

EXHIBIT C: SCOPE OF WORK CHECKLIST

Please indicate whether the following required and optional features can be delivered by checking the corresponding box on each item. Additional explanation can be provided in Scope of Services response if needed. Light Gray shading and italic text indicates “optional” tasks.

Currently Exists	In Development or Willing to Accommodate	Not Willing to Accommodate	Feature
System Setup			
			Share-ride batching algorithm
			The need for a web-based administrative console to manage trip reservations and access driver and rider data. An interface to allow call-in reservations to be scheduled in real-time or in advance on a PC is desired;
			The ability to define a service area boundary (as shown in Figure 1) that specifies the extent to where and when a rider can book a trip on District operated services;
			The ability to automatically calculate and provide an estimated time of arrival (ETA) to rider once trip requests is submitted. After booking, system should continue to calculate and provide updated ETA information to rider until time of pick-up; and
			The ability to calculate the price of the trip to the rider upon trip request and/or before final trip confirmation is made. System should allow discounts to be applied to price based on factors such as rider type, trip start/end location, or time of day.
			<i>The ability to price the trip based on a flat fare for some riders and distance-based fares for other trips;</i>
			<i>The ability to associate a rider with an employer sponsored program and either directly bill employee rides to an employer account or remove payment requirements for employee rides and allow District to invoice employer for employee rides;</i>
			<i>Ability to adjust back end such as max ETAs, deviation thresholds for shared rides, on street and off-street travel speed settings, and walking thresholds for riders.</i>
			<i>The ability to integrate and show other public transit options within the system (including real-time arrivals and location) and include an integrated fare payment for transfer to and/from these services;</i>
			<i>The ability to show options for other non-District operated mobility services within the same system and allow booking to these systems and integrated fare payment; and</i>

Currently Exists	In Development or Willing to Accommodate	Not Willing to Accommodate	Feature
			<i>The ability to directly access and control of base map properties of the software.</i>
Customer Smartphone App			
			Ability request trips in real time for service operated by District vehicles.
			Available for download from both Apple iTunes Store and Google Play Store.
			The app should allow a rider profile to be created that identifies special needs of the rider in terms of fare payment, vehicle type, accessibility etc.
			The app should allow a rider to indicate payment method, such as a credit card option, cash-payment on-board or other agency-sponsored fare payment options.
			The app should allow the user to input various promotional or discount codes that would adjust fares accordingly.
			The app should provide the ability to track vehicle on a map within app and provide service availability forecasting.
			The app should provide the ability to give the user updates on their trip and allow other communication to occur, either directly through the app or via SMS messaging.
			<i>The app can allow for the inclusion of Marin Transit branding</i>
			<i>The app can allow a "period pass" to be purchased for unlimited rides in a 1-day, 7-day, or 31-day period. Pass can be recognized within the system and presented to driver as visual inspection on fixed route services.</i>
			<i>The app can provide the ability to show customer estimated time of arrival at destination instead of pickup origin. For example, if a rider wants to make a connecting bus or train, the ability to book a ride based on arriving at that station in advance of a specific time</i>

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Driver App			
			Automatic dispatch of requested trips to driver app and functionality to allow driver to accept the trip, change/update trip status (Performed/No Show/Cancel), view rider information, and view identified payment method.
			Audio and visual directions for driver to perform pickup and dropoff for riders.
			A user login feature, with user credentials, to be accepted that are associated specifically with Marin Transit. If system is used by other users, all requests and rides performed by Marin Transit drivers would be treated as a single account for data collection and fare reconciliation purposes.
			The ability for drivers to sign in and out of system and allow the driver to indicate a break period within the app.
			The ability for drivers to directly communicate with riders and dispatch.
			<i>Driver app can allow drivers and riders to message directly.</i>
Data Collection & Reporting			
			At a minimum, system captures, stores, and has the ability to report National Transit Database (NTD) required statistics, including, revenue vehicle hours (RVH), revenue vehicle miles (RVM), total vehicle hours (TVH), total vehicle miles (TVM), unlinked passenger trips (UPT or boardings), passenger miles travelled (PMT), and vehicles operated in maximum service (VOMS).
			Full access to the data associated with trips requested and performed within the platform that are assigned to Marin Transit operated vehicles.
			Access to both the raw data and reports through a web-based graphical/dashboard mode and a quick tool for export of tabular source data into a flat file in either/both Excel and/or CSV format.
Ride Data			
			Requested location of pick-up and drop-off (nearest intersection or census block group)
			Actual location of pick-ups and drop-offs (nearest intersection or census block group)

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			Trip length (distance and time)
			Price of trip, including any discounts that were applied.
			<i>Requested location of pick-up and drop-off (lat/long or address)</i>
			<i>Actual location of pick-ups and drop-offs (lat/long or address)</i>
			<i>Estimated and actual pickup time of trip</i>
			<i>Number of passengers on board</i>
			Driver Data
			Start and ends of shifts, including breaks;
			Total vehicle miles traveled (terminal to terminal), and
			Total revenue miles (miles with passengers on board).
			Rider Data
			<i>Ride history;</i>
			<i>Payment history, including use of promotional codes; and</i>
			<i>Rider profile information</i>
Technical Support			
			Provide training materials on how to use rider app, driver app, and the service's back end system
			Ongoing support services must be provided via phone and/or email and must be available during Marin Transit operating hours and meet District expectations.