

# Example Request for Proposal Language for Accessible Transit Technology

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## Introduction

In early 2019, the Michigan Department of Transportation awarded a grant to the Regional Transit Authority of Southeast Michigan to pilot an innovative technology solution that would allow users to manage and book paratransit rides across the region more accurately and expediently.

Feonix - Mobility Rising was honored to take the role of project integrator to deploy the technology and coordinate the deployment of services with the riders and transit agencies.

As part of the project, we at Feonix had the opportunity to work hand in hand with Menlo Innovations and two different technology companies to take standard transit apps and mold them into accessible applications based on user experiences and testing.

What follows in this document is suggested text for any transportation agency to include in their future requests for proposals for passenger facing technology for requesting rides. This is intended to serve as a guide, or even a starting point. Please feel free to review/add/edit with your team and legal/procurement offices.



## Suggested Text for Including in RFP Document

To ensure that our services and technology are designed to meet the needs of all community residents, we require that all vendor applications and websites used for scheduling and booking rides must be designed for accessibility, so that the needs of people with disabilities are specifically considered. This requirement must be the top priority during app and website deployment, but also during regular maintenance. Accessibility must be maintained in response to updates pushed by the vendor or required by iOS and Android native features. The technology must undergo automated and manual user testing regularly using standards established in Web Content Accessibility Guidelines (WCAG).

More information about WCAG may be found online at <https://www.w3.org/TR/mobile-accessibility-mapping/>

As part of the RFP process, a select group of riders will test and score the accessibility of the app or website based on the WCAG principles:

- Perceivable
- Operable
- Understandable
- Robust

The passenger app will be tested on iOS and Android to ensure the following functions are fully accessible:

- Creation of an Account
- Searching for Ride Options
- Booking a Ride
- Paying for a Ride with a Credit or Debit Card
- Canceling a Ride
- Reviewing Scheduled Rides
- Closing the Application

In addition, as part of the RFP, the vendor must include a toll-free phone number to a help desk that provides technical support to riders. Issues reported must be ticketed, numbered, and designated a status (open, in-progress, closed, or NA). These must be reported monthly to the monitoring agency.

Vendors are required to submit their accessibility testing and maintenance plan with the proposal.