	UBER	LYFT	10/10 TAXI; SUPER TAXI	TRANSPORTATION PLUS
CUSTOMER ACCESSIBILITY AND CUSTOMER EXPERIENCE/ SATISFACTION:				
Is app required to access your service?	Yes	No. Customers can use our service through our Concierge product which allows a third party to dispatch a vehicle on the Lyft platform. In several pilots, we have set up call centers as well.	No, we do not require an app, but it is an option through our zTrip app. We also have live dispatchers working 24/7 to book rides; are booked via the web; requesters can upload trips into our system from formats like Excel or delimited text files (ideal for large amounts of next day trips). We have a specialized group working in our dispatch center 24/7 who handle all trips related to ADA, Paratransit or NEMT.	No
How are your customer-facing web pages and apps for accessibility for visual and developmental disabilities?	Riders who are blind or low-vision: With VoiceOver iOS, Android TalkBack, and wireless braille display compatibility, the Uber app makes it easier for riders who are blind to get from A to B at the push of a button. Riders who are deaf or hard of hearing: Audio is not needed for full functionality of the Uber app. Assistive technology such as visible and vibrating alerts can help riders use the Uber app easily, and in-app features, such as the ability to enter destination, can facilitate non-verbal communication between the rider and driver. App accessibility certification: The Uber Rider app is monitored and tested regularly by internal resources and by AudioEye, Inc., a 3rd-party provider of accessibility testing and monitoring. The AudioEye certification process involves automatic and manual testing with the goal of meeting Web Content Accessibility Guidelines (WCAG) 2.0 Level AA Standards. Read more here.	Our web pages and app are built with best practices for accessibility.	Adequate. And if challenges arise, we recommend calling our 24/7 dispatch support. Our dispatchers are experienced and trained call takers. Our dispatch system also can establish standing trips (i.e., to work 5 days a week, or recurring medical appointments). The system pulls up a recent trip history for ease of booking trips to frequent destinations and allows trips to be made up to 2 weeks in advance.	We are launching a new website and app that will be fully accessible.
Do your apps allow integration? (i.e., Could we design a system where the customer can see status of a connecting trip, or pay for both trips?)	Uber allows for app integration in certain cases. See more here.	We have done integration with other apps, but it requires a partnership.	Yes, our app allows for integration. You would not necessarily want or be able to pay for multiple trips at once. However, it can be done, with a per mile factor in price it may not be ideal. When plans change as when a rider pays for both trips, but doesn't take both legs of the trips there can be significant issues with billing. (Especially if Metro Mobility is paying for no shows.) We may need more information to understand the specific features Metro Mobility is looking for. If by connecting trips you are implying that going to the pharmacy and then back home is one trip then there is a decision that has to be made. The only way we would consider that one continuous trip is if wait time was added for the duration of time spent inside the pharmacy; $8.75 for every 15 minutes. Typically, it is less expensive for Metro Mobility to subsidize one ride and the wait time is a cost to the passenger just like	Yes

			excess miles. This may not be the most desirable option with public transportation in mind, and you might choose to treat each one as one trip.	
Will your drivers escort door-to-door and assist with bags or mobility devices, when needed/ appropriate?	Uber drivers typically remain in or very close to their vehicle. They do not go into rider's homes. Many drivers assist riders with bags or mobility devices. All Uber drivers are independent contractors who make their own decisions about the best ways to provide service. Uber provides educational material to drivers highlighting situations where special accommodations are needed.	Our current service does not escort through door. Our drivers assist with bags curbside.	Yes, we currently do this for NEMT transportation and drivers are trained to do so whenever it's required. We prefer if this can be indicated when the trip is booked so that the driver is aware of when it is needed and avoids offering unneeded assistance when it is not desired (to avoid offending a customer).	Yes
How do you track and report customer complaints to your partner agencies?	This is an important part of all Uber partnerships; and tailored to meet each partner's specific goals. Uber solicits feedback from riders and drivers after each trip via two-way rating system. Our customer support addresses complaints from riders and drivers, and the complaints are provided directly to partner organizations. We work with them on program changes and improvements.	We report as desired and per a partnership agreement.	We share all information, however the partner agency prefers. In most cases the partner agency is acting as the broker for the trips and as such the recommended course is that customers contact them about complaints. If the partner agency doesn't broker the rides and just sets up an account we share all complaints received with them (typically weekly). Our system generates a complaint ticket for all complaints that goes to all local managers via email for follow up.	We maintain a "Customer Care" database which documents every instance and then follow up is made directly to our partner agencies when appropriate.
How are trip denials handled? How about customer no shows?	If a rider or driver cancels, Uber connects them with the next available, closest rider or driver. We expect drivers using the Uber app to comply with all relevant state, federal and local laws governing transporting riders with disabilities, including service animals. Once a driver arrives at the pickup location, a rider has 5 minutes to get to the car or they are considered a "No Show" and the driver may cancel and move on to the next trip.	Drivers accept rides, so we do not have "denials". No shows can incur a small fee. This can be modified in a partnership model.	A lot of the trip denials depend upon the partner agency's preference. For next day trips this is typically not an issue as we have time to plan, however the standard policy is either trip denial 24 hours before the trip or by a specific cutoff time established for this situation. ASAP trips or "ride now"/on-demand trips might be denied when the estimated time to pick up arrival is too long. Usually the information is relayed to the passenger and they can decide if they want to cancel. Customer No Shows happen and it is part of the business we operate in. Unless the partner agency wants to pay a small amount for no shows we typically don't charge anything. If a passenger has frequent no-shows we track and report them to the agency. Beyond that it comes down to the partner agency's preference. For a legitimate no-show we require the driver to be on site for 10 minutes (GPS tracked) with no communication or response from the passenger, and they must attempt to check in with dispatch.	Rides are denied for non-payment, abusive behaviors, history of no shows, and in times of capacity issues due to poor weather. Customer no shows are tracked and may be used to restrict future service or only allow for "Will Call" pickup requests.
SERVICE REQUIREMENTS/ MEETING DEMAND				
In a time of workforce shortages, how does your agency ensure peak demands for service will be met?	Uber communicates regularly with drivers about periods of high demand, whether this it's a large event, bar closing, or bad weather. Uber also allows for dynamic pricing, which helps riders to get a ride when they need it, even in periods of high demand.	Our Primetime pricing incentivizes drivers to drive at peak times and brings more drivers onto the road when needed. We also offer incentives to drivers at times we anticipate high demand.	Due to the nature of our drivers being Independent Contractors and not hourly employees they are free to choose the hours that they drive. All drivers are highly focused on operating at the most profitable, or busiest hours, and naturally gravitate to these times. This allows us to cover peak demand	We limit all new immediate requests for service or only non-contractual requests depending on the circumstances.

			efficiently. If allowed by the partner agency we have 2 other fleets operating in the metro area under our brands for SuperShuttle and Execucar which we can offload overflow trips to when needed.	
VEHICLES/FLEET				
How do you serve non-ambulatory passengers?	All vehicles on the Uber app can accommodate a foldable wheelchair.	We are doing several pilots around the country where we partner with services designed specifically for non-ambulatory passengers.	Currently we only have ADA wheelchair capable vehicles in our SuperShuttle Fleet. We use these as needed, however, none of our current contracts transport non-ambulatory passengers. We can acquire ADA wheelchair vehicles quickly if there is on a reliable basis. Nationally we have over 1000 such vehicles in operation in other markets and our training, safety, and dispatch staff are experienced in serving non-ambulatory customers.	Wheelchair accessible ramp vans and lift buses
What percentage of your fleet is lift-equipped?	Uber does not track the number lift-equipped vehicles on the Uber app in Minnesota. Uber is a technology company that owns an app allowing riders to connect with drivers. Uber does not own or operate a fleet of vehicles. Uber drivers use their own vehicle to provide rides through the Uber app.	It is hard to say since our drivers come and go from the platform frequently and bring their own vehicles.	3% of our total fleet that operate under the SuperShuttle Brand.	7% of our fleet is wheelchair accessible meaning either a ramp or lift equipped.
How are vehicles identified to customers as available to persons with disabilities, assistance animals, Mobility devices or tie-down equipment?	Riders can expect all vehicles requested through the app will accommodate service animals and foldable wheelchairs.	Our app has a Mode that describes this in areas with active pilots.	Most customers call or book rides via phone dispatch, web or app. When this occurs, the trips are only offered to the vehicles that have the capability to transport the trip (ex. wheelchair accessible). Dispatch staff will communicate expectations to the customer when their specialized ride is available. All vehicles are always available to anyone who can use them (by federal law). This includes service animals or any other ambulatory trip including any mobility device such as a walker.	State of Minnesota DOT number is affixed to every vehicle. Wheelchair accessible vehicles are decaled with
How do you ensure the vehicles are safe and reliable? Do you review maintenance records? Inspected?	In the Twin Cities, Uber is required to collect proof of a vehicle inspection from all drivers. Uber drivers are required to have a vehicle inspection conducted annually. All vehicles are required to be 10 model years or newer or have 150,000 miles or less at their annual vehicle inspection.	Vehicles must meet safety and age requirements to be on our platform.	All vehicles for specialized transportation go through a yearly DOT inspection. We own the vehicles and have a rigorous preventative maintenance and inspection program in-house. We track all maintenance, data and actions which is information that can be made available to our partner agencies as required.	Ongoing Preventative Maintenance and Repairs Do you review maintenance records? Yes Inspected? Yes
Do you share vehicle tracking information (GPS) with partner agencies for customer complaint resolution?	Uber has an obligation to protect the privacy of riders and drivers, including account and trip information. In certain circumstances, when investigating issues, Uber provides information to partners or law enforcement, but is always in strict adherence to our privacy policy.	We share information with partners based on our partnership agreement. All of our current partners are pleased with the level of information we share.	Yes. As well as for any other reason partner agencies might want GPS information on our fleet.	Yes
FARES/PAYMENT				
How are apps modified to display the subsidized fares (rather than the whole fare) to the customer?	This depends on the type of partnership/ promotion between Uber and partner organization. For example, if a partner provides riders with ride credits, the regular fare will be displayed, but the payment will	The app shows the subsidized fare automatically.	Regardless of app, phone or web booking, and whether the passenger, agency or caretaker etc., book the ride, once it is booked under the account the contracted rules for that account apply. For example, our typical price	Our technology allows for "split fares" which can be configured on a per account/partner agency basis

	come from the credits instead of the rider's credit card. If a partner provides a dollar or percentage discount, the discounted rate will be shown in the app before the ride is requested.		is $10 for the first 5 miles and $2 each additional mile after that. Comparing to current same day premium model our contracted rules would be like the passenger pays $5, Metro Mobility pays $15 and then the passenger pays excess. Our standard pricing would be set up to charge the passenger $5 for the first 10 miles (a $20 value) then $2 each additional mile. We then invoice Metro Mobility for the $15 per trip, but include the information about the trips so that data about overall mileage is always available. The passenger sees only $5 amount until they exceeded the subsidized threshold and then would see increases in $2 increments. The system is dynamic and adjustable for any account or agreement, so whatever the partner agency and 10/10 Taxi agree to will always be in effect on these rides. We can program our system and app to reflect whatever payment agreement is in place and what the passenger and driver need to see for each particular specialized contract.	
About 1/3 of MM passengers consistently pay cash. Have you made any exceptions to your no cash policy for unbanked customers?	Payment through the Uber app is a safety feature that benefits both riders and drivers. Uber rides can be paid for via gift cards that can be purchased online or with cash in large retail stores.	We can use prepaid debit cards or the Concierge system described above.	Yes, we always accept cash in vehicle, as well as any credit or debit card.	We do not have a no cash policy.
Do any of your public private/partnerships include fare payment integration?	Most partnerships include a payment structure where a rider is charged the subsidized rate, and the driver is paid the full rate. Uber pays the difference to the driver and invoices partner organization on a monthly basis.	Not seamless integration. We can address this specifically with MMTF.	In some of our other markets they do, not in the Twin Cities metro area currently.	Yes
If your service utilizes pre-paid cards, can they integrate with our region's Go-To Card?	This is something we can explore, but will depend on the specific functionality of the Go-To Card.	I need more information on Go-To Card.	Yes, on pre-paid cards. However, no company would be able to use the current Go-To Card as is currently operated by Metro Transit without special equipment provided by Metro Transit. The Go-To Card operates on a Closed Loop System. This system is not a merchant system, and according to Metro Transit only the specific equipment provided by Metro Transit can interact with the Go-To Card. Some transit agencies have moved to an open loop system, if Metro Transit ever choose that option then we could integrate. The only other option would be installing readers (like the ones on every bus) in every vehicle.	Yes
DRIVER TRAINING				
Do you have Special Transportation Services (STS) certified drivers?	Drivers who partner with Uber may have additional certifications, but the STS certification is not required for rideshare drivers in Minnesota	We may, but again, our drivers are typically regular folks who bring their own vehicle/skill set to the platform.	Yes, NEMT qualified drivers. State fingerprint background checks, Drug testing, DDC course certification from the National Safety Council, ADA training, HIPIAA and all other requirements.	Yes
Are drivers trained to utilize tie-downs and assist with mobility devices?	Uber drivers in MN are not required to receive training related to using tie-downs because this is not applicable for the Uber products currently available in Minnesota. However,	Our WAV partners are.	Those who drive vehicles capable of transporting these devices go through additional training.	Yes

	drivers do assist riders with mobility devices such as foldable wheelchairs, walkers, canes, etc.			
How would you administer unique training requirements that may be required under separate agreement?	Uber can inform drivers about partnerships and policies through different mechanisms. These are tailored to meet the specifics goals of the partnership.	We have methods of training and on-boarding drivers at the start.	For drivers who participate in rides generated by the partner agency we will have them complete whatever training is required. We have E-learning platforms and classroom training depending upon the requirements. Through our parent company resources, we have virtually every possible training course that may be required available to us as we operate everything from busses to taxis all over the US and Internationally.	We have an in-house Special Transportation Services Certified instructor.
How do your policies prevent discrimination based on location\perception of "bad neighborhood" or average rider rating?	Uber conducts trips in every zip code in Minneapolis and Saint Paul daily. It is unacceptable for Uber drivers to refuse to provide services based on race, color, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under federal, state, or local law. Actions like these may result in permanent deactivation of a driver's account. In addition, it is not acceptable to discriminate based on a rider's destination.	Yes. Discrimination of this kind is against our policies and we have been recognized widely as brining mobility service to formerly underserved communities.	We have incentives for drivers who accept rides in locations that are tough to cover. We NEVER rate our riders. We do prioritize account trips. And to be quite honest a large part of our traditional taxi business (non-contract) and NEMT business occurs in the areas perceived as bad and which typically are underserved by TNCs.	Drivers are not allowed to refuse service based on location. If a driver is deemed to be discriminating based on location, disciplinary actions are taken including but not limited to contract termination.
SAFETY / SECURITY INCIDENT RESPONSE REPORTING AND TRACKING				
How is vehicle location data monitored (GPS)? Is there a centralized dispatch or control center that knows the location of the vehicles?	Yes	GPS of passenger and driver is monitored through the app constantly. We have a Trust and Safety center in Nashville, TN.	The GPS is tracked through tablets locked into each taxi. Each tablet is uniquely coded to the vehicle, and anytime the tablet is active GPS is available. There is a centralized dispatch that knows the location of all vehicles, and area management also can access the system and locate vehicles.	GPS
How are drivers communicating with law enforcement or emergency medical personnel if needed?	In case of an emergency, riders and drivers are instructed to contact local law enforcement.	They contact Trust and Safety or contact law enforcement directly if need be	The first natural option is to use their cell phone to dial 911. But in our system on the tablets locked in to each taxi we have an emergency button that immediately alerts dispatch. Dispatch will try to contact the driver immediately as well as send an alert to all local managers. If the driver does not respond to dispatch they immediately contact police and proved the GPS location. Additionally, local management and dispatch send a fleet wide message and try to get to the scene to assist in any way possible.	Yes, 24/7

Each vehicle is equipped with an alarm that the driver can initiate which will notify our dispatch center of an issue. The dispatcher or driver then contact the appropriate parties based on the circumstances. |
| How are incidents and accidents reported, tracked and shared with the transit agency? How do you track and report customer complaints to your partner agencies? | Uber solicits feedback after each trip via two-way rating system and puts in place specific reporting structures based on the goals of individual partnerships. Uber's customer support team receives feedback from riders, drivers, and partnerships and addresses complaints. In certain circumstances, when investigating issues, Uber provides information to partners or law enforcement, but is always in strict adherence to our privacy policy. | Trust and Safety

As desired per a partnership agreement. | Typically, there is a specific accident form that the agency requires to be filled out. We always do this form as well as our own. We use a system called WebRisk for all accident reporting and tracking for all our fleets. This is updated within 24 hours of an accident occurring. We upload any documentation related to an accident into WebRisk for future reference if needed. We would report any accidents to the partner agency within 24 hours or less, and provide any information out of WebRisk ongoing. In some cases, partner | All incidents and accidents are compiled in a risk management system and reports are made available to partner agencies as needed including per occurrence notifications.

We maintain a "Customer Care" database which documents every instance and then follow up is made directly to our partner agencies when appropriate. |

			agencies have required us to report via their risk management systems electronically and we can do that as well. Typically, our partner agencies provide a path for complaints that goes directly to them and will contact us for resolution. We track and report any complaints we receive and would openly share with the partner agency.	
Do you carry liability and insurance coverage required as standard in Council contracts?	We maintain the requisite insurance as required for Transportation Network Companies in the state of MN.	We carry very substantial insurance	Yes, and specifically to the limits desired by the contract. We also will produce Certificates of Insurance (COIs) that list the Council as Additional Insured and as a Certificate Holder. Insurance includes auto and liability, but also General Liability that covers the Council at gap points such as entering/exiting the vehicle.	Yes, we have a fleet wide commercial insurance policy with limits greater than as required by the Council.
MBTA partnerships (Uber/Lyft)				
How is a shared-ride model implemented with the MBTA the Ride pilot (Uber/Lyft) (i.e. when a certified customer requests a ride, does the driver pick up other riders? Do the other passengers have to be certified? Or can they be general public?	This depends on the type of product that a rider uses. A MBTA/Uber ride for uberPOOL allows for the rider to reserve 1 or 2 seats in a shared car; if using uberX, up to 4 seats can be used. When a rider requests a driver, s/he receives a rider's name and location through the app, and the driver confirms passenger information at pick up.	In this model, it is not a pooled ride, so for that particular trip, only the Ride rider would be picked up.	10/10 Taxi does not currently have an MBTA contract. However, we do provide shared ride on NEMT transportation. Our SuperShuttle fleet in MN does shared ride to and from the MSP airport. We use routing software like the Trapeze software used by Metro Mobility. Currently we use TransiTrak for the taxi fleet routing, and a proprietary program called SDS for SuperShuttle. Both programs use algorithms and trip information to route shared ride trips efficiently.	NA
According to the website, MBTA ride service area is covered under the Uber/Lyft pilot program. Does this include rides with service protected by federal regulation (ADA, FTA)?	This question is best answered by MBTA.	Lyft only serves ambulatory passengers in that particular pilot.	For 10/10 Taxi: When the ride is booked it would be under the specific account for Metro Mobility and all drivers qualified and taking the rides would know that it is subsidized.	NA
Are ADA rides treated differently?	This question is best answered by MBTA.	Lyft only serves ambulatory passengers in that particular pilot.	(No answer was provided for this question.)	NA
Are drivers informed of the certified status of the customer and whether it is a subsidized ride?	No	The drivers take these rides just like any others.	For the certified status it depends upon the preference of Metro Mobility and the booking process: If riders are qualified and allowed to contact 10/10 Taxi directly for rides and use the service we can create unique PIN number or similar that is required to be entered on the credit card machine to allow the ride to be on the Metro Mobility account. If all rides are brokered through Metro Mobility, then offloaded to us, we would rely on these riders being already certified by Metro Mobility.	NA
REGULATORY COMPLIANCE AND CONSUMER FRAUD Identity validation				
How do you ensure the person eligible for the service is the person being transported?	Uber rides are requested via a personalized individual rider account. The account holder applies for the MBTA partnership and is approved. MBTA then provides Uber the list of approved account holders and Uber unlocks their account as eligible for the program.	The person will have the app/phone matched to their identity. In the case of Concierge, the third party is verifying identity.	If riders are qualified and allowed to use the service and Metro Mobility allows the customer to book the ride, we can create unique PIN number or similar that is required to be entered on the credit card machine (just like you would enter a PIN for a transaction at a retail store) to allow the ride to be on the metro mobility account. It is also possible through our TransiTrak routing software to capture the rider or caretaker signature (sign	We have developed an integration with Metro Mobility where we pull down all authorized ride information into our system to ensure eligibility.

			on glass technology). This system also time stamps points in the ride such as pick up arrival time, pick up departure time and drop off time. Additionally this allows us to generate trips sheets that we can provide to the partner agency.* *(Yes, this question and the previous were answered in the very same way.)*	
Data Sharing				
What is organizational policy on data sharing with partner agencies? The Met Council is a public agency and needs to ensure transparency and accountability.	Data sharing is an important part of every partnership and is customized to meet each partner's goals. For example, Uber shares monthly a dataset with MBTA that includes every previous month's RIDE trip, including the RIDE customer ID, trip time, rider/MBTA billed amount, and the pick-up and drop-off zip codes. Uber will not, provide partners with rider's or driver's personally identifiable information or other data that is confidential, proprietary or a trade secret.	We share data to meet FTA requirements and share additional data with partners such that all of our partners have been satisfied to date	We are accustomed to data sharing requirements and can meet them as a contract requires. Typically, our partner agencies are granted full access to all our system data on request or on regular reporting intervals.	We allow for 100% data sharing to our partner agencies. This includes annual onsite audits of all data and reporting requirements.
EMPLOYEE TESTING/SCREENING				
Does provider comply with FTA requirements of public transportation: FTA Drug and Alcohol screening, post-accident testing, and other Safety Sensitive requirements?	This is not required for ridesharing in any city in Minnesota.	We operate under the Taxi Exemption since this is a user choice.	Yes, but it would be important to note and make sure the Met Council is aware that any vehicle in the US that has a capacity of 7 or less does not have the FTA requirements. Only some of the FTA requirements apply to 8-15 capacity vehicles and only 16+ capacity vehicles have all the FTA requirements. These requirements need to be written into any contract if you want them to be mandated by the provider.	Yes
Are drivers subject to DOT physicals?	This is not required for rideshare drivers in any city in Minnesota.	We operate under the Taxi Exemption since this is a user choice	No, in MN this is only required for Limos and vehicles of 8 or greater capacity. Anything smaller is deemed a taxi and subject only to municipal laws, not state. DOT physicals are easy and inexpensive to get (they are a drug screening and eye exam essentially), so if required in the contract drivers doing these trips would acquire them.	Yes