

certified individuals, the Special Transportation Division of the Parks, Recreation and Community Services Department operates the Riverside Connect Program within the city limits of Riverside.

The program, implemented in 1975 with just five buses, currently has a fleet of 34 – 16 passenger compressed natural gas (CNG) buses, 2 - 9 passenger Transit Vans, a sedan, and a passenger van. Prior to the pandemic the program provided on average 600 to 700 rides per day but as a result of the pandemic, service demands have been slow to recover to pre COVID-19 numbers with the average number of rides per day currently at around 300 to 350.

Riverside Connect will be celebrating 50 years of service in 2025. The program continues to provide necessary transportation services to seniors and the disabled community 7 days a week, 363 days a year. Riverside Connect allows seniors and individuals living with a disability the ability to live an independent life by providing equitable access to transportation. Riverside Connect has traveled on average over 400 miles per year transporting senior and disabled residents throughout the City of Riverside.

Several key factors underscore the significance of this service for our residents:

1. **Independent Living:** For elderly residents and individuals with disabilities, Riverside Connect is instrumental in promoting an independent lifestyle. Riverside Connect empowers individuals to access essential services, healthcare services, and community activities without reliance on caregivers or family members.
2. **Accessibility and Inclusivity:** Riverside Connect ensures that individuals with disabilities have equal access to transportation, especially for those who may face challenges using traditional public transportation due to mobility impairments.
3. **Healthcare Access:** Riverside Connect facilitates access to vital healthcare services such as medical appointments and dialysis treatments. Reliable transportation to healthcare contributes to the overall well-being of the community.
4. **Reduction of Isolation:** Riverside Connect mitigates social isolation by connecting individuals who may have difficulty using traditional public transportation. Having the ability to use accessible reliable transportation helps combat feelings of isolation amongst the senior and disabled community.
5. **Employment Opportunities:** The transportation services Riverside Connect provides is a key component in enabling individuals with disabilities the opportunity to participate in the workforce. Riverside Connect provides a reliable and accessible means to commute to and from work.
6. **Community Engagement:** Riverside Connect contributes to community engagement by enabling individuals to participate in social, cultural, and recreational activities. Participation in these types of activities fosters a sense of belonging and community.
7. **Emergency Evacuation and Disaster Response:** When called upon by first responders, Riverside Connect can assist with the safe and timely evacuation of individuals with disabilities and those requiring special assistance during emergencies.

Riverside Connect is a cornerstone of an inclusive and compassionate community. By addressing transportation services, Riverside Connect contributes to the overall well-being, independence, and active participation of diverse community members. The continued support

and enhancement of Riverside Connect aligns with the City’s commitment to creating a community that is accessible and supportive to all. Riverside Connect is 100% funded by State and Local Transportation funds.

DISCUSSION:

In the fall of 2023, the Special Transportation Division of the Parks, Recreation and Community Services Department issued a Request for Proposal (RFP) for a new transportation scheduling software that also incorporates the ability to capture and store all recorded video surveillance for a one-year period per State Governmental Code 34090.8(b). Riverside Connect’s current scheduling software, RouteMatch Software Inc., was procured by the City in 2006. In July of 2020 Routematch Software Inc. was acquired by Uber Technologies Inc. as Uber wanted to become a Software as a Service (SaaS) provider to public transit agencies such as Riverside Connect. On July 6, 2022, TripSpark Technologies acquired RouteMatch Software, Inc. from Uber Technologies, Inc. This change in ownership over the past two years has diminished the level of service that Riverside Connect was accustomed to receiving from RouteMatch over the 18 years using the software. This was most evident in their tech support response times when issues with the software would occur. Routematch’s scheduling software interface was antiquated compared to other similar scheduling software being demonstrated to City. As a result of potential advances in technology and difficulties with receiving support from our current vendor an RFP was issued to determine whether or not the City was receiving a service that was the most effective and efficient utilizing current technology to schedule and manage transportation services for the senior and disabled population of Riverside.

RFP No. 2334 for Transportation Scheduling Software was posted on January 3, 2024, and closed on January 29, 2024. Six hundred forty-four (644) vendors were notified, and thirty-one (31) Prospective Bidders were listed, twenty (20) of them registered as potential Prime bidders.

The Scheduling Software RFP garnered 8 qualified submissions at the close of the proposal/bid due date, all of which were deemed responsive. An RFP evaluation committee, made up of subject matter experts within the City and a County transportation professional, was given the task of reviewing and rating all 8 submissions independently. Each submission was scored with 4 main criteria: Qualifications, Experience, Professional References, and Cost. Each criterion had available points, and final scores determined the top candidates in a competitive range. The top three candidates were invited to do a virtual presentation of the software to the evaluation committee, which was also scored on the same criteria. Based on the combined scores of both rounds of evaluation, Ecolane USA Inc. was identified to be the successful bidder.

Vendor Name	City	Rank
Ecolane USA	Wayne, PA	1
Foxtor Opco LLC	Swansboro, NC	2
Kevadiya	Pontiac, MI	3
Via Mobility LLC	New York, NY	4
TripSpark Technologies	Cedar Rapids, IA	5
HBSS Connect Corp	Lowell, MA	6
The Routing Company	Boston, MA	7
IVS, Inc dba AngelTrax	Dothan, AL	8

Ecolane is the industry-leading provider of intelligent web-based transit scheduling software. The Ecolane software enables transit providers increased productivity, streamline efficiency,

and outstanding client satisfaction. With over 20 years of experience in the transportation space, the Ecolane Software will help Riverside Connect create a more efficient and effective transit operation with modern scheduling, routing, tracking, and reporting from their software. More importantly, the Ecolane Software has a surveillance system component incorporated into the program and will be able to help the City comply with State Governmental Code 34090.8(b).

The Ecolane Software solution will include the following components:

1. **CORE ECOLANE SOFTWARE** includes license of core system, driver MDTs, and map data for 5 contiguous counties.
2. **MOBILITY** Module – Allows customers to book and manage their own trips through a feature rich iPhone or Android Ecolane branded mobile application.
3. **INSPECT** Module – Pre/Post trip Inspection functionality on MDTs. Allows drivers to do their vehicle inspections on the Ecolane tablets.
4. **ECOVISION 5 CAMERA SYSTEM** – Live in-vehicle camera solution with event-based video to help you prevent fraudulent claims and poor driving behavior. Includes cameras, installation, training and data monitoring platform. Surveillance footage on a cloud base server with a retention period of 1 year.

A 3-year agreement has been proposed securing the cost for year 2, and 3 from potential increases due to inflation. A 25% discount has also been applied to the total cost for each year. The Year 1 cost for the Ecolane System will be \$208,589.50. This year 1 cost incorporates the implantation fees such as remote setup and installation, travel expenses, and onsite training along with software licenses and additional modules requested. The ongoing fee for year 2 and year 3 will be \$170,359.50.

Category	Year 1 Fees	Ongoing Fees
Value Added Items	\$39,958.00	\$38,578.00
EcoVision Lease	\$82,080.00	\$82,080.00
Non- Recurring Items		
Recurring Items		
Core Licenses	\$79,128.00	\$79,128.00
Professional Services	\$36,850.00	
Discount	(\$29,426.50)	(\$29,426.50)
	\$208,589.50	\$170,359.50

Purchasing Resolution No. 24101 section 508 (c) states that “Contracts procured through Formal Procurement for Services or Professional Services, where a Request for Proposals or Request for Qualification was used to solicit Bids, shall be awarded by the Awarding Entity in accordance with the evaluation criteria set forth in the Request for Proposals or Request for Qualification.”

The Purchasing Manager concurs that the recommendation is in accordance with Purchasing Resolution 24101, Section 508 (c).

STRATEGIC PLAN ALIGNMENT:

Riverside Connect contributes to **Strategic Priority 6 – Infrastructure, Mobility & Connectivity**, which ensures safe, reliable infrastructure that benefits the community and facilities connection between people, place, and information.

The transportation service provided by Riverside Connect aligns with the Infrastructure, Mobility & Connectivity Priority, and contributes to **Strategic Goal 6.1** in addressing the transportation needs of the Senior and Disabled residents of Riverside.

This action aligns with the following Cross-Cutting Threads:

1. **Community Trust** – Riverside Connect benefits the City’s diverse populations, and result in greater public good.
2. **Equity** – Riverside Connect ensures that equitable transportation is available to all seniors and disabled residents within the City limits of Riverside.
3. **Fiscal Responsibility** – Riverside is a prudent steward of public funds and ensures responsible management of the City’s financial resources while providing quality public services to all.
4. **Innovation** – This software innovative capabilities and amenities will be best for the Division and its residents.
5. **Sustainability and Resiliency** – Riverside Connect is committed to meeting the transportation needs of the present without compromising the needs of the future and ensuring the City’s capacity to persevere, adapt and grow during good and difficult times alike.

FISCAL IMPACT:

The total fiscal impact of this action is \$549,308.50 for the three-year term of the agreement. The cost for the initial year of the contract will be \$208,589.50. The cost for years 2 & 3 will be \$170,359.50. This procurement is fully funded via State grants. Sufficient funds are budgeted and available in Special Transit Fund, Schedule SW/Video Surveillance Project account numbers 9350400-425700 and 9350410-425700.

Prepared by: Ron Profeta, Transit Manager
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Certified as to
availability of funds: Kristie Thomas, Finance Director/Assistant Chief Financial Officer
Approved by: Kris Martinez, Assistant City Manager
Approved as to form: Phaedra A. Norton, City Attorney

Attachment: Ecolane Bid Proposal