# 12 questions to ask any community transport software supplier

Take this into the demo. A good answer shows you the feature working with your own kind of journey. A vague answer, or "we can do that manually", usually means your coordinator will be the one doing it.

## PLANNING THE DAY

- [ ] **How does your system work out a pickup time?**
  Ask them to book a real journey in front of you. Is the time calculated from road travel times, or typed in by a person?
- [ ] **How do you choose which driver to send?**
  Does it check availability, distance, the vehicle and expired documents, or does staff pick from a list?
- [ ] **What happens on a minibus run when someone is added?**
  Does it suggest the stop order and check seats and wheelchair spaces?

## DRIVERS AND PASSENGERS

- [ ] **Is there a dedicated driver app, and does it work without a signal?**
  Rural lanes and hospital car parks lose signal. What does the driver see then?
- [ ] **Can passengers, family and carers see journeys and pay online?**
  Which payment providers, and is it included or extra?
- [ ] **How do you keep vulnerable passengers safe?**
  Protected addresses, passengers who must not travel together, safeguarding alerts.

## COST AND CONTRACT

- [ ] **What exactly are we paying for, and what makes the price go up?**
  Members, vehicles, staff logins, bookings or journeys? Are there caps?
- [ ] **What does setup cost, and who travels where?**
  Set up days, training days, travel and server costs all add up.
- [ ] **Can we try it with our own records before we sign?**
  A free trial with your data tells you more than any demo.

## DATA AND SUPPORT

- [ ] **How often is our data backed up, and how fast can you restore it?**
  Ask when a restore was last tested, and whether each organisation has its own separate database.
- [ ] **How often do you release new features, and can we read the notes?**
  Ask to see the release history, not just the promise.
- [ ] **How do we get help, and how do we move our records in?**
  Phone, chat or tickets? Can you import our spreadsheets and history?

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