

STAFF REPORT



MEETING DATE:	June 30, 2022
SUBJECT:	Approve Contract with Via Mobility LLC to Provide Software for ShastaConnect Services
AGENDA ITEM:	5-9
STAFF CONTACT:	Sean Tiedgen, AICP, Executive Director

SUMMARY:

SRTA contracted with Via Mobility LLC., (Via) to provide software support for the new ShastaConnect Sunday On-demand Transit Service pilot and for the Monday through Friday Consolidated Transportation Services Agency (CTSA) services. The current contract expires July 31, 2022, and a new two-year contract to provide ongoing software support for and to ensure continuity of ShastaConnect services is being recommended.

STAFF RECOMMENDATION:

It is recommended that the board of directors authorize the executive director to:

1. Execute a technical services agreement with Via Mobility LLC., to provide software support for ShastaConnect services for a two-year term, not to exceed \$150,000; and
2. Make minor administrative contract amendments as appropriate.

DISCUSSION:

SRTA contracted with Via in July 2020 to provide software support services for the ShastaConnect Sunday On-Demand Transit service and Monday through Friday Consolidated Transportation Services Agency (CTSA) services, which are provided by Dignity Health Connected Living (DHCL). SRTA initially contracted with Via under a two-year agreement to see if their product could deliver as promised and to replace a previous vendor that could not meet software support requirements.

The Via software package is a cloud-based solution geared toward micro-transit and paratransit services. With the software, riders are able to pre-book trips or request trips on the day of service. Via also provides the following added benefits that were not available with the other vendors:

- Can be used for all services SRTA contracts with DHCL to provide.
- Dispatchers can manage and update rider profiles, can better manage fleet/driver schedules, receive real-time status information on each vehicle and trip, and can easily reassign riders to different vehicles if needed.
- Riders can place a 'pin' on the mobile app to better show drivers where they want to be picked up or dropped off.
- Drivers can manage ride information, inform riders they have arrived, and request help from dispatch all from their app.
- Performance metrics are reported in graph/chart formats with many variables to choose and can be downloaded in a table format for further custom analysis if needed.

A new two-year sole-source contract is recommended for the following reasons:

- Via has exceeded staff expectations, is responsive to issues, and stays in constant contact with staff. The software has improved service efficiency, allowed DHCL staff to focus more on services instead of just planning routes, provided opportunities to expand services such as in the Intermountain Area of Shasta County, and added more options for riders to request trips through the mobile app.
- The software product is now essential in maintaining operational continuity for the Monday–Friday CTSA service, the newly added Intermountain Area service, and for continuation of the grant-funded Sunday On-Demand Transit service through at least December 2023.
- Awarding a new sole-source contract to Via efficiently supports ongoing services and projects already in progress. Their initial contract was awarded under a competitive process. Initial setup of the Via software for the ShastaConnect services was completed less than two years ago and represents a significant investment. Acquiring a new software provider in such a short time would require additional investment to design and develop a duplicative service model, train staff, and then provide monthly support, with no operational benefit or cost savings.

ALTERNATIVES:

The board of directors may choose to not award a contract to Via and direct staff to issue a new request for proposals. This would still require a six-month \$25,000 contract extension with Via to ensure continuity of services until a new software vendor is acquired.

OTHER AGENCY INVOLVEMENT:

SRTA contracts with DHCL to operate the ShastaConnect transit services.

FISCAL IMPACT:

This contract continues software support services for ShastaConnect Sunday On-Demand Transit and Monday-Friday CTSA services for two years with a budget of \$150,000. Contract costs provide ongoing monthly support services for two years (\$88,200) with the balance (\$61,800) available to add more vehicle support licenses or to support service expansion or other changes. Costs are covered by a combination of Low Carbon Transit Operations Program (LCTOP) and CTSA operating funds.



Sean Tiedgen, AICP, Executive Director