

# Scope of Work Comparison

The below provides the originally contracted Scope of Work requirements as presented with TapRide. A blue check mark is included next to each line item that Ecolane is able to fulfill in an exact, or highly similar way as TapRide (to be further discussed in the Ecolane demo). Additional context on increased or changed functionality, due to the introduction of Ecolane, around core features is also included throughout. A summary of items that are not offered in a similar way, or not available within the Ecolane offering are included at the bottom of the document.

- ✓ On-demand service
  - ✓ Android/iPhone application for riders to request rides
    - ✓ Real time
    - ✓ Scheduled
    - ✓ Rider can request pick up/drop off location
      - ✓ Enter in address
      - ✓ Drop a pin
      - ✓ Select pre-existing pins
    - ✓ How many riders
      - *Ecolane also allows riders to self identify if they require a traveling companion (such as personal assistant, other passengers, children, etc.) through the mobile app*
    - ✓ Accommodations (wheelchair and bike accessible)
      - *Ecolane offers 20+ “mobility aids” for different rider accommodation needs*
        - *Bicycles can be included as one of 20+ mobility aid options, but they are all called “Mobility Aids”*
  - ✓ Mobile website access for iPhone, Android, Blackberry, and Window phones
    - *The browser version is smartphone capable and expected to work on Blackberry and Windows phones as well, but is not an explicit offering of Ecolane.*
  - ✓ Mobile applications
    - ✓ For iPhone & Android
  - ✓ Vehicle tracking
- ✓ Administrative Dashboard
  - ✓ Vehicle/Driver tracking
  - ✓ Add requests (call ins)
    - ✓ Pick up/drop off

- *Ecolane offers riders and dispatchers the ability to designate a “Leave At” or “Arrive By” time.*
  - ✓ Name
  - ✓ Phone Number
  - ✓ How many Passengers
    - *Ecolane also supports increased functionality through the dispatch portal allowing user profiles to include a companion required for every ride, on a one time basis, or trip by trip if needed.*
  - ✓ Accommodations
    - *Ecolane offers 20+ “mobility aids” for different rider accommodation needs*
  - ✓ Scheduled Rides
  - ✓ Recurring Rides
  - ✓ Extra notes
- TapRide Reporting
  - ~~Number of Riders per day~~
  - ~~Number of Riders per hour~~
  - ~~Number of Riders per driver~~
  - ~~Trip duration by hour~~
  - ~~Popular Dropoff stops~~
  - ~~Popular pick up stops~~
  - ~~Ride Log~~
  - ~~Productivity~~
  - ~~Summary~~
  - ~~Top Rider Cancellers~~
  - ~~Top Rider No Shows~~
  - ~~Driver Mileage~~
  - ~~Cancellation messages~~
  - ~~Driver History~~
  - ~~Rider History~~
  - ~~Charts~~
  - ~~Heat Map~~
- Ecolane Reporting
  - 301 Report
  - ADA Applications Approval
  - Alerts Resolution
  - Average Trip Distance
  - Average Trip Duration
  - Billing Summary Report
  - By Driver Run Manifest
  - Capacity Demand
  - Daily Run Productivity
  - Data Exception Report
  - Data Exception Report Internal
  - Driver Hour Report
  - Driver Performance
  - Fare Summary Report
  - Fleet Utilization
  - Funding Source Fare Summary
  - List of Riders
  - Lists of Distinct Clients

- Medicaid Trips
- Miles/Hours By Funding Source
- NTD Key Performance Indicators
- NTS S-10
- NTD Summary Report
- OTP
- OTP by Driver
- OTP by Hours
- OTP Late Trips
- Paratransit Operating Statistics
- Problem Trips
- Quarterly Operating Data Report
- Refusals and Denials Report
- Revenue Replacement Report
- Run Manifest
- Run Report
- Same Day Trips
- Service Report by Client
- Signatures Run Manifest
- State DOT
- Subscription Failures
- System Productivity
- System Speed Adjustment
- Total Passenger Miles
- Total Passenger Trips
- Trip Count Report
- Trip Distribution Report
- Trip Negotiation Window
- Trip Time Distribution Report
- Trips by Funding Source
- Trips by Purpose
- Trips by Transportation Company
- Trips per Client
- Vehicle Report
- Vehicles in Maximum

- ✓ Unlimited users
- ✓ Add/edit operating days/times
  - ✓ Service hour exceptions
    - ✓ Holidays
    - ✓ Summer
- ✓ Add/edit service boundary
  - ✓ Pick ups and drop offs
  - ✓ Just pick ups
  - ✓ Just drop offs
  - ✓ No rides
- \*Announcements
  - ✓ Rider
    - *Riders can be notified via push notifications through the App, SMS text messaging and/or IVR call-outs depending on the agency's needs and scope of services. These options are listed as "Optional" within the Ecolane detailed Scope offering.*
  - ✓ Driver
    - *Dispatch can send messages directly to the drivers.*
- ✓ Add/edit vehicles
  - ✓ Vehicle ID
  - ✓ Capacity
  - ✓ Accommodations
  - ✓ Driver Name

- ✓ License Plate
  - ✓ Notes
- ✓ Add/Edit Stop locations
  - ✓ Add pick up instructions to send to riders via app notification
    - *Passengers can add “Driver Notes” on a trip level to identify any additional needs or directional assistance.*
- ✓ Ride Restrictions / Trip Restrictions / “Auto Assignment Rules”
  - *The Ecolane software is very responsive to rules. The restriction offering is more comprehensive with the Ecolane solution. For example: a rule can be put in place to only allow riders with a Medicaid fare type to book trips to locations designated as “medical”.*
  - *Rules and restrictions are handled in different ways throughout the system, including by geofence and by fare type.*
- ✓ Driver Cancel Notes
  - *Drivers are given a drop down menu for “no-show reasons” that they can select from, including an option for “Other”. The agency's policies will determine how a driver operates at that point. If dispatch approval is required, dispatch can send the driver a push notification that they are approved to move on from the no-show, or drivers can indicate the reason and move on to their next assignment.*
- ✓ Auto-Assignment
  - *Ecolane offers automated dispatching capabilities, detailed in the full scope of services.*
    - ✓ Compact Dashboard
      - *Ecolane offers a dashboard view of the system for dispatching and scheduling purposes. The dashboard also provides agencies with comprehensive real-time data on their service.*
        - ✓ Break down of all ride requests (scheduled or on-demand)
        - ✓ ETA's
        - ✓ Pick up/drop off points
        - ✓ How many passengers
      - ✓ Itinerary builds
      - ✓ What drivers have what rides
      - ✓ Status of the itineraries
      - ✓ Ability to edit itineraries
  - ✓ Turn-by-turn navigation
  - ✓ On-board
  - ✓ Completed
  - ✓ Cancellation
- ✓ Rider Login

- ✓ Any email account
- ✓ Admin Driver Login
  - ~~Any email account~~
    - *Drivers are issued a username and password instead of an email.*
- ✓ SMS Texting
  - ✓ Riders to receive ride updates via SMS text
    - ~~Ride accepted by driver, including driver assignment and ETA~~
    - ~~Honk notification~~
    - ~~Ride has been canceled~~
    - ~~Ride has been uncanceled~~
    - ~~Pick up instructions at submission~~

*Ecolane offers:*

- Configurable content for multiple scenarios:
  - ETA based on AVL data from vehicle and name of arriving vehicle
  - Unable to be scheduled by pick up time
  - Instruct customers to call dispatch/call center

- ✓ Mobile Payment
  - ~~Rider payment within application for fared rides~~
  - ~~Pre-defined stop locations to be assigned set value as determined by client~~
  - ~~Credit card and PayPal payments supported~~
  - ~~DoubleMap to deposit funds directly to client via ACH~~

*Ecolane offers the below payment options*

- Configurable billing module
- Pre-paid balance available for customers to use a diminishing funds (manageable within the client account)
- External payments through credit card
- Transaction history available

- ✓ **Hardware**

*The below changes would be made to the hardware configuration. DoubleMap would take ownership of the previously provided iPads and mounting equipment and replace them with the necessary tablets and cases to run the Ecolane platform.*

- ✓ DoubleMap to provide hardware
  - Mobile Data Terminal
    - ~~iPad Pro - 11 inch~~
    - ✓ Samsung Tab Active 2
- ✓ Mounting
  - ✓ Standard six inch dash post
- ✓ Casing
  - ~~Ram mount (iPad)~~
  - ✓ GPS LockBox FlexPro Mount
- ✓ Wiring

- ✓ Cigarette Charger
- ✓ Cellular Data
  - County of Livingston to provide
    - ✓ Verizon
- ✓ Training
  - ~~Webinar~~
    - *Ecolane offers comprehensive training via onsite training as part of their standard offering.*
- ✓ Installation
  - ✓ DoubleMap to provide

*DoubleMap is able to continue providing the below hardware for use with Ecolane URL display*

- ✓ Digital Signage
  - ✓ (2) - 55 inch Industrial LCD Monitor
    - ✓ Includes Mounting Bracket
    - County of Livingston to Install
  - ✓ Kiosk Mode
    - Kiosk Mode Virtual Training

#### **Features not offered or functionally different within Ecolane:**

- **Not offered:** Associate alias locations with stops to help riders identify pick up/drop off locations
- **Not offered:** Honk feature
- **Functionally different:** Points of Interest Platform
  - Admin ability to define:
    - Name
    - Closest nearby stop location for pickup
    - Category
    - Address OR latitude/longitude of location
    - Image
    - Description
  - Provides rider with ability to explore area
  - Can view in list or map format
  - Available as an 'Explore' toggle in app
    - *Ecolane offers a Points of Interest platform that is client specific. Clients (riders) are able to designate popular locations they travel to within their profile for easy access and to provide additional information to drivers/dispatch when they use that location. For example, a client with a wheelchair may indicate their Home as a POI on their profile, and provide additional information for the driver about loading instructions at that location.*

- *Ecolane Points of Interest is not an advertising/exploration mechanism as it is in TapRide.*