

**King County Mobility Coalition's
Transportation Software Consumer Report
2018**

About the King County Mobility Coalition

The purpose of the King County Mobility Coalition (KCMC) is to inform the planning of special needs transportation services in King County and develop strategies, tools, and projects to improve mobility for people with limited transportation options due to age, income, disability, limited English proficiency, or other limiting factor. The Coalition brings together individuals and organizations to share information; assess the needs of the local community and current transportation network; provide recommendations to improve the system; and educate decision-makers, community groups, and the public.

KCMC partners provide a variety of transportation services, including paid driver free or low-cost shuttles, demand response, circulators, volunteer transportation services in private cars, brokers, and much more. Destinations include medical and dental appointments, senior and community centers, shopping and errands, recreation, and general purpose trips.

We'd like to thank the Transportation Software Task Force for this guidance in developing this report:

1. Aaron Morrow, KCMC Member
2. Ben Tibbetts, Hopelink
3. Don Okazaki, King County Metro and KCMC Co-Chair
4. Francois Larrivee, Hopelink
5. Mark Smutny, Sound Generations
6. Ryan Acker, CTANW
7. Staci Haber, KCMC Staff Support
8. Zach Munsey, Hopelink

For more information please contact Hopelink Mobility at mobility@hopelink.org or (425) 943-6760, or visit www.kingcounty.gov/mobilitycoalition.

Introduction

The King County Mobility Coalition facilitates the coordination of King County special needs transportation. In summer 2018, the King County Mobility Coalition issued a Request of Information (RFI) to transportation software companies. The goal of the RFI was to advise our members and partners in selecting their best transportation software in order to assist transportation service organizations providing transport to seniors, persons with disabilities, and other special needs populations throughout King County, Washington.

Based on feedback from our Coalition partners, there were several identifiable themes in the RFI:

- General inquiries
- User Experience/ User Interface and Communications
- Manifests
- Data and Reporting
- System Security and Confidentiality
- Integration
- Support and Cost
- Provider Type

A copy of the RFI document is available in Appendix B.

26 software companies were sent the RFI, 13 responded.

- CTS Software
- DDS Wireless
- Dispatchbot
- Double Map
- Ecolane
- Giro
- Goin
- KanaiTek
- Ridescheduler
- RoutingBox
- Samsride
- Spedsta
- TripSpark

Intended to get you started in this process.

Part I: Why Transportation Software?

We believe that

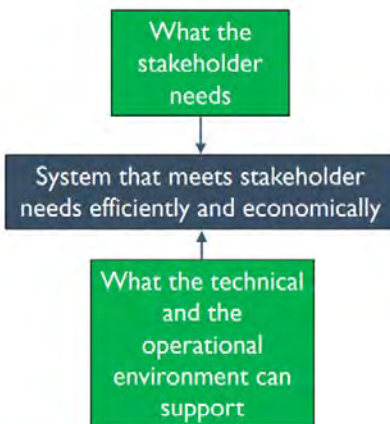
- Client experience: adopting or upgrading software will result in a helpful, easy, and simplified;
- Efficiencies: software will identify improved efficiencies and allow providers to offer more service for the same cost; and
- Interoperability: software will allow transportation providers to work together to provide a more seamless service.

Core Productivity Values

Providers in our region share similar core values for software enhancements that include:

- Increased user accessibility
- Improved customer experience
- Rapid scheduling
- Streamlined reporting capabilities
- Organization efficiency
- Real-time awareness: for dispatching, scheduling, drivers, and riders
- Cost savings

Prior to initiating a new software or major change, an organization must assess the unique needs for your company. Ultimately, the design solution should be based on your stakeholders' needs, not the latest software trend.



Source: Source: FTA Office of Research, Demonstration, and Innovation

Part II: Software Uses and Impact

There may be many reasons why you want to adopt or upgrade your software packaged. A few functions include, but are not limited to:

1. Customer Access:
2. Eligibility
3. Client Management:
4. Trip Request:
5. Scheduling: this includes several features such as “just in time”, “real-time acceptance”, or “plug and play”, as well as subscription-based scheduling
6. Dispatching:
7. Notifications:
8. Vehicle Management:
9. Fare Collection:
10. Data Collection:
11. Reporting and Billing:
12. Emergency Management:

Part III: Software Highlights

[Insert Matrix]

[Insert Profiles]

RFI Table

DRAFT

Legend	
● - The provider has this function	X - Provider doesn't have this function, it is unlikely, or unknown
○ - The provider may be willing to/in the process of developing this	▶ - The provider has partial or limited range with this function

***EXTERNAL:** ALL of the **Highlighted** content above is placed as definitions in the glossary.

Provider	Rider Notification								Rider Booking Methods					Reporting	
	SMS	Email	Call	Within-App	Push	Real-time	Web Portal	IVR	Web	App	Call	SMS	Email	Pre-Defined	Custom
CTS TripMaster	X	X	X	X	?	○	●	●	●	●	●*	X	X	●	●
DDS Wireless	●	●	X	●	●	●	●	●	●	●	X	X	X	●	●
Dispatchbot	○	●	○	●	X	●	●	X	●	●	●*	X	X	●	●
DoubleMap	●	X	X	●	●	●	●	X	●	●	●*	X	X	●	○
Ecolane	●	○	●	●	●	●	●	●	●	●	X	X	X	●	●
Giro	●	●	▶	●	▶	●	●	●	●	●	●*	X	X	●	●
Goin	●	X	●	●	●	●	X	●	X	●	●	X	X	○	●
KanaiTek	●	●	X	●	●	X	X	X	●	●	X	X	X	●	●
RideScheduler	●	●	X	X	?	X	●	●	●	X	X	X	X	●	X
RoutingBox	●	●	●	●	●	●	●	●	●	●	●	X	X	●	●
Samsride	●	●	?	●	?	●	?	X	●	●	X	X	X	●	●
Spedsta	●	●	●	●	X	●	●	●	●	●	●	○	●**	●	●
Trip Spark	●	●	●	●	○	●	●	●	●	●	●	X	X	●	●

*CTS: Handled by call-takers (pg 37) | Dispatchbot: calls made by a broker or 'traditional phone line' (pg2) | DoubleMap: "Users without internet access can call in to dispatch to request a trip." (pg 21) | GIRO: "Reservations can also be handled through the call center." (pg 3) These are all referencing an agency's internal call center. There is no automated options it seems.

**Spedsta claims: "The Rider also has the ability to request rides directly to the Coordinator and manage communication with the Coordinator/Driver through an in-app emailing interface." (pg 5)

Provider	3rd Party Connections										Manifests		
	Public API	Private API	Multi-Modal	Import Data/Reports		Export Data/Reports					Digital	Email	Print
				Other ◊	CSV	Other ◊	CSV	Excel	PDF	Word			
CTS TripMaster	X	○	X	?	X	?	●	●	●	●	●	X	●
DDS Wireless	●	X	●	X	●	?	●	●	●	X	●	○	●
Dispatchbot	●	X	X	X	●	?	●	●	●	X	●	X	●
DoubleMap	●	X	●	●	X	●	●	●	●	●	●	○	X
Ecolane	●	○	●	●	X	●	●	●	●	●	●	●	●
Giro	○	●	●	●	●	●	●	●	●	X	●	●	●
Goin	●	X	●	X	X	?	X	X	X	X	●	X	X
KanaiTek	●	X	X	X	X	X	●	X	X	X	●	○	○
RideScheduler	X	X	X	X	○	X	X	●	X	X	●	●	X
RoutingBox	●	X	●	●	●	?	●	●	●	●	●	●	●
Samsride	●	X	X	X	X	X	●	X	X	X	●	○	X
Spedsta	X	○	●	X	X	X	X	●	●	X	●	●	●
Trip Spark	●	●	●	●	●	●	●	●	●	●	●	●	●

◊ - Other potential sharing file types include RTF, GIS, raster, and more.

Provider	Cost Structure			Provider Support			Training		HIPAA/Privacy	
	One-Time Payment	SaaS	Start-up Fee(s)	Phone	Submit Within Platform	Email	Digital	On-Site	Yes	No
CTS TripMaster	●	●	●	●	X	●	●	●	●	
DDS Wireless	X	●	●	●	X	●	X	X	●	
Dispatchbot	X	●	X	●	X	●	●	●	●	
DoubleMap	X	●	●	●	●	●	?	?	X	●
Ecolane	X	●	●	●	●	●	●	●	●	
Giro	●	X	●	●	X	●	X	●	○	
Goin	X	●	●	●	X	●	●	X	●	
KanaiTek	X	●	?	●	X	X	X	X	●	
RideScheduler	X	●	●	●	X	●	●	X	●	
RoutingBox	X	●	X	●	●	●	X	X	●	
Samsride	X	●	●	●	X	●	X	X	●	
Spedsta	X	●	●	●	X	X	●	X	●	
Trip Spark	●	●	●	●	X	●	●	●	●	



Name: CTS Software's TripMaster

Services: Brokerage/Deviated Fixed Route/
On-Demand

Platform: Web & Mobile

MDT Compatible: Yes

Description:

- Dispatch can use *ParaScope*, a digital manifest, to track driver performance, vehicle location, real-time client status and mileage. Drivers and dispatch can communicate via canned/custom text for real-time updates. Dispatch-end rider profiles include demographics, insurance info, and rider preferences.
- *Auto-Scheduler* batch-schedules a full day by analyzing GIS, street conditions, and rider details, then auto-generates a schedule. Mobility device users can be designated as priority pick-up before other riders.
- *ParaPass* is the driver-side fare-payment module. Riders can load funds in-person or over the phone.
- Billing is automatically calculated based upon agency ridership and compiled into a report.
- IVR has standard night-before and same-day notifications.
- The *Rider Portal* allows multiple agencies to submit rider requests with each other to better cross-coordinate client requests.
- Master Pages contain the information for 23 different metrics.
- System keeps historical logs of back-end changes tracked by staff name, time, and date of action performed on data.

Contact: Adam Fox

Email: afox@cts-software.com

URL: tripmastersoftware.com

Unique Features:

- Vehicles Maintenance Module allows agencies to track vehicle warranties, maintenance dates, etc. CTS donates 10% of fees to Easterseals to support funding for Community Transportation.

Reference Contact Information:

- Fresno Economic Opportunities Commission, Tom Francis, tom.francis@fresnoeoc.org, 559-263-8040
- Navarre Corporation, Tyler Pinson, tylerpinson@hotmail.com, 615-324-8709
- Home of Guiding Hands, Matt Dunn, matt@guidinghands.org, 619-938-2867
- Salt Lake County, Mary Dawson, mdawson@slco.org, 385-468-3235



Name: DDS Wireless

Services: Paratransit/NEMT/Demand-Response

Platform: Web & App

Contact: John Denenfeld

MDT Compatible: Yes

Email: jdenenfeld@ddswireless.com

Description:

URL: ddswireless.com

- The system has 45 canned reports, and all are customizable.
- DDS' What-If Analysis tool allows organizations meet ridership based upon agency measures. Scheduled/real-time client booking and schedule changes are paired with traffic data to accurately pick-up riders. The system analyzes 'Historic' GPS data from trips for route efficiency.
- DDS can white-label your app.
- Clients can book in-advance, same-day, and recurring trips.
- Admins can book clients for specific services with service's eligibility and service cost in mind.
- Drivers can track ETA, OTP, GPS location, and expected fare on app. Riders can see pick-up / drop-off window, requested time, expected fare, vehicle location, and driver/vehicle identifying information.
- Fare handled digitally through DDS's 3rd party partnership with Global Payment, or DDS can integrate with an agency's established fare payment system.
- DDS uses Sharepoint, Salesforce, and a test site to best collaborate on resolving security issues.

Unique Features:

- The system's mapping functions with Google, Department of Transportation road data, and weather information tracked across DDS's relationship with each respective data-source.
- MDT only permits drivers to view manifest changes or messages form dispatch in-vehicles while at-rest or stopped to discourage distracted driving.
- ADEPT API systems for AVL, MDT, IVR, GPS tracking, and web applications ties DDS with Trapeze, Enghouse, UDI, Get Abby, Selectron, Mytel, and various other 3rd parties.
- Code Push function automatically updates client apps with UI/UX changes.
- Has multi-modal integration with 3rd party TNCs and Taxis.
- Trip logs are maintained for up to 7 years.
- Due to being part of Amazon Web Services, users can access Amazon-branded data analysis tools.

Reference Contact Information:

- NYC Transit – Access a Ride, Tom Chin, Thomas.Chin@nycit.com, 718-393-4288
- MBTA – Paratransit Operations, Mike Hulak, mhulak@mbta.com, 617-222-1541
- Pierce Transit – Paratransit, Cherry Thomas, cthomas@piercetransit.org, 253-983-3699 x 3699
- Broward County Transportation, Paul Strobis, pstrobis@broward.org, 954-357-8321
- Farwest Taxi, Janice Singh, Janice.farwest@gmail.com, 206-219-7381
- STITA Taxi, Robert Crespo, Robert.crespo@stitataxi.com, 206-209-5858
- Orange Taxi, Tadesse Woldearegaye, it@orangecab.net, 206-444-0409



Name: DispatchBot

Services: Brokerage/Paratransit

Platform: Web & App

MDT Compatible: No

Description:

Contact: Brad Seefeld

Email: support@dispatchbot.com, or
sales@dispatchbot.com

URL: getdispatchbot.com

- Historic data of trip configurations and in-field performance helps improve future scheduling and trip efficiency.
- Dispatch track drivers in real-time via GPS, and determine driver tardiness.
- Brokers can export trip requests to providers to track provider status via GPS.
- Staff can create reports from driver arrivals, wait times, trip efficiency, etc.
- System uses proximity of other riders and load/unload times of mobility devices to predict on-demand trip grouping.
- Four kinds of reports:
 - The Audit report analyzes scheduling mistakes – emailed to dispatchers.
 - The summary report measures metrics like OTP, missed trips, and no-shows.
 - Driver report studies driver shift quality (breaks, over-scheduling, etc.)
 - Invoice report ensures trips are paid.

Unique Features:

- The BillerBot module analyzes accurate post-trip data with an agency's billing formula. Has accounting system integration with QuickBooks. Invoice reports to brokers are streamlined.
- The system is API-centric, so they are focused heavily on the broker model.
- ShuttleBot allows subcontractors to search for clients inside of the platform.
- Color coded maps highlight under-served or gap regions for trip scheduling.

Reference Contact Information:

- Tri-County Cabulance: (425) 775-8358
- We put Family First: (877) 647-8869
- NEMT Solutions: (951) 244-9413



Name: DoubleMap

Services: Brokerage/Paratransit/OnDemand/
Fixed Route and Deviated Fixed

Contact: Megan Dixon

Platform: Web & App

Email: megan@doublemap.com

MDT Compatible: Yes

URL: doublemap.com

Description:

- The *Auto Assignment* feature groups multiple trips based upon time efficiency and distance measures, a client's extra-passenger preferences, and if the driver accepts the new trip within 60 seconds. This merging process happens every 10 seconds.
- The Rider application has space to request wheelchair/bike accommodations.
- DoubleMap has helped multiple transit agencies complete National Transit Database reports.
- Driver applications see all standard rider data, and dispatch is able to track driver progress easily.
- DoubleMap's *TapRide* has 27 different types of reports. Customization is an extra function. These reports generate attractive infographics.

Unique Features:

- The *Front* message board is a service request platform built into the back-end for quickly resolving issues. It has built-in analytics for the DoubleMap team to track issue submissions and a section for agencies to rate their satisfaction.
- DoubleMap's work with Dallas Area Rapid Transit resulted in a multi-modal platform with fixed transit, TNCs, carpooling, bike-sharing, and parking APIs integrated into one system.
- The main application uses cellular connections through a partnership with Verizon. Cellular pings track GPS data, radio, etc.

Reference Contact Information:

- Dallas Area Rapid Transit, Tina Morch-Pierre, tmpierre@dart.org, (214) 749-3133
- Lynx, Doug Jamison, djamison@golynx.com, (407) 254-6071
- Kitsap Transit, Karl Farnsworth, karlf@kitsaptransit.com, (360) 824-4935

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Name: Ecolane
Services: Demand Response/Brokerage/Volunteer Drivers/Connects to Fixed Route^{*}

Contact: Priscilla Vargas

Platform: App, Website & Amazon Echo

Email: priscilla.vargas@ecolane.com

MDT Recommended: Yes

URL: ecolane.com

Description:

- White-labeled self-service rider mobile app allows rider booking/canceling trips, payment, scheduling, driver tracking, and more.
- Future booking and real-time same-day Demand Response booking available for self-service web and rider mobile app usage, and with Amazon Alexa.
- *'Minimal Cost' Scheduling* seeks to reduce distance, duration, financial cost, etc.; any monetary or operational cost of running service. This in-turn can improve scheduling techniques for agencies.
- Their scheduling and routing software is based upon installed map data/street routing, not on 'legacy' triangulation.
- Scheduling system shuffles trip clusters based on traffic, rider & driver behavior, and vehicle breakdowns. Ecolane manifests can be locked for any set amount of time for the day, though they suggest locking manifests early in the morning pre-traffic, and changing configurations later on.
- Subcontractors can only see specifically assigned trips. They have no access to reporting data—other than what providers given them—and cannot book their own trips with clients.
- Agencies can export an entire database to external archive using Open Database Connectivity Connection. Can directly store manifest data from MDT/AVL integration.
- Volunteer driver programs can use Ecolane Help Desk to train new drivers

Unique Elements:

- The mobile app has an option to schedule and dispatch trips to MDTs without any human intervention, which streamlines efficiency.
- Amazon Alexa integration helps users book, review, or cancel trips.
- Ecolane webinars and message board helps providers brainstorm new platform improvements. Included as part of annual licensing fees, no additional cost.

^{*} Supports connections to other fixed route technology

- Specifically developed a 'Center Management Portal' that allows non-scheduling staff of small-fleet agencies like senior centers to view deviations in a client's scheduled trip, and cancel if requested.
- 'Greys Out' buttons on the app to note what cannot be clicked for non-tech-savvy riders and drivers.
- Canned/custom messages can be sent to drivers from dispatch. Drivers are not able to view other tasks until they read the message.
- Has an optional electric signature capture on MDT that can be displayed when creating a Trips by Funding Source report for funders to authenticate data.
- Platform has created 6 different APIs for SMS, IVR, Amazon Alexa, their mobile app, GTFS, and a real-time eligibility checking system with Nebraska Health and Human Services.
- Ecolane can construct an Electronic Data Interface (EDI) site for 3rd party data sharing. Has done so with Medicaid systems in 5 states for billing and eligibility purposes.
- Created One-Call/One-Click resource in Pennsylvania, FindMyRidePA.
- Money-back guarantee if ride per hour productivity does not increase from previous software provider within one year.

Reference Contact Information:

- Link Transit, Richard DeRock, richard@linktransit.com, 509-662-1155
- Arlington Handitran, Alex Radke, alex.radke@arlingtontx.gov, 817-459-6391
- RabbitTransit, Rich Farr, rfarr@rabbittransit.org, 717-846-5562

Name: Giro OnDemand
Services: Demand Response/Fixed Route * Software
Platform: Web & App
MDT Recommended: Yes



Contact: Frederic Bertolotti

Email: frederic.bertolotti@giro.ca

Description:

URL: giro.ca/en

- The Self-Booking trip web platform can handle multiple client requests for On-Demand transportation, multi-modal trips with subcontractors, and follows the WCAG 2.0 accessibility standard.
- Mobile app allows customers to see their ETA, next stops, drop-off, and driver location.
- Operates on a 'continuous optimization system' to facilitate real-time scheduling changes/cancellations, and can transfer trips to other runs of the system, and across modes.
- Scheduling is made more efficient by considering rider mobility, eligibility, past usage, and the road network.
- Mobility details are broken into categories: devices, primary impairment, service reminders (e.g.: do not leave unattended), and conditional issues (e.g.: occasional disorientation).
- The application integrates with AVL systems, IVR Systems, taxi dispatch systems, an Android app, and 3rd party APIs.
- Integration with Crystal Reports allows providers to create reports more complex than the internal system allows.
- This software is licensed to King County Metro and Sound Transit, and can be used to build multi-modal platforms with other agencies.

Unique Elements:

- Has interesting function for creating pay criteria like distance of trip, age-based discounts, etc. Payment itself usually handled by a 3rd party vendor system, and imported into system for analysis.
- With training provided by GIRO, providers can create advanced statistics in their reports.
- Connect is an interfacing system through GIRO that connects OnDemand with many 3rd party applications for fare collection, IVR, booking, dispatching, and more.

Reference Contact Information:

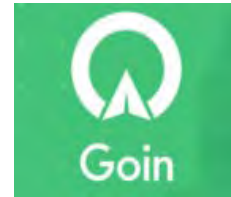
- Toronto Transit Commission, Eve Wiggins, eve.wiggins@ttc.ca, 416-393-3095

* GIRO has other fixed route software.

- Societe de Transport de Montreal, Alain Rochon, alain.rochon@stm.info, 514-280-6377
- Calgary Transit, Karim Rayani, karim.rayani@calgary.ca, 403-537-7924

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Name: Goin
Services: Multi-Modal*
Platform: App & Website
MDT Recommended: Yes



Contact: Mac Brown
Email: mac@goin.org
URL: goin.org

Description:

Functions as a service aggregator. Riders would be able to see fixed route, paratransit, INCLs, medical transportation, and private services. No community transportation integrated in their API-based system yet.

- Goin’s structure is to integrate multiple services for an On-Demand structure for users with multiple digital payment options.
- Riders can be vetted as eligible for particular partners with strict criteria. A rider can note his/her mobility needs through the app like service for walkers, folding chairs, scooters, leg rests, and ramp & lift capable.
- The rider inputs location data, number of passengers, and mobility needs and requests a ride to either directly to vehicle operators or a dispatch coordinator—depending upon the organization with the contract.
- Goin develops a Business Associate Contract with each provider they refer to within their app. These are subject to HIPAA regulations of safeguarding health information.
- Integrating gas cards and public transit fare into their platform is a future goal.

Unique Features:

- Selected to win an FTA Mobility On Demand Sandbox grant for on-demand ADA Paratransit technology.
- Platform provides mobile wallet option for users to pay different fares across modes.

Reference Contact Information:

- Medstar Transportation, Cory Martin, 509-588-1411, cory@gomedstar.com; Betsy Dunbar, 509-307-0358, betsy@gomedstar.com
- Pinella Suncoast Transit Authority, Bonnie Epstein, bepstein@ptsa.net; Ross Silvers, rsilvers@ptsa.net

Name: KanaiTek
Services: Brokerage/Demand Response/



* Supports connections to a variety of different modes

Volunteer Driver

Platform: Web & App

Contact: Bjorn Johnson

MDT Recommended: No

Email: bjohnson@kanaitek.com

Description:

URL: kanaitek.com

Both individual providers and a brokerage model can be built with the system.

- Rider, Driver, and Dispatch portals.
- The platform is built around an API, so all exporting/importing and sharing of data done primarily through this means.
- They have pre-defined and custom reports for billing, trip times, etc.
- The app contains a specific module for training paid and volunteer drivers.
- Organizations can manage transportation alternatives like gas cards and public transit fare dissemination.

Reference Contact Information:

- Human Service Council of Southwest Washington
- Golden Chariot
- Woodland Wheelchair
- Pioneer Street Cb
- TLC Wheelchair

Name: RideScheduler



Services: Pre-Scheduling Programs, particularly Volunteer Driver Programs

Contact: Steve Ewart

Platform: Web

Email: steve@ridescheduler.com

MDT Compatible: No

Website: ridescheduler.com

Description:

- Used by over 130 organizations, primarily volunteer driver-based.
- Automated texts, emails, and phone notifications can be sent to riders and drivers alike.
- Dispatch approves rider requests, and then drag and drop requests into drivers' schedules. Dispatch can send out bulk ride lists to drivers via email for ease of use.
- System can facilitate same-day scheduling, but is not designed for this purpose.
- Rider/Driver profiles, and ride histories can be exported to Excel.
- Tracks standard time, rider, and driver efficiency metrics; and can run custom reports
- HIPAA rules have been vetted by Kaiser Permanente and Catholic Community Services of Western Washington (CCSWW).
- Have developed custom export modules, but do not have a standardized API.
- System supports 'umbrella' organization that links databases, but not a brokerage model.

Unique Features:

- As a volunteer driver-focused platform, it provides transportation providers with a reporting platform to distribute gas reimbursement cards to their volunteer drivers.
- Platform has videos for driver training, and manages driver license info and background checks. Additionally, RideScheduler has their own online meeting software.

Reference Contact Information:

- Jill Sears, Program Director, Y OPAS | jillsears@vosymca.org | 602-212-6076
- Jodie Moody, CCS Yakima | jodiem@ccsww.org | 253-502-2708
- Hollianne Monson

Name: Routing Box



Services: NEMT/Brokerage/On-Demand

Contact: Jonathon Anthon

Platform: Web & App

Email: janthon@routingbox.com

MDT Compatible: Yes

URL: routingbox.com

Description:

- The applications books trips on-demand based upon driver ability, vehicle type, traffic, rider mobility, and more. Dispatch can also incorporate department goals like saving gas or reducing single-rider trips.
- ClientLink Rider app can be white-labeled for ideal marketing.
- Drivers usually see manifests in-app, but staff can create 7 different types of paper copies. Each expresses information like rider mobility device differently.
- System can break down large fleets by department, zone, and class. These categories can be flexible to an agency’s different regions of operation, transportation programs, and type of driver, to name a few.
- Uses Crystal Reports. Has 50+ canned reports; additionally, providers can create custom reports.

Unique Features:

- RB created a Trip Importer that supports national NEMT brokers and 30 local brokers as well through their roster formats. They also have developed an API with broker partners for real time trip updates, vehicle position tracking, and e-bill information sharing. API documentation: <https://routingboxapi.docs.apiary.io/#reference>
- Notifications can be pushed to different staff based upon the relevancy to their position – a person with billing would only get the push notification about the new invoice for a trip.
- ClinetLink aggregates trips from various brokered providers so clients can see trips through multiple services in one place.
- RoutingBox can accommodate multiple and varied broker billing models for a streamlined process.

Reference Contact Information:

- Paul Snyder IV, We Care Transportation, psnyder4@snydercorporation.com
- Neil Kalish, NXK Corps DBA Ambutrans, nxknyc@gmail.com
- Mark Illacua, Suburban Transportation, mji@suburbantransport.com

Name: Samsride

Services: On-Demand/Pre-Scheduled

Platform: App & Web

MDT Compatible: Yes



Contact: Sam Xiu

Email: info@samsride.com

URL: samsride.com

Description:

App can send automatic reminders via text or email to riders; and push notifications or texts to drivers

- Driver manifests include arrival time, customer name, origin and destination, driver license and name, and cost rates—if applicable.
- Driver GPS tracked every 5 seconds. Riders can see driver arrival in real-time.
- System reports on completed, cancelled, and current rides; it can create daily, weekly, or monthly reports.
- Track customer & driver information, order, time, distance, and route data.
- The driver platform's pay section can be set at 'pre-paid' for volunteer driver programs. Other options include a flat rate, price per mile, and price per minute. Provides the option of integrating coupon codes for rider savings, if a company has such offers.
- The system has a RESTful API for 3rd Party integration and data export.
- Phone service support during business hours, and email support off-hours.

Reference Contact Information:

- Steadyfare: James Mathew 616-250-7010
- ShuddleRun: Chantal Gabriel 646-408-4403



Name: Spedsta
Services: NEMT/Volunteer Driver/
Demand-Response

Contact: Harsh Wanigaratne

Platform: Web & App

Email: harshw@spedsta.com

MDT Compatible: Yes, Android Table or similar

URL: spedsta.com

Description:

- Application can directly book paid services like TNCs and taxis. Can integrate with other agencies.
- Applications track rider and driver locations, along with riders in proximity to a driver to better facilitate on-demand, multi-rider services. Drivers can see their ETA to arrival, and trip distance.
- Rider Accounting Module provides multiple pay methods. Others can load on money to a rider's accounts.
- 10+ Standard Reports. Data export capable. The reports can be customized.
- Riders are able to book rides within the platform by requesting a scheduled, or starting an in-app/web platform chat with staff. Riders can also use this notify staff of mobility needs or other pertinent data in real-time.
- Capable of integrating with other platform's private APIs through REST
- Can record license, insurance, and other information on volunteer drivers.
- Full Dial-A-Ride and Event routing features for multiple-pickup and multiple-drop-offs.

Reference Contact Information:

- Bonnie Dobs, Medically At-Risk Driver Center, 780-492-0374
- Marge Niven, La Jolla Senior Center, 858-337-0275
- Richard Lester, WelTel Inc, 778-836-2005

Name: TripSpark NOVUS MED
Services: NEMT/Demand Response/
Volunteer Driver/Fixed Route[†]



Contact: Anne Marie Harrison

Email: rfp@tripspark.com

URL: tripspark.com

Platform: Web & App

MDT Compatible: Yes

Description:

- The DriverMate and Provider Mobile applications supply drivers with ETAs, fare details, pick-up/drop-off times, and rider mobility details. Then, these applications send trip progress data over cellular networks to dispatch. Mobility devices are factored into load/unload times.
- Map system can be built upon HERE or Google/Bing based upon need. There are different costs involved with either option.
- NOVUS Demand Response shares core modules with NOVUS MED.
- Reports can incorporate imported ANSI 834, 270/271, 837/835/999, or flat-file data. Platform breaks down data sharing by member or provider.
- The Volunteer Module of MED provides volunteer drivers with manifests, and allows administrators to coordinate reimbursements for those drivers.

Unique Features:

- Agencies can communicate with, “multiple providers, [multiple social care agencies], and multiple finding sources” within the tool.
- NOVUS MED’s system can record pre-paid payment, fare zones, multiple payment methods, and bill to various funding sources.
- NOVUS MED can send IVR messages in various different languages.
- TripSpark provides train-the-trainer classes to staff, who can teach non-tech-savvy volunteers how to use the system.
- New or custom reports can be created in 3 ways: Crystal Reports, writing an SQL query and importing into the system, or using the internal Report Wizard.
- They can provide a Business Associate Agreement for HIPAA compliance.

[†] TripSpark is run by Trapeze, which manages fixed route platforms.

Reference Contact Information:

- Kevin Manley, Bay Cities Brokerage
- Hope Network
- One Care Home & Community Support Services
- Lane Transit

DRAFT

Conclusion

Transportation software is not a one size fits all solution. Software is merely a tool to enhance productivity and integration, but the company must be willing to work with their direct users to identify targeted solutions.

During this process, we also identified several key features that was not asked in the original RFI:

- Compliant tracking
- Platform's integration with fixed route
- Privacy policy for rider confidentiality

This report was not intending to identify the #1 software company. As a transportation provider, we hope you will continue performing software due diligence. Some recommended next steps may include:

- Request sales demonstrations from companies that meet your needs
- Issue an Request for Proposal to software companies that fit your unique needs

Future coordination opportunities.

Appendix A: Glossary

Term	Definition	Source
Application Programming Interface (API)	A protocol intended to be used as an interface by software components to communicate with each other. An API is a library that may include specification for routines, data structures, object classes, and variables. Alt Definition: APIs allow different platforms to immediately communicate data so agencies can share various information without having to export or import through intermediary file types like Excel, CSV, etc.	TCRP 62 (in Resources folder), page 52
API Types (Public v. Private)	[Get Zach to do this one]	
AVL/CAD	AVL: Automatic Vehicle Location – The real-time location of a vehicle CAD: Computer Aided Dispatch – A method of dispatching trips to a vehicle, normally in conjunction with the use of an in-vehicle device	
AWS	Amazon Web Services – A service that provides a web platform for hosting websites and applications.	
Batch-scheduling	Automated process for scheduling large amounts of trips at once.	
Brokerage	A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors.	<u>NCMM's Glossary of Key Terms</u>
Canned	Term used to denote a pre-configured feature or function within software.	
Client notifications		

Cloud-based	Term to denote software or hardware that is hosted in an off-site environment, and accessed via the internet	
Demand Response Service	The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called "dial-a-ride." These services usually, but not always, require advance reservations.	<u>NCMM's Glossary of Key Terms</u>
Dwell Time	The time an individual vehicle spends at a stop or layover.	
Electronic Data Interface (EDI) Site		
First mile / last mile	Term used to denote transportation options for getting riders to/from a fixed route line.	
Geozone		
General Transit Feed Specifications (GTFS)	Known by the acronym GTFS, these are the data specifications, originally developed and known as Google Transit Feed Specifications. They are used in all Google Transit applications, from the trip planner to Google mapping functions. Transportation providers agree to provide their route data in this format in order to be included in Google Transit applications.	TCRP 62 (in Resources folder), page 52
HIPAA	Health Insurance Portability and Accountability Act: Law passed in 1996 that governs how healthcare information may be used.	
IVR	Interactive Voice Response – Automated telephony system that allows humans to interact with a computer via keypad or voice inputs. Commonly used for client notification callouts.	
Manifest	Document displaying the scheduled stops or trips of a vehicle.	
MDT	A Mobile Data Terminal refers to any	

	fixed digital device within a vehicle that facilitates communication between dispatch, driver, and rider.	
Mobility-as-a-service	A customer-focused interface that incorporates multiple mobility options into a single, intuitive and seamless platform or app that allows for choosing the right option, scheduling and paying for that option.	<u>NCMM's Glossary of Key Terms</u>
Multi-modal	Refers to the availability of transportation options within a system or corridor. A Multi-Modal Provider provides access to many different modes for riders to choose from within one platform. A Multi-Modal trip is a trip that consists of numerous different vehicles or transportation modes.	<u>NCMM's Glossary of Key Terms</u>
Multi-modal algorithms		
NEMT	Non-Emergency Medical Transportation. Used to denote medical transportation that is not started in response to an emergency.	
Mobility On Demand	An integrated and connected multi-modal network of safe, affordable, and reliable transportation options that are available and accessible to all travelers. [FTA Office of Research, Demonstration and Innovation] MOD is an innovative, user-focused approach which utilizes app-based services, integrated transit networks and operations, real-time data, and other integral technology to connect travelers with a variety of diverse transportation options immediately.	<u>https://www.transit.dot.gov/regulations-and-guidance/shared-mobility-definitions</u> <u>https://www.its.dot.gov/factsheets/pdf/MobilityonDemand.pdf</u>
No-show	A passenger scheduled for a demand-response trip who does not appear at the designated pick-up place and time and does not cancel the trip in advance. Frequent no-shows can hurt the efficiency and effectiveness of the demand-response transportation service. In addition, passengers who repeatedly fail to show for scheduled service may have their right to service	<u>NCMM's Glossary of Key Terms</u>

	suspended, subject to an appeals process.	
On-Demand	A product or service available immediately, or as soon as or whenever required. Twenty-four or 48-hour advance reservation trips are NOT on-demand.	<u>NCMM's Glossary of Key Terms</u>
On-Time Performance (OTP)	The proportion of the time which a transit system adheres to its published schedule time within stated allowances; generally used for fixed-route purposes.	<u>Small Urban and Rural Transit Center Transportation Glossary</u>
On-Vehicle Device (e.g. MDT)		
Open Database Connectivity (ODBC)	Interface that allows applications to access data from separate databases.	
Paratransit	Types of passenger transportation that are more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit is a broad term that may be used to describe any means of shared ride transportation other than fixed route mass transit services. Paratransit services usually use smaller vehicles (less than 25 passengers) and provide advance-reservation, demand-responsive service that is either curb-to-curb or door-to-door. Paratransit services that are provided to accommodate passengers with disabilities who are unable to use fixed route service and that meet specific service equivalency tests are called Americans with Disabilities Act (ADA) complementary paratransit services.	<u>NCMM's Glossary of Key Terms</u>
Push notification / Pull Notification	Terminology to denote different types of notification methods. Push notifications are notifications initiated by a system/process/person, whereas pull notifications are requested by a system/process/person.	
Real-time	Information transmitted and delivered to reflect current status as much as possible.	<u>CTAA's Mobility's Future Glossary</u>
REST		
ROI		

Same-day	Scheduling terminology used to describe where a trip request takes place on the same day as the trip itself.	
Software-as-a-Service	Software licensing model in which software is licensed via an ongoing subscription, as opposed to a single up-front purchase.	
Submit Within Platform (Under 'Support' in the RFI Table)	Some of the technology companies allowed a support ticket feature within their web portal or application that facilitates real-time back and forth communication between a transportation provider and a technician.	
Subscription trips	A recurring trip that has the same characteristics each day.	
Third party integration		
Transportation Network Company (TNC)	Transportation Network Companies utilize smart phone applications to instantly connect paying customers with low-cost rides. The luxury of the vehicle and number of other riders not affiliated with one another impacts the cost of the ride.	
UI/UX	User Interface/User Experience	
Uptime	Term used to measure length of a time a computer or service has been available without interruption.	
Volunteer Driver Program	Provide transportation to passengers using volunteers as drivers and often using the vehicles of the volunteer drivers. Drivers generally provide door-to-door assistance, and frequently also provide door-through-door, stay-at-the-destination, and escort support to senior passengers.	<u>NVTC Lexicon of Transportation Terminology</u>
White-labeled	Terminology to denote whether a software or process can be branded with the purchaser's branding.	

Appendix B: RFI Document

5/1/2018

REQUEST FOR INFORMATION (RFI) FOR TRANSPORTATION SOFTWARE

The King County Mobility Coalition (KCMC) is in the process of advising our members and partners in selecting their best transportation software in order to assist transportation service organizations providing transport to seniors, persons with disabilities, and other special needs populations throughout King County, Washington.

KCMC facilitates the coordination of King County special needs transportation. Members include special needs transportation service providers, clients, funders, and representatives from numerous urban and rural-based governmental, non-profit, and for-profit agencies across King County. The Coalition brings together individuals and organizations to share information; assess the needs of the local community; identify gaps in the current transportation network; provide recommendations to improve the system; and educate decision-makers, community groups, and the general public. More information on the Coalition is available at www.kingcounty.gov/mobilitycoalition.

KCMC partners provide a variety of transportation services, including paid driver free or low-cost shuttles, demand response, circulators, volunteer transportation services in private cars, brokers, and much more. Destinations include medical and dental appointments, senior and community centers, shopping and errands, recreation, and general purpose trips.

We have identified your company as one of the emerging contenders in the field of transportation software and we are seeking further information about your product(s). Please submit responses to the following questions:

I. General Inquiries

1. How does your application facilitate rider-focused technologies to assist seniors and people with particular mobility needs or limitations find transportation options?
2. How does your application utilize GPS capabilities to facilitate ride scheduling?
3. How does your application optimize the scheduling of routes and schedules?
4. How does your application manage rider fares and/or donations?
5. Please provide references for other customers currently using your program.

II. User Experience/User Interface and Communications

1. How is your application delivered to program employees and back-office managers?
2. What means does your application offer to customers to manage and view their profiles and trips in the system?
3. How does your technology support online/app-based booking or requesting of trips by users?
4. Does your software support import/export of trip information to subcontracted service provider software systems?
5. How does your application disseminate ride notifications to users?

6. Through what channels does your application offer real-time trip information to customers?
7. How does your application allow both drivers and riders to understand trip length, trip time, costs (if applicable), and estimated time of arrival and location of the driver?

III. Manifests

1. How does your application communicate driver manifests?
2. Do you offer the option of auto-emailing manifests?
3. How are rider's mobility needs or limitations communicated to the drivers on the manifest?
4. Please provide a sample manifest.

IV. Data and Reporting

1. What are the system's reporting capabilities?
2. What types of reports does your system generate?
3. Can reports be customized by the users?
4. What types of metrics does the system track?
5. How does your application facilitate reporting to funders?
6. How will the system import and export data?
7. Please describe your application's ability to import and export data to a third-party platform.

V. System Security and Confidentiality

1. How does your program protect confidential customer information?
2. Please describe your HIPAA compliance policy.
3. Please describe your security features in detail.

VI. Integration

1. How is your application hosted? Locally on premises or in the cloud?
2. What functionality do you offer through publicly available APIs so that other developers and organizations can integrate with the program?

VII. Support and Cost

1. What is your cost structure?
2. How do you charge for system modifications or customizations?
3. Please describe your start up/implementation costs.
4. What is your application licensing model?
5. Please provide complete overview of all costs associated with the system as well as additional costs that may be incurred.
6. Describe your customer service policy, how quickly you respond to requests for system service and the hours you are available.
7. How frequently do you update your mapping software? Is there a cost and does the update cause the service to go down? If so, how long do the outages last?

8. How will your application make our system more efficient and save money?
9. Would your agency provide industry discounts to members of KCMC and/or CTANW? If so, how much/what type of discount?

VIII. Provider Type (if applicable)

1. How does your application facilitate demand response transportation services?
2. How does your application manage both paid and volunteer transportation services?
3. How does your application facilitate the recruitment, training and deployment of volunteer drivers?
4. How does the system accommodate same-day ride requests?
5. How does your software support the use of a distributed, or brokered, model of transportation services?
6. How does your software support the management of other modes of transportation assistance, such as gas cards or public transit fare?

Please submit your response to mobility@hopelink.org with the subject line "Transportation Software RFI Submission". The deadline for receipt of your RFI response is Friday, June 1st at 11:59 PM PST.

Should you have any questions, please contact Staci Haber at shaber@hopelink.org.

Thank you.

Yours sincerely,

Staci Haber, Senior Manager
King County Mobility Coalition

cc. Alex O'Reilly, KCMC Co-Chair
Don Okazaki, KCMC Co-Chair

Appendix C: Additional Resources

NADTC Trend Reports

Websites