



DEMANDTRANS

DemandTrans Solutions Inc. (DTS) is a technology company with a focus on developing software systems for resource scheduling/management, with a specific focus on demand responsive transportation. Based in Chicago with clients throughout the country, DTS has worked in the public transportation industry since 2002 and has technology platforms for both micro-transit and Mobility-as-a-Service.

Software Services

- Demand-Response Transportation
- Fleet operation optimization
- Mobility-as-a-Service platform

Website

- <http://demandtrans.com/>

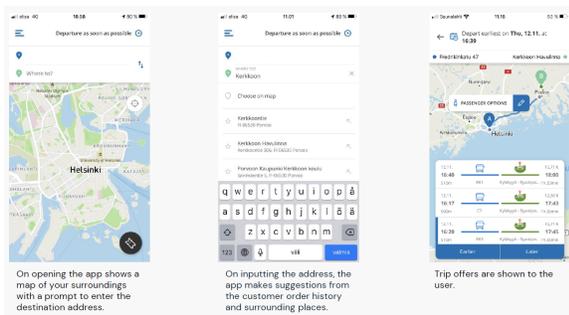
Contact

- Roger Teal, President, roger.teal@demandtrans.com

References

- Denver Regional Transportation District, CO
- Los Angeles Department of Transportation, CA
- AC Transit, CA

Experience



DemandTrans' MobilityDR is a comprehensive technology platform that includes both smartphone app-based and web-based trip booking applications, fully automated scheduling, a tablet-computer based driver application, and integrated mobile ticketing. DemandTrans has

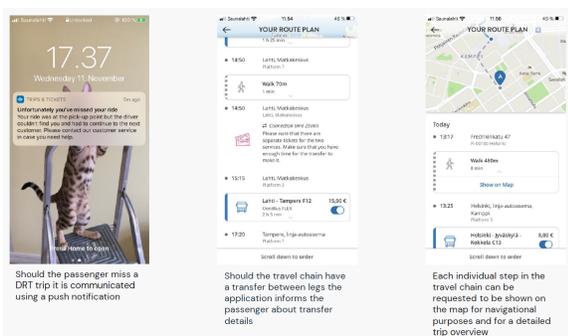
implemented MobilityDR for the FlexRide general public Demand Responsive Transportation (DRT) operations of the Denver Regional Transit Agency (RTD).



The platform includes 23 service zones, 47 vehicles, and nearly 1,900 trips per day for public transportation systems in Chicago , Oakland, Los Angeles, and in Salem, OR. DemandTrans has implemented a Mobility-as-a-Service (MaaS) system in San Joaquin and Stanislaus Counties, operational since 2020. The MaaS system is integrated with Masabi’s mobile ticketing system in that region, as well as car share and bike share services (the latter beginning in Q2, 2023).

DemandTrans technology platform for demand responsive transportation is used to facilitate transportation for many types of customers, including low or moderate income communities in urban, small urban, and semi-rural environments. The MaaS platform has been used in rural environments in the Northern San Joaquin Valley. DemandTrans customizes its services, and is not limited to working only with certain communities.

Services



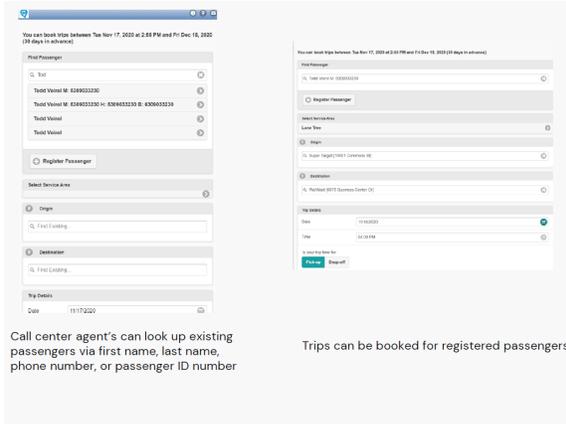
DemandTrans’ primary product for DRT services is MobilityDR. DemandTrans also offers a Mobility-as-a-Service (MaaS) platform, branded as Vamos for use in the Stockton region.

DemandTrans is prepared to supply the following services:

- Software for reservation and dispatching for demand responsive transportation.
- Software for vehicle scheduling for demand responsive transportation services.
- Software for mobile ticketing and fare payments for various forms of public transportation services, including demand responsive transportation.
- Software for optimizing the allocation and deployment of dedicated vehicles and non-dedicated vehicles for demand responsive transportation programs.
- Mobility as a Service software that encompasses trip planning, fare payment and mobile ticketing, integrated booking and payment of

collaborating third party services in a single integrated web-based and app-based software application.

Equity



Engagement

DemandTrans considers equity by providing on-going free consultations to customers after products are purchased, ensuring that its products are readily available to all members of the community.

Language

DemandTrans ensures that its products and services can be available in multiple languages, although the responsibility of language translation

itself is that of other project organizations.

Unbanked

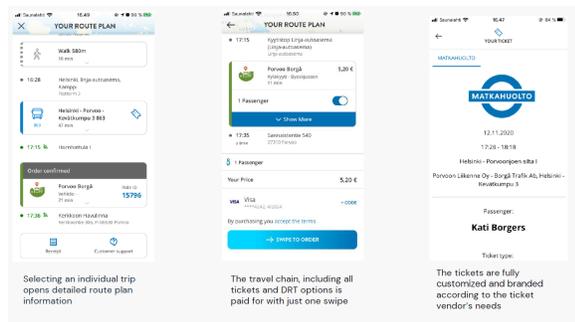
DemandTrans has alternatives for those without credit/debit cards or bank accounts to pay for mobile tickets.

Access without Smartphone

DemandTrans has developed approaches for enabling those without mobile devices to access the technology platform to book, schedule, and manage their trips. These approaches all require the collaboration and/or cooperation of other members of the project organization team. For example, DemandTrans has an agent booking capability for the software, but another organization would need to arrange for and fund the necessary call center capabilities. DemandTrans can assist in the process.

Accessibility

DemandTrans will include accessibility features for the hearing and vision impaired.



Financial

Cost

DemandTrans will make a 20% contribution of its normal service fees (not including hosting and data fees) to any project that utilizes its technology platforms, either MobilityDR or the

MaaS platform. In a typical demand responsive service, the technology platform costs will represent 5% to 10% of total costs of the program. This includes on-going Software-as-a-Service (SaaS) fees, software support, and maintenance for the duration of the project. DemandTrans has no preference as to whether the mobility provider or the CMO voucher funding is used to compensate for the use of its technology platform.

Pricing

DemandTrans uses a Software-as-a-Service (SaaS) pricing model for its MobilityDR and MaaS platforms. This consists of a monthly “rental” fee for the software itself and a monthly hosting fee for the platform which enables it to operate on a cloud-based service basis.

Revenue

DemandTrans requires a minimum revenue guarantee of the sum of out-of-pocket software hosting and data charges. Typically, DemandTrans would charge a minimum of \$1,500 per month for a system with 2 or fewer vehicles, and an additional \$250 per additional vehicle. Additional service zones would cost \$1000 plus \$250 per vehicle after the first 2 vehicles. There are also start-up costs associated with a new system of at least \$5,000, and as much as \$10,000 depending on the complexity of the service configuration.

Generating revenue is not applicable to DemandTrans as a SaaS technology provider for DRT.

If the MaaS platform is used and mobile ticket sales represent a major revenue stream, DemandTrans would be willing to be partially compensated on the basis of a commission on ticket sales. DemandTrans would prefer even in this situation for the majority of the payment to be based on the SaaS model (monthly subscription fee). SaaS fees for the MaaS platform are a minimum of \$5000 per month.

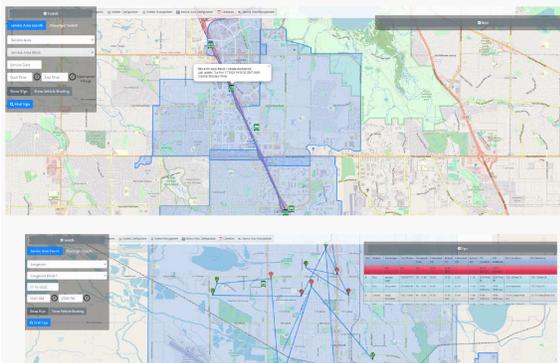
Financial Sustainability

DemandTrans will commit to provide its technology platform to any organization for a minimum of 3 years, including enhancements to the platform at no additional fees, assuming that the organization provides the minimum monthly revenue specified previously. DemandTrans will work with organizations who cannot compensate it on a timely basis to ensure that the technology remains available as long as there is a payment plan in place.

DemandTrans has extensive experience with public transportation and human service transportation organizations, and recognizes that the involved organizations have limited financial resources. DemandTrans recognizes that

it is in its best interest to develop financial compensation arrangements that are affordable and sustainable for various organizations. DemandTrans is willing to adjust its compensation requirements, to the extent compatible with its own financial sustainability, and to the client organization's ability to pay.

Data



DemandTrans contracts stipulate that the data used in the software is owned by the agency. As the agency owns the data, any data sharing arrangements are its responsibility and at its own discretion.

Data is stored on Amazon Web Services and is transmitted wirelessly to and from this environment in an encrypted manner using SSL protocols and other

standard data encryption practices.

Protection of personally identifiable information (PII) data is enabled by the security of the data storage environment on Amazon Web Services and by agency practices about what types of PII data can be exposed to non-clients. In general, services for the general public have very little PII data, and DemandTrans' core technology platform does not require the use of any PII data.