operate the service?
 - a. No, it does not matter where the operator lives or is primarily located. Operators must be able to provide services within Johnson County, Iowa.

2. Is the service open to the public?
 - a. Yes. Contractor will provide trips that originate or terminate in the service area defined the service map. **All trips must stay within the geographic boundaries of Johnson County.**

3. Will the rider pay for the ride and how will that be collected?
 - a. Riders are expected to pay a \$2 fare each way. Employers are encouraged to purchase fare vouchers to distribute to their staff.
 - b. Operators must have a payment system that can accommodate multiple methods of payment for passengers including cash, card, tickets and discounts.

4. Can a person use this service get to the new U of I facility in North Liberty?
 - a. Trip Connect is primarily open to Johnson County residents over 18 years of age traveling to or from employment, childcare and/or post-secondary education within the defined service area Appendix A. Trips to medical appointments or other essential needs will be secondarily considered by the Contractor, as long as it does not interrupt the Contractor's ability to serve the primary needs.

5. Will respondents to the RFQ get feedback for the RFP?
 - a. Questions and Answers collected during the RFQ phase will be shared publicly. There is no scoring or awarding at the RFQ phase.

6. Who will hold the contract with the provider? ECICOG or Johnson County?
 - a. Johnson County

7. What are the expectations after the pilot? Will the service continue and become permanent. Wondering if we should invest in new vehicles or not.
 - a. The goal is to provide a long-term service but the decision to continue service beyond the pilot will be dependent on several factors including ridership, community support and funding availability.

8. What does pre-scheduled mean?

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- a. Pre-scheduled means riders have the availability to make trip reservations in advance.
9. What are your hours of operation?
- a. Currently, these are desired hours of operation. These are subject for adjustment:
 - 10:00 pm - 11:30 pm Sunday
 - 6:00 am - 8:30 am Monday - Friday
 - 5:30 pm - 11:30 pm Monday – Friday
10. Will the county be purchasing transportation software for the pilot?
- a. No
11. What is your expectation for marketing?
- a. We expect the operator to collaborate with the County on marketing, outreach, and communication of the Trip Connect service.
12. Regarding the bullet point “Make all data reporting, service statistics, and financial information pertinent to the service available to Johnson County and the public.” What is meant by public?
- a. By providing a service with state and federal funding all service data becomes public record. Data and financial information related to the service will become available to public upon request.