TRC | TOPEKA METRO

Powering the next generation of on-demand microtransit for Topeka Metro

TRC Response to RFP TM-22-01
Submitted August 17, 2022

James Cox
Chief Executive Officer

Dick Alexander
VP of Business Development

The Routing Company
48 Grove Street, Suite 201
Somerville MA 02144
513.325.0225
bd@theroutingcompany.com

TRC

Section 1: Cover Letter

The Routing Company
48 Grove Street, Suite 201
Somerville, MA 02144
bd@theroutingcompany.com

Topeka Metropolitan Transit Authority
Attn: Richard Appelhanz
201 N. Kansas Avenue
Topeka, KS 66603

Re: TRC Cover Letter for RFP TM-22-01

August 17, 2022

Dear Mr. Appelhanz and the Metro Evaluation Committee,

The Routing Company (TRC) is excited to submit this proposal to partner with Topeka Metropolitan Transit Authority (Metro) to implement a comprehensive on-demand microtransit solution. TRC's Pingo platform is built for transit, offering our industry's highest volume microtransit ridesharing through our robust rider, driver, and agency dashboard interfaces. TRC's official company mission is "a community of any size, in any place, with any resources, can meet the transportation needs of its people". This is more than just words on paper - it is our north star for the products we build and the services we operate. One of Metro's goals in launching this on-demand service is to expand service options and provide better service to customers currently served by underused fixed route buses. This is not only a vision we commend, but one our platform will deliver.

Our plan is to provide Metro with our three core platform components: (1) *Ride Pingo*, our rider app that enables users to request and pay for on-demand trips and includes our *Transit Connect* feature that will guarantee real-time connections to your 12 fixed-route bus services; (2) *Drive Pingo*, our driver app that provides dynamic scheduling and turn-by-turn, hands-free navigation; and (3) *Agency Dashboard*, our online full service command center that will allow Metro to plan, manage, improve, and report on your services. This includes standard NTD reports as well as useful ad-hoc reports that will effectively inform Metro staff to make data-driven planning decisions.

The Pingo platform has been proven in deployments around the world as reliable, scalable, easily maintained, of excellent quality, and easy to learn and use. First launched in 2020, it is the successful combination of our Co-Founders' state-of-the-art microtransit optimization algorithm developed through years of advanced research at the Massachusetts Institute of Technology (MIT) and our leadership's prior experience in building ridesharing solutions across the world, including UberPOOL and UberBus. Our core routing engine is unique from our competitors because it was designed from its inception as an on-demand transit algorithm - not as a modified ridesharing engine. As

such, it is unprecedented in its scalability and productivity for shared rides in a mass transit environment. For Metro, this means more productive and efficient services including higher passengers per vehicle revenue hour, less SOVs and VMTs clogging your roadways, and less GHG emissions being pumped into your air.

An area we pride ourselves on, and which will no doubt be confirmed by our transit agency references when you contact them, is our commitment to providing the highest-quality, most professional customer services available. Our proposal is more than an off-the-shelf software solution. We are committed to a partnership that delivers at every stage of the project management process, starting with intensive pre-launch planning, training, and marketing. Ongoing dedicated support, utilizing a toolkit of best practices built from our previous microtransit deployments - in marketing, customer support, community relationships, and data analytics - will continue throughout the life of the contract.

Once again, TRC is grateful for this opportunity and excited to share our transformative platform with you. Working together, we are certain that TRC and Metro will fundamentally change your local transit for the better.

Both of us are authorized to negotiate on behalf of The Routing Company.

Sincerely,

James Cox
Chief Executive Officer
james@theroutingcompany.com
(415) 996-6678

Dick Alexander
Vice President of Business Development
dick@theroutingcompany.com
(513) 325-0225

TRC

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Section 2: Understanding of the Scope and Specifications

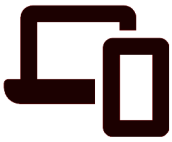
Summary of Metro's Core Project Goals:

	**Deliver a microtransit platform with automated scheduling, dispatching, & reservations.**
	Our easy-to-use Pingo platform will: • Enhance your passenger experience by allowing for app-based/mobile trip booking, fare payment, and real time vehicle tracking; • Delight your riders with convenient point-to-point services that take them exactly where they want to go, when they want to go; • Provide seamless connections to your 12 fixed-routes buses; and • Give Metro customers the ability to have a "one stop shop" experience and select other transit services with *Pingo Journey*.
	**Operate a scalable and nimble service capable of integrating real-time, dynamic technology based on demand.**
	Our Pingo platform was built to be nimble and scalable with minimal participation from TRC, meaning Metro controls when and how service is modified: • Our operations team's ongoing support and Dashboard's easily adjustable parameters allow Metro to monitor and scale service levels in real time; and • TRC's simulation tool will give Metro the information you need to boost or reduce on-demand transit service, when needed.
	**Launch microtransit services with easy implementation, quality ongoing maintenance support, and same day responsive customer service.**
	Our partners' success is at the center of TRC's success. We help transit agencies launch and maintain successful services with white glove support: • Our experienced launch team will deploy our proven two-month launch process for smooth delivery. We ensure you *develop your service right, the first time*; • TRC's operations team will make your teams' lives easier through our hands-on approach, from pre-launch planning to ongoing 24/7 data analytics, customer service, and marketing support; and • Our customer success team is available to riders directly in-app through Intercom
	**Utilize data that allows Metro to improve performance & efficiency.**
	TRC's Dashboard will enable Metro to track metrics and service performance for both historical and real time analysis. These include: • Standard NTD reporting; • Custom ad-hoc reporting for items like % trips using *Transit Connect*, Time of Day Analysis, and Share Rate; and • Weekly analysis reporting that will help optimize Metro fleet and labor capabilities.

TRC

The Pingo Platform

TRC's flexible solutions simplify the transit experience for riders, drivers, and the Metro team. Our rider-facing app, *Ride Pingo*, driver-facing app, *Drive Pingo*, and web-platform, *Agency Dashboard*, all provide simple and user-friendly interfaces that deliver easy access to TRC's powerful routing technology. We have built the Pingo platform around the following principles:



Availability

Download the Ride Pingo app on the App Store or Google Play and note the positive app reviews. For riders without smartphones, agency staff can book rides with our easy-to-use Agency Dashboard.

Accountability

After each trip, riders can leave feedback on their experience and rate their ride on a scale of 1 to 5 stars, allowing you to monitor and manage service quality.

Visibility

Riders can track every moment of their journey, from start to finish, directly in the Ride Pingo app, making finding their ride and getting to their destination a breeze. Similarly, agencies can monitor real time service and conduct historical analysis on the Agency Dashboard.

Flexibility

With Pingo, you can select a service to serve your unique objectives, allowing you to operate anywhere on the spectrum between fully fixed route and fully on-demand service.

Control

Your team can bring agency branding into the app, set service availability, rules, and price simply within the Agency Dashboard, and seamlessly make changes to keep your community moving.

Agency Dashboard Compliance with Part 1, Section 3.0:

General Specification	The software should be an internet browser/cloud-based SaaS with a minimum of 18 user accounts and compatible with widely available browsers, such as Google Chrome and/or Mozilla Firefox.	✓
General Specification	The software shall offer scalability of service, with the ability to modify existing zones and create new zones within and outside of the Metro service area. These functions must be available to the agency within the software.	✓
General Specification	The products shall include a dispatching function and mobile applications for vehicle operators and customers.	✓
General Specification	The software shall provide service performance reporting, such as ridership, schedule adherence/on-time performance, scheduling data, and other standard reports. Performance dashboards shall be easily accessible for all key performance indicators. The reports shall be exportable to an editable file format such as a comma separated value tables or Microsoft Excel. The system reports must have the ability to differentiate all service characteristics and performance by general on-demand and ADA paratransit passenger trip data.	✓
General Specification	The software shall provide a reporting system that meet National Transit Database (NTD) Federal Transit Administration (FTA) requirements of similar paratransit and on-demand services, despite whether FTA currently has Microtransit requirements. The reports shall be exportable to an interactive file format such as comma separated value tables or Microsoft Excel. The system will differentiate general on-demand, ADA paratransit passenger, ambulatory and other passenger, and all modes beyond fixed route trip data as needed. Provide an example of reports you've produced in the past for other projects.	✓
General Specification	The reporting system must allow user friendly ad-hoc reporting and query generation without the need for a programming specialist.	✓
General Specification	The software shall allow Metro administrators to modify or limit maximum vehicle passenger loads, as well as modify other load details like boarding order based on mobility devices and coordinate drop-off based on such ordering (dictated by vehicle)	✓
General Specification	The software shall include fare collection and monitoring systems, taking into consideration unbanked passengers and passengers without smart devices. This may include mobile ticketing or smart card fare payment options. Considerations shall also be made for tiered fares, including fares by zone and/or distance traveled.	✓

Customer Management	The software shall allow manual entry of information into customer profiles by agency staff. When entering data, the system shall alert the user if there is an existing customer account entry under the same name or address.	Willing to develop in collaboration with Metro.
Customer Management	The software shall allow the agency to create and modify accounts on behalf of customers.	
Trip Booking & Scheduling	The software shall allow trips to be booked only within predetermined scheduling windows, dependent on service area and service hours.	
Trip Booking & Scheduling	The software shall allow dispatchers to manually submit, modify, and cancel reservations as needed.	
Dispatching Interface	The software shall have a map-based user interface (using either Google Maps or Bing Maps) and shall display real-time vehicle location, vehicle number, vehicle speed, vehicle bearing, vehicle passenger load, schedule adherence, driver status, and vehicle status for staff viewing only.	
Dispatching Interface	The software shall include a searchable historical event log database. The database should include (but not be limited to) date and time, vehicle location, vehicle speed, passenger load, operator name, service/route name, and vehicle number. The database shall be exportable to an interactive format such as comma separated value tables or Microsoft Excel.	
Dispatching Interface	The software shall provide replay controls to view the entire sequence of reported events and locations for a given time period. Individual vehicle history reports must be available to Metro staff for a minimum of 365 days after revenue service is provided.	
Dispatching Interface	The software shall enable automatically generated operator itineraries for each service day, taking into consideration all recurring trip reservations and pre-scheduled reservations. The system shall optimize for least distance and travel time, based on the street network segment parameters stored in the system, and prioritize ADA paratransit certified passengers over riders of the general public. Trips to or from the same location should be grouped together when possible, rather than placing on separate vehicles simply to provide work to operators.	
Dispatching Interface	The software shall allow for specific vehicle assignments by service zone and accessibility need. Vehicles shall perform passenger boardings and alightings only within the designated service zone and not in alternate service zones. The software shall allow dispatchers to manually override this setting as circumstances dictate.	
Dispatching Interface	The software shall allow for time buffers between passenger boardings, allowing for additional boarding time for customers with special needs which may cause an extended boarding process, such as the use of a mobility device or service animal.	

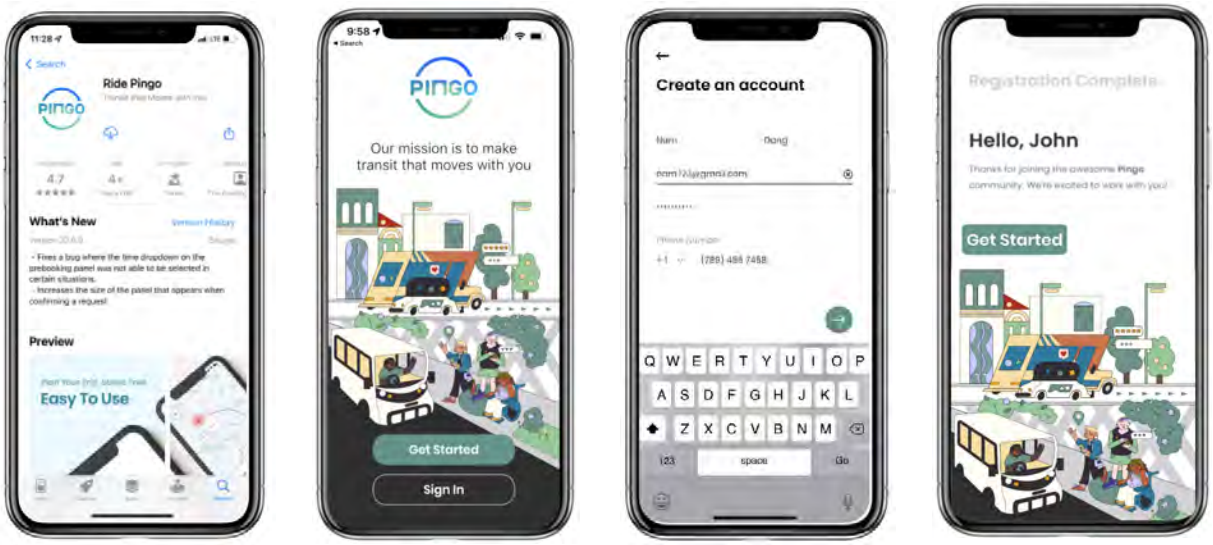
Collectively, this means you get the benefits associated with a trusted and familiar off-the-shelf app, but with the internal branding and design customization of a "white-label" app.

Getting Started

Riders can download the user-friendly Ride Pingo app for free on the App Store for iOS or Google Play for Android. Creating an account takes about two minutes and only requires the rider's name, phone number, email address, and a password. For added security, Ride Pingo then sends the rider a text message with a code to verify their phone number.

To promote accessibility for more riders, Ride Pingo comes in approximately a dozen languages including Spanish, Chinese (simplified), Arabic, and Ukrainian among others. Ride Pingo automatically adjusts to the user's in-app default language.

After creating their account and signing in, a rider can simply open the app to book a ride and begin a journey.

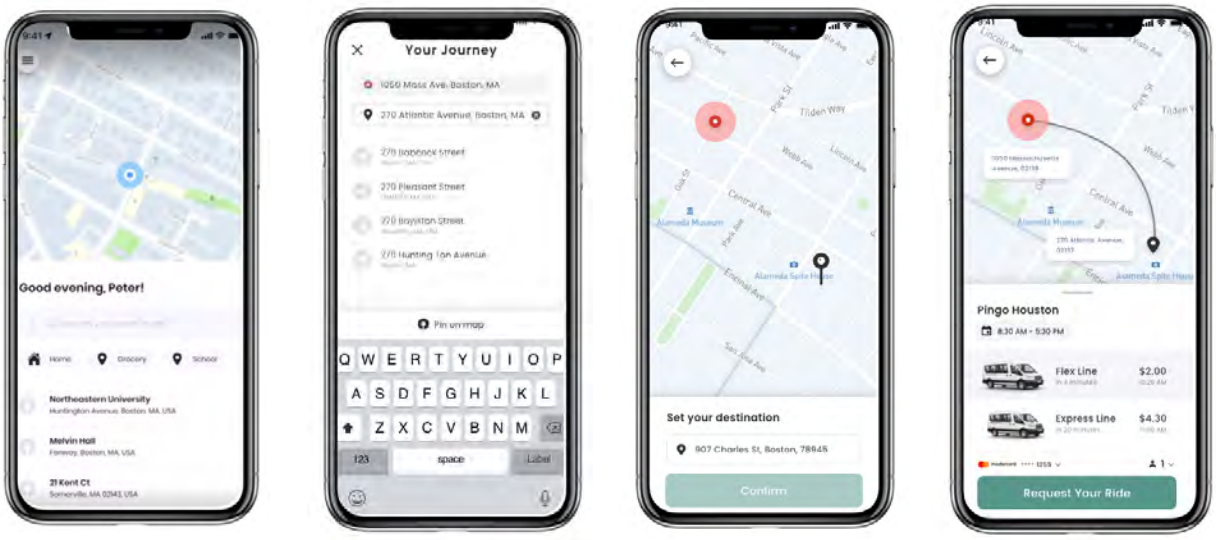


Booking a Ride

To book a trip for an individual or several passengers, a rider simply opens the app, enters a destination, and requests a ride. Rides can be booked both on-demand and up to seven days in advance. The home screen includes a local map with the rider's location, indicated by a red dot, along with a search bar below to enter a destination. To simplify booking, the app allows riders to pre-save favorite locations like their home, office, or school, as well as displaying recently selected destinations along with Metro-determined local transit hubs and attractions like the Kansas State Capitol or Topeka Zoo.

Riders can manually enter their destination, which is supported by an autocomplete feature that helps fill in and confirm the address, or select from a list of frequent destinations. Alternately, Ride Pingo allows customers to drop a pin on a destination,

allowing them to select directly on the map where they'd like to go. This process of selecting and confirming a destination takes only seconds.

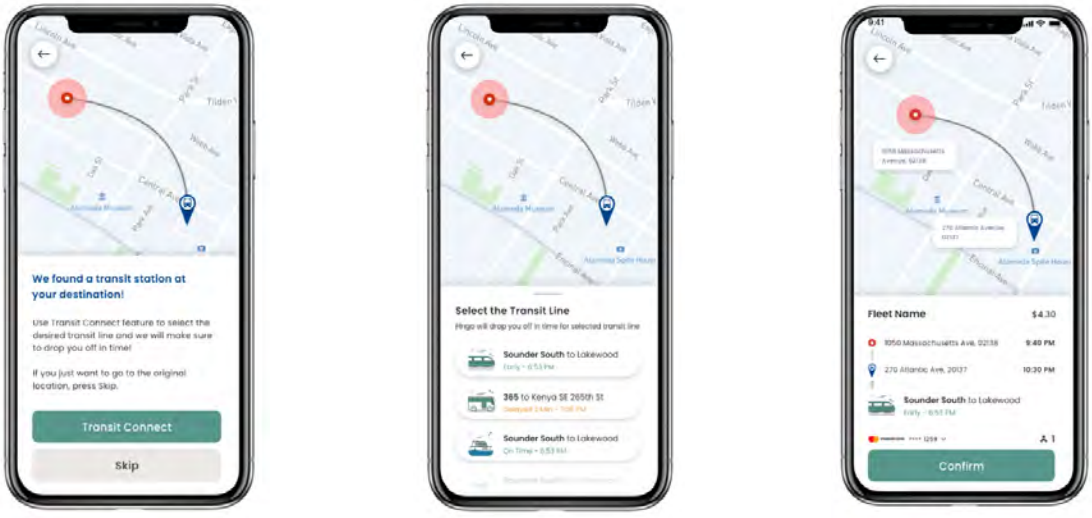


A rider can specify in advance if they are traveling with a mobility device like a wheelchair, bike, stroller, or even a service animal. Our algorithm then considers all available vehicle capacities and capabilities (i.e. if they are WAV) and the additional boarding and alighting times based on the rider's accessibility needs. The app then lets the driver know of the rider's accessibility needs in advance, to help them provide an excellent customer experience.

Once the rider confirms their origin and destination, pick-up time (whether now or in the future, i.e. booking in advance), how many riders are in their party, and if they have any mobility devices, Ride Pingo then provides on-demand transit options including fare and estimated pick-up and drop-off times. This process takes less than 15 seconds. The app automatically prevents customers from booking trips that fall outside of Metro-provided service criteria, including service areas, hours of operations, and minimum distance requirements.

Connecting with Transit

Ride Pingo is built to connect with fixed-route transit, particularly first and last mile service to nearby transit hubs. For example, when there are fixed-route bus services near a rider's destination, like Metro's 12 fixed-route networks whether it be the West 6th or Washburn lines, Ride Pingo's Transit Connect feature will ask the rider if they want to connect with an upcoming bus departure. If they say yes, Ride Pingo will show the upcoming departures near their destination, with real-time transit information backed by GTFS feeds. This ensures that riders will make their onward Metro bus trip. In our current deployments, Transit Connect has a 99.5% success rate in ensuring riders make their onward fixed-route journey. This success demonstrates **our ability to expand service options and provide better service to customers served by underused fixed-route buses. Our goal is to complement, not compete with, your fixed-route network.**



No Smartphone? No Problem

For riders without a smartphone, TRC offers a web booking platform (the Call Center), that allows agency staff to book a ride on their behalf. This call center functionality is further detailed in Section 2.1. Riders are provided with automated reminders via SMS notifications and phone calls. Lastly, riders can also call dispatch for updates as the call center can view real time vehicle locations.

Payment

To successfully book a ride, a rider needs to select a payment option. Riders can either pay in advance with a credit or debit card (including prepaid debit cards) in the app, or with cash upon boarding. Making sure our platform is cash-friendly is extremely important to us, as we want to ensure that the unbanked can still access on-demand microtransit services.

Using Stripe payment processing, Ride Pingo allows users to securely add and store their credit/debit card information. A user is free to delete their payment information whenever they like.

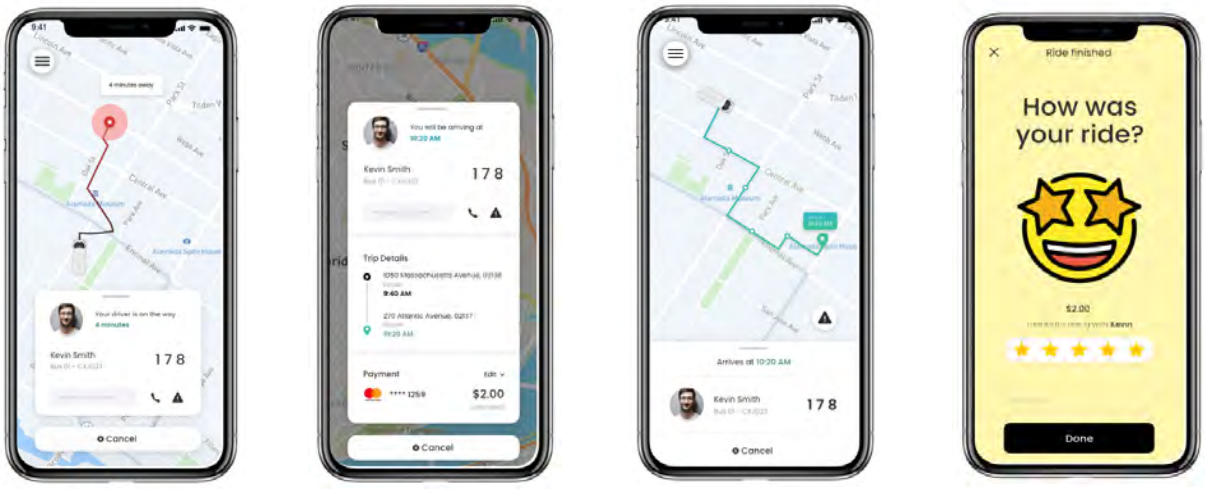
Our platform can also integrate with certain regional transit cards depending on which back-end provider Metro works with. Ride Pingo also allows coupon codes, which allows our agency partners to distribute special promotions or allocate to those who are eligible for free or discounted fares. Setting up the coupon feature is detailed in Section 2.1.

Pick-Up, Onboard, and Drop-Off

Once a driver has been confirmed, Ride Pingo provides the rider with real-time tracking of their driver's status, including live pick-up, wait, and drop-off times. Riders can easily see where their vehicle is on a map. Ride Pingo also provides a unique ticket number that the driver can use to confirm the passenger's identity. While Metro has requested that passenger names are provided, our standard practice is to use these three-digit ticket

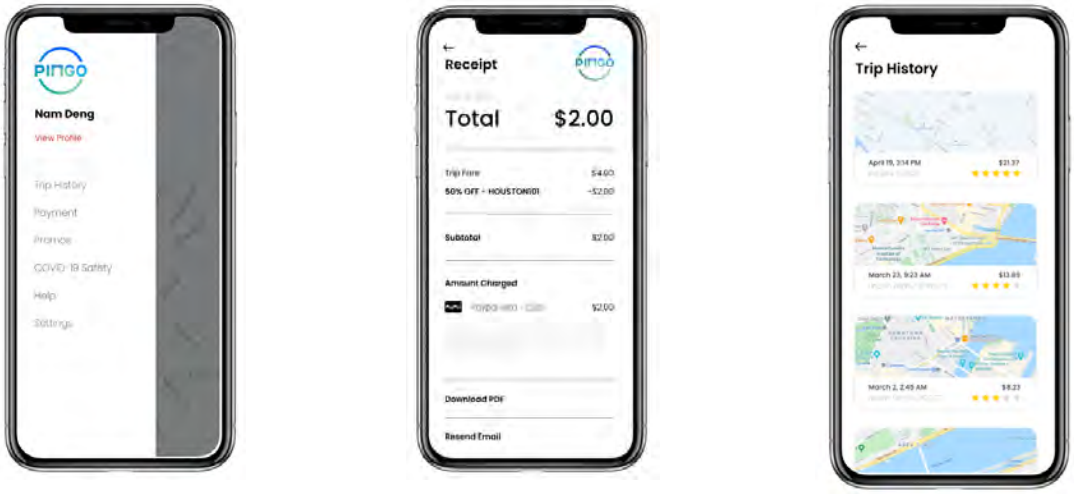
numbers instead of passenger names to protect passengers' privacy. Riders are also provided with the vehicle number (i.e. van #) or license plate.

Ride Pingo notifies a rider when a driver is five minutes and then two minutes away. These notifications can be delivered via in-app messages or SMS text. If there is an issue, the rider can either contact the driver or Metro dispatch, depending on whichever method Metro prefers. Once onboard the vehicle, users can continue to track the progress of their vehicle in real-time with drop-off times updated every 15-30 seconds.



After drop-off, Ride Pingo prompts riders to submit feedback on a five-star scale (with five being the best feedback). Separately, riders can submit written notes at any time. These are then promptly reviewed by our customer support team. Feedback can be on anything from app issues, log-in issues, etc. We take all passenger feedback very seriously and share relevant details with our agency partners (e.g. driver was speeding, vehicle smelled nice, etc.).

After completing a trip, a rider can easily view their trip receipt as well as entire trip history. This includes payment and other key data points like ratings.



Ride Pingo Compliance with Part 1, Section 3.0 Specifications:

General Specification	The branding and design elements of the platform shall be customizable to allow the Metro to incorporate unique marketing and branding characteristics into the customer mobile application.	
General Specification	The software shall include fare collection and monitoring systems, taking into consideration unbanked passengers and passengers without smart devices. This may include mobile ticketing or smart card fare payment options. Considerations shall also be made for tiered fares, including fares by zone and/or distance traveled.	
Trip Booking & Scheduling	The software must automatically process and schedule on-demand reservations within 15 seconds of request submission.	
Trip Booking & Scheduling	The software shall enable third party customer advocates, such as family members, social workers, or personal care assistants, to make trip reservations for the passenger.	
Customer Interface	The customer application shall be available for download from the Google Play Store and Apple App Store. The application shall be compatible for all Android and Apple devices. The app shall be available at no cost to the user.	
Customer Interface	The application shall allow customers to create and modify account details and store personal and payment information free of agency intervention.	
Customer Interface	The application must detect the customer's current location upon login.	
Customer Interface	Customers must be able to select boarding and alighting locations by either entering a street address into a search bar, searching for a Point of Interest, directly selecting locations displayed on a map, placing a pin on a map, or by using the customer's current location. Information should not be case-sensitive.	
Customer Interface	The customer application shall display a map showing the current location of the requested vehicle, estimated time of arrival for pick up, and descriptive information about the vehicle such as vehicle number and vehicle make or model prior to the passenger boarding. While a trip is in progress, the customer application shall display estimated time of arrival to the destination and current vehicle location. Only the first name should be provided to the passenger.	

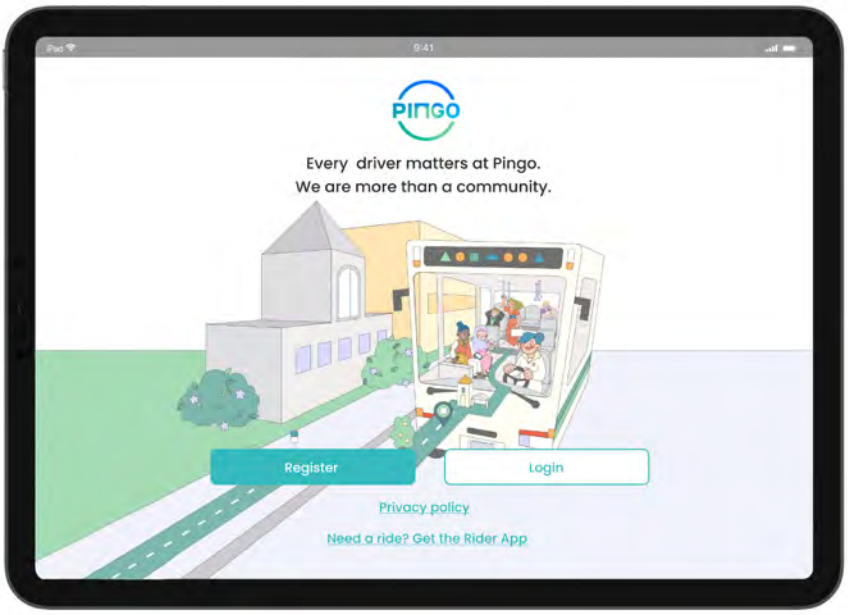
Customer Interface	Once a trip is scheduled, the customer application shall provide step-by-step travel instructions for customers, including walking directions to/from the boarding and alighting locations.	
Customer Interface	If enabled by the customer, the application shall send messages to the customer's mobile device as certain thresholds are met, including the day before a scheduled trip, an hour before a scheduled trip, and as the on-demand vehicle approaches the boarding location, including (but not limited to) push notifications, SMS text messages, e-mails, and IVR telephone calls.	
Customer Interface	The customer application shall allow customers to book reservations by desired arrival or departure times.	
Customer Interface	The customer application shall prevent customers from booking trips that do not meet predetermined service criteria, including trips booked outside of a service area or span of service, or trips that do not meet minimum distance requirements.	
Customer Interface	The customer application shall be translatable into multiple languages.	

2.3 Vehicle Operator Interface: Drive Pingo

Drive Pingo is TRC's state-of-the-art on-demand microtransit driver application. The app presents drivers with an intuitive overview of upcoming pick-ups and drop-offs, turn-by-turn navigation, and updates with the most-efficient routes based on new passenger bookings. Drive Pingo is designed to be clear, user-friendly, and comes in English, Spanish, and nearly a dozen other languages.

Getting Started

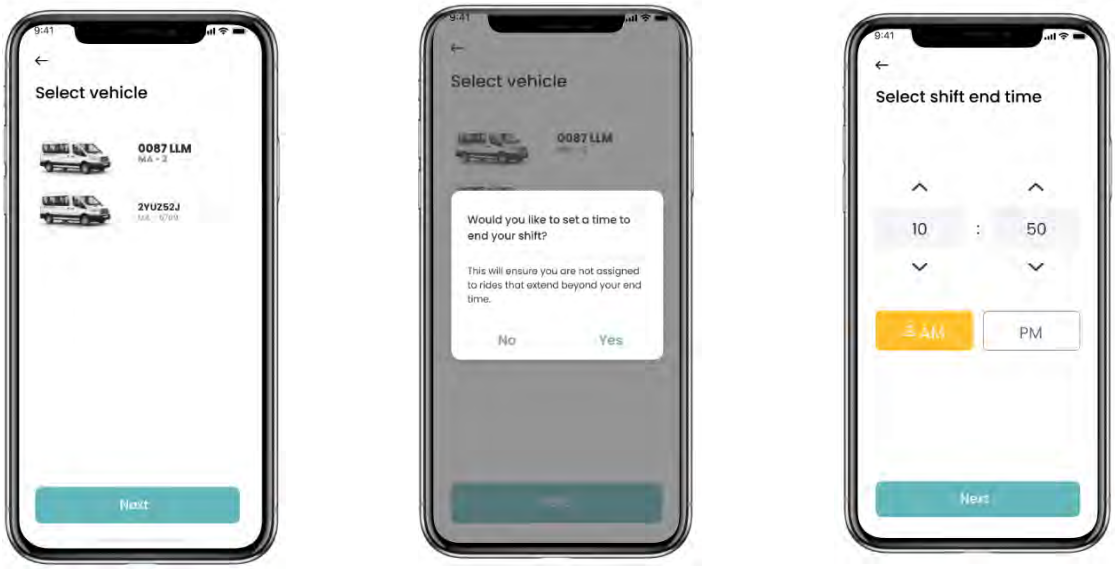
Metro drivers will require a conventional, internet-enabled iOS or Android tablet or phone loaded with the Drive Pingo app. Drivers can download Drive Pingo for free on the App Store for iOS or Google Play for Android. To create an account, drivers are first required to enter a six-digit registration code emailed to them by their fleet administrator (i.e. Metro admin from the Agency Dashboard). This step ensures that only transit agency-authorized drivers are able to create Drive Pingo Accounts. Once verified, a driver finishes the account creation process by entering their email, generating a password, and uploading a profile picture.

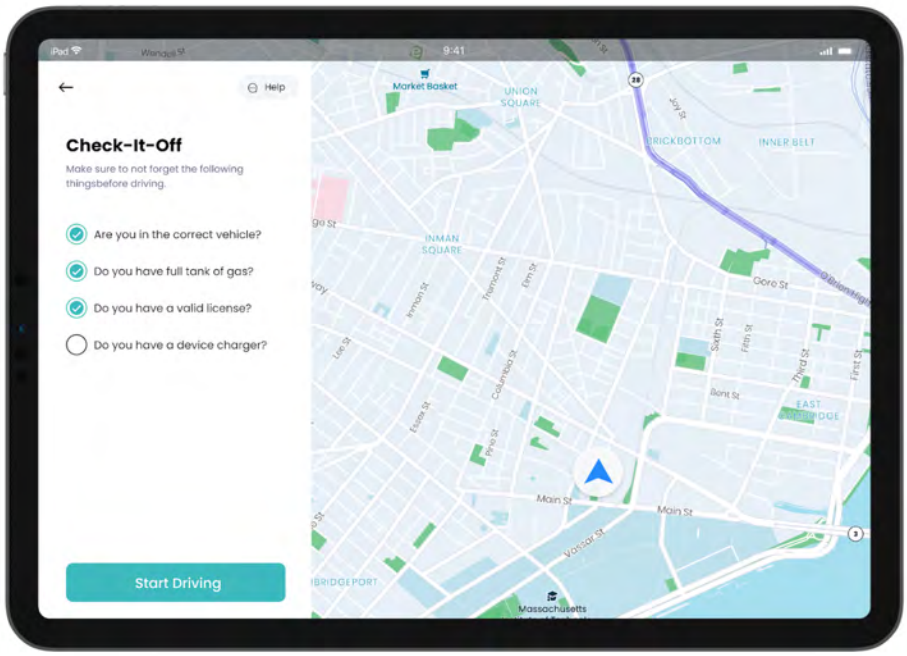


Hitting the Road

After logging in with their email and password, a driver must complete the following steps before going online to pick-up passengers:

- Ensure Drive Pingo has access to their device's location while using the app
- Select from a dropdown list which agency vehicle they are driving
- Pre-set (optional) shift end times and break periods (i.e. for lunch or to go to the bathroom)
    - The break time feature allows drivers to get required break times according to Federal, State or Local standards, or those agreed to by a collective bargaining agreement for unionized employees.





After completing the above, a driver simply taps “Start Driving” to get started.

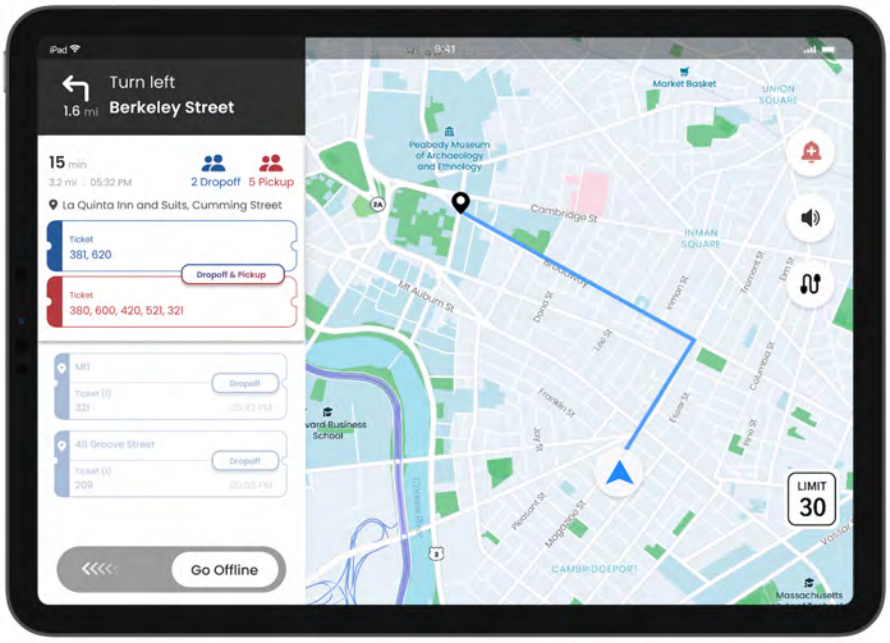
Taking a Trip

Drive Pingo notifies drivers of new ride requests through a discreet pop-up and soft audio cue. Drivers are provided turn-by-turn directions (both visually and audibly, if preferred) for the most efficient routes visually on a map. These directions include the vehicle prominently displayed on a map and its upcoming direction, street names and mileage until the next movement. If drivers go off route or have to deviate due to an unforeseen issue, such as a temporary road closure, Drive Pingo will automatically create new updated routes.

Recent driver feedback has led to important in-app navigational improvements, including displaying speed limits on major roads and moving the vehicle location puck to the bottom of the screen (previously located in the middle) to allow drivers to see more of the upcoming route.

When drivers arrive at a pick-up location, they confirm in-app that the passenger has either boarded the vehicle or mark them as a no-show. Both dispatch and drivers can contact riders in the event of any issues - however, this feature can be disabled by agencies, if preferred. Phone numbers are anonymised to protect privacy.

Unlike other ridesharing and microtransit companies, Drive Pingo does not provide the name of the rider for privacy reasons. Instead, both the driver and rider are provided with a three-digit passenger number which the rider confirms when boarding. This authenticates the rider's identity. Drivers are provided with passengers' origin, destination, mobility aids, and fare type.



As the passenger boards, Drive Pingo notifies the driver if the passenger paid in advance or is paying in cash upon boarding. When there is more than one passenger boarding at the same location, Drive Pingo lists all boarding passengers via their three-digit codes next to their payment status (i.e. already paid or owe fare).

As additional ride requests are added to the driver's queue, Drive Pingo's algorithm automatically places them in the most efficient order for pick-ups and drop-offs. The driver can view upcoming destinations, including the number of passengers to be picked up and dropped off at each location.

Safety First

Drive Pingo allows drivers to cancel all passengers on their queue in the event of a vehicle malfunction, accident, or other issue. This information is immediately relayed to their agency's dispatch where drivers can quickly explain what the issue is. Drive Pingo then automatically reassigns passengers to a different vehicle.

Drop-Off

When the vehicle reaches a passenger's destination and the passenger disembarks, the driver simply swipes right to indicate the stop has been completed and confirm the passenger has disembarked. If there are more passengers in the queue, Drive Pingo automatically updates navigation to lead to the next, most efficient, pick-up or drop-off.

Drive Pingo Compliance with Part 1, Section 3.0 Specifications:

Trip Booking & Scheduling	The software shall be capable of continuous routing and itinerary optimization to improve operational efficiency.	
Trip Booking & Scheduling	The selected Offeror shall make considerations for this circumstance so that the software may maintain a connection between the dispatch interface and vehicle mobile data unit when the vehicle enters an area with poor cellular connectivity.	WIlling to include signal boosters to iPads in collaboration with Metro.
Vehicle Operator Interface	The operator application shall display turn-by-turn directions with street names and mileage until next movement while the operator is enroute to a passenger boarding location and while a trip is in progress. The operator application shall alert the operator when off task or off route.	
Vehicle Operator Interface	If the software adds a passenger trip while a trip is in progress, the driving directions will automatically update with minimal input from the operator.	
Vehicle Operator Interface	The operator application shall display a map showing the current location of the vehicle alongside routing directions to boarding and alighting locations.	
Vehicle Operator Interface	The operator application will provide all relevant passenger information, (including but not limited to) passenger name, origin, destination, relevant dispatch notes, mobility aids, and fare type.	
Vehicle Operator Interface	The operator shall not be able to interface with the application while the vehicle is in motion.	Willing to develop in collaboration with Metro.

- Enable booking of a return trip upon customer request and automatically fill out the information using the outbound trip information
- Guarantee ADA pre-booked requests and configure the system to only accept guaranteed pre-booking from eligible paratransit riders

Pingo Access is set to officially roll out in early 2023. This will give TRC and Metro ample time to discuss on-demand microtransit and paratransit commingling, as Addendum #2 noted Metro does not want paratransit integration for 6-9 months. **Moreover, this means that Metro would have a direct say in the latter stages of our paratransit product development** as we want agency clients to help identify useful product specifications for the best commingling possible.

Pingo Access Compliance with Part 1, Section 3.0 Specifications:

General Specification	The software shall have functions for the co-mingling of multiple on demand service modes and passenger categories, including microtransit, ADA paratransit, and dial-a-ride. At this time Metro will only be using Microtransit but wants compatibility moving forward.	On Product Roadmap (Estimated March 2023)
Customer Management	The software shall allow entry of relevant customer health information, including (but not limited to) the use of disability aid tools such as mobility devices, service animals, personal care assistants, and/or oxygen tanks. The software shall allow entry of the name, address, phone number, special notes, and other contact information of caregivers for paratransit customers, when applicable. All personal passenger information shall be secured via password protection or user account credentials on the administrative back end of the software.	On Product Roadmap (Estimated March 2023)
Customer Management	The software shall allow entry of all paratransit passenger eligibility criteria, including but not limited to, date of application, application approval date, customer ID, and expiration date defining when the client is authorized to begin receiving paratransit service.	On Product Roadmap (Estimated March 2023)
Customer Management	The software shall allow entry of dispatcher notes and comments for each passenger and their unique circumstances, such as additional time needed for loading and unloading, special fare collection, size of mobility aid, etc.	On Product Roadmap (Estimated March 2023)
Customer Management	The software shall permit the Metro to suspend or ban passengers from using microtransit services, as needed.	On Product Roadmap (Estimated March 2023)

Customer Management	The software will generate a paratransit eligibility report showing all new applicants, recertifications, and appeals. The report must show the name, ID number, date of original or recertification application, application decision date, type of eligibility (full, conditional, temporary, denied), conditions for riding, fare type, expiration date, and appeal information, if applicable.	On Product Roadmap (Estimated March 2023)
Trip Booking & Scheduling	The software shall support booking both subscription/recurring and pre-scheduled demand response trips. Trips may be booked up to seven (7) days in advance, but no less than sixty (60) minutes in advance. Paratransit rides must be booked by 5:00 p.m. the day prior to providing service.	On Product Roadmap (Estimated March 2023)
Trip Booking & Scheduling	Paratransit customers shall be protected from denials and have safeguards in place for guaranteeing a return trip.	On Product Roadmap (Estimated March 2023)
Trip Booking & Scheduling	The software shall allow dispatchers to select from multiple boarding and alighting options, including to/from curb, to/from door, to/from virtual bus stop, and any combination of the aforementioned.	On Product Roadmap (Estimated March 2023)
Trip Booking & Scheduling	The system shall indicate all relevant client information such as client name, locations, mobility aids, gender, and fare type along with any relevant client-linked notes for each reservation. This information shall be available in the administrative dispatching software in addition to the vehicle operator interface (at the time of passenger boarding).	On Product Roadmap (Estimated March 2023)
Customer Interface	When making reservations, ADA and general public customers shall have the ability to indicate the use of various aid tools, such as mobility devices and service animals.	On Product Roadmap (Estimated March 2023)
Customer Interface	The customer application shall comply with all prevailing ADA accessibility guidelines.	On Product Roadmap (Estimated March 2023)

2.5 Multimodal MaaS Journey Planning Integration

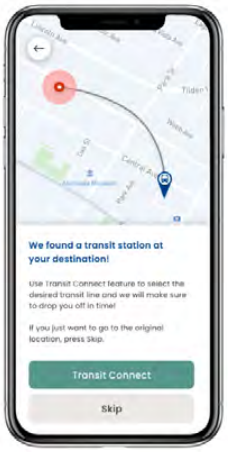
As the RFP and particularly Addendum #2 made very clear, Metro is seeking a platform solution that can provide on-demand microtransit services as well as fixed-route and other multimodal trip planning all in one-app. Fortunately, our platform is built to integrate and connect with traditional public transit. When we were building Pingo, we were directly focused on how we could better integrate with existing fixed-route networks to make them more accessible and convenient. From helping plan multimodal connections to guaranteeing onward fixed-route connections, our solution is designed to complement, not compete with, your existing services.

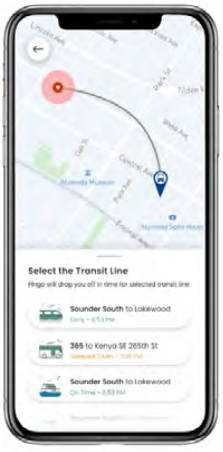
There are three core components to our Pingo platform's ability to integrate with your transit system for a truly integrated multimodal experience: (1) *Transit Connect*; (2) *Pingo Flex*; and (3) *Pingo Journey.*

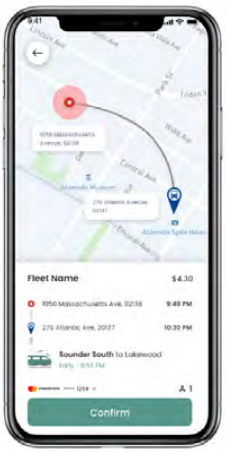
Transit Connect

Distinct from our competitors, Pingo is built to connect with fixed-route transit. Through our Transit Connect feature, as already described in Section 2.2, Ride Pingo helps riders access the rest of your transit network by connecting on-demand trips to nearby fixed-route services. This is important as Metro riders can benefit from high-quality fixed-route feeder services to Metro's 12 bus routes.

When there are fixed-route bus services near a rider's destination, like Metro's 12 fixed-route networks, Ride Pingo's Transit Connect feature will ask the rider if they want to connect with an upcoming bus departure. If they say yes, Ride Pingo will show the upcoming departures near their destination, with real-time transit information backed by GTFS feeds. This ensures that riders will make their onward Metro bus trip. In our current deployments, Transit Connect has a 99.5% success rate in ensuring riders make their onward fixed-route journey. This success demonstrates **our ability to expand service options and provide better service to customers served by underused fixed-route buses. Our goal is to complement, not compete with, your fixed-route network.**







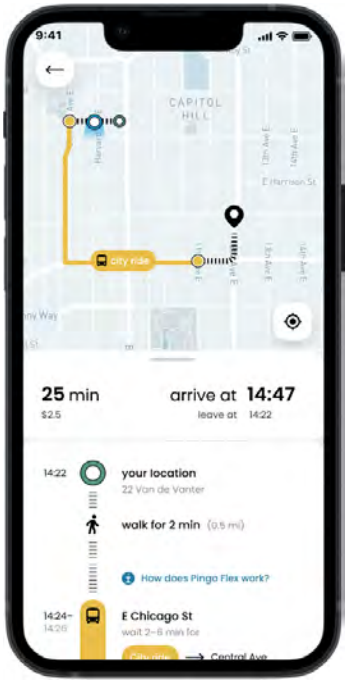
Pingo Flex

Our robust Pingo platform is unique in that its flexibility allows Metro to choose where on the on-demand spectrum you'd like to operate. Pingo Flex allows you to navigate from a fully on-demand solution, to a fixed-route service, to guaranteed fixed-route connection services to anchor points (i.e. the Quincy Street Station), to deviated fixed-routes, and paratransit. Moving between these options is easily configurable and allows you to maximize your fleet's utility as you see fit. Our project team will assist Metro staff leverage the full spectrum of capabilities enabled by Pingo Flex.

Pingo Journey

Public transit is at its best when it uses diverse service types and lets riders plan and accomplish complicated trips. Pingo Journey currently allows users to see alternative public transport options in the Pingo App. For example, if a rider wants to take an on-demand trip that could be better served by a nearby fixed-route bus, they will see an option to take this scheduled service as an alternative.

On-demand public transit has not historically been easy to use as part of a multimodal journey, but our next version of Pingo Journey will achieve this. The next version, set to be released by October 1, 2022, will see multimodal trip planning introduced with local bus and rail service. This will empower riders to plan fixed route, on-demand, or multimodal journeys directly through one easy-to-use interface: Ride Pingo.



Journey Planning Compliance with Part 1, Section 3.0:

General Specification	The software shall have functions for the co-mingling of multiple on demand service modes and passenger categories, including microtransit, ADA paratransit, and dial-a-ride. At this time Metro will only be using Microtransit but wants compatibility moving forward.	On Product Roadmap (Estimated March 2023)
Customer Interface	Once a trip is scheduled, the customer application shall provide step-by-step travel instructions for customers, including walking directions to/from the boarding and alighting locations.	✔

We will also provide complimentary training sessions any time a new product feature is released to ensure your team is fully aware of its proper use and benefits. We view this as a valuable exercise where we can receive direct product feedback from you which will help us make new improvements to our platform and drive new innovations.

We are also happy to provide additional ad-hoc training sessions as requested by Metro.

Marketing Plan

An area of differentiation between us and our competitors that we pride ourselves on is our detailed and effective marketing strategy. Our advertising and marketing plan is developed from learnings and best practices from our previous on-demand microtransit deployments. There are three core steps to our marketing plan: (1) Develop Messaging; (2) Pre-Launch Activities; and (3) Post-Launch Activities.

Step 1: Develop Messaging

TRC will work hand-in-hand with Metro staff to develop messaging around your new service. In our existing deployments, we typically use some combination of "Ride Pingo" and the name of your existing service. This approach utilizes your community's familiarity with your existing brand plus taps into the positive and growing nationwide Pingo brand. For example, prior to Pingo entering Bainbridge Island, Washington, the local on-demand service was called "BI Ride". Today, it is called "BI Ride powered by Pingo." A possible idea for Metro might be "The Flex by Pingo."

Once a name is agreed upon, we will work with you on creating a logo and branding materials.

TRC CEO James Cox, Seated Right, at Launch Event with Kitsap Transit Officials Summer 2021

- **(8) Local Advertising:**
  - **Signage:** We will work with Metro staff to take out ad space in the service area. This could be a billboard in a popular shopping area in Topeka's service areas or at a local bus hub like the Quincy Street Station.
  - **Radio/TV:** We will work with Metro staff to test running local ads.

Step 3: Post-Launch Activities

Many of the marketing steps outlined above in *Step 2. Pre-Launch activities* can be continued after launch for routine marketing, including brand ambassadors, quarterly or monthly pop-up tents, collaborating with local businesses and event organizers, and local advertising. However, there are also several new marketing initiatives that we recommend implementing once service begins: (1) Vehicle Advertising Decals; (2) Rider Incentives; (3) Facebook Community Building; and (4) Rider Growth Campaigns.

- **(1) Vehicle Advertising Decals:** Vehicles are moving billboards of your service. Our existing deployments have had great success with placing a QR code on the vehicle for interested passers-by to easily scan and learn more about the service. We can help prepare the visuals for the decal.

TRC Vehicles in Andorra with Decals

Section 3: Experience and Qualifications of Firm

3.1 Company History and Qualifications

Founded three years ago in May 2019, The Routing Company was born out of years of academic research at the Massachusetts Institute of Technology (MIT) and TU Delft focusing on the complex mathematical problem behind large-scale ride-sharing solutions. This research developed an algorithmic solution capable of matching 18+ passengers per vehicle in real-time. This is approximately 5-15x more asset utilization than any other routing technology than currently exists globally.

While other routing algorithms and platforms encounter computational limitations for vehicles with a capacity beyond 2-4 passengers, our MIT-inspired algorithm can calculate efficient routes for an entire fleet of large-capacity vehicles in less than a second, enabling hyper-efficient routing in real-time. Finding the right solution, for instance, to achieve 15 passengers an hour requires over 8 quintillion possibilities to solve. Our MIT-inspired breakthrough figured out how to do such a calculation *every 15 seconds*. This routing optimization enables our transit agency partners like Metro to match 5-15x more passengers per vehicle revenue hour and maximize the utilization and efficiency of your fleet[2].

3.2 Key Staff

Our team's combined experience is a critical differentiator between us and our competitors. We are a team of builders from diverse backgrounds with a passion for helping cities unlock the full potential of mobility through public transit. When TRC's founders realized the potential real-world impact they could create with their algorithmic breakthrough, they quickly extended the team with rideshare industry veterans, experienced public policy makers, and key transit leaders. **James Cox**, our CEO, launched Uber across an entire continent and then proceeded to build and launch UberPOOL globally. **Alex Wallar**, our CTO, is a world-recognized expert in mathematical optimization for ridesharing. **Pandora Shelley**, our Head of Global Operations, has more than a decade of experience powering operations that scale with high-growth technology companies. **Dick Alexander**, our VP of Business Development has more than four decades of transit experience including as the former CEO of Transdev. **Michael Wade**, our Director of Infrastructure and Site Reliability Engineering, led Solutions Architecture at Amazon Web Services. And our team's experience goes far beyond these key leaders.

Similarly, the rest of our team has significant global experience in public transit, software engineering, communications, and marketing. This is a team that has a proven track record of both reliable delivery and continuous innovation.

[2]A further explanation of the science behind our unique routing engine can be viewed on the following *Harvard on the Map* podcast: https://www.youtube.com/watch?v=KCBA07byAgc and by reading this academic paper from MIT: https://dspace.mit.edu/handle/1721.1/112051

Moreover, TRC maintains a Transit Advisory Board provides strategic advice and includes **Flora Castillo** (Former Chair of APTA and New Jersey Transit), **Thuan Pham** (Former CTO of Uber), **Freddie C. Fuller II** (National Chair of Conference of Minority Transportation Officials), **Wynton Habersham** (Former V) of New York City Transit), and several others.

Project Team

Pandora Shelley - TRC Head of Operations

Pandora has been the Head of Operations at TRC since April 2021. In her capacity, she leads the operations of upcoming and existing deployments. She has led operations on many of our other deployments including Kent, WA; Bainbridge Island, WA; Dunoon and Campbelltown, Scotland; and Groves Estates, Australia. Prior to joining TRC, Pandora led operations for numerous tech startups and launched operations for them globally. She was previously the CEO of the largest startup incubator in the Southern Hemisphere.

Pandora will ensure all of TRC's operational commitments promised in this proposal are met. She will work hand-in-hand with key Metro staff. Her duties will include marketing & communications, customer service, and operations integrity.

Michael Wade - TRC Director of Engineering

Before joining TRC in the Summer of 2022, Michael was previously a leader at Amazon Web Services, where he led teams driving large scale cloud migration initiatives for enterprise customers. Before that, he was global Director of Technology Operations at LogMeIn, a best-in-breed provider of cloud-based collaboration tools. He brings deep experience in building teams, processes, and driving growth at hyper scale. Michael sits on our senior leadership team, and leads our IT, Information Security and Infrastructure Engineering teams.

Michael will be responsible for overseeing all data security and infrastructure engineering aspects for Metro's use of our software platform.

Carlyn Hunt - Growth & Expansion Manager

Carlyn has led the Expansion team at TRC since August 2021. Carlyn works closely with teams both internally and externally to ensure a successful launch. Prior to TRC, Carlyn worked at various startups in operations and expansion including more than four years at Uber.

Carlyn will work closely with Metro during project launch and will help train drivers, dispatchers, and operators on the Pingo applications and agency dashboard.

Connor Caldicott - Senior Operations & Analytics Manager

Joining TRC in August of 2021, Connor is passionate about optimizing the rider and driver experience in the on-demand transit space to maximize mobility access for riders and efficiency for transit agencies. Prior to joining TRC, Connor worked for more than six years at Uber. In his first three years at Uber Connor launched UberPool in New Jersey, New York, and Philadelphia. These projects required heavy analytics, close collaboration with product, engineering, data science, marketing, operations and senior leadership teams. Connor then spent the next three years on the UberEats dispatch

optimization data science team at UberEats, where he focused on efficiency and timeliness.

Connor and his team will provide the analytics infrastructure to support NTD reporting, ad-hoc/custom reporting, and trend analysis for Metro.

Cody Lowe - Senior Partner Success Manager

Cody has led TRC's partner success team since the summer of 2022. Cody maintains close contact with our transit agency partners ensuring that all of their requests, questions, and concerns are promptly addressed and escalated as necessary. Prior to joining TRC, Cody spent nearly a decade in the transit space, both on the public and private sides. Cody was a Senior Customer Success Manager in Uber's Transit Division after working as a transit planner at Marin Transit in California and the Chicago Transit Authority.

Cody will be heavily involved in the day-to-day communications with Metro after project launch ensuring all of your questions, concerns, and requests are promptly addressed.

Niko Rekhviashvili - TRC Senior Product Manager

Niko leads the product design and rollout of TRC's rider and driver facing apps, *Ride Pingo* and *Drive Pingo*. Niko has led these efforts, along with overseeing our routing algorithm product, since May 2021. In this capacity Niko works closely with all of TRC's public sector clients both prior and after launches to ensure our offerings fully satisfy agency needs. Prior to joining TRC, Niko led product development for 3+ major corporations internationally and co-founded a startup of 20 people in the delivery industry. Niko was also a Fulbright fellow where he earned his MSc in Information Systems Management and Data Science.

Niko will work directly with Metro to make sure TRC's underlying routing technology, user facing mobile applications, and web application best satisfy Metro's requirements.

Abul Hassan - Business Development Manager

Prior to joining TRC as a Business Development Manager in 2022, Abul has led a successful career in public transportation for the better part of the past three decades. Under Abul's leadership numerous public transit agencies across the United States have fostered increased transportation innovations and access to underserved communities.

Abul was an early supporter of agencies adopting Battery Electric Buses (BEB) and worked extensively on design and testing with Proterra, an international manufacturer of electric buses. His findings facilitated the ability of transportation agencies across the U.S. to apply for No and Low Emission (NOLO) grants more actively from the U.S. Federal Transit Administration.

Abul will utilize his decades of experience to facilitate ongoing conversations with Metro on project growth and success.

Executive Team

James Cox - TRC Chief Executive Officer

James is the CEO of TRC having joined in May 2019. James oversees the company's overall vision and strategy. He joined TRC from Canoo, an electric vehicle company, where he served as their Chief Product Officer. Prior to that, James started his on-demand transit career with 5 years of service at Uber where he led key product initiatives including the build and launch of UberPOOL globally.

James will be an active advisor to the Metro project and will be available as the ultimate escalation point for requests about this project. He will be available to meet with Metro leadership directly, 24/7.

Alex Wallar - TRC Chief Technology Officer

Alex co-founded TRC in 2019, where he now serves as Chief Technology Officer overseeing all software and backend engineering. Prior to founding TRC, Alex was a PhD student in the Computer Science and Artificial Intelligence Laboratory at the Massachusetts Institute of Technology (MIT). His seminal PhD paper, On-Demand high-capacity ride-sharing via dynamic trip-vehicle assignment, developed the algorithm that would later found TRC. Prior to his PhD at MIT, Alex received his master's degree in Electrical Engineering and Computer Science from MIT with a focus on applications of constrained optimization for mobility-on-demand systems. He received his Bachelor's degree in Computer Science from the University of St. Andrews.

Alex will be directly involved in ensuring the delivery of all software features promised within this proposal.

Lindy Norris - Vice President of Marketing and Policy

Lindy leads our marketing and policy teams. In this capacity, Lindy oversees our public sector marketing, branding, external communications, and government relations. Prior to joining TRC, Lindy was the Director of Marketing and Public Affairs at New Flyer Buses, one of the world's leading EV manufacturers and providers of zero-emission buses.

Lindy will be directly responsible for working with your team on service marketing and branding.

Dick Alexander - TRC Vice President of Business Development

Dick is TRC's Vice President of Business Development, joining TRC in the Spring of 2022, Dick has more than 43 years of direct experience in the transportation space. Dick started his career at Cincinnati's Queen City Metro and later led transit operating roles for ATE, First Transit and Transdev. Before joining TRC, Dick was interim CEO of Transdev and led the company's innovation group focused on on-demand transit, autonomous transportation and new brokered paratransit models.

Dick will provide operational and client support to Metro.

"Transit isn't one size fits all. Offering innovative and flexible service options like Ride Pingo to Transit will increase options for Kent residents and enable Metro to deliver the most suitable transit services to our communities based on their specific needs."

- Dave Upthegrove - King County Council Member representing East Kent

Reference Contact
Allison Miskell, Transportation Planner Allison.Miskell@kingcounty.gov 206-477-1245

Similar Agency #3: Escaldes-Engordany, Andorra

Comú d'Escaldes-Engordany Andorra

Narrative of Project and Services Provided: Escaldes-Engordany is one of 13 parishes in Andorra, a principality in the Pyrenees mountains between France and Spain. Long seeking a way to improve mobility options for its residents, Escaldes-Engordany was looking for a platform that could provide a seamless passenger experience, handle operational logistics, and deliver reliably cost-effective service over a geographically complex (mountainous) landscape. In June 2021 the Parish partnered with TRC to launch *Bus a la Demanda*, a four-vehicle on-demand transit deployment using the full Pingo product suite.

TRC Co-Founder Menno van der Zee (fifth from left) with Escaldes-Engordany Officials Launching Service June 2021

TRC

Section 4: Price

Topeka Metro - Financial Proposal Baseline Service			
	Year 1	Year 2	Year 3
Fixed Software Pricing			
Startup & Training Cost	$ 24,825.00	$8,235.00	$8,235.00
Monthly Per Vehicle Fee (3% CPI Year over Year)	$ 1,323.32	$ 1,363.02	$ 1,403.91
# of Vehicles (Up to 5 Vehicles)	3	3	3
Total Software Fees	**$72,464.52**	**$57,303.71**	**$ 58,775.77**
Optional Cost Consideration(s)			
Hardware Pricing	**Year 1**		
iPad (5th Generation or later)	$1,322.00		
iPad Hard Case Shell	$125		
In Vehicle Mounting Bracket	$342		
In Vehicle Charger	$49		
3rd Party Installation	$895		
3-Year Tablet Warranty - AppleCare+	$325		
# of Devices Quoted: Five (5) - Includes Two (2) Spares	$ 5.00		
Total Software Fees	**$15,287.60**		
Total Contract Cost with Optional Hardware	**$87,752.12**	**$57,303.71**	**$58,775.77**
Total Contract Price (3-Year)	**$203,831.59**		

*Figures do not include tax

**TRC Highly Recommends Direct Client Purchase of Hardware & Installation

***Pricing includes assumption that Metro owns its mobile data plan

PRICE QUOTE

Proposer The Routing Company

RFP Number – TM-22-01 Microtransit System

Microtransit System	$ 41,295 Startup & Training
Additional Charges	$ 147,248.99 Software (up to 5 vehicles)
	$ 15,287.60 Hardware (Optional)
	$
	$

Total Contract Price $ 203,831.59

Installation & Training Start Date 09/15/2022 Complete Date 11/15/2022

Annual Maintenance, Support and Updates

Note: You may quote dollar amounts for years 2-3, or maximum percentage increases. If there is no cost, enter $0 on each line.

Year 1 $ 87,752.12

Year 2 $ 57,303.71

Year 3 $ 58,775.77

What would Topeka Metro need to provide in order for you to complete this project?

While TRC can help procure hardware including Tablets, Mounting Solutions, and other accessories, we strong recommend Metro procure this hardware as you likely have tax exemptions and government discounts that we do not have. If Metro can procure these items, then we can remove the $15,287.60 in Hardware costs listed above. Moreover, our costing does not include a mobile data plan.

Metro is exempt from all taxes – do not include sales tax in your bid pricing. A project exemption certificate will be provided upon request. Price quoted must be the total cost of the contract, including (but not limited to) materials, labor, installation, training and travel expenses.

Section 5: Equipment and Warranty

Unlike legacy vendors and some of our competition, our proposed solution requires minimal hardware equipment. As stated in Section 2.3 above, Metro Drivers will require a conventional, internet-enabled iOS or Android tablet or phone loaded with the Drive Pingo app. We, however, recommend the use of iOS iPads for optimal performance. If new iPads are procured for this contract, we would recommend the purchase of an AppleCare+ subscription which provides a baseline warranty and includes hardware and software protection.

As noted already in our pricing in Section 4 , we would be happy to facilitate procurement of iPads with AppleCare+ for Metro. However, we do know that as a government agency, Metro might be able to procure them with a government discount and we'd encourage you to take advantage of that discount if you indeed have it.

With regards to software, all future Pingo upgrades and ongoing security are included in the pricing sheet provided in Section 4.

Section 6: Subcontractors and DBE Participation

At this time we are not proposing the use of any subcontractors. However, should Metro in the future encourage participation with a local firm who could assist with ongoing support and marketing, we would be open to exploratory discussions.

Section 7: Attachments

ACKNOWLEDGEMENT

Corporation

STATE OF Ohio)
)
COUNTY OF Hamilton)
)

I, Josh Brooksbank, a Notary Public in and for said County, in the State aforesaid, do hereby certify that Richard Alexander, and _____, of The Routing company (a corporation),

who are each personally known to me, appeared before me this day in person and severally acknowledged that they signed, sealed and delivered the foregoing instrument as their free and voluntary act as officers of the corporation identified above as the Proposer, and as the free and voluntary act of said corporation, for the uses and purposes therein set forth.

Given under my hand and notary seal, this 25 day of July, 2022.

My Commission Expires:

1/12/25

NOTARY PUBLIC STATE OF OHIO

JOSH ANDREW BROOKSBANK
Notary Public, State of Ohio
My Commission Expires
January 12, 2025

Notary Public

(SEAL)

ACKNOWLEDGEMENT OF ADDENDA

The following form shall be completed and included in the proposal. Failure to acknowledge receipt of all addenda may cause the proposal to be considered unresponsive to the solicitation. Acknowledged receipt of each addendum must be clearly established and included with the Proposal. Make copies of this form if more than five (5) addenda were issued.

ACKNOWLEDGEMENT OF ADDENDA

The undersigned acknowledges receipt of the following addenda to RFP TM-22-01:

Addendum Number 1 Dated: July 6, 2022

Addendum Number 2 Dated: July 18, 2022

Addendum Number _____ Dated: _____

Addendum Number _____ Dated: _____

Addendum Number _____ Dated: _____

Proposer The Routing Company

Street Address 48 Dove Street, #201

Street Address _____

City, State, Zip Code Somerville, MA 02144

Authorized Signature [signature]

Name Richard Alexander

Title VP of Business Development

Telephone Number 513-325-0225

Facsimile Number (FAX) —

E-Mail Address dick@theroutingcompany.com

BUY AMERICA CERTIFICATION

Proposer will certify either compliance or non-compliance, not both. This certification must be submitted with the proposer's response.

Certificate of Compliance with 49 USC 5323(j)

The bidder hereby certifies that it will meet the requirements of 49 USC 5323(j), and the applicable regulations in 49 CFR Part 661 and any amendments thereto.

Signature: _____

Name & Title: Richard Alexander, VP of Business Development

Company: The Routing Company

Date: 7/25/22

Certificate of Non-Compliance with 49 USC 5323(j)

The bidder hereby certifies that it cannot comply with the requirements of 49 USC 5323(j) and 49 CFR 661.5, but it may qualify for an exception pursuant to 49 USC 5323(j)(2)(A), 5323(j)(2)(B), or 5323(j)(2)(D), and 49 CFR 661.7.

Signature: _____

Name & Title: _____

Company: _____

Date: _____

DISADVANTAGED BUSINESS ENTERPRISES (DBE) CERTIFICATION

This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. Metro's overall 2021-2024 goal for DBE participation is 1.62%; the race neutral goal is 1.25%, and the race conscious goal is 0.37%. There is no contract goal for this procurement.

The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as Metro deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from Metro.

The contractor may not hold retainage from its subcontractors.

The contractor must promptly notify Metro, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of Metro.

Signature: _____

Name and Title: Richard Alexander, VP of Business Development

Company Name: The Roofing Company

Date: 7/25/22

FLY AMERICA CERTIFICATION

The Contractor agrees to comply with 49 U.S.C. 40118 (the "Fly America" Act) in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and sub-recipients of Federal funds and their contractors are required to use U.S. Flag air carriers for U.S Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act. The Contractor shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U.S. flag air carrier was not available or why it was necessary to use a foreign air carrier and shall, in any event, provide a certificate of compliance with the Fly America requirements. The Contractor agrees to include the requirements of this section in all subcontracts that may involve international air transportation.

Signature: _____

Name and Title: Richard Alexander, VP of Business Development

Company Name: The Rating Company

Date: 7/25/22

LOBBYING CERTIFICATION

The undersigned contractor certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions. See 49 CFR 20.100.

(3) The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 USC. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure. [Note: Pursuant to 31 USC 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such expenditure or failure. See 49 CFR 20.400.]

The undersigned contractor certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 USC 3801, et seq, apply to this certification and disclosure, if any.

Signature: _____

Name and Title: Richard Alexander, VP of Business Development

Company Name: The Rasting Company

Date: 7/25/22

NON-COLLUSION CERTIFICATION

This is my sworn statement to certify that this proposal was not made in the interest of or on behalf of any undisclosed entity. This proposal is not collusive.

This proposer has not been a party to any agreement or collusion in restraint of freedom of competition by agreement to bid a fixed price, to refrain from bidding, or otherwise. This proposer has not, directly or indirectly, by agreement, communication or conference with anyone, attempted to induce action prejudicial to the interest of Topeka Metropolitan Transit Authority, or of any proposer, or anyone else interested in the proposed contract.

Signature: _____

Name and Title: Richard Alexander, VP of Business Development

Company Name: The Resting Company

Date: 7/25/22

POWER OF EXECUTION

Authorization of Bidder

The undersigned, an officer (officer, partner, proprietor, etc.) of The Rolling Company (name of company),

a corporation (corporation, partnership, proprietorship)

having its principal office or registered agent at 48 Grove St #201 Boston, MA 02144 hereby certifies that the Company has duly authorized by appropriate action and/or hereby does

nominate, constitute, appoint and authorize Richard Alexander VP (name of individual signing document)

with full power to act in conjunction with James Cox, CEO, on behalf of (alone or in conjunction with another person)

The Rolling Company (name of company),

and thereby to make, execute, seal and deliver on its behalf as CONTRACTOR and as its act and deed any and all proposals, contract proposals, contracts, change orders, monthly and final payment certificates and other like instruments. Such proposals, contract proposals, contracts, change orders, monthly and final payment certificates and other like instruments shall be binding upon said company as fully and to all intents and purposes as if such instruments had been duly executed, acknowledged and delivered by the authorized officers of the company when executed, by the aforementioned person(s).

The Rolling Company
Company

VP of Business Development
Signature, Title

7/25/22
Date

ATTEST:

Notary Public (if proprietorship)
Secretary of Corporation (if corporation)
Partner (if Partnership)

PROPOSAL CHANGE REQUEST

Complete this form for each condition, exception, reservation, or understanding (i.e., change) in the proposal. See PROPOSAL SCHEDULE, page 5 of this RFP, for the due date of all requested Proposal Changes.

Change Number N/A

Proposer The Routing Company

RFP Number – TM-22-01 Page: N/A Section: N/A

Metro's Current Requirement:

No Changes requested.

Proposer's Requested Change:

No changes requested.

SUSPENSION / DEBARMENT CERTIFICATION

In regard to 2 CFR Parts 180 and 1200

In accordance with 2 CFR Parts 180 and 1200, the contractor is required to verify that none of its principals or affiliates:

1) is included on the federal government's suspended and debarred list;
2) is proposed for debarment, declared ineligible, voluntarily excluded or disqualified;
3) within three years preceding this proposal, has been convicted of or had a civil judgment rendered against them for (a) commission of fraud or criminal offense pertaining to performing a public transaction, (b) violation of any federal or state antitrust statute, or (c) embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property;
4) is indicted or charged by a governmental entity for any of the charges in 3) above; and
5) has had any public transaction terminated for cause or default within three years preceding this proposal.

The contractor is required to include this requirement in any subcontracts related to this contract.

By signing and submitting its proposal, the proposer certifies that the certification in this clause is a material representation of fact relied upon by Metro. If it is later determined that the proposer knowingly rendered an erroneous certification, in addition to remedies available to Metro, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The proposer agrees to verify that none of its principals or affiliates is included on the federal government's suspended and debarred list at any time throughout the period of this contract. The proposer further agrees to include a provision requiring the same compliance in its subcontracts related to this contract.

Signature: _____

Name and Title: Richard Alexander

Company Name: The Routing Co.

Date: 7/25/22

TRC | TOPEKA METRO

Move the World.

TRC Response to RFP TM-22-01
Submitted August 17, 2022

James Cox
Chief Executive Officer

Dick Alexander
VP of Business Development

The Routing Company
48 Grove Street, Suite 201
Somerville MA 02144
513.325.0225
bd@theroutingcompany.com