

# COUNCIL COMMUNICATION

**TO:** Honorable Mayor and Council

**FROM:** Patrick Cipres, Transit Manager

**SUBJECT:**

Approve Master Agreement with Routematch by Uber for Transit Dispatch Solutions Platform (*Patrick Cipres*)

**FUNDING SOURCE:**

Transit Fund

**PURPOSE:**

Approve Master Agreement with Routematch by Uber for a Dispatch Solutions Platform for Transit's fixed route, paratransit, and microtransit services in accordance with City Code §3.10.030.1.

**BACKGROUND:**

Lake Havasu City Transit advertised Request for Proposals on October 1, 2020. Four proposals were received on November 4, 2020. The ranking committee evaluated and ranked the four vendors. The committee chose Routematch by Uber. Routematch by Uber's proposal provided the solutions that the Transit Division was requesting for its dispatch platform.

Routematch by Uber is a U.S.-based provider of Intelligent Transportation Systems (ITS), delivering transit operations technologies and rider engagement solutions to over 500 transit providers across the United States. Uber predicts the future of transit will involve transit systems that are integrated, connected and optimized. Routematch has been the innovations leader in the transit industry for many years providing dispatch technology solutions for all sizes and types of transit agencies both public and private. Uber's first transit partnership launched in 2015 with tremendous continued success. Uber needed a partnership that could exceed its vision of a complete dispatch application for private and public transit systems. Uber found that Routematch was the partner they needed and acquired Routematch in July 2020.

Routematch by Uber will provide the Transit Division with the technology needed to provide a public transit system that is scalable to meet the transit needs of the community for years to come. The Routematch app (platform) will completely support the fixed route and paratransit / mobility service. The Uber app (platform) will completely support the microtransit (demand response) service.

- The dispatch platform will assist with the managing of dispatching for paratransit/mobility and microtransit by monitoring both dispatch requests from mobile applications and phone in requests.
- Reservation actions with intuitive interface allow staff to quickly create reservations or create custom pickup and drop-off requests.
- Arrival and schedule predictions through received data. Provides Division to promptly and easily create schedules that minimize overall vehicle hours and or miles while increasing ridership.
- Cashless fare technology - maximize ease of use for riders, drivers and support staff to be a cost effective operation. Funds are directly deposited into Lake Havasu City financial institution.

**COMMUNITY IMPACT:**

This dispatch platform will intuitively provide real time information to the customers seeking public transit options within Lake Havasu City. All three types of service, fixed route, paratransit, and microtransit can be easily accessed on the customer's mobile device.

- User-friendly customer facing apps for mobile phones allow customers to hail a ride, check availability of service, real time view of vehicle on mobile device, on fixed route view route times, headway, and location of fixed route bus arrival prediction.
- ADA eligibility management - secure data base of customers information.

**FISCAL IMPACT:**

For the design, build, licenses, education and deployment of all services including installation and implementation of the Dispatch Solution Platform will be \$203,365 for the complete project. Transit Division will be using 5307 Federal Transit Administration funding obligated to Lake Havasu City. Lake Havasu City's fiscal impact will be a match of \$53,365, which is programmed in Transit's operational and maintenance budget. In years two through three, the support and maintenance annual cost will be \$43,823 this will be programmed in the Transit Division operational and maintenance budget. After three years we will have the option to extend the contract.

**ATTACHMENTS:**

Routematch by Uber Master Agreement  
 Routematch by Uber Mobility on Demand Order Form  
 PowerPoint Presentation

**SUGGESTED MOTION:**

I move to approve the Master Agreement with Routematch by Uber for the Transit Dispatch Solutions Platform in the amount of \$203,365 and authorize the City Manager to execute the Agreement on behalf of the City.



## February 23, 2021 Regular Meeting Summary

Line Item	Summary	Final Action
06.1	Approve the February 9, 2021, City Council Regular Meeting Minutes (Kelly Williams)	Approved
06.2	Adopt Resolution No. 21-3473 Authorizing the Submission of a Grant Application with the Bureau of Justice Assistance for the FY 21 Adult Drug Court and Veterans Treatment Court Discretionary Grant Program to Enhance Veterans Treatment Court Services, and Authorizing Execution of Necessary Documents and Implementation of the Activities Funded by the Grant (Mitchell Kalauli)	Adopted Resolution No. 21-3473
06.3	Adopt Resolution No. 21-3477 Adopting the Lake Havasu City Complementary Paratransit Plan (Patrick Cipres)	Adopted Resolution No. 21-3477
06.4	Adopt Resolution No. 21-3478 Abandoning the Northern 20-Foot by 42.71-Foot Portion of the 20-Foot by Approximately 52.71-Foot Public Utility and Drainage Easement Located on the Southerly Property Line of 4210 Highlander Avenue, Tract 2209, Block 10, Parcel E (Luke Morris)	Adopted Resolution No. 21-3478
06.5	Adopt Resolution No. 21-3479 Approving Acceptance of the Dedication of an 8-foot Public Utility Easement Abutting the Right-of-Way at 850 Granada Vereda (Luke Morris)	Adopted Resolution No. 21-3479
06.6	Ratify City Manager's Execution of Environmental Access Agreement with Richard Holmes to Allow Installation of Two Groundwater Monitoring Wells, Soil Boring Testing, and Related Activities on City Parcel "S" Adjacent to the Texaco Max Mini Mart Located at 1571 Palo Verde Boulevard S. (Stuart Schmeling)	Ratified
06.7	Call for Executive Session Pursuant to A.R.S. § 38-431.03(A) 4:00 p.m. Tuesday, March 9, 2021 (Kelly Williams)	Executive Session Called
07.1	Announce Vacancies on Lake Havasu City Boards, Committees, and Commissions (Kelly Williams)	Vacancies Announced
07.2	City Manager's Report (Jess Knudson)	Report Given
08.1	Series #4 Wholesaler Liquor License, Rusty Vine, 3560 Challenger Drive #100/Callagy (Kelly Williams)	Recommended Approval
08.2	Adopt Ordinance No. 21-1251 Amending Lake Havasu City Code Chapter 9.30, Noise, and Section 14.04.09, Operation and Maintenance Standards, to Include Amplified Sound Reproduction Device Definition and C Band Level Measurements and Changes to Measuring Criteria and Allowable Noise Levels (Anthony Kozlowski)	Adopted Ordinance No. 21-1251

08.3	Adopt Resolution No. 21-3481 Establishing a Pilot Electric Stand-up Scooter Program (Kelly Garry)	Adopted Resolution No. 21-3481
08.4	Approval of the Final Subdivision Plat for Percheron Estates, Tract 2405, a Re-Subdivision of Tract 2295, Block 4, Lot 8, for a 4-Lot Residential Subdivision in the Residential Agriculture (R-A) District (Stuart Schmeling)	Approved
08.5	Approval of Development Agreement for Percheron Estates, Tract 2405, Regarding the Public Improvements for the Development (Stuart Schmeling)	Approved
08.6	Approve Master Agreement with Routematch by Uber for Transit Dispatch Solutions Platform (Patrick Cipres)	Approved with Routematch by Uber in the Amount of \$203,365
08.7	Award Bid for the Havasupai Wash #3 Project to Perco Rock Company (Jeff Herb)	Awarded Bid to Perco Rock Company in the Amount of \$2,346,808