

Agreement for the Paratransit and Microtransit Software



OVERVIEW – CURRENT ENVIRONMENT

- Trapeze Group (Trapeze) software is used for OC ACCESS scheduling, route optimization, dispatching, and customer data repository.
 - **Use of Trapeze software includes several modules, installed across 25 application servers maintained by Orange County Transportation Authority (OCTA) staff and requires multiple software licenses per server and user, which are renewed annually.**
- The OC ACCESS eligibility software, provided by MTM Transit, LLC (OCTA's current eligibility determinations contractor) is used for processing, tracking, and monitoring customer applications.
 - **Requires manual data entry into Trapeze software by OCTA staff.**
- OC Flex software is offered and operated through a Software-as-a-Service (SaaS) solution provided by First Transit, Inc., the OC ACCESS and OC Flex operating contractor.

NEW SOFTWARE – OPERATIONAL BENEFITS

- Replaces three products with a single integrated SaaS solution that provides automated scheduling, dispatching, and eligibility management.
- Offers faster deployment, lower upfront costs, and automatic updates, with reduced maintenance costs compared to onsite software.
- Expected to reduce staff time for server maintenance and software patches, while eliminating the need of OCTA's current servers.



NEW SOFTWARE – CUSTOMER BENEFITS

- Consolidates all OC ACCESS services into one application, with the ability to integrate with the OC Bus app.
- Offers flexibility for other services like Same-Day Taxi and Senior Mobility Programs to use the software at an individual service scheduling and dispatching level.
- Allows riders to schedule trips via website, app, or by phone, with visibility of all transportation service options available based on their unique eligibility profile and travel pattern.

PROCUREMENT PROCESS

- The Board of Directors (Board) approved release of the Request for Proposals C-4-2258 and evaluation criteria on July 8, 2024
- A pre-proposal conference was held on July 16, 2024
- Seven proposals were received
- Evaluation committee consisted of four members
- Evaluate proposals, interview firms, and requested Best and Final Offers from all firms

SHORT-LISTED FIRMS

- Ecolane USA, Inc. (Ecolane) – Wayne, Pennsylvania
- RideCo US Inc. (RideCo) – Los Angeles, California
- Spare Labs Inc. (Spare Labs) – Vancouver, BC, Canada

EVALUATION CRITERIA HIGHLIGHTS

Qualifications of the Firm

- All firms demonstrated positive references and experience working with large transit agencies.

Staffing/Project Management

- All firms proposed experienced project managers with relevant experience.
- Spare Labs demonstrated a higher level of preparedness with a project team experienced in transitioning from the Trapeze system with transit agencies similar in size to OCTA.

Work Plan

- All firms proposed a cloud-based solution to meet OCTA's paratransit and microtransit service scheduling and dispatching needs, with web-based platforms for accessibility.
- Spare Labs offered a fully integrated system with advanced AI-driven tools that enhance operational efficiency.

Cost and Price

- All firms submitted firm-fixed prices for project implementation, based on per-trip rate.



COMMITTEE RECOMMENDATION: SPARE LABS INC.

- Met all requirements and proposed future enhancements, ensuring a robust and adaptable platform for operational effectiveness.
- Has successfully implemented over 400 transit services, including paratransit, microtransit, and on-demand platforms.
- Proposed a highly experienced project team, including a project manager with over ten years of relevant experience.
- Proposed a clear, well-defined timeline supported by strong change management strategies to ensure a successful and timely transition.
- Solution consolidates several services onto a single unified platform.
- Live demonstration showcased a seamless integration across all services, including an efficient eligibility management tool.

STAFF RECOMMENDATIONS

- Approve the selection of Spare Labs Inc. as the firm to provide the paratransit and microtransit software.
- Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-4-2258 between the Orange County Transportation Authority and Spare Labs Inc., in the amount of \$1,166,555, for a two-year initial term with one, five-year option term to provide the paratransit and microtransit software.