

Pilot Assessment Criteria

Assessment Criteria
Wait times from booking
Walking distance to stops
Travel time to destination
Connectivity to other service
Perception of safety
Adaptability to Use
Ease of Use
Perception of service model
Willingness to pay for improvements
Vendor Performance
Transit Customer Facing App functionality
Operator Facing App functionality
Administrative Dashboard functionality
Responsiveness of technology
Reliability of technology
Reporting capabilities
Accessibility compliance and features
Coverage standard
Productivity standard
Ridership
Financial
Resource allocation
Vehicle kms
Utilization kms