



City Council Agenda

Thursday, December 08, 2022

6:00 PM

35 Cabarrus Avenue, W, Concord NC 28025

Cell phones are to be turned off or placed on vibrate during the meeting. Please exit the Council Chambers before using your cell phone.

The agenda is prepared and distributed on Friday preceding the meeting to Council and news media. A work session is then held on the Tuesday preceding the regular meeting at 4:00 pm.

I. Call to Order

II. Pledge of Allegiance and Moment of Silent Prayer

III. Approval of Minutes

October 25, November 8 and November 10, 2022.

IV. Organization and Procedure of City Council

A. Establishment of time and place for Council's regular meetings and work sessions

B. Election of Mayor Pro-Tem for CY2023

V. Presentations

1. Presentation of a Certificate of Appreciation to Amos McClorey.

VI. Unfinished Business

VII. New Business

A. Informational Items

1. Presentation by Youth Council President, Rohan Patel. The President of Concord Youth Council will provide an update to Council on the upcoming year and review this semester's accomplishments.

2. Presentation of the Independent Auditor's report on the Annual Comprehensive Financial Report for the Fiscal Year ended June 30, 2022. G.S. 159-34 requires each unit of local government or public authority to have its accounts audited as soon as possible after the close of each fiscal year by a certified public accountant or by an accountant certified by the Local Government Commission as qualified to audit local government accounts. The auditor shall be selected by and report directly to the governing board. As a minimum, the required report shall include the financial statements as prepared in accordance with generally accepted accounting principles, all disclosures in the public interest required by law, and the auditor's opinion and comments relating to the financial statements. A copy of the report is available on the City's website at:

<https://concordnc.gov/Portals/0/Concord/Departments/Finance/Documents/Financial%20Archive/FY%202021-22%20ACFR.pdf?ver=GmVDqRYSsMYme5D85JY2lQ%3d%3d>.

B. Departmental Reports

C. Recognition of persons requesting to be heard

D. Public Hearings

1. Conduct a public hearing and consider adopting an ordinance annexing +/- 10.27 acres PIN 4680-39-2552 on Poplar Tent Rd. owned by the City of Concord. The request is for voluntary annexation petition of +/- 10.27 acres of property with on Poplar Tent Rd. The property is currently zoned Cabarrus County Low Density Residential (LDR). The City has proposed to build a trailhead park on the site.

Recommendation: Consider adopting the annexation ordinance and set the effective date for December 8, 2022.

2. Conduct a public hearing and consider adopting an ordinance amending the Concord Development Ordinance Section 8.3.5.Q.5 and Article 14 regarding

supplementary regulations and the definition of Food Trucks. This text amendment is staff-initiated. Staff is seeking to clarify regulatorily the intent of the word "temporary" in the definition of food trucks as well as the definition of "food trucks". City Council discussed this amendment in September and requested that the Planning and Legal Departments amend the proposed amendment following additional research. City Council's request has led to modifications of the language. At their August 16, 2022 meeting, the Planning and Zoning Commission unanimously recommended the proposed amendment be forwarded to the City Council for final consideration.

Recommendation: Consider adopting an ordinance amending CDO Section 8.3.5 and Article 14 concerning supplementary regulations and the definition of Food Trucks.

E. Presentations of Petitions and Requests

1. Consider approving a Resolution Certifying and Declaring the results of the Special Bond Referendum on the Bond Order Authorizing the Issuance of \$60,000,000 General Obligation Parks and Recreation Bonds Held for the City of Concord, North Carolina on November 8, 2022. On November 18, 2022, the Cabarrus County Board of Elections canvassed the results of the referendum pertaining to the City of Concord Parks and Recreation Bonds held for the City of Concord, North Carolina on November 8, 2022 at which the following question was presented to the voters: "SHALL the order authorizing \$60,000,000 of bonds plus interest to provide funds to pay capital costs of providing parks and recreation facilities, including without limitation land, athletic fields, parks, shelters, parking, lighting, trails and greenways and the renovation and improvement of existing facilities, and providing that additional taxes may be levied in an amount sufficient to pay the principal of and interest on the bonds be approved?". According to the official general election results posted on the State of North Carolina Board of Election website the total number of voters who voted "Yes" in answer to such question was 20,157 and the total number of voters who voted "No" in answer to such question was 10,327. The attached resolution certifies and declares these results. If the resolution is approved, a statement of the election results will be published in the newspaper on December 11, 2022.

Recommendation: Motion to approve a Resolution Certifying and Declaring the results of the Special Bond Referendum on the Bond Order Authorizing the Issuance of \$60,000,000 General Obligation Parks and Recreation Bonds Held for the City of Concord, North Carolina on November 8, 2022.

2. Consider adopting a resolution authorizing the grant of a stormwater easement and a temporary construction easement to the City of Concord Alcohol Beverage Control Board. The Fire Department has confirmed that the property is not needed for the use of Fire Station number 7. The City received an Offer to Purchase the easement from City of Concord Alcohol Beverage Control Board ("Buyer") for \$1,034.19. The buyer wishes to use the property to construct stormwater infrastructure for the neighboring lot located at 230 International Drive NW. The buyer is also requesting a temporary construction easement across a portion of 250 International Drive NW as shown on the attached survey. The proposed Resolution directs the City Manager, City Clerk and City Attorney to take all necessary steps and to execute the necessary documents to affect the conveyance of the easement in accordance with this resolution pursuant to North Carolina General Statutes §160A-273 and -274.

Recommendation: Consider adopting a resolution authorizing the grant of the stormwater easement and temporary construction easement to the City of Concord Alcohol Beverage Control Board and directing the City Manager, City Clerk and City Attorney to take all necessary steps and to execute the necessary documents in order to complete the conveyance of the easements.

- 3. Consider recognizing Brook Valley Home Owners Association (HOA) into the City's Partnership for Stronger Neighborhoods program.** Brook Valley is a small community with 11 single family homes. Established in 1989, Brook Valley is located in Northeast Concord off of Bradley Street, Burrage Road, and Branchview Drive. Officers for the Association are: President, Angela Moon; Vice President, Chris Lippard; Treasurer, Tom Small; and Secretary, Harriet Hunter. By approving their inclusion in the Partnership for Stronger Neighborhoods Program, Brook Valley would become the 75th recognized neighborhood since the program's inception in 2000. If approved, with the inclusion of Brook Valley, the program would have a total of 55 active neighborhoods.

Recommendation: Motion to approve the acceptance of Brook Valley Home Owners Association as a recognized neighborhood in the Partnership for Stronger Neighborhoods Program.

- 4. Consider adopting a resolution to consider the addition of the new Federal Regulatory Standards to the Public Utility Regulatory Policy Act (PURPA) by the Infrastructure Investment and Jobs Act of 2021.** On November 15, 2021, the Infrastructure Investment and Jobs Act of 2021 (IIJA) was signed into law. Section 111(d) of the Public Utility Regulatory Policy Act of 1978 (PURPA) was amended to add two new regulatory standards for "non-regulated electric utility" that must be formally considered. The standards concern Demand Response Practices and Electric Vehicle Recharging Programs. As amended, PURPA Section 111(d)(20) directs non-regulated electric utilities to consider for adoption a very broad regulatory policy to promote demand response and Section 111(d)(21) directs non-regulated electric utilities to consider for adoption a broad four-part regulatory policy to promote electric vehicle charging programs in their retail service territories.

Recommendation: Motion to adopt a resolution to consider the addition of the new Federal Regulatory Standards to the PURPA by the Infrastructure Investment and Jobs Act of 2021.

- 5. Consider authorizing the Transportation Department to apply for the Transportation Alternatives Program (TAP) funding for the construction of sidewalks along Cedar, Glenn, Elm and Crowell, through the Cabarrus Rowan Metropolitan Planning Organization's (CRMPO) call for projects.** The Transportation Alternatives Program (TAP) is a part of the Federal-Aid Highway Program. The TAP application requires a 20% local match in funding and to maintain the project after completion. The project consists of constructing sidewalks along Cedar Dr., NW, Glenn St., NW, Elm Ave., NW, and Crowell Dr., NW and will complete walkable connections for residents to the ClearWater Arts Center & Studios, The Village Greenway, and The Boys and Girls Club (see attached map). Total project cost is estimated at \$1,625,000. Estimated City participation is \$325,000 (20%).

Recommendation: Motion to authorize the Transportation Department to apply for the Transportation Alternatives Program (TAP) funding for the construction of sidewalks along Cedar, Glenn, Elm and Crowell, through the Cabarrus Rowan Metropolitan Planning Organization's (CRMPO) call for projects.

- 6. Consider authorizing the City Manager to approve the multiple option award for Demand Response Software to RideCo. and CTS and to negotiate a contract with RideCo. for Rider Transit for five (5) years.** Rider Transit released a RFP in September, in partnership with Cabarrus, Rowan and Mecklenburg County transit systems, to acquire a new Demand Response Transportation Program Scheduling and Trip Management software platform. Seven (7) responses were received and four (4) were selected to provide product demonstrations. Of those, two (2) were selected for award; RideCo. and CTS. Rider Transit selected RideCo. as the choice to replace the existing software system. The maximum cost, based on our current vehicle fleet, of initial implementation and five (5) years of support and maintenance is not to exceed \$158,245.91. FTA 5307 funds are available at an 80/20 match (FTA share - \$126,596,

Concord and Kannapolis share each - \$15,824.95). The Concord Kannapolis Transit Commission approved these recommendations for award at their November 30, 2022 meeting.

Recommendation: Motion to authorize the City Manager to approve the multiple option award for Demand Response software to RideCo. and CTS, and to negotiate a contract with RideCo. for Rider Transit for five (5) years, with a not to exceed maximum cost of \$158,245.91.

- 7. Consider authorizing Rider Transit to enter into a MOU with the SUN Project and CCTS to provide SUN Project participants program related trips as needed.** The SUN Project approached Rider Transit to discuss transportation support for program participants facing transportation challenges. The SUN Project team presented their initial request at the October 12, 2022 Concord Kannapolis Transit Commission meeting. Working in partnership with CCTS as the lead agency to provide trips, Rider Transit would like to support the SUN Project's request and provide program related trips for participants as needed that CCTS cannot fulfill - primarily nights and weekends. After receiving additional information and a formal written request for assistance from the SUN Project, the Concord Kannapolis Transit Commission unanimously approved entering into the partnership as a pilot project at their November 30, 2022 meeting, which will be monitored, data compiled, and revisited 6 months after initial implementation to determine next steps. Rider will utilize the additional FTA 5307 formula funds that were allocated to Rider Transit under the Federal BIL program to cover the costs of the pilot program.

Recommendation: Motion to authorize Rider Transit to enter into a MOU with the SUN Project and CCTS to provide SUN Project participants program related trips as needed.

- 8. Consider authorizing the City Manager to negotiate and execute a contract with Carolina Siteworks, Inc. for the replacement of the culvert on Country Club Drive.** The Country Club Drive Culvert Replacement project consists of the removal of the existing culvert, the construction of a double-barrel culvert, and associated services that will include the relocation of water mains, relocation of gravity sewer mains, coordination with existing utilities, roadway pavement reconstruction, and other appurtenances. The project was bid under the formal bidding process. Bids were taken on November 18, 2022 and seven (7) bids were received. The lowest responsible bidder was Carolina Siteworks, Inc. in the amount of \$1,524,784.55. This bid amount is under the budgeted amount.

Recommendation: Motion to authorize the City Manager to negotiate and execute a contract with Carolina Siteworks Inc. in the amount of \$1,524,784.55 for the replacement of the stormwater culverts on Country Club Drive.

- 9. Consider accepting a Preliminary Application from Walter Baucom.** In accordance with City Code Chapter 62, Walter Baucom has submitted a preliminary application to receive water service outside the City limits. The property is located at 895 Silver Fox Drive in the Foxwood Acres Subdivision. This parcel is zoned county LDR and is being developed with a single family house. Public sewer is not available to the parcel.

Recommendation: Motion to accept the preliminary application and have the owner proceed to the final application phase excluding annexation.

- 10. Consider approving a modification to the Interlocal Agreement with Cabarrus County administering the Central Area Plan.** The City entered into an Interlocal Agreement with Cabarrus County administering the Central Area Plan. Under the Agreement, the City agreed not to extend utilities into certain areas east of the then existing City limits except under certain limited circumstances. Mardan Enterprises, LLC has requested an exception to the Agreement in order to obtain water service for a proposed single-family home at 380 Patience Drive (PIN 5641-00-1839). The County would have to agree to the modification as well.

Recommendation: Motion to approve a modification of the Interlocal Agreement regarding the Central Area Plan to allow the provision of water to 380 Patience Drive.

- 11. Consider approving a modification to the Interlocal Agreement with Cabarrus County administering the Central Area Plan.** The City entered into an Interlocal Agreement with Cabarrus County administering the Central Area Plan. Under the Agreement, the City agreed not to extend utilities into certain areas east of the then exiting City limits except under certain limited circumstances. Mark McCormick has requested an exception to the Agreement in order to obtain water service for a proposed single-family home at 2101 NC Hwy 73 E (PIN 5641-00-5282). The County would have to agree to the modification as well.

Recommendation: Motion to approve a modification of the Interlocal Agreement regarding the Central Area Plan to allow the provision of water to 2101 NC Hwy 73 E.

- 12. Consider appointing or reappointing two members (1 board member and 1 alternate) to serve on the Centralina Regional Council Board of Delegates for CY 2023.** The Centralina Regional Council Board of Delegates is comprised of elected officials from the counties and municipalities throughout the region. Each member government should appoint an elected official to serve on the Board of Delegates. It is suggested that each member government also appoint at least one other elected official to serve as an Alternate to attend Board of Delegates meetings in the Delegate's absence. Currently, Council Member Langford serves as the appointed member and Mayor Pro-Tem Crawford serves as the alternate.

Recommendation: Motion to appoint two members (1 board member and 1 alternate) or reappoint the current members to serve on the Centralina Regional Council Board of Delegates for CY 2023.

- 13. Consider making appointments or reappointments to the Transportation Advisory Committee (TAC) and the Technical Coordinating Committee (TCC) of the Cabarrus-Rowan Urban Area Metropolitan Planning Organization (CRMPO).** Each year, the North Carolina Department of Transportation (NCDOT) requires the MPO to supply a list of current TAC and TCC representatives and alternates. Currently, Council Member McKenzie serves as the appointed member to the TAC and Mayor Pro-Tem Crawford serves as the alternate. Transportation Director, Phillip Graham, serves as the appointed member to the TCC and Assistant City Manager, LeDerick Blackburn, serves as the alternate.

Recommendation: Motion to make appointments or reappointments to the Transportation Advisory Committee (TAC) and the Technical Coordinating Committee (TCC) of the Cabarrus-Rowan Urban Area Metropolitan Planning Organization (CRMPO).

VIII. Consent Agenda

- A. Consider authorizing the City Manager to accept the 2022 North Carolina Governor's Crime Commission Local Law Enforcement Block Grant.** The Concord Police Department has been awarded the 2022 North Carolina Governor's Crime Commission Local Law Enforcement Block Grant. This grant is funded through the US Department of Justice Office of Justice Programs, Bureau of Justice Assistance. The North Carolina Governor's Crime Commission is the State Administrative Agency. The award will fund up to \$24,500 to purchase rifle rated patrol shields to be utilized by Patrol and School Resource Officers. The approval to apply for this award was granted on December 9, 2021 at the Concord City Council meeting.

Recommendation: Motion to authorize the City Manager to accept the 2022 North Carolina Governor's Crime Commission Local Law Enforcement Block Grant on behalf of the police department.

- B. Consider authorizing the City Manager to negotiate and execute a promissory note with Strategic TC Properties, LLC.** The developer for the Coleman Mill Lofts

has requested that the City enter into a promissory note in the amount of \$300,000 related to the development of the project. In June 2020, the City Council approved granting \$300,000 in bond issuance fees (originating from the developer) back to the developer for the rehabilitation of Coleman Mill. The developer has now requested that this be structured as a loan instead of a grant due to other incentives/funding source restrictions. The proposed loan would be at 0% interest with the entire balance due in 30 years. The promissory note would only be executed once the \$300,000 in bond issuance fees are received from the developer. No City funds will be loaned out.

Recommendation: Motion to authorize the City Manager to negotiate and execute a promissory note with Strategic TC Properties, LLC.

- C. Consider accepting an Offer of Dedication of an access easement and approval of the maintenance agreement.** In accordance with the CDO Article 4, the following access easements and maintenance agreements are now ready for approval: Niblock-Richardson Development II, LLC (PIN 5610-59-8709) Cumberland Subdivision Phase 2. Access easements and SCM maintenance agreements are being offered by the owners.

Recommendation: Motion to approve the maintenance agreements and accept the offers of dedication on the following properties: Niblock-Richardson Development II, LLC.

- D. Consider accepting an Offer of Dedication of utility easements and public rights-of-ways in various subdivisions.** In accordance with CDO Article 5, the following final plats and easements are now ready for approval: Skybrook Corners and Christenbury Village Subdivision. Various utility easements and public rights-of-ways are offered by the owners.

Recommendation: Motion to accept the offer of dedication on the following plat and easements: Skybrook Corners and Christenbury Village Subdivision.

- E. Consider accepting an offer of infrastructure at Accent Drive SE, Bedford Farms Subdivision Phase 4, Odell Drive Water Line Extension.** In accordance with CDO Article 5, improvements have been constructed in accordance with the City's regulations and specifications. The following are being offered for acceptance. 563 LF of 2-inch water line, 3 valves, 2,727 LF of Roadway.

Recommendation: Motion to accept the offer of infrastructure acceptance in the following subdivisions and sites, Accent Drive SE, Bedford Farms Subdivision Phase 4, Odell Drive Water Line Extension.

- F. Consider adopting an ordinance to amend the FY 2022/2023 Budget Ordinance for the General Fund.** The developer for Edison Square did not complete the required stormwater control measures. The City is going to complete the required improvements using the \$109,086 that has been held in escrow from the developer. The attached budget amendment appropriates these amounts held in escrow to cover the cost of the required stormwater control measures.

Recommendation: Motion to adopt an ordinance to amend the FY 2022/2023 Budget Ordinance for the General Fund.

- G. Consider adopting an ordinance to amend the FY 2022/2023 Budget Ordinance for the General Fund.** Staff is recommending the purchase of online time entry software to ensure employees can clock in as required when working remotely. The attached budget ordinance appropriates proceeds from the sale of fixed assets to cover the purchase of this software package.

Recommendation: Motion to adopt an ordinance to amend the FY 2022/2023 Budget Ordinance for the General Fund.

- H. Consider adopting a General Capital Reserve Project ordinance to close completed transfers.** Staff is requesting approval to close completed transfers for prior years.

Recommendation: Motion to adopt a General Capital Reserve Project ordinance to close completed transfers.

- I. Consider adopting a Parks and Recreation Capital Reserve Project ordinance to close completed transfers.** Staff is requesting approval to close completed transfers for prior years.
Recommendation: Motion to adopt a Parks and Recreation Capital Reserve Project ordinance to close completed transfers.
- J. Consider adopting a Parks and Recreation Capital Project Fund project budget amendment.** Parks & rec and finance staff reviewed current projects and the allocation of funding among those projects. There are several projects that are complete and are being closed out on the attached budget amendment. The attached amendment also allocates remaining funding from HH-Riverwalk to HH-Cannon Crossing and allocates remaining funding from McEachern: Cabarrus-Fink to McEachern-Hospital Phase. Additional savings from projects being closed will be available for future project funding.
Recommendation: Motion to adopt a Parks and Recreation Capital Project Fund project budget amendment.
- K. Consider adopting a Transportation Capital Project Fund project budget amendment.** Transportation and finance staff reviewed current projects and the allocation of funding among those projects. There are several projects that are complete and are being closed out on the attached budget amendment. The attached amendment allocates savings from these closed projects to the Upfit Cabarrus County Facility project to cover overages. The attached amendment also cleans up the grant budgets for some projects and adds new funding from NCDOT for the NC 3 and Cabarrus pedestrian improvements.
Recommendation: Motion to adopt a Transportation Capital Project Fund project budget amendment.
- L. Consider adopting a Utility Capital Reserve Project ordinance to close completed transfers.** Staff is requesting approval to close completed transfers for prior years.
Recommendation: Motion to adopt a Utility Capital Reserve Project ordinance to close completed transfers.
- M. Consider adopting a Water Project Fund project budget amendment.** Water and Finance staff reviewed current projects and the allocation of funding among these projects. There are several projects that are complete and are being closed out on the attached budget amendment. There is also the removal of bond proceeds as the planned funding source for the Highway 49 project. Some of the savings from the completed projects will be used to fund phase 1 of the Highway 49 project while the rest of the savings will be available for future project funding.
Recommendation: Motion to adopt a Water Project Fund project budget amendment.
- N. Consider acceptance of the Tax Office reports for the month of October 2022.** The Tax Collector is responsible for periodic reporting of revenue collections for the Tax Collection Office.
Recommendation: Motion to accept the Tax Office collection reports for the month of October 2022.
- O. Consider approval of Tax Releases/Refunds from the Tax Collection Office for the month of October 2022.** G.S. 105-381 allows for the refund and/or release of tax liability due to various reasons by the governing body. A listing of various refund/release requests is presented for your approval, primarily due to overpayments, situs errors and/or valuation changes.
Recommendation: Motion to approve the Tax releases/refunds for the month of October 2022.
- P. Receive monthly report on status of investments as of October 31, 2022.** A resolution adopted by the governing body on 12/9/1991 directs the Finance Director to report on the status of investments each month.

Recommendation: Motion to accept the monthly report on investments.

IX. Matters not on the agenda

- **Transportation Advisory Committee (TAC)**
- **Metropolitan Transit Commission (MTC)**
- **Centralina Regional Council**
- **Concord/Kannapolis Transit Commission**
- **Water Sewer Authority of Cabarrus County (WSACC)**
- **Public Art Advisory Committee**
- **WeBuild Concord**
- **Barber Scotia Community Task Force Committee**
- **Concord United Committee**

X. General comments by Council of non-business nature

XI. Closed Session (if needed)

XII. Adjournment

*IN ACCORDANCE WITH ADA REGULATIONS, PLEASE NOTE THAT ANYONE WHO NEEDS AN ACCOMMODATION TO PARTICIPATE IN THE MEETING SHOULD NOTIFY THE CITY CLERK AT (704) 920-5205 AT LEAST FORTY-EIGHT HOURS PRIOR TO THE MEETING.



City Council

2023 Meeting Schedule

Location: 35 Cabarrus Ave, W, Concord, NC 28025

The Concord City Council meets every second Thursday of each month at 6:00 p.m.

A work session is held on the preceding Tuesday at 4:00 p.m.

****A 2nd Work Session will be held from 11:00 a.m. to 1:00 p.m. on Tuesday two weeks following the 1st Work Session ****

The meetings are held in the Council Room of City Hall located at 35 Cabarrus Avenue, West.

Month	Work Session date	Regular session date	2 nd Work Session date
January	10	12	24
February	7	9	21
March	7	9	21
April	11	13	25
May	9	11	23
June	6	8	20
July	11	13	25
August	8	10	22
September	12	14	26
October	10	12	24
November	7	9	21
December	12	14	27*

The December 2nd Work Session will be held on Wednesday, December 27th, due to City Offices being closed on Tuesday, December 26th.

Meeting Date

December 8th, 2022

Annexation Staff Report

The subject request is a voluntary annexation petition for +/- 10.27 acres of property located at a PIN 4680-39-2552 on Poplar Tent Rd, owned by City of Concord. A map has been provided depicting the property's location.

The property in question was acquired by the City of Concord by deed recorded in Cabarrus County Register of Deeds Book 15154 Page 0178 as recorded on May 7, 2021. The subject request is to develop a trailhead park. A draft site plan has been included for reference only. A rezoning hearing is anticipated on January 17th, 2023. The subject parcel is located within the Suburban Neighborhood Land Use Category of the 2030 Land Use Plan.

As with all annexations, internal and external entities are notified and given the opportunity to provide comments or feedback on the petitioner's proposal prior to Council's consideration at the hearing. No substantial comments were returned.



**Planning &
Neighborhood Development**
35 Cabarrus Avenue, West
PO Box 308 Concord, NC 28026
Phone: 704-920-5146
Email: rogerss@concordnc.gov

Petition for Annexation into the Concord City Limits

<u>Section A</u> Submittal Checklist	
Please include all of the following (check off). If any information is missing from the application package, you will be asked to resubmit the petition with all required materials. Please carefully check the list below before you submit:	
Required – An incomplete application will delay the annexation process.	
X	Written metes and bounds description of the property to be annexed. (Must include in application packet <u>and</u> email a Microsoft Word version to rogerss@concordnc.gov . Mark as Exhibit A. Source can be from Survey or Deed.
X	Map showing above written metes and bounds description of the property to be annexed <u>in relation to the current city limits</u> Mark as Exhibit B.
X	A Current County Tax Map with parcels included in the annexation request clearly marked. Mark as Exhibit C. http://gis.cabarruscounty.us/gisdataexplorer/
X	Correct Parcel Identification Number(s) (PIN) on second page of application. This is very important. Please indicate if the property to be annexed is only a portion of an existing parcel. http://gis.cabarruscounty.us/gisdataexplorer/
X	Property Owners' Signatures, Date of Signatures, and addresses. See page 3 of this application. <u>All real property owners</u> must sign the application, and such signature <u>must be notarized</u> . An authorized representative must sign on behalf of each legal entity that holds ownership of the property and <u>such representative's signature must be notarized</u> . <u>One signature for each legal ownership interest in the property</u> . Please include signatures of new owners if ownership will change during the annexation process.
X	Notary Statements for each signature
X	General Warranty Deed showing ownership of the property. Petitioners must submit a title opinion or title insurance if a general warranty deed is not available. Upon review, a title opinion may be required in addition to a general warranty deed.
	Statement of vested rights claimed, if any.
X	\$300.00 Application Fee
	A letter authorizing a developer or agent to handle annexation petition (e.g. withdraw, delay/reactivate petition).
X	This application form (Sections A, B, C, and D) completed, <u>dated and signed</u> by the property owner(s) and attested submitted by the deadlines noted in section B of this application, page 2.
Optional , but will assist in the steps following the annexation process	
	<u>Section E (Supplemental Information)</u>
X	Copy of any proposed plans, which may include but is not limited to a preliminary site plan or final site plan
	Appropriate application(s) for City of Concord Planning & Zoning Commission (Rezoning Petition)
	List of Current Adjacent Property Owners

Section B Submittal Deadlines

Petitions for annexation are accepted by Planning & Neighborhood Development at any time. Find annexation schedule here: <https://www.concordnc.gov/Departments/Planning/Planning-Services/Annexations> The annexation will become effective immediately upon adoption of the annexation ordinance at the scheduled public hearing unless notified otherwise by the City Clerk.

(The City reserves the right to make exceptions to this tentative processing schedule for any reason, including when outstanding staff comments need to be addressed.)

Section C Summary Information / Metes and Bounds Descriptions

Development Project Name Poplar Tent Trailhead Park

Street Address 9546 Poplar Tent Road, Concord NC 28027

Cabarrus County Property Identification Number(s) list below

P.I.N. 4680-39-2552-0000

P.I.N.

P.I.N.

P.I.N.

P.I.N.

P.I.N.

Acreage of Annexation Site 10.27

Annexation site is requesting connection to City of Concord Water and/or Sewer

Person to contact if there are questions about the petition City of Concord, Parks & Recreation

Name Bob Dowless

Address P.O. Box 308, 147 Academy Ave., NW Concord NC 28026-0308

Phone 704-920-5600

Fax # 704-792-1971

Email dowless@concordnc.gov

Written metes and bounds description of property to be annexed

Attach additional sheets if necessary. Petitioners must submit an electronic Microsoft Word version. Petitioners must email an electronic copy to rogerss@concordnc.gov.

Lying and being in No. 2 Township, Cabarrus County, NC on the North side of Poplar Tent Road adjoining the property of Lloyd J. Burris, Stewart W. Burris, and Rocky River and described by metes and bounds as follows:

BEGINNING at a new iron pin in Poplar Tent Road, same being the Southeast corner of Stewart W. Burris, and runs thence with line of Burris, N. 67-40 E. (passing an iron stake on line at 20.2 feet and another on line at 1507.73 feet) 1542.73 feet to a point in said Rocky River; thence with Rocky River, S. 36-41-13 E. 295.76 feet to a point in Rocky River, being the Northwest corner of Lloyd J. Burris; thence with the line of Burris, S. 66-3530 W. (passing an iron stake on the line at 38.08 feet) 1441.3 feet to a point in Poplar tent Road, the Southwest corner of Lloyd J. Burris; thence with Poplar Tent Rd, N. 51-30 W. 359 .11 feet to the POINT AND PLACE OF BEGINNING, containing 10.31 Acres, as surveyed and platted by Zackie L. Moore, NCRLS on the 20th day of April 1983.

Section D Annexation Petition

State of North Carolina, Cabarrus County, Petition of Annexation of Property to the City of Concord, North Carolina

Part 1 The undersigned, being all the owners of the real property described in this application (Section C) respectfully request the annexation of said property to the City of Concord, North Carolina. **The petitioners understand and agree that any utilities that must be extended to the annexed area are the responsibility of the developers or successive property owners.** The property to be annexed is:

Contiguous to the present primary corporate limits of the City of Concord, North Carolina, or

Satellite (Not Contiguous) to the municipal limits of the City of Concord, and meets all of the requirements for **NCCGS §160A-58.1(b)**. This includes that if any portion of an area of the proposed annexation is part of a subdivision, all of the subdivision must be included.

Part 2 NC General Statutes require petitioners of both contiguous and satellite annexations to file a signed statement declaring whether vested rights have been established in accordance with G.S.160A-385.1 or 153A-344.1 for properties subject to the petition.

Do you declare such vested rights for the property subject to this petition? Yes ___ No ___

If yes, please submit proof that vested rights have been granted by governing board. I hereby declare that my failure to disclose existence of a vested right terminates any vested right previously acquired for this property.

Signed this 4th day of October, 2022 by the owners of the property described in Section C.

Owner's Signature(s)

Include signatures of new owners if ownership will change during the annexation process.

Indicate if owner is signing on behalf of legal entity and in what capacity.

Print Name Lloyd Wm. Payne, Jr. Phone 704-922-5815
Address 35 Cabarrus Ave. W - Concord, NC 28025
Signature [Signature] Date 10-4-2022

Print Name _____ Phone _____
Address _____
Signature _____ Date _____

Print Name _____ Phone _____
Address _____
Signature _____ Date _____

Print Name _____ Phone _____
Address _____
Signature _____ Date _____

Print Name _____ Phone _____
Address _____
Signature _____ Date _____

Print Name _____ Phone _____
Address _____
Signature _____ Date _____

Print Name _____ Phone _____
Address _____
Signature _____ Date _____

A notary statement must be completely filled out for each signature.

PETITION MUST BE NOTARIZED

State of: N.C.
County of: Rowan

Use this section for individual landowners.

I, Leslie Jenkins [Notary's Name], a Notary Public for said County and State, do hereby certify that the landowner, Weyd Wm. Payne [Name of Landowner], as stated on the annexation petition, personally appeared before me this day and acknowledged the due execution of the foregoing instrument.

Use this section for all land owners that are not individuals, such as (without limitation) corporate land owners, properties held in an estate, properties held in trust, etc.

I, _____ [Notary's Name], a Notary Public for said County and State, do hereby certify that _____ [Representative for Landowner], a duly authorized representative for _____ [Landowner], mentioned on the annexation petition as the landowner, personally came before me this day and acknowledged that he is _____ [Title] of said land owner, and acknowledged on behalf of said landowner, the due execution of the foregoing instrument.

Use this section for all individual landowners that are having a Power-of-Attorney execute the Annexation Request.

I, _____ [Notary's Name], a Notary Public for Said County and State, do hereby certify that, _____ [Attorney-In-Fact's Name], Attorney-in-Fact for _____, [Name of Landowner(s)] personally appeared before me this day, and being by me duly sworn, say that he/she executed the foregoing and annexed instrument for and on behalf of said Landowner(s) and that his/her authority to execute and acknowledge said instrument is contained in an instrument duly executed, acknowledged and recorded in the office of the Register of Deeds in the County of _____, State of _____, [County & State of Recording Office] on the ___ day of _____, 20___, [Date of Recording of the Document] and that this instrument was executed under and by virtue of the authority given by said instrument granting him power of attorney. I further certify that the said Attorney-In-Fact acknowledged the due execution of the foregoing instrument for the purposed therein expressed for and on behalf of said Landowners.

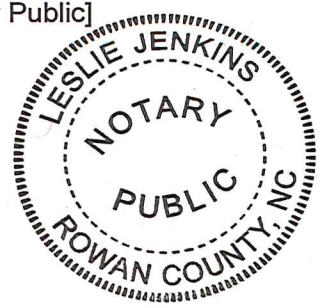
Witness my hand and official seal this 4 day of October, 2022

Leslie Jenkins
Notary Public

My commission expires September 20, 2026

[SEAL of Notary Public]

Notary's Stamp:



Section E Supplemental Information

In order for the City of Concord to better serve annexation areas, now and in the future, the City requests the following information from you. Please give your best estimates where they are needed. Contact information for relative City Departments can be found at the end of the worksheet. Please indicate 'N/A' for questions on which you have no information.

Acreage of Area										10.27 Acres				
Current Population of Area										1245 within 1/2 mile				
Current Zoning of Area										LDR				
Desired City Zoning of Area										O-I				
Proposed Use (i.e. residential, commercial, or industrial)										Community Park Site				
Estimated Total Value of Residential Units for the Proposed Development										N/A				
Total Proposed Number of Dwelling Units										N/A				
Type of Proposed Dwelling Units (Single Family Detached, Single Family Attached, Multi-Family)										N/A				
Year 1		Year 2		Year 3		Year 4		Year 5						
Estimated Total Value of Business Units for the Entire Proposed Development														
Commercial Value							Industrial Value			Other (not-for-profit) Value				
Proposed Number of Commercial														
Year 1		Year 2		Year 3		Year 4		Year 5						
Proposed Number of Industrial														
Year 1		Year 2		Year 3		Year 4		Year 5						
Proposed Number of Other (not-for-profit)?														
Year 1		Year 2		Year 3		Year 4		Year 5						

Section E (continued) Supplemental Information

Street Information									
Proposed total linear mileage of roadway installed									
Year 1		Year 2		Year 3		Year 4		Year 5	
Proposed total number of non-state maintained street miles									
Year 1		Year 2		Year 3		Year 4		Year 5	

Water Information									
Typical water service(s) (i.e. 3/4", 1", etc.)									
Number of services installed by developer (by service type)									
Year 1		Year 2		Year 3		Year 4		Year 5	
Number of services requested (by service type)									
Year 1		Year 2		Year 3		Year 4		Year 5	
Typical irrigation meter size(s) to be installed (i.e. 3/4", 1", etc.)									
Number of Services Requested									
Year 1		Year 2		Year 3		Year 4		Year 5	
Estimated Mileage of Water Pipe Needed									
Year 1		Year 2		Year 3		Year 4		Year 5	

Sewer Information									
Typical sewer service(s) (i.e. 4", 6", 8" etc.)									
Number of services installed by developer (by service type)									
Year 1		Year 2		Year 3		Year 4		Year 5	
Number of services requested (by service type)									
Year 1		Year 2		Year 3		Year 4		Year 5	
Estimated Mileage of Water Pipe Needed									
Year 1		Year 2		Year 3		Year 4		Year 5	

Section E (continued) Supplemental Information

Solid Waste Data									
Number of Rollouts needed for Multi-Family Units									
Year 1		Year 2		Year 3		Year 4		Year 5	
Number of commercial units using City rollout collection									
Year 1		Year 2		Year 3		Year 4		Year 5	
Number of commercial units needing corrugated (cardboard) recycling									
Year 1		Year 2		Year 3		Year 4		Year 5	
Number of commercial units needing white paper pick-up (recycling)									
Year 1		Year 2		Year 3		Year 4		Year 5	

PLEASE SUBMIT ANY SKETCH PLANS OR PRELIMINARY PLATS THAT YOU MAY CURRENTLY HAVE FOR YOUR PROJECT.

City Contact Information

Planning and Neighborhood Development	704-920-5146
Water Resources Director	704-920-5343
Director of Electric Services	704-920-5301
Director of Engineering	704-920-5401
Solid Waste Manager	704-920-5351
Fire Chief	704-920-5536
Police Chief	704-920-5000
Transportation	704-920-5362
Legal	704-920-5114

FILED May 07, 2021
 AT 10:45:00 AM
 BOOK 15154
 START PAGE 0178
 END PAGE 0179
 INSTRUMENT # 20008
 EXCISE TAX \$350.00

NORTH CAROLINA GENERAL WARRANTY DEED

Excise Tax:	\$181.00 \$350.00
Parcel ID:	4680-39-2552
Mail/Box to:	City of Concord, Register of Deeds Box
Prepared by:	VaLerie Kolczynski, City Attorney
Brief description for the Index:	

THIS GENERAL WARRANTY DEED ("Deed") is made on the 29 day of April, 2021, by and between:

GRANTOR	GRANTEE
Orval Clifford Cox, Jr. and wife, Angela Cox Address: 6900 Cassam Rd Bahama, NC 27503	City of Concord, A North Carolina municipal corporation Address: PO Box 308 Concord, NC 28026-308

FOR VALUABLE CONSIDERATION paid by Grantee, the receipt and legal sufficiency of which is acknowledged, Grantor by this Deed does hereby grant, bargain, sell and convey to Grantee, in fee simple, all that certain lot, parcel of land or condominium unit in the City of Concord, Number Two (2) Township, Cabarrus County, North Carolina and more particularly described as follows (the "Property"):

Lying and being in No. 2 Township, Cabarrus County, North Carolina on the North side of Poplar Tent Rd adjoining the property of Lloyd J. Burris, Stewart W. Burris, Stewart W. Burris and the Rocky River and described by metes and bounds as follows:

BEGINNING at a new iron in Poplar Tent Rd, same being the Southeast corner of Stewart W. Burris, and runs thence with the line of Burris, N. 67-40 E. (passing an iron stake on line at 20.2 feet and another on line at 1507.73 feet) 1542.73 feet to a point in said Rocky River; thence with Rocky River, S. 36-41-13 E. 295.76 feet to a point in Rocky River, being the Northwest corner of Lloyd J. Burris; thence with the line of Burris, S. 66-35-30 W. (passing an iron stake on line at 38.08 feet) 1441.3 feet to a point in Poplar Tent Rd, the Southwest corner of Lloyd J. Burris); thence with Poplar Tent Road, N. 51-30 W. 359.11 feet to the point of BEGINNING, containing 10.31 acres, as surveyed and platted by Zackie L. Moore, NC RLS on the 20th day of April 1983.

BEING the same property conveyed by Cleatus E. Burris and wife, Bessie L. Burris to Orval Clifford Cox and wife, Garlene B Cox as recorded on 05/17/1983 in Deed Book 558, at Page 564 of the Cabarrus County Registry.

Garlene B. Cox died 10/24/2006 and Orval Clifford Cox died 12/16/2014. The Estate of Orval Clifford Cox, Sr. was probated in File No. 16E-0169 of the Durham County Clerk of Courts and an ancillary estate was recorded in Cabarrus County on 04/29/2021 in File No. 21E-598. Cynthia Jacqueline Callahan (aka Jackie Cox Calanhan) and husband, Timothy Lee Callahan conveyed their interest in the property to Orval Clifford Cox, Jr. by NC Warranty Deed recorded on 03/11/2021 in Deed Book 14991, at Page 164.

All or a portion of the Property was acquired by Grantor by instrument recorded in Book 14991 page 164-165.

All or a portion of the Property includes or does not include the primary residence of a Grantor.

A map showing the Property is recorded in Plat Book _____ page _____.

TO HAVE AND TO HOLD the Property and all privileges and appurtenances thereto belonging to Grantee in fee simple. Grantor covenants with Grantee that Grantor is seized of the Property in fee simple, Grantor has the right to convey the Property in fee simple, title to the Property is marketable and free and clear of all encumbrances, and Grantor shall warrant and defend the title against the lawful claims of all persons whomsoever, other than the following exceptions:

1. Subject to all easements, restrictions, conditions, protective covenants, utilities, right of way, zoning laws, and all ordinances of record.
2. Subject to 2020 Real Property Taxes, which have been prorated at closing.

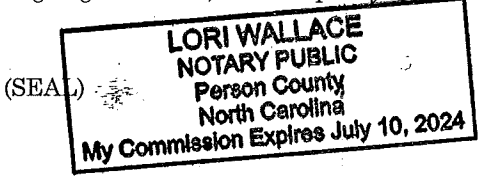
IN WITNESS WHEREOF, Grantor has duly executed this North Carolina General Warranty Deed, if an entity by its duly authorized representative.

Orval Clifford Cox, Jr.
Name: Orval Clifford Cox, Jr.

Angela Cox
Name: Angela Cox

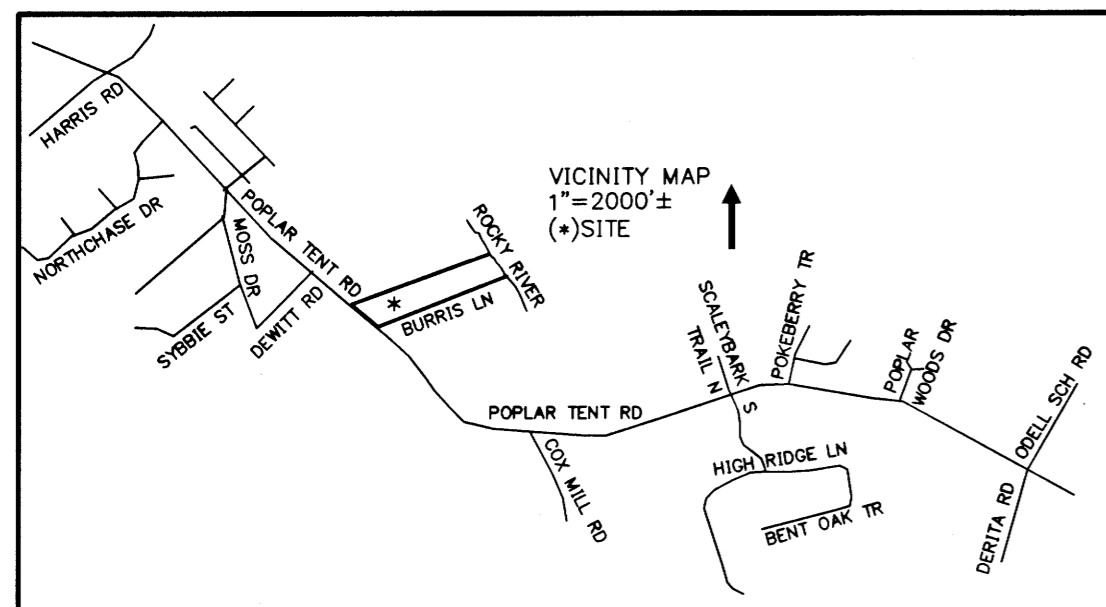
STATE OF NC, COUNTY OF Durham

I Lori Wallace, a Notary of the above state and county, certify that person(s) personally appeared before me on the 29th day of April 2021 each acknowledging to me that he or she signed the foregoing document, in the capacity represented and identified therein (if any): Orval Clifford Cox, Jr. and Angela Cox.

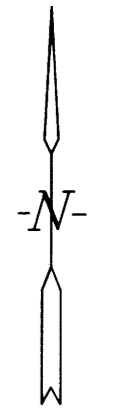


Lori Wallace
Notary Public (Official Signature)

My commission expires: 7-10-24



ORIENTED WITH NC GRID / NAD 83(2011) BY GPS READING



CABARRUS COUNTY DEVELOPMENT ORDINANCE CHAPTER FOUR, OVERLAY ZONES Section 4-10 Requirements of the Waterbody Buffer Zone

6. The Waterbody Buffer Zone shall be determined and clearly delineated on site prior to any development or pre-development activity occurring in order to protect the required buffer from encroachment or damage. No development, including soil disturbing activities or grading, shall occur within the established buffer area.

See this Ordinance chapter for all requirements and restrictions.

Catawba Lands Conservancy 13266 - 57 (REF. "TRACT B" MBK 78, PGS 31-34 & MBK 78, PGS 69-72) pin # 4680 49 2592 ZONE : LDR

Jong Hak Lee 6183 - 179 pin # 4680 39 0991 ZONE : LDR

10.299 Acres (LESS AREA IN ROAD RIGHT OF WAY) NET 10.144 Ac.

Jeremy J. Burris 3161 - 310 pin # 4680 39 7491 ZONE : LDR

Kenneth Wayne Burris 576 - 15 pin # 4680 39 0139 ZONE : LDR

NOTES: 1) No opinion of title is implied or certified by the information shown on this plot. Subject and adjoining property owners names, deeds of record, and tax parcel identifications reflect those available to this surveyor as of the date of survey shown. "GS 47-30 ... mapping requirements. (c) ... (the name of owner shall be shown for indexing purposes only and is not to be construed as title certification)"

2) This property is subject to the maintenance of any public utilities not evident and to any rights-of-way, easements, or agreements of record prior to or at date of survey. 3) As of the date (10/3/2019) of this SURVEY this property DOES lie in a Special Flood Hazard Zone. VERSION NUMBER : 2.3.3.2 MAP NUMBER : 3710468000K MAP REVISED : NOVEMBER 16, 2018 Published by : Federal Emergency Management Agency

LEGEND: n.i.p. = New Iron Pin, (SET) e.i.p. = Existing Iron Pipe, as described (FOUND) e.i.r. = Existing Iron Rod, as described (FOUND) cp = Computed Point / No Physical Monu. SURVEYED LINES - SOLID ROAD RIGHT OF WAY EASEMENTS LINES LOT/TRACT/DEED LINES ADJOINING PROPERTY LINES MINIMUM BUILDING SETBACK

Mel G. Thompson & Associates, PA PROFESSIONAL LAND SURVEYORS 303 South Main Street Kannapolis, N.C. 28081 Telephone (704) 938-4661 Corporate License # (C-0686)

State of North Carolina, Cabarrus County I, MEL G. THOMPSON, certify that this plot was drawn under my supervision from an actual survey made under my supervision; that the ratio of precision is 1 : 10,000+; that the boundaries not surveyed are shown as broken lines plotted from information found in documents of record as shown hereon; that this plot was prepared in accordance with G.S. 47 - 30 as amended. Witness my original signature, registration number and seal this 7th day of Oct., 2019.

I, MEL G. THOMPSON, certify to G.S. 47-30(f)(1), c-1) "The survey is of an existing parcel or parcels of land and does not create a new street or change an existing street."

I, MEL G. THOMPSON, certify that this plot was drawn under my supervision from an actual GPS CONTROL & GROUND RUN survey made BY ME and that the following information was used to perform the survey: (1) Class of Survey : Rural Class "C" Boundary Survey RATIO OF PRECISION 1:10,000+ (2) Positional accuracy : 0.05 FT @ 95% CONFIDENCE LEVEL (3) Type of GPS field procedure : RTK/VRS (4) Dates of GPS CONTROL survey : OCT. 2, 2019 (5) Datum/Epoch : NAD 83(2011) (6) Published/Fixed-control use : NONE WITHIN 2000' (7) Geoid model : GEOID12 (8) Combined grid factor : 0.999980822 (9) Units : US FT



State of North Carolina, Cabarrus County I, Greg Belk, Review Officer of CABARRUS County, certify that the map or plot to which this certification is affixed meets all statutory requirements for recording. Greg Belk (POS) 10/11/2019 Review Officer / Date

FILED Oct 11, 2019 11:17 am FILED CABARRUS COUNTY NC WAYNE NIXON REGISTER OF DEEDS BOOK 0082 PAGE 0001 THRU 0001 INSTRUMENT # 28028 EXCISE TAX \$0.00

BOUNDARY SURVEY OF 10.299 Acres PROPERTY OF Orval Clifford Cox Twp # 2, Cabarrus Co., N.C. Tax Ref. : pin # 4680 39 2552 Deed Ref. : Dbk 558, Pg. 564 SURVEY DATE : OCTOBER 3, 2019 Scale : 1" = 100' Job # 19 10 02

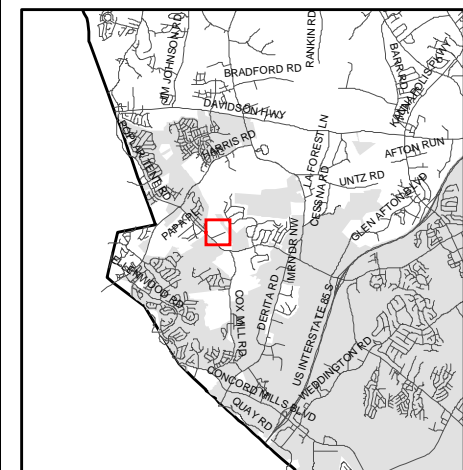
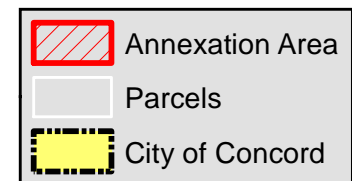
ANX-03-22

ZONING

**Poplar Tent
Trailhead Park**

9546 Poplar Tent Rd

PIN: 4680-39-2552



AN ORDINANCE TO EXTEND THE CORPORATE LIMITS OF THE CITY OF
CONCORD, NORTH CAROLINA TO INCLUDE +/- 10.27 ACRES OF
PROPERTY LOCATED AT 9546 POPLAR TENT ROAD, CONCORD, NC

WHEREAS, the City Council has been petitioned under G.S. 160A-58.1 by the City of Concord, on December 8th, 2022 to annex the area described below; and

WHEREAS, the City Council has by resolution directed the City Clerk to investigate the sufficiency of the petitions; and

WHEREAS, the City Clerk has certified the sufficiency of the petitions and a public hearing on the question of this annexation was held at Concord City Hall, 35 Cabarrus Avenue West, on December 8, 2022 after due notice by The Independent Tribune on November 27th, 2022; and

WHEREAS, the City Council finds that the petitions meet requirements of G.S. 160A-58.1;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord, North Carolina, that:

SECTION 1. By virtue of the authority granted by G.S. 160A-58.1, the following described territory is hereby annexed and made part of the City of Concord, as of the 8th day of December 2022:

Lying and being in No. 2 Township, Cabarrus County, NC on the North side of Poplar Tent Road adjoining the property of Lloyd J. Burris, Stewart W. Burris, and Rocky River and described by metes and bounds as follows:

BEGINNING at a new iron pin in Poplar Tent Road, same being the Southeast corner of Stewart W. Burris, and runs thence with line of Burris, N. 67-40 E. (passing an iron stake on line at 20.2 feet and another on line at 1507.73 feet) 1542.73 feet to a point in said Rocky River; thence with Rocky River, S. 36-41-13 E. 295.76 feet to a point in Rocky River, being the Northwest corner of Lloyd J. Burris; thence with the line of Burris, S. 66-35-30 W. (passing an iron stake on the line at 38.08 feet) 1441.3 feet to a point in Poplar Tent Road, the Southwest corner of Lloyd J. Burris; thence with Poplar Tent Rd., N. 51-30 W. 359.11 feet to the POINT AND PLACE OF BEGINNING, containing 10.31 Acres, as surveyed and platted by Zackie L. Moore, NCRLS on the 20th day of April 1983.

SECTION 2. Upon and after the 8th day of December, 2022 the above described territory and its citizens and property shall be subject to all debts, laws, ordinances and regulations in force in the City of Concord and shall be entitled to the same privileges and benefits as other parts of the City of Concord. Said territory shall be subject to municipal taxes according to G.S. 160A-58.10.

SECTION 3. The Mayor of the City of Concord shall cause to be recorded in the office of the Register of Deeds of Cabarrus County, and in the Office of the Secretary of State in Raleigh, North Carolina, an accurate map of the annexed territory, described in Section 1 above, together with a duly certified copy of this ordinance. Such a map shall also be delivered to the County Board of Elections, as required by G.S. 163-288.1.

SECTION 4. Notice of adoption of this ordinance shall be published once, following the effective date of annexation, in a newspaper having general circulation in the City of Concord.

Adopted this 8th day of December 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST:

APPROVED AS TO FORM:

Kim Deason, City Clerk

VaLerie Kolczynski, City
Attorney



BURRIS LN

POPLAR TENT RD

MEETING DATE:

December 8th, 2022

BACKGROUND:

The Food Truck text amendment was last presented to Council at their September 8th, 2022 meeting. There were concerns expressed by Council regarding the applicability of the ordinance and the number of food trucks/mobile food units that would be impacted by the ordinance change.

15A NCAC 18A .2670 Subsection (4) requires that “Pushcarts or mobile food units shall operate in conjunction with a permitted commissary and shall report at least daily to the commissary for supplies, cleaning, and servicing. Facilities, in compliance with this Section, shall be provided at the commissary for storage of all supplies. The pushcart shall also be stored in an area that protects it from dirt, debris, vermin, and other contamination. Water faucets used to supply water for pushcarts or mobile food units shall be protected to prevent contact with chemicals, splash, and other sources of contamination. Solid waste storage and liquid waste disposal facilities must also be provided on the commissary premises.”

"'Mobile food unit' means a food establishment with no permanent utility connections, except for an onsite electrical connection, that is designed to be moved and vend food and that does not provide seating facilities for customers to use while eating or drinking."

The Cabarrus County Health Department does not do inspections on places that just serve beverages unless they are washing multi-use eating or drinking utensils or they are making beverages from fresh fruits or vegetables that they are cutting (except for lemonade or orangeade), or if the beverage is considered “potentially hazardous” based on the ingredients. They also do not inspect bakeries or any place that just serves baked goods like cakes and pastries or ice cream.

There are 66 active mobile food units and 21 active pushcarts permitted out of facilities in Cabarrus County: DPC Kitchen has 35 active mobile food units and push carts, and Nunya Commissary has 13: others use restaurants or smaller commissaries. Six pushcarts operate only at the Kannapolis Cannonballers Stadium and use the stadium’s main kitchen as their commissary. The beverage establishments and other facilities not subject to inspections would fall outside this count.

After discussions with Legal, the following changes were recommended:

FOOD TRUCK – A licensed, motorized vehicle or mobile food unit which is temporarily

~~stored~~ located on a privately-owned lot or parcel or within a designated parking space or spaces on public streets, where for the purpose of selling food items are sold to the general public.

This definition change clarifies that the food trucks are not just stored on a site, but are located there to sell food items.

Planning has also discussed enforcement and ordinance language with Police and recommended the below change for clarity:

I. All food trucks must leave the Food Truck Service Area once every 24 hours, defined as between 6 AM and 5:59 AM the following morning, for at least 6 hours.

The adjustment to subsection I. above clarifies that the intention is for the food trucks to move once a day from the Food Truck Service Area.

The draft ordinance continues to recommend decreasing the maximum allowable signage from 32 sf to 8 sf, and correction of one typographical error “foot” à “food.”

Statement of Consistency (as Recommended by Planning and Zoning Commission)

The proposal is not inconsistent with the 2030 Land Use Plan: the topic is not specifically addressed.

The proposal is reasonable in establishing a regulation to clarify the temporary nature of food trucks.

Action Requested:

Consider the drafted text amendment and statement of reasonableness and consistency.

ORDINANCE AMENDING THE ZONING ORDINANCE
OF THE CITY OF CONCORD, NORTH CAROLINA

WHEREAS, the City of Concord, North Carolina pursuant to the authority conferred by the North Carolina General Statute §160A-364 enacted an Official Zoning Ordinance for the City of Concord, North Carolina and the Area of Extraterritorial Jurisdiction on July 28, 1977; and

WHEREAS, the City of Concord, North Carolina pursuant to the authority conferred by North Carolina General Statute §§160D-601 through 160D-605, 160D-701 through 160D-706, 160D-801 through 160D-808 and 160D-901 through 160D-951, may from time to time as necessary amend, supplement, change, modify or repeal certain of its zoning regulations and restrictions and zone boundaries; and

WHEREAS, the City of Concord, North Carolina pursuant to the authority conferred by North Carolina General Statute 160D-601 through 160D-605, 160D-701 through 160D-706, 160D-801 through 160D-808 and 160D-901 through 160D-951 does hereby recognize a need to amend the text of certain articles of the City of Concord Development Ordinance.

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord, North Carolina:

SECTION 1: That the following section of Concord Development Ordinance (CDO) Article 8 "Use Regulations", Section 8.3.5.Q. "Food Trucks", 5. "Other Regulations Applying to All Food Truck Operations" be amended as set forth below:

5. Other Regulations Applying to All Food Truck operations:

- A. All food trucks shall be located within a surface parking lot or within a designated parking space or spaces on public streets.
- B. Food Truck Vendors outside the Center City Zoning District shall not locate within 50ft of an existing single-family use.
- C. ~~Foot~~Food truck vendors shall have a minimum of 2 dedicated parking spaces per operation.
- D. Food truck operators are responsible for the proper disposal of waste and trash associated with the operation.
- E. No amplified music, microphones or bullhorns shall be permitted as part of the food truck operation.
- F. The only signage permitted for food trucks shall be a menu board, measuring no larger than ~~328~~ sf, and placed no further than 10ft from the wall of the food truck. Menu boards shall not be illuminated.
- G. Pennants, balloons, facsimile signage, or other items barred by Article 12 are expressly prohibited.
- H. 75' of separation is required from the main entrance of the nearest restaurant during the restaurant's posted hours of operation.
- I. All food trucks must leave the Food Truck Service Area once every 24 hours, defined as between 6 AM and 5:59 AM the following morning, for at least 6 hours.

SECTION 2: That the following section of Concord Development Ordinance (CDO) Article 14 "Definitions" is hereby amended in relevant part:

FOOD TRUCK - A licensed, motorized vehicle or mobile food unit which is temporarily ~~stored~~ located on a privately-owned lot or parcel or within a designated parking space or spaces on public streets, wherefor the purpose of selling food items ~~are sold~~ to the general public.

SECTION 3: That this Ordinance be effective immediately upon adoption.

Adopted in this December 8th, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

ATTEST:

William C. Dusch, Mayor

Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney



Certificate of Results

Cabarrus County Board of Elections

City of Concord Parks and Recreation Bonds

Cabarrus County, North Carolina

This is to certify that the following Referendum item pertaining to City of Concord Parks and Recreation Bonds received a majority of votes at an election held in Cabarrus North Carolina on the 8th day of November 2022.

\$60,000,000 of bonds to provide funds to pay capital costs of providing parks and recreation facilities and providing that additional taxes may be levied in an amount sufficient to pay the principal of and interest on the bonds

This the 28th day of November 2022

Martina W. Eversink
Chairman

Carol Link Sole
Director

RESOLUTION CERTIFYING AND DECLARING THE RESULTS OF THE SPECIAL BOND REFERENDUM ON THE BOND ORDER AUTHORIZING THE ISSUANCE OF \$60,000,000 GENERAL OBLIGATION PARKS AND RECREATION BONDS HELD FOR THE CITY OF CONCORD, NORTH CAROLINA ON NOVEMBER 8, 2022

WHEREAS, on November 18, 2022 the Cabarrus County Board of Elections canvassed the results of the referendum pertaining to the City of Concord Parks and Recreation Bonds held for the City of Concord, North Carolina on November 8, 2022 at which the following question was presented to the voters:

“*SHALL* the order authorizing \$60,000,000 of bonds plus interest to provide funds to pay capital costs of providing parks and recreation facilities, including without limitation land, athletic fields, parks, shelters, parking, lighting, trails and greenways and the renovation and improvement of existing facilities, and providing that additional taxes may be levied in an amount sufficient to pay the principal of and interest on the bonds be approved?”;

WHEREAS, according to the official general election results posted on the State of North Carolina Board of Election website the total number of voters who voted “**Yes**” in answer to such question was 20,157 and the total number of voters who voted “**No**” in answer to such question was 10,327.

WHEREAS, the City Council of the City of Concord, North Carolina has considered the Certificate of Results of the Cabarrus County Board of Elections certifying to the City Council that the referendum pertaining to the City of Concord Parks and Recreation Bonds received a majority of votes at an election held in Cabarrus North Carolina on the 8th day of November 2022.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CONCORD, NORTH CAROLINA that it be and hereby is certified and declared that the referendum was APPROVED by a majority of votes at said referendum.

BE IT FURTHER RESOLVED, that a statement substantially in the form hereinafter set forth declaring the result of said referendum will be filed in the City Clerk’s office and inserted in the City Council minutes and published in accordance with law.

BE IT FURTHER RESOLVED, that this Resolution shall become effective on the date of its adoption.

Read, approved and adopted this 8th day of December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

ATTEST:

William C. Dusch, Mayor

Kim J. Deason, City Clerk

STATE OF NORTH CAROLINA)
) ss:
CITY OF CONCORD)

I, Kim J. Deason, City Clerk of the City of Concord, North Carolina, ***DO HEREBY CERTIFY*** that the foregoing is a true and exact copy of a resolution titled “**RESOLUTION CERTIFYING AND DECLARING THE RESULTS OF THE SPECIAL BOND REFERENDUM ON THE BOND ORDER AUTHORIZING THE ISSUANCE OF \$60,000,000 GENERAL OBLIGATION PARKS AND RECREATION BONDS HELD FOR THE CITY OF CONCORD, NORTH CAROLINA ON NOVEMBER 8, 2022**” duly adopted by the City Council of the City of Concord, North Carolina, at a meeting held on the 8th day of December, 2022 and that such proceedings are to be recorded in the minute books of said City Council.

WITNESS my hand and the seal of the City of Concord, North Carolina, this the ___ day of December, 2022.

City Clerk
City of Concord, North Carolina

(SEAL)

STATEMENT OF RESULTS OF SPECIAL BOND REFERENDUM ON THE BOND ORDER AUTHORIZING THE ISSUANCE OF \$60,000,000 GENERAL OBLIGATION PARKS AND RECREATION BONDS, HELD FOR THE CITY OF CONCORD, NORTH CAROLINA ON NOVEMBER 8, 2022

WHEREAS, by direction of the City Council (the “*City Council*”) of the City of Concord, North Carolina, a special bond referendum was duly called and held for said City on November 8, 2022 for the purpose of submitting to the qualified voters of said City the question hereinafter set forth, and said City Council has received from the Cabarrus County Board of Elections a certification of the results of said referendum, and has determined the result of said referendum to be as hereinafter stated;

NOW, THEREFORE, the City Council hereby makes the following statement of the result of said referendum pursuant to The Local Government Bond Act:

The total number of voters who voted “**Yes**” in answer to the question,

“*SHALL* the order authorizing \$60,000,000 of bonds plus interest to provide funds to pay capital costs of providing parks and recreation facilities, including without limitation land, athletic fields, parks, shelters, parking, lighting, trails and greenways and the renovation and improvement of existing facilities, and providing that additional taxes may be levied in an amount sufficient to pay the principal of and interest on the bonds be approved?”

was 20,157. The total number of voters who voted “**No**” in answer to such question was 10,327. The question in the form submitted was APPROVED by a majority of votes at said referendum.

Any action or proceeding challenging the regularity or validity of this bond referendum must be begun within 30 days after December 11, 2022.

CITY COUNCIL OF THE CITY OF CONCORD, NORTH CAROLINA

OFFER TO PURCHASE AND CONTRACT – EASEMENT ACQUISITION ONLY

FOR VALUABLE CONSIDERATION, the receipt and legal sufficiency of which are hereby acknowledged, the Buyer, the Seller upon acceptance agrees to sell and convey the Property on the terms and conditions of this Offer to Purchase and Contract and any addendum or modification made in accordance with its terms.

1. TERMS AND DEFINITIONS:

- a) Sellers: City of Concord, a North Carolina municipal corporation
- b) Buyer: City of Concord Alcohol Beverage Control Board, a North Carolina Governmental Unit
- c) Property Description:
 - 1) Street Address: International Drive P/O Lot 8 (MP&PG 20/73)
 - 2) PIN and/or Tax ID Number: P/O 5601-71-3354
See attached "Exhibit A" for further description of the easement area.
- d) Purchase Price: \$ \$1,034.19

2. FIXTURES & ASSESSMENTS:

- a) Fixtures:
The following items, if any, are deemed fixtures and are included in the Purchase Price.

N/A

EXCEPT the following items in which the Seller does not wish to convey at closing.

N/A

- b) Any Property Assessments (Proposed or Otherwise)? YES NO

IF YES, Who collects the assessment(s)? N/A

- c) Is the Property subject to the collection of Homeowners (Property Owners) Association Dues?

YES NO

IF YES, Please provide the following information:

- 1) Name of Management Company: _____
- 2) Telephone Number: _____
- 3) Contact Name: _____

- d) **OTHER CONSIDERATION:** (list any other conditions or consideration to be either provided by the Buyer or Seller)

3. CONTRACT TO SELL AND SETTLEMENT

a) The Effective Date of this Contract shall be considered the date that: (1) the last one of Buyer and Seller has signed or initialed this offer. Once each party has signed the agreement, it is understood that all parties hereby accept the contract, as stated at the time of execution.

Settlement is defined as being the execution and delivery to the settlement agent of all documents necessary to complete the transaction outlined in this Contract. Settlement will occur on or before 30 days after the date of the execution of the Easement by the Seller(s), **TIME IS OF THE ESSENCE**, at a time and place designated by Buyer; The settlement can be delayed up to an additional 60 days, at the discretion of the Buyer, due to the cooperation of any and all senior lien holders against the Property.

b) The Settlement Agent will complete the Closing, which is defined as the legal process which results in the transfer of title to the Property from Seller to Buyer. Closing includes the following steps: (1) the Settlement (defined above); (2) the completion of a satisfactory title update to the Property following the Settlement; (3) the settlement agent's receipt of authorization to disburse all necessary funds; and (4) recordation of the conveyance document(s) in the public registry, which shall take place as soon as reasonably possible. Once the documents are recorded, then the Settlement Agent can disburse all funds in accordance the provisions of N.C.G.S., Chapter 45A. If the title update should reveal unexpected liens, encumbrances or other title defects, or if the settlement agent is not authorized to disburse the funds, then the Closing shall be suspended and the Settlement delayed. Furthermore, **CLOSING SHALL CONSTITUTE ACCEPTANCE OF THE PROPERTY IN ITS THEN EXISTING CONDITION UNLESS PROVISION IS OTHERWISE MADE IN WRITING.**

c) The Buyer, its agents or representatives may enter the property, at any time on and up to the date of Closing for the following purposes: 1) surveying, 2) construction assessment and planning, and 3) other preconstruction activities. The Buyer shall, at the Buyer's expense, promptly repair any damage to the Property resulting from any activities of the Buyer and/or the Buyer's agents, representatives, or contractors prior to the date of Settlement, but the Buyer shall not be responsible for any damage caused by accepted practices either approved by the N.C. Home Inspector Licensure Board or applicable to any other N.C. licensed professional performing reasonable appraisals, tests, surveys, examinations and inspections of the Property.

d) The Buyer will indemnify and hold Seller harmless from all losses, damages, claims, suits or costs, which shall arise out of any contract, agreement, or injury to any person or property as a result of any activities arranged or performed by the Buyer or the Buyer's agents, representatives, and/or contractors as relating to the Property with the exception of any loss, damage, claim, suit or costs arising out of any and all pre-existing conditions, including the presence of hazardous wastes or other environmental damages to the Property and/or out of the Seller's negligence, willful acts, or omissions.

e) The Buyer shall have the right to terminate this Contract for any reason or no reason, by delivering to Seller written notice of termination (the "Termination Notice") up to the date of Settlement, **TIME BEING OF THE ESSENCE.**

f) The Buyer shall be responsible for all costs contracted by Buyer, including but not limited to appraisal, title search, title insurance, any attorney fees, document preparation fees, and recording fees required to purchase all or a portion of the property as described in "Exhibit A." In turn, the Seller will be responsible for all costs contracted by the Seller, including but not limited to title search fees, any attorney fees, release/consent fees payable to Lender(s), unpaid and ad valorem Real Property Taxes, etc.

g) Seller agrees to use his best efforts to deliver to the Buyer copies of all title information in his or her possession (or available) to the Seller, including but not limited to: title insurance policies, attorney's opinions on title, surveys, covenants, deeds, notes and deeds of trust and easements relating to the Property. Furthermore, if the property is encumbered by one or more deeds of trust, then a statement will be signed by the Seller authorizing the Buyer, its employees, agents, or representatives to speak directly to the servicing agent relating to a Release of Lien or a Consent to Easement document in favor of the Buyer.

h) **If requested, the Seller agrees to provide the following information to the Buyer**

Name of Mortgage Holder(s) / Servicer(s): N/A

Account/Loan Number: (IF REQUESTED): _____

Contact Telephone Number: (IF REQUESTED) : _____

**** Execution of Consent Letter(s) ****

**(Additional Information and Consent Letters will be required for
any additional Mortgage Holder(s)/Lien Holder(s))**

If the Mortgage Holder(s)/Lender(s) does not deliver an executed Consent of Lien Holder document to the Buyer or its Legal Representatives within 30 days of the execution of the easement by the Seller(s), then the Buyer reserves the right to terminate the contract, without payment to the Seller or penalty against the Buyer.

i) The Seller shall provide reasonable access to the Property (including working, existing utilities) through the earlier of Closing or possession by Buyer.

j) The Seller shall remove, by the date possession is made available to Buyer, all personal property which is not a part of the purchase and all garbage and debris from the (portion of) Property affected.

k) Seller shall furnish at Settlement an affidavit and indemnification agreement in a form satisfactory to Buyer and Buyer's title insurer, if any, executed by Seller and any person or entity who has performed or furnished labor, services, materials or rental equipment as described in N.C.G.S. §44A-8 to the Property within 120 days prior to the date of Settlement verifying that each such person or entity has been paid in full and agreeing to indemnify the Buyer, and the Buyer's title insurer against all loss from any cause or claim arising therefrom.

l) The Seller shall execute and deliver an EASEMENT for the Property to be purchased by the Buyer at the time of Settlement unless otherwise stated herein, which shall convey marketable and insurable title, free of all encumbrances except: taxes for the current year; existing utility easements and unviolated restrictive covenants that do not materially affect the value of the Property; and such other encumbrances as may be assumed or specifically approved by Buyer in writing. The Property must have DIRECT access to a public right of way.

n) If confirmed, the Seller shall pay all Confirmed Special Assessments and all outstanding homeowners association dues, if any, provided that the amount, upon confirmation of the amount due.

o) All County and City property taxes, if due (or delinquent), shall be paid by Seller.

p) If Seller fails to materially comply with any of Seller's obligations as listed in this Contract, the Seller materially breaches this Contract, and Buyer elects to terminate this Contract as a result of such failure or breach.

q) The risk of loss or damage by fire or other casualty prior to Closing shall be upon Seller. If the improvements on the Property are destroyed or materially damaged prior to Closing, Buyer may terminate this Contract by written notice delivered to Seller.

r) If a party is unable to complete Settlement by the Settlement Date but intends to complete the transaction and is acting in good faith and with reasonable diligence to proceed to Settlement ("Delaying Party"), and if the other party is ready, willing and able to complete Settlement on the Settlement Date ("Non-Delaying Party") then the Delaying Party shall give as much notice as possible to the Non-Delaying Party and settlement agent and shall be entitled to a delay in Settlement. If the parties fail to complete Settlement and Closing within fourteen (14) days of the Settlement Date, or to further extend the Settlement Date by written agreement, then the Delaying Party shall be in breach and the Non-Delaying Party may terminate this Contract and shall be entitled to enforce any remedies available to such party under this Contract for the breach.

s) This Contract may not be assigned. This Contract shall be binding upon and shall inure to the benefit of Buyer and Seller and their respective heirs, successors and assigns. As used herein, words in the singular include the plural and the masculine includes the feminine and neuter genders, as appropriate.

t) If any provision herein contained which by its nature and effect is required to be observed, kept or performed after the Closing, it shall survive the Closing and remain binding upon and for the benefit of the parties hereto until fully observed, kept or performed.

u) This Contract contains the entire agreement of the parties and there are no representations, inducements or other provisions other than those expressed herein. All changes, additions or deletions hereto must be in writing and signed by all parties. Any notice or communication to be given to a party herein may be given to the party or to the party's agent. Any written notice or communication in connection with the transaction contemplated by this Contract may be given to a party or a party's agent by sending or transmitting it to any mailing address, e-mail address or fax number.

v) This Contract may be signed in multiple originals or counterparts, all of which together constitute one and the same instrument and the parties adopt as their seals the word "SEAL" beside their signatures below.

w) Unless otherwise provided, for purposes of this Contract, the term "days" shall mean consecutive calendar days, including Saturdays, Sundays, and holidays, whether federal, state, local or religious. For the purposes of calculating days, the count of "days" shall begin on the day following the day upon which any act or notice as provided in this Contract was required to be performed or made.

This offer shall become a binding contract on _____ day of _____, 2022.

BUYER:

City of Concord Alcohol Beverage Control Board, a North Carolina Governmental Unit

By: J. Scott Badgett
Name: J. Scott Badgett

ATTEST:

By: Lorraine Trecker
Name: LORRAINE TRECKER

[SEAL]

SELLER:

City of Concord, a North Carolina municipal corporation

By: _____
Lloyd Wm. Payne, Jr., City Manager

ATTEST:

By: _____
Kim J. Deason, City Clerk

[SEAL]

APPROVED AS TO FORM

VaLerie Kolczynski, City Attorney

This instrument has been preaudited in the manner required by the "Local Government Budget and Fiscal Control Act."

Pam Hinson, Finance Director

As per the Identity Theft Protection Act, it is unlawful to place certain identifiable information or documentation on public record.

IDENTITY THEFT PROTECTION ACT

NCGS §132-1.10(d):

No person preparing or filing a document to be recorded or filed in the official records of the register of deeds, the Department of the Secretary of State, or of the courts that may include any person's social security, employer taxpayer identification, driver's license, state identification, passport, checking account, savings account, credit card, or debit card number, or personal identification (PIN) code or passwords in that document, unless otherwise expressly required by law or court order, adopted by the State Registrar on records of vital events, or redacted... Any person who violated this subsection shall be guilty of an infraction, punishable by a fine not to exceed five hundred dollars (\$500.00) for each violation. The entire Identity Theft Protection Act can be found at <http://www.ncga.state.nc.us/gascripts/statutes/statutes.asp>.

Buyer(s) Initials: _____

Identity Theft Protection Act Disclosure

4822-8915-2815, v. 1

Page 5 of 5

RESOLUTION APPROVING A GRANT OF PUBLIC UTILITY EASEMENTS TO
CITY OF CONCORD ALCOHOL BEVERAGE CONTROL BOARD

WHEREAS, pursuant to N.C. Gen. Stat. 160A-273, the City Council of the City of Concord authorizes the granting of a Permanent Easement and Temporary Construction Easement to City of Concord Alcohol Beverage Control Board.

The easements cross property owned by the City. The purpose of the Permanent Easement is to install and maintain a storm water drainage system to collect and remove storm water. The purpose of the temporary construction easement is to allow construction vehicles, equipment and material cross the property during the active construction of a warehouse building addition for the City of Concord Alcohol Beverage Control Board.

The easements are described on surveys prepared by Mc2 Engineering, dated 10/6/22, attached to the deeds of easement and also shown on the attached Exhibit A and B and incorporated herein by reference.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Concord hereby approves the conveyances of the Permanent Easement and Temporary Construction Easement to the City of Concord Alcohol Beverage Control Board and authorizes the City Manager, Clerk and other officials to execute said Deeds.

This resolution shall be effective upon passage.

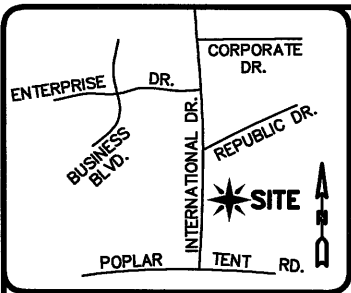
Adopted this 8th day of December, 2022.

THE CITY of CONCORD

BY: _____
William Dusch, Mayor

ATTEST:

Kim Deason, City Clerk

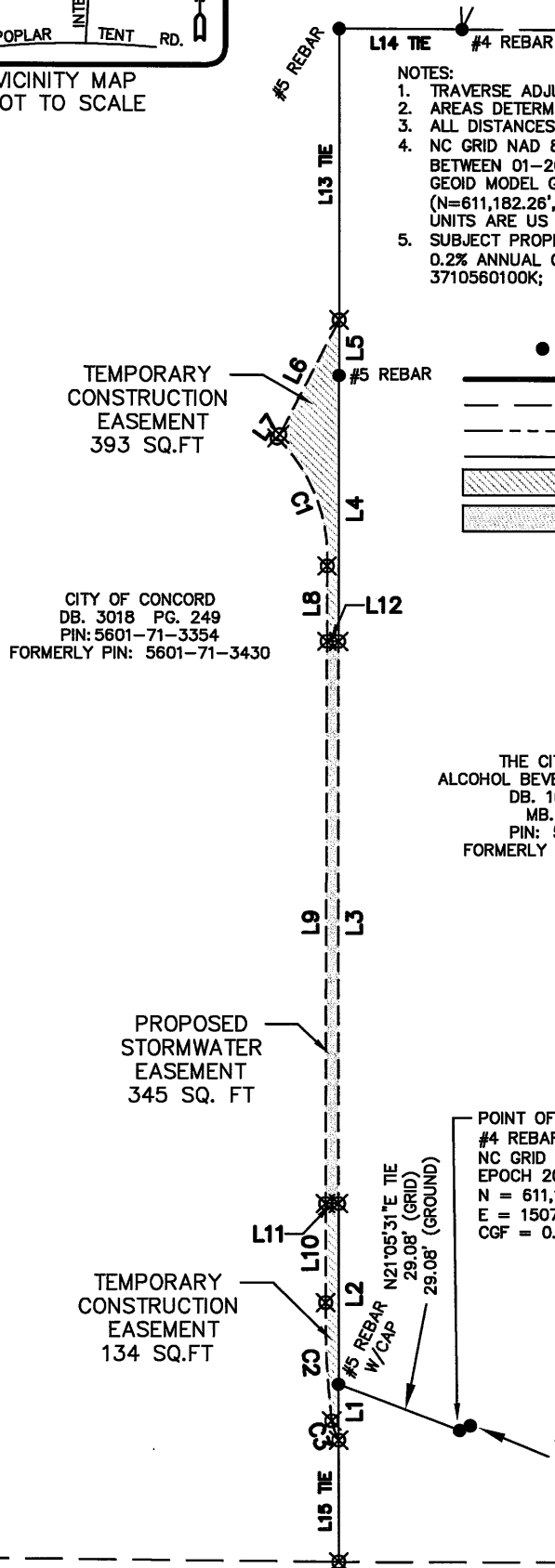


VICINITY MAP
NOT TO SCALE

REFERENCES:

1. ALL DEEDS AND MAPS SHOWN HEREON.
2. MAP TITLED "RECOMBINATION SURVEY OF: THE CITY OF CONCORD ALCOHOL BEVERAGE CONTROL BOARD" DATED FEBRUARY 18, 2022, BY CONCORD ENGINEERING & SURVEYING, INC. CESI JOB NO. 220008.000

BASIS OF BEARING
NC GRID NAD 83 (2011)
EPOCH 2010.00



NOTES:

1. TRAVERSE ADJUSTED BY THE LEAST SQUARES ADJUSTMENT METHOD.
2. AREAS DETERMINED BY COORDINATE COMPUTATIONS.
3. ALL DISTANCES ARE HORIZONTAL GROUND DISTANCES UNLESS OTHERWISE NOTED.
4. NC GRID NAD 83 (2011) EPOCH 2010.00 BASIS OF BEARING DERIVED FROM NCGS NETWORK RTK BETWEEN 01-20-2022 AND 01-21-2022 (HORIZONTAL POSITIONAL ACCURACY = 0.09') USING GEOD MODEL GEOD18. PROJECT LOCALIZED HOLDING EXISTING BOUNDARY CORNER #4 (N=611,182.26', E=1,507,193.43'), AND USING A COMBINED GRID FACTOR OF 0.9998474734. UNITS ARE US SURVEY FEET.
5. SUBJECT PROPERTY IS LOCATED IN THE FLOOD ZONE X (AREAS DETERMINED TO BE OUTSIDE THE 0.2% ANNUAL CHANCE FLOODPLAIN) AS SCALED FROM FLOOD INSURANCE RATE MAP NUMBER 3710560100K; MAP REVISED NOVEMBER 16, 2018.

LEGEND

- EIP (AS DESCRIBED) ✕ NPS (NO POINT SET)
- BOUNDARY LINE (AS SURVEYED)
- - - - - BOUNDARY LINE (BY DEED OR PLAT)
- - - - - EASEMENT LINE
- TIE LINE
- ▨ TEMPORARY CONSTRUCTION EASEMENT
- ▨ PROPOSED STORMWATER EASEMENT

CITY OF CONCORD
DB. 3018 PG. 249
PIN: 5601-71-3354
FORMERLY PIN: 5601-71-3430

THE CITY OF CONCORD
ALCOHOL BEVERAGE CONTROL BOARD
DB. 16059 PG. 115
MB. 64 PG. 97
PIN: 5601-71-3057
FORMERLY PIN: 5601-71-3046

LINE TABLE		
LINE	BEARING	DISTANCE
L1	N89°58'55"W	12.62'
L2	N89°58'55"W	40.71'
L3	N89°58'55"W	126.67'
L4	N89°58'55"W	59.94'
L5	N89°58'55"W	12.49'
L6	S62°49'47"E	29.03'
L7	S53°18'22"E	1.00'
L8	S89°57'04"E	16.97'
L9	S89°50'52"E	126.67'
L10	S89°59'10"E	22.35'
L11	N0°09'08"E	2.88'
L12	S0°09'08"W	2.58'
L13 TIE	N89°58'55"W	65.81'
L14 TIE	S0°11'54"W	27.52'
L15 TIE	N89°58'55"W	27.38'

CURVE TABLE				
CURVE	LENGTH	RADIUS	BEARING	CHORD
C1	31.89'	37.72'	N68°39'29"E	30.95'
C2	26.71'	221.66'	N87°10'10"E	26.70'
C3	4.61'	18.37'	N70°20'02"E	4.59'

INTERNATIONAL DRIVE SR ~ 1429
PUBLIC MAINTENANCE RIGHT-OF-WAY

PLAT CERTIFICATION

I, DAVID L. HAYWOOD, JR., CERTIFY THAT THIS PLAT WAS DRAWN UNDER MY SUPERVISION FROM AN ACTUAL SURVEY MADE UNDER MY SUPERVISION (DEED DESCRIPTIONS RECORDED IN REFERENCES AS SHOWN HEREON); THAT THE BOUNDARIES NOT SURVEYED ARE CLEARLY INDICATED AS DRAWN FROM INFORMATION AS SHOWN HEREON; THAT THE RATIO OF PRECISION AS CALCULATED IS 1:98,000; THAT THIS MAP MEETS THE REQUIREMENTS OF THE STANDARDS OF PRACTICE FOR LAND SURVEYING IN NORTH CAROLINA (21 NCAC 56.1600); AND THAT:

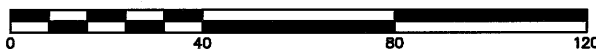
D. THE SURVEY IS OF ANOTHER CATEGORY, SUCH AS THE RECOMBINATION OF EXISTING PARCELS SA COURT-ORDERED SURVEY, OR OTHER EXCEPTION TO THE DEFINITION OF SUBDIVISION;

WITNESS MY ORIGINAL SIGNATURE, REGISTRATION NUMBER AND SEAL THIS 21ST DAY OF NOVEMBER, 2022.

DAVID L. HAYWOOD, JR., PLS. LICENSE NO. 1-4822

EASEMENT SURVEY

PROPERTY OF **CITY OF CONCORD**
 NUMBER 2 TOWNSHIP, CABARRUS CO., NC
 ADDRESS: 250 INTERNATIONAL DRIVE NW, CONCORD, NC
 LOT X, BLOCK X, X
 PLAT RECORDED IN MB. 64, PG. 97, DEED RECORDED IN DB. 3018, PG. 249
THE CITY OF CONCORD
ALCOHOL BEVERAGE CONTROL BOARD
 SCALE: 1 IN. = 40 FT. DATE: NOVEMBER 21, 2022



CIVIL - GEOTECHNICAL - SURVEYING
 N.C. FIRM LICENSE NO. C-0263
 45 SPRING STREET SW CONCORD (704) 786-5404
 CONCORD, NC 28025 FAX (704) 786-7454
 ACAD FILE: 220249-000 EASEMENT.DWG



APPLICATION FOR FORMAL RECOGNITION OF NEIGHBORHOOD ORGANIZATIONS

1. Name of Neighborhood Organization

Brook Valley Property Owners Association, Inc.

2. Type of Organization (please check one)

Neighborhood Association [] Homeowner Association [X] Other (specify):

3. Neighborhood Boundaries. Please include all street names and block numbers for partial streets. (Additional pages and/or map may be attached)

Entrance from Bradley Street, Back to Woodcreek Subdivision (Rothmoor Dr.), Side to Burrage Rd.

4. Estimated number of households in neighborhood: 11

5. Please list below the names, addresses, phone numbers and email addresses of the officers for your Neighborhood Organization. (*If officers' titles are different than those listed, please indicate below.)

Name: Angela Moon Title: President Address: 458 Brook Valley Ct. NE Concord, NC 28025 Phone Number: 704-305-0975 Email: mainmoon14@gmail.com

Name: Chris Lippard Title: Vice President Address: 457 Brook Valley Ct. NE Concord, NC 28025 Phone Number: 704-897-0837 Email: clippard1@carolina.rr.com

Name: Tom Small Title: Treasure Address: 462 Brook Valley Ct. NE Concord, NC 28025 Phone Number: 704-784-5327 Email: llamsinc@gmail.com

Name: Harriet Hunter Title: Secretary Address: 455 Brook Valley Ct. NE Concord, NC 28025 Phone Number: 704-792-4446 Email: harriet.hunter10@gmail.com

Other Board members (attached separate sheet if necessary)

Name: _____ Title: _____

Address: _____

Phone Number: _____ Email: _____

5. What is your association's meeting schedule? Please provide the date(s) and time(s), for future meetings.

Annually in Spring and can schedule meetings if needed.

6. Location of meeting(s):

One of the Households as determined

7. When is the election of officers held?

Annual Meeting

8. If your organization has a website, please list it so that we can link it to the City's Neighborhood Program page.

N/A

9. Is membership to your organization open to anyone who lives or owns property in the neighborhood regardless of race, religion, color, sex, national origin, familial status, or disability? Yes No

Please attach the following:

1. Paragraph about the history/character of the neighborhood
2. List of neighborhood goals
3. Map of neighborhood boundaries
4. Copy of By-Laws/Constitution /Principles of Operation

Chris Lippard
Applicant's Name (please print)

Vice President
Applicant's Title

Chris Lippard
Applicant's Signature

11-8-2022
Date of Application

PLEASE RETURN FORM AND DIRECT QUESTIONS TO:

Katherine Ramirez Campbell
Community Outreach Coordinator
City Manager's Office
35 Cabarrus Ave West
Concord, NC 28025-0308
Phone: 704.920.5298
Email: ramirezkc@concordnc.gov

Brook Valley Property Owners Association, Inc. – History and Goals

Brook Valley History/Character of the Neighborhood

The Brook Valley neighborhood was established in 1989 and has a total of 11 homes in a cul-de-sac setting. It is a friendly, peaceful neighborhood nestled in the heart of Northeast Concord off of Bradley Street, Burrage Road and Branchview Drive.

Goals for Brook Valley

- Improve the function and appearance of the neighborhood entrance
- Help identify the neighborhood when coming in from Bradley Street and Burrage Road
- Build Keystone Wall on left side to reinforce/hold the incline of the hill at the entrance coming in the neighborhood
- Build a marquee on the left side to match the existing marquee on the right side to help identify the neighborhood
- Improve the entrance/beautification with new plantings and pine needles once wall and marquee are completed

BY-LAWS

OF

BROOK VALLEY PROPERTY OWNERS' ASSOCIATION, INC.

~~CHRIS~~
CHRIS
LIPPARD

ARTICLE I

NAME AND LOCATION

Section 1. Name. The name of the corporation is BROOK VALLEY PROPERTY OWNERS' ASSOCIATION, INC., hereinafter referred to as the "Association."

Section 2. Location. The principal office of the corporation shall be located in Cabarrus County, North Carolina as determined by the Association. The registered office of the Association may be, but need not be, identical with the principal office.

ARTICLE II

DEFINITIONS

All capitalized undefined terms used in these By-Laws shall have the meanings ascribed thereto in that certain Declaration of Protective Covenants and Restrictions by Cabarrus Diversified Investors, Ltd., predecessor to Overbrook Investors, Ltd., recorded in the Office of the Register of Deeds for Cabarrus County, North Carolina.

ARTICLE III

MEETING OF MEMBERS AND VOTING RIGHTS

Section 1. Annual Meetings. The first annual meeting of the Members shall be held one year from the date of incorporation of the Association, and each subsequent regular annual meeting of the Members shall be held on the same day of the same month of each year thereafter, at the hour of 7:00 o'clock p.m. If the day of the annual meeting of the Members is a Saturday, Sunday or legal holiday, the meeting will be held at the same hour on the first day following which is not a Saturday, Sunday or legal holiday.

Section 2. Special Meetings. Special meetings of the Members may be called at any time by the President or by the Board of Directors, or upon written request of the Members who are entitled to vote one-fourth (1/4) of all of the votes appurtenant to the Lots.

Section 3. Place of Meetings. All meetings of the Members shall be held at such place, within Cabarrus County, North Carolina, as shall be determined by the Board of Directors of the Association.

Section 4. Notice of Meetings. Written notice of each meeting of the Members shall be given by, or at the direction of, the Secretary or person authorized to call the meeting, by mailing a copy of such notice, postage prepaid, not less than ten (10) days nor more than fifty (50) days before the date of such meeting to each Member entitled to vote thereat, addressed to the Member's address last appearing on the records of the Association, or supplied by such member to the Association for the purpose of notice. Such notice shall specify the place, day and hour of the meeting, and, in the case of a special meeting, the purpose of a special meeting.

Section 5. Quorum. The presence at the meeting of Members entitled to vote, or of proxies entitled to vote, one-half (1/2) of the votes appurtenant to the Lots shall constitute a quorum for any action except as otherwise provided in the Articles of Incorporation, the Declaration or these By-Laws. If, however, such quorum shall not be present or represented at any meeting, the Members entitled to vote thereat shall have power to adjourn the meeting from time to time, without notice other than announcement at the meeting, until a quorum as aforesaid shall be present or be represented.

Section 6. Voting. The voting rights of each Owner shall be appurtenant to the ownership of Lots in the Development.

The corporation shall have one (1) class of members who shall be all owners. Each member shall be entitled to one vote for each Lot owned; provided, however, when more than one person holds an interest in any Lot, all such Persons shall be members and, the vote for such Lot shall be exercised as they, among themselves, determine, but in no event shall more than one vote or any fraction of a vote be cast with respect to any Lot.

The vote of a majority of the votes to the Lots represented in person or by proxy at a meeting at which a quorum is present shall be necessary for the adoption of any matter voted upon by the Members unless a different proportion is required by the Declaration, the Articles of Incorporation, these By-Laws or by law.

Section 7. Proxies. At all meetings of Members, each Member may vote in person or by proxy. All proxies shall be in writing and filed with the Secretary. Every proxy shall be revocable and shall automatically cease upon conveyance by the Member of his Lot.

Section 8. Waiver of Notice. Any member may, at any time, waive notice of any meeting of the Members in writing and such waiver shall be deemed equivalent to the giving of such notice. Attendance by a Member at any meeting of the Members shall constitute a waiver of notice by him of the time and place thereof except where a Member attends a meeting for the express purpose of objecting to the transaction of any business because the meeting was not lawfully called. If all the Members are present at any

meeting of the Members, no notice shall be required and any business may be transacted at such meeting.

Section 9. Informal Action by Members. Any action which may be taken at a meeting of the Members may be taken without a meeting if a consent in writing, setting forth the action so taken, shall be signed by all of the persons who would be entitled to vote upon such action at a meeting and filed with the Secretary of the Association to be kept in the Association's Minute Book.

ARTICLE IV

BOARD OF DIRECTORS

Section 1. Number. The business and affairs of the Association shall be managed by a Board of Directors comprised of not less than three (3) persons and not more than seven (7) persons who may, but need not be, Members of the Association. The initial Board of Directors shall be comprised of three (3) persons as set forth in the Articles of Incorporation who shall serve until the first annual meeting of the Members. The number of directors may be increased to not more than seven (7) directors and decreased to not less than three (3) directors by action of the Board of Directors, provided that any vacancy resulting from any such increase shall be filled only at an annual meeting or special meeting of the Members as provided in Article IV, Section 2 hereof, and any such decrease shall not have the effect of shortening the term of any incumbent director. Other than as provided above, the number of Directors may be increased or decreased from time to time only by amendment to these By-Laws.

Section 2. Election and Term of Office. At the first annual meeting and at each annual meeting thereafter the Members shall elect Directors to serve for a term of one year. Directors shall be elected for a term of one year from nominees selected by a Nominating Committee of the Board of Directors or nominations made from the floor at the annual meeting. Directors shall be elected at the annual meeting of the Members by written ballot. At such election, the Members or their proxies may cast, in respect to each vacancy, as many votes as they are entitled to exercise under the provision of these By-laws. The persons receiving the largest number of votes shall be elected. Cumulative voting is not permitted. Each Director shall hold office until his death, resignation, retirement, removal, disqualification, or his successor is elected and qualifies.

Section 3. Removal. Any Director may be removed from the Board, with or without cause, by the Declarant as provided in Section 7 of the Articles of Incorporation or by a majority vote of the Members of the Association. In the event of death, resignation or removal of a Director, his successor shall be selected by the remaining members of the Board and shall serve for the unexpired term of his predecessor. The Members may elect a Director at any time to fill any vacancy not filled by the Directors.

Section 4. Compensation. No director shall receive compensation for any service he may render to the Association. However, and Director may be reimbursed for his actual expenses incurred in the performance of his duties.

ARTICLE V

MEETINGS OF DIRECTORS

Section 1. Regular Meetings. Regular meetings of the Board of Directors shall be held monthly without notice, at such place and hour as may be fixed from time to time by resolution of the Board. Should said meeting fall upon a legal holiday, then that meeting shall be held at the same time on the next day which is not a legal holiday.

Section 2. Special Meetings. Special meetings of the Board of Directors shall be held when called by the President of the Association, or by any two (2) Directors, after not less than three (3) days notice to each Director.

Section 3. Quorum. A majority of the number of Directors shall constitute a quorum for the transaction of business. Every act or decision done or made by a majority of the Directors present at a duly held meeting at which a quorum is present shall be regarded as the act of the Board.

Section 4. Informal Action by Directors. Action taken by a majority of the Directors without a meeting is nevertheless Board action if written consent to the action in question is signed by all of the Directors and filed with the minutes of the proceedings of the Board, whether done before or after the action so taken.

Section 5. Chairman. A Chairman of the Board of Directors shall be elected by the Directors and shall preside over all Board meetings until the President of the Association is elected. Thereafter, the President shall serve as Chairman. In the event there is a vacancy in the Office of the Presidency, a Chairman shall be elected by the Board of Directors and serve until a new President is elected.

Section 6. Liability of the Board. The members of the Board of Directors shall not be liable to the Members for any mistake of judgment, negligence, or otherwise except for their own individual willful misconduct or bad faith. The Members shall indemnify and hold harmless each of the members of the Board against all contractual liability to others arising out of contract made by the Board on behalf of the Association unless any such contract shall have been made in bad faith or contrary to the provisions of the Declaration or these By-Laws. It is intended that the members of the Board of Directors shall have no personal liability with respect to any contract made by them on behalf of the Association.

ARTICLE VI

POWERS AND DUTIES OF THE BOARD OF DIRECTORS

Section 1. Powers. The Board of Directors shall have power to:

(a) adopt and publish rules and regulations governing the use of the Common Area and facilities, and the personal conduct of the Members and their guests thereon, and to establish penalties for the infraction thereof;

(b) suspend the voting rights of a Member during any period in which such Member shall be in default in the payment of any assessment levied by the Association. Such rights may also be suspended after notice and hearing for a period not to exceed sixty (60) days for infraction of published rules and regulations;

(c) exercise for the Association all powers, duties and authority vested in or delegated to the Association and not reserved to the membership by other provisions of these By-Laws, the Articles of Incorporation or the Declaration;

(d) declare the office of a member of the Board of Directors to be vacant in the event such member shall be absent from three (3) consecutive regular meetings of the Board of Directors;

(e) employ a manager, an independent contractor, or such other employees as they deem necessary, and to prescribed their duties;

(f) employ attorneys in represent the Association when deemed necessary;

(g) grant easements for the installation and maintenance of sewage, utilities or drainage facilities upon, over, under and across the Common Areas without the assent of the membership when such easements are requisite for the convenient use and enjoyment of the Properties; and

(h) appoint and remove at pleasure all officers, agents and employees of the Association, prescribed their duties, fix their compensation and require of them such security or fidelity bond as it may deem expedient.

Section 2. Duties. It shall be the duty of the Board of Directors to:

(a) cause to be kept a complete record of all its acts and corporate affairs and to present a statement thereof to the Members at the annual meeting of the Members, or at any special meeting when such statement is requested in writing by Members entitled to at least one-fourth (1/4) of the votes appurtenant to the Lots;

(b) supervise all officers, agents and employees of the Association, and to see that their duties are properly performed;

(c) (1) fix the amount of the annual assessment against each Lot at least thirty (30) days before December 1 of each year;

(2) send written notice of each assessment to every Member subject thereto at least fifteen (15) days before its due date and before December 1 of each year;

(3) foreclose the lien against any property for which assessments are not paid within thirty (30) days after due date or to bring an action at law against the Owner personally obligated to pay the same;

(d) issue, or to cause an appropriate officer to issue, upon demand by any person, a certificate setting forth whether or not any assessment has been paid;

(e) procure and maintain adequate liability insurance covering the Association and the Directors and officers thereof and adequate hazard insurance on the property owned by the Association (if applicable);

(f) cause all officers or employees having fiscal responsibilities to be bonded, as it may deem appropriate; and

(g) cause the Common Area to be maintained.

ARTICLE VII

OFFICERS AND THEIR DUTIES

Section 1. Officers. The officers of the Association shall be a President and Vice-President, who shall at all times be members of the Board of Directors, a Secretary, and a Treasurer, and such other officers as the Board may from time to time by resolution create.

Section 2. Election of Officers. The election officers shall take place at the first meeting of the Board of Directors following each annual meeting of the Members.

Section 3. Term. Each officer of the Association shall hold office for one (1) year or until his death, resignation, retirement, removal, disqualification, or his successor is elected and qualifies.

Section 4. Special Appointments. The Board may elect such other officers as the affairs of the Association may require, each of whom shall hold office for such periods, have such authority and perform such duties as the Board may, from time to time, determine.

Section 5. Resignation and Removal. Any officer may be removed from office with or without cause by the Board. Any officer may resign at any time by giving written notice to the Board, the President or the Secretary. Such resignation shall take effect on the date of receipt of such notice or at any later time specified therein, and unless otherwise specified therein, the acceptance of such resignation shall not be necessary to make it effective.

Section 6. Vacancies. A vacancy in any office may be filled by appointment by the Board. The officer appointed to such vacancy shall serve for the remainder of the term of the officer he or she replaces.

Section 7. Multiple Offices. The offices of Secretary and Treasurer may be held by the same person. No person shall simultaneously hold more than one of any of the other offices except in the case of special offices created pursuant to Section 4 of this Article.

Section 8. Compensation. No officer shall receive any compensation from the Association for acting as such.

Section 9. Duties. The duties of the officers are as follows:

President

(a) The President shall be the principal executive officer of the Association, and subject to the control of the Board, shall supervise and control the management of the Association. The President shall preside at all meeting of the Board of Directors; shall see that orders and resolutions of the board are carried out; shall sign all leases, mortgages, deeds and other written instruments and shall co-sign all checks and promissory notes.

Vice-President

(b) The Vice-President shall act in the place and stead of the President in the event of his absence, inability or refusal to act, and shall exercise and discharge such other duties as may be required of him by the Board.

Secretary

(c) The Secretary shall record the votes and keep the minutes of all meeting and proceedings of the Board and of the Members; keep the corporate seal of the Association and affix it on all papers requiring said seal; serve notice of meetings of the Board and of the Members; keep appropriate current records showing the members of the Association together with their addresses, and shall perform such other duties as required by the Board.

Treasurer

(d) The Treasurer shall receive and deposit in appropriate bank accounts all monies of the Association and shall disburse such funds as directed by resolution of the Board of Directors; shall sign all checks and promissory notes of the Association; keep proper books of account; cause an annual audit of the Association books to be made by a public accountant at the completion of each fiscal year; and shall prepare an annual budget and a statement of income and expenditures to be presented to the membership its regular annual meeting, and deliver a copy of each to the members.

ARTICLE VIII

COMMITTEES

The Board of Directors shall appoint committees, including a Nominating Committee as described in Article IV, Section 2 hereof, as deemed appropriate in carrying out its purpose.

ARTICLE IX

BOOKS AND RECORDS

The books, records and papers of the Association shall at all times, during reasonable business hours, be subject to inspection by any Member. The Declaration, the Articles of Incorporation and the By-Laws of the Association shall be available for inspection by any Member at the principal office of the Association, where copies may be purchased at reasonable cost.

ARTICLE X

ASSESSMENTS

Each Member is obligated to pay to the Association annual and special assessments which are secured by a continuing lien upon the property against which the assessment is made. Any assessments which are not paid when due shall be delinquent. If the assessment is not paid within thirty (30) day after the due date the assessment shall bear interest from the date of delinquency at the rate of ten percent (10%) per annum, plus such late charge as may be established by the Board of Directors, and the Association may bring an action at law against the Member personally obligated to pay the same or foreclose the lien against the property owned by the Members in the Subdivision. Interest, costs and reasonable attorney's fees with regard to any such action shall be added to the amount of such assessment. No Member may waive or otherwise escape liability for the assessments provided for herein by nonuse of the Common Areas or abandonment of his Lot.

*No
Limit
BB
Dec 15/54*

ARTICLE XI

CORPORATE SEAL

The Association shall have a seal in circular form having within its circumference the words: BROOK VALLEY PROPERTY OWNERS' ASSOCIATION, INC., NORTH CAROLINA.

ARTICLE XII

AMENDMENTS

Section 1. These By-Laws may be amended, at a regular or special meeting of the Members, by a vote of a majority of the votes appurtenant to the Lots represented in person or by proxy at a meeting at which a quorum is present.

Section 2. In the case of any conflict between the Articles of Incorporation and these By-Laws, the Articles shall control; and in the case of any conflict between the Declaration and these By-Laws, the Declaration shall control.

ARTICLE XIII

MISCELLANEOUS

The fiscal year of the Association shall begin on the first day of January and end of the 31st day of December, of every year, except that first fiscal year shall begin on the date of incorporation.

ARTICLE XIV

INDEMNIFICATION OF DIRECTORS, OFFICERS AND OTHERS

The Association shall indemnify any Director or officer or former Director or officer of the Association or any person who may have served at the request of the Association as a Director or officer of another corporation, whether for profit or not for profit, against expenses (including attorneys' fees) or liabilities actually and reasonably incurred by him in connection with the defense of or as a consequence of any threatened, pending or completed action, suit or proceeding (whether civil or criminal) in which he is made a party or was (or is threatened to be made) a party by reason to matters as to which he shall be adjudged in such action, suit or proceeding to be liable for negligence or misconduct in the performance of duty.

The indemnification provided herein shall not be deemed exclusive of any other rights to which those indemnified may be entitled under any statute, by-law, agreement, vote of members or

disinterested directors or otherwise, both as to action in his official capacity and as to action in another capacity while holding such office, and shall continue as to a person who has ceased to be a director, officer, employee or agent and shall insure to the benefit of the heirs, executors and administrators of such a person.

The Association may purchase and maintain insurance on behalf of any person who is or was a director, officer, employee or agent of the Association, or is or was serving at the request of the Association as a director, officer, employee or agent of another corporation, partnership, joint venture, trust or other enterprise against any liability asserted against him and incurred by him in such capacity, or arising out of his status as such, whether or not the Association would have the power to indemnify him against such liability.

The Association's indemnity of any person who is or was a director, officer, employee or agent of the Association, or is or was serving at the request of the Association, as a director, officer, employee or agent of another corporation, partnership, joint venture, trust or other enterprise, shall be reduced by any amounts such person may collect as indemnification (i) under any policy of insurance purchased and maintained on his behalf of the Association or (ii) from such other corporation, partnership, joint venture, trust or other enterprise.

Nothing contained in this Article XIV, or elsewhere in these By-Laws, shall operate to indemnify any director or officer if such indemnification is for any reason contrary to any applicable state or federal law.

ARTICLE XV

ARBITRATION

Any claim which shall be made against one or more members of the Board of Directors shall be settled by arbitration except as otherwise provided herein, or under any applicable law, and judgment upon the award may be entered in any court having jurisdiction thereof. Such arbitration shall be commenced upon the delivery of such claim, in writing, to one or more members of the Board, and shall be before one disinterested arbitrator if one can be agreed upon, otherwise before three (3) disinterested arbitrators, one named by the Director(s), one by the Member(s), and one by the two thus chosen. The arbitrator or arbitrators shall determine the controversy in accordance with the laws of North Carolina as applied to the facts found by him or them. If the Director(s) or the Member(s) shall refuse or fail to so name an arbitrator within thirty (30) days after written notice from the other party requiring the naming of the arbitrator, then the arbitrator so named by the party not in default hereunder shall have the power to proceed to arbitrate and determine the matters in controversy as if he were an arbitrator appointed by both parties

for that purpose, and his award in writing signed by him shall be final. The rules of procedure for the arbitration hearing may be adopted by the arbitrators. All arbitration proceedings hereunder shall be conducted in Cabarrus County, North Carolina.

MAY 93
28th DAY

9042

OFFICE RECORD OF DEEDS

BOOK 1045 PAGE 1089

28th day of May 1993
3:55 of clock PM

PROTECTIVE COVENANTS AND RESTRICTIONS
FOR THE SUBDIVISION OF
BROOK VALLEY

No. _____ Page _____
[Signature]

KNOW ALL MEN BY THESE PRESENTS, that Cabarrus Diversified Investors, Limited, of the County of Cabarrus and State of North Carolina (Owner) does hereby covenant and agree to and with all persons, firms or corporations hereafter acquiring any property in the subdivision of BROOK VALLEY, situated in Number 12 Township, in the County of Cabarrus and State of North Carolina, a map of which is recorded in Map Book 24, Page 11, Cabarrus County Registry, that the said property is subject to the following restrictions as to the use thereof, by whomsoever owned, to-wit:

PURPOSE

The subdivision of BROOK VALLEY is made subject to these protective covenants for the purpose of insuring the best use and most appropriate development and improvement of the subdivision and each building site therein; to protect the subdivision and the owners of building sites against improper use of surrounding building sites as may depreciate the value of the property; to preserve, so far as practicable, the natural beauty of the real property and especially the trees; to guard against the construction of poorly designed or proportioned structures, and structures of improper or unsuitable materials; to obtain harmonious color schemes; to insure the highest and best development of the property; to encourage and secure the proper location and erection of attractive homes; and to provide for quality improvements on the property, and thereby to enhance the value of the investment made by each purchaser in the subdivision.

ENFORCEMENT

These Covenants are to run with the land and shall be binding on all parties and all persons claiming under them until June 1, 2014, at which time said Covenants shall be automatically extended for successive periods of ten (10) years unless by vote of a majority of the then owners of the lots it is agreed to change said Covenants in whole or in part.

If any person, firm or corporation shall violate or attempt to violate any of the Covenants herein, it shall be lawful for any person or persons, firms or corporations owning any real property situated in said subdivision to prosecute any proceedings at law or in equity against the person or persons, firms or corporations violating or attempting to violate any such

no. 7. Heat call

Covenant and either to prevent him or them from so doing or to recover damages or other dues for such violations.

Invalidation of any one of these Covenants by judgment or court order shall in no way affect any of the other provisions, which shall remain in full force and effect.

RESIDENTIAL USE ONLY

All lots shall be designated as residential lots and shall be used only for residential purposes. The lay of the lots shown on the recorded plat shall be substantially adhered to; however, with the prior approval of the Architectural Committee, hereinafter referred to, the size and shape of any building site may be altered. Furthermore, unless prior written approval is granted by the Architectural Committee, no lot may be re-subdivided so as to produce a greater number of building sites or lots than shown on the recorded subdivision map. More than one (1) lot may be used as one (1) building site, provided the location of any structure receives prior approval in writing by the Architectural Committee. When more than one (1) lot is used as a building site, the Architectural Committee reserves the right to make any relocations of easements that it determines necessary by reason of such use.

Any dwelling constructed on any lot in the subdivision shall have a heated floor space of at least 1300 square feet for one story, 1500 square feet for one and one-half story, and 1700 square feet for two story houses. The square footage of heated or unheated basements shall not be counted in determining the square footage of a house for purposes of this paragraph.

ARCHITECTURAL CONTROL RESERVED

Owner shall designate and appoint an Architectural Committee comprised of three (3) persons. Owner shall have the right to remove member(s) of the Architectural Committee at any time and for any reason, and Owner may thereupon appoint a new member(s). No site preparation and no construction of any structure, facility or other improvement whatsoever (including, but specifically not limited to, residences, other building, fences, clotheslines, screen plantings, mail and newspaper boxes, and outside lighting) shall be undertaken on any lot within the subdivision until the building plans, specifications, and location have been submitted to the Architectural Committee, and the Architectural Committee has given written approval of the proposed structures, facilities, and improvements, and has also given written approval of the location of said structures. The Architectural Committee shall take into account the proposed structures, facilities, or other improvements with respect to the conformity and harmony of the external design and external

materials thereof with existing structures and improvements in the area and shall also consider the location of the proposed structures, facilities, and improvements with regard to topography, ground elevation, existing trees and shrubs, neighboring structures, and the conformity and harmony with the remainder of the subdivision. All dwellings, improvements, and alternations thereof shall be of a colonial design unless otherwise approved by the Architectural Committee. The Architectural Committee has the right to withhold approval of any proposed structures, facilities, improvements, or the location thereof, and said right is absolute and may be withheld arbitrarily.

Following the initial construction and installation of the dwelling house and improvements, no alteration or modification thereof, including change of exterior color, shall be undertaken (other than normal maintenance and repairs), and no construction, erection, or installation of any additional new structures, facilities, or other improvements shall be undertaken without the prior written consent of the Architectural Committee.

MANUFACTURED HOMES

No mobile homes, trailers, manufactured homes, or modular homes shall be erected on any lot nor shall any be used at any time in the subdivision as a temporary or permanent residence. As used herein "manufactured" or "modular" homes includes, but is not limited to, a structure which is constructed in sections off-site by a manufacturer. It is the intent of these restrictions that all homes be "stick built" on-site as that phrase is customarily understood in the construction trade.

EROSION CONTROL

During site preparation and initial construction, the lot owner and builder shall take such action as may be required by the Architectural Committee to control, inhibit, or prevent erosion and the sedimentation of streams resulting from erosion. Each owner shall maintain his building site in such manner as to prevent erosion of adjoining lots and erosion of soil onto adjoining lots and streams. If, in the opinion of the Architectural Committee, a lot owner does not properly maintain his building site and lot as herein provided, then the Architectural Committee may have the work done, and the costs incurred shall be paid by the individual lot owner. The Architectural Committee shall have all easements, including the right of entry, necessary to enter upon the building site and perform such work or cause such work to be performed.

No grading, filling, or other alteration of the topography or elevation of any building site shall be undertaken prior to or during initial construction without the prior express written approval of the Architectural Committee.

REMOVAL OF TREES

No trees or other vegetation, except weeds, deadwood, underbrush, or grass, may be cut or removed from any building site prior to or during initial construction unless prior written approval of the Architectural Committee is first secured. Following initial construction of improvements on any building site, no trees having a trunk diameter exceeding six (6) inches, four (4) feet above ground level, shall be removed without the prior express written approval of the Architectural Committee, unless the tree is dead or diseased or poses a threat or danger to persons or property.

BUILDING SETBACKS

No dwelling or other building shall be located closer to the front lot lines, the side street lines, or interior lot lines than permitted by the ordinances of the City of Concord, provided that variances to the Owner or variances to lot owners may be granted from time to time by the appropriate city authority to change the setback line requirements.

NUISANCE PROHIBITED

No noxious or offensive trade or activity shall be conducted upon any lot nor shall any thing be done thereon which may be or become an annoyance or nuisance to the neighborhood. Specifically no off the road vehicles such as trail bikes shall be operated in the subdivision.

ANIMAL CONTROL

No animal, livestock, poultry, snakes, zebras, giraffes or farm animals other than common household pets shall be kept on any lot and said household pets shall not be kept for commercial purposes. Dogs shall be contained in an enclosed area or kept on a leash at all times. Dogs shall be kept outside the dwelling only if they are kept in an area to the rear of the residential dwelling which has been enclosed by a fence. The design, workmanship, materials and location of said fence must receive prior approval of the Architectural Committee. Animal pens not specifically allowed herein are prohibited.

TRASH

BOOK 1045 PAGE 73

No lot shall be used or maintained as a dumping ground or storage area for rubbish, trash, garbage or other waste and no garbage or trash shall be burned on any lot. All garbage, trash, and other waste shall be kept in a clean and covered receptacle located immediately to the rear of the primary dwelling house so that it is not visible from the street. Lot owners who are subject to the flow of a creek or stream shall be responsible for keeping the creek or stream free of unsightly debris. Trash placed at the curb for pick up by the city workers shall be placed at curb side only on the night before or the day of the scheduled trash pick up.

REGULATION OF VEHICLES AND ON-STREET PARKING

No motor vehicle not in regular use shall be stored or parked on any lot. Any major mechanical or repair work performed on any motor vehicle or boat shall be done in an enclosed garage and shall not be visible from the street. No buses, tractor trailer vehicles, or commercial vehicles of more than six (6) wheels shall be parked within the subdivision. There shall be no on-street parking of any vehicles except as shall be necessary on a temporary basis for visitors and to provide services for a resident. Residents shall park only on driveways or in garages.

HARDSURFACE DRIVEWAYS ONLY

All driveways shall have either an asphalt, concrete, cobblestone, brick or slate surface unless otherwise approved by the Architectural Committee. No gravel, stone, or dirt driveways shall be allowed. Driveways must be completed before any residence is occupied.

SIGNS PROHIBITED

No sign, billboard, or poster of any nature shall be erected, placed, exhibited, or maintained on any lot except with the prior approval of, and in conformity and with the size, design, and format, and for such time period, as is or may be prescribed from time to time by the Architectural Committee.

BOAT AND TRAVEL TRAILERS TO BE STORED

All boats and travel or utility trailers shall be stored and placed in a garage or carport.

T. V. ANTENNAS LIMITED

No television or radio antennas shall be erected on any lot unless attached to the roof of a dwelling and only then if the antenna does not exceed the height of six (6) feet above the roof of the house. No satellite transmitting or receiving equipment shall be permitted on any lot except that one receiving dish less than three (3) feet in diameter shall be allowed if it is not visible from the street.

POOLS

No above ground pools shall be placed on any lot. Below ground pools may be installed only if the design, location, size, fencing, and landscaping specifications and plans have been approved by the Architectural Committee.

EASEMENTS RESERVED

In addition to easements reserved on the recorded subdivision map, Owner, for itself and its successors and assigns, hereby reserves, and is given a perpetual easement, including right of entry, for utility, television cable lines, and drainage purposes, across a ten (10) foot strip along the rear lot line of each building lot and a five (5) foot strip along the interior lot line of each building lot. In the event that more than one (1) lot is used as a building site, the Architectural Committee has the right to relocate, remove, or re-establish the easements provided herein and those provided on the recorded map of the subdivision with regard to such building site.

LOCATION OF PLAYGROUND EQUIPMENT

All clothes lines and playground equipment, including but not limited to swings, playpens, sandboxes, toys and so forth, shall be located on the lot only to the rear of the primary dwelling house. Tree houses are prohibited unless approved by the Architectural Committee.

CONSTRUCTION PROGRESS

All construction on any lot which required a building permit or which can be seen from the street must receive prior approval by the Architectural Committee and must be completed within six (6) months from the start of construction. Any debris resulting from fire or any other cause must be cleared and removed from the lot within thirty (30) days.

Any debris from an ongoing construction job shall be cleared on a regular basis from the construction site.

TEMPORARY OFFICES

A temporary sales office or construction office used during development of the property shall not constitute a violation of these restrictive covenants.

RIGHTS EXCLUSIVE

By way of illustration and not of limitation, at the time of these covenants it appears probable that when the development and sale of all lots in BROOK VALLEY SUBDIVISION has been substantially completed, Owner will have no further economic interest in the subdivision and may then wish to transfer its right to appoint the Architectural Committee, its right to relocate easements, and such other rights as have been granted to it pursuant to these covenants. Therefore, all rights created for, held by, or reserved to Owner shall belong exclusively to Owner, but they shall be subject to assignment by Owner to another entity, such as a Homeowners' Association, at a later date. Owner may, in its sole and absolute discretion, assign all, part or none of its authority under these restrictions to another entity.

IN WITNESS WHEREOF, Cabarrus Diversified Investors, Limited, a North Carolina corporation, has caused this instrument to be executed, this the 22nd day of May, 1989.

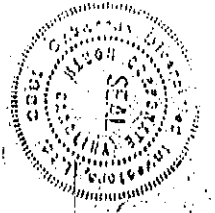
*22nd
May 1989*

CABARRUS DIVERSIFIED
INVESTORS, LIMITED
a North Carolina corporation

By: *[Signature]*
Kevin Belverd, President

ATTEST:

[Signature] (Sgt)
Fletcher L. Hartsell, Jr., Secretary



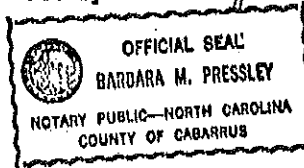
NORTH CAROLINA
CABARRUS COUNTY

I, Barbara M. Pressley, a Notary Public in and for said County and State, certify that Fletcher L. Hartsell, Jr., personally came before me this day and acknowledged that he is Secretary of Cabarrus Diversified Investors, Limited, and that by authority duly given and as the act of the corporation, the foregoing instrument was signed in its name by its President, sealed with its corporate seal, and attested by himself as its Secretary.

WITNESS my hand and notarial seal, this 22nd day of May 1989.

Barbara M. Pressley
Notary Public

My commission expires:
6/25/92



NORTH CAROLINA
CABARRUS COUNTY

The foregoing Certificate(s) of Barbara M. Pressley, a Notary Public of Cabarrus County, is certified to be correct according to law.

Filed for registration on the 22nd day of May, 1989, at 5:55 o'clock P.M., and duly recorded in the Office of the Register of Deeds for Cabarrus County, North Carolina.

CHARLES B. ROSS
REGISTER OF DEEDS

Register of Deeds
Cabarrus County, N. C.

By: John A. Epps
Assistant Register of Deeds

25th of MAY

RESOLUTION FOR THE CONSIDERATION OF PROPOSED FEDERAL
REGULATORY STANDARDS ADDED TO PURPA BY THE INFRASTRUCTURE
INVESTMENT AND JOBS ACT OF 2021

WHEREAS, On November 15, 2021, President Biden signed into law the Infrastructure Investment and Job Act of 2021 (“IIJA”); and

WHEREAS, Section 40104(a)(1) of the IIJA amended the Public Utility Regulatory Policy Act of 1978 (PURPA) to add a new Section 111(d)(20), a proposed regulatory standard on demand-response practices; and

WHEREAS, Section 40431(a) of the IIJA amended PURPA to add a new Section 111(d)(21), a proposed regulatory standard on electric vehicle charging programs; and

WHEREAS, Under Section 112(b) of PURPA, as amended by Sections 40104(a)(2) and 40431(b)(1) of IIJA, each state regulatory authority and each “nonregulated electric utility” has one year from the date of enactment of the IIJA (November 15, 2022) to commence consideration of these two proposed regulatory standards and two years from the date of enactment of the IIJA (November 15, 2023) to make a determination with respect to these standards; and

WHEREAS, The City of Concord’s Electric Department is a “nonregulated electric utility” as defined in PURPA.

NOW, THEREFORE, BE IT RESOLVED, That the City Manager and Electric Department staff is hereby directed to commence consideration of the two regulatory standards added by Sections 111(d)(20), and 111(d)(21) of PURPA; and

BE IT FURTHER RESOLVED, That in complying with the aforementioned sections of PURPA, the City Manager is authorized and directed to appoint a panel to conduct the public hearing required by PURPA for consideration of these standards, and that the following administrative procedure be adhered to:

- a. The hearing shall be conducted in Concord, North Carolina.
- b. Public notice of this hearing shall be given by paid advertising in newspapers of general circulation in Concord, North Carolina;
- c. A record of such hearing shall be prepared, which record shall consist of a verbatim transcript of the testimony given at such hearing and all documentary evidence received thereat;
- d. A copy of the record of each such hearing shall be furnished to each member of the Board, through the City Manager, together with a summary thereof prepared by the panel which conducted such a hearing and the recommendations of such

panel; and

- e. BE IT FURTHER RESOLVED, That the City Manager is authorized and directed to prescribe such additional procedural rules and guidelines as will ensure that the provisions of PURPA are fully complied with and that the Board will receive all information deemed necessary or desirable to enable the Board to make an informed determination whether it is appropriate to adopt each such standard.

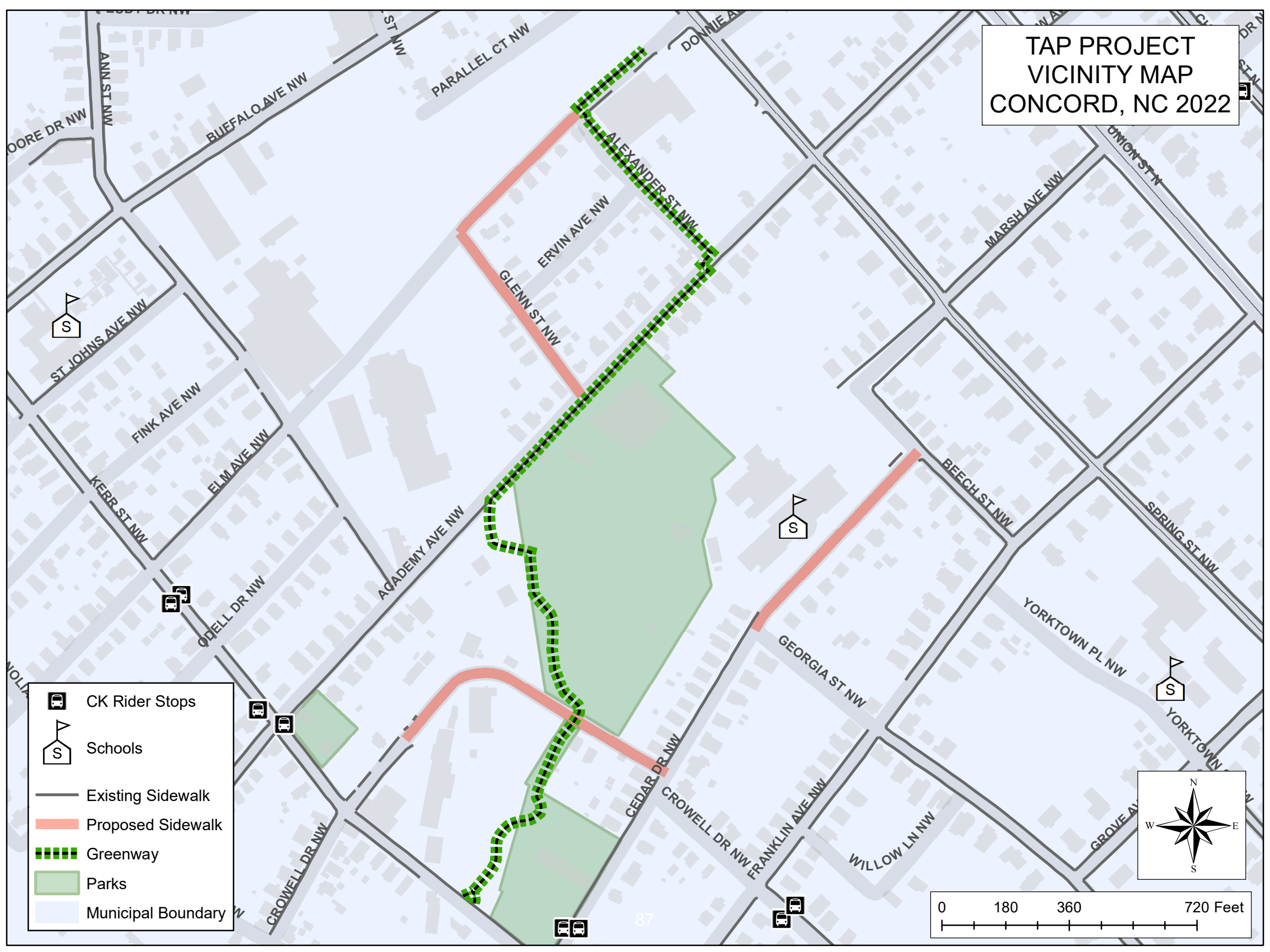
CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA








William C. Dusch, Mayor

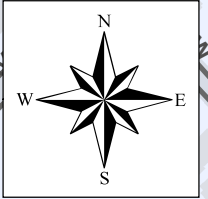
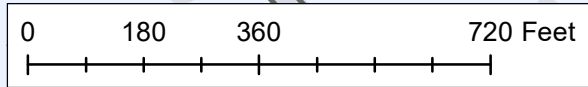
ATTEST:

Kim J. Deason, City Clerk

TAP PROJECT
VICINITY MAP
CONCORD, NC 2022



-  CK Rider Stops
-  Schools
-  Existing Sidewalk
-  Proposed Sidewalk
-  Greenway
-  Parks
-  Municipal Boundary





Technical Proposal

RFP Number: 090622
Date: October 6, 2022

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1 Cover Letter

Concord Kannapolis Area Transit
45 Transit Court NW
Concord, NC
28025

Attention: Jaime Tippet Poe

[Reference: Demand-Response Scheduling/Dispatch System – RFP # 090622](#)

RideCo U.S. Inc. (RideCo) is pleased to submit our proposal package to Concord Kannapolis Area Transit (CK Rider) in response to the subject referenced RFP.

RideCo is the most advanced on-demand technology and services company on the market today and is trusted by large and small city clients. We launched the first ever app-based on-demand public transit service in North America in 2015 and have since developed many innovative features that provide transit riders with the best passenger experience and transit agencies with highly productive, financially sustainable services.

RideCo has spent years developing the technology and expertise to assist transit agencies in planning and deploying on-demand transit services of all types – including advanced reservation, paratransit, as well as microtransit. Our technology is complemented by our unique, proactive, and data driven approach to deployment and support that seeks to align our technology with our customers operational policies, budgets, and vision. To that end, we have detailed our experience with similar customers such as Porter County, IN, Town of Cobourg, and Loudon County, VA – all of whom have transitioned away from legacy, advanced reservation demand response technology and are now achieving industry leading customer satisfaction and operational efficiency metrics.

Finally, to demonstrate our commitment to transit in North Carolina, we have included, among others, Todd Allen, our director of Government Affairs and longtime NCPTA board member on our project team. Todd will keep us aligned with the vision for transit in the state and is a resource to ensure RideCo and our technology supports North Carolina transit over the long term.

Our mission is to enable the next generation of transit through our technology, people, and approach. Our results are industry leading, and we very much look forward to the opportunity to assist CK Rider and other transit leaders in North Carolina. If you have any questions regarding our submission, please feel free to reach out to us at your convenience.

Sincerely,

Brian Corcoran

Brian Corcoran
Regional Director of Business Development
Email: brian.corcoran@rideco.com
Phone Number: +1 673-463-9224



2 Introduction

On behalf of RideCo's 100+ employees, including our in-state North Carolina staff, we appreciate CK Rider considering us as a technology partner. Based on our thorough review of the RFP and previous meetings and discussions, we have a firm understanding of the immediate technology and business needs of CK Rider and are happy to report that we are 100% compliant with the requirements set forth in the RFP. In addition, we have studied the County's Transportation Master Plan and believe we are uniquely positioned to offer CK Rider a technology solution and partnership to help bring that vision into reality.

The first aspect of our value proposition is our technology: It is second to none. Our solution, including core features such as, a modern, app-based booking process, unique automated trip negotiation and robust continuous optimization has changed the game for demand response transit services. Once forced to choose between rider convenience and operational efficiency, RideCo customers are now providing services with amazing results:

- 20-30% higher passenger per vehicle hour (PVH) than our leading competitors
- 98% Avg. on-time performance across all services
- 4.9-star ratings for rider satisfaction - *Loudoun County, VA ADA Paratransit*
- 6.0+ passenger per vehicle hour on peak days - *Cobourg Rides*
- 20% ridership growth - *Houston Metro Dial a Ride*
- Reducing call center volume by 66% - *Houston Metro Dial a Ride*

We are not, however, simply offering to improve CK Rider's current ADA paratransit service. With the implementation of the County's Transportation Master Plan imminent, RideCo is offering the ability to future-proof your on-demand technology services. Our solution manages all on-demand services seamlessly, including ADA paratransit, Medicaid transportation, and microtransit services, while providing the ability to:

- Support multiple trip booking parameters - advanced reservation, subscription, on-demand
- Commingle all services using a single vehicle fleet
- Completely automate driver and trip scheduling process with manual overrides
- Integrate microtransit services with guaranteed connections to fixed route and multimodal trip planning
- And much more ...

In our proposal you will also read quite a bit about our experience. In fact, many RideCo customers start exactly where CK Rider is today: attempting to replace a legacy software solution that offers little to no support. We understand and have demonstrated success migrating customers from the Routematch system with data conversion services and an understanding of the differences between systems.

For example, Loudoun County, VA was using Routematch for their ADA paratransit service before switching to RideCo and improving their productivity by 15%, while reducing passenger wait times, improving OTP to 98% and garnering a 4.9-star rating from their customers. They successfully improved rider satisfaction while improving efficiency by migrating from Routematch to RideCo. Porter County, IN is another example where they switched from Routematch to RideCo and immediately saw a 28%

ridership increase, driven by shorter wait times and higher OTP, while reducing their cost per passenger by 22%.

The successes outlined here and detailed in the following pages are a function of our superior technology but is also borne out of our unique approach to continuously support our customers. Just like our technology continuously optimizes your schedules - seeking efficiencies and ways to keep customers happy - our support team continuously and proactively monitors your system - alerted to anomalies in KPI's by our tech - our team investigates root causes and recommends solutions. Often solutions relate to either technology configuration changes based on some material change in service (demand, etc.) or operational changes like driver training or modifying shift times, as an example.

To summarize, we feel RideCo offers a truly unique and powerful value proposition based on our proven technology and unique features, demonstrable success with all customers but especially similar sized and challenged transit agencies, and our proactive, continuous support approach that guarantees your success regardless of future service changes.

3 Understanding of the Project

CK Rider currently serves the communities of Concord and Kannapolis, North Carolina with fixed route and demand response modes of service. CK Rider's mission is to improve the quality of life for residents and visitors by providing a cost-efficient, readily accessible, intermodal means of mobility.

To that end, CK Rider operates eight (8) fixed routes, using ten (10) hybrid buses that depart and arrive at the Transit Center in Concord. In addition to providing service to many local neighborhoods, the system carries passengers to and from many popular destinations in Cabarrus County. The buses also stop at many of the area's major employers, allowing employees the flexibility of taking public transportation rather than cars to jobs.

In addition to fixed route service, CK Rider operates a complementary ADA paratransit service with five (5) vehicles and two (2) overflow vehicles providing advanced reservation demand response service per ADA guidelines. Currently, CK Rider uses Routematch software to manage the demand response service.

Looking to the future, CK Rider, in conjunction with the Cabarrus County Board of Commissioners, has adopted and will begin to implement the Cabarrus County Long Range Public Transportation Master Plan. Despite CK Rider and Cabarrus County Transportation System (CCTS) both operating in the county and knowing that population is expected to increase 50% in the next 20 years, the plan identified several issues to address:

- Two separate, disconnected systems
- Unserved and underserved areas
- Need for longer service hours and more frequent service
- Increased demand response service area

As a result, in the next 1-3 years CK Rider and CCTS will initiate the merger to provide a single, consolidated transit provider for Cabarrus County. When complete, the consolidated entity will be responsible for county wide demand response transportation services. In addition, the new entity will absorb the assets and services from CCTS, which includes an additional 25-30 demand response vehicles and multiple additional demand response services including NEMT Medicaid service.

SYSTEM CONSOLIDATION

Benefits of merging CCTS and Rider Transit:

- **Improve efficiency and service delivery** countywide
- More flexible staffing; improved workflow (i.e. – grants)
- Purchasing efficiencies
- **Avoid duplication of services**
- Improved trip coordination (local, regional)
- Potential financial incentives (NCDOT)
- **“Seamless Service”** – one fleet, call center, brand



Improve service quality and customer experience

In addition, the Master Plan also calls for additional fixed route service through new bus routes, longer hours, and more frequent headways. It is expected that connections from demand response services, such as microtransit, will be needed to connect with fixed route and commuter service options in the future.

Based on these details, RideCo understands that it is CK Rider’s short-term goal to replace the legacy Routematch software solution to assist in operating the ADA paratransit service. However, the medium to long-term goal is to align with a technology partner that can support CK Rider as it embarks on implementing the vision in the Cabarrus County Transportation Master Plan. At RideCo, we think we’re the right partner for CK Rider and Cabarrus County.

As detailed in the pages that follow, our technology, people, and approach are all guided by a ‘mobility for all’ vision that puts the rider experience at the forefront, while providing industry-leading, continuously optimizing technology to ensure efficiency, with the support of transit, technology, and service planning experts to truly ‘future-proof’ the CK Rider technology stack.

With RideCo as a partner, CK Rider will benefit from:

- **Modern, App-Based Demand Response Solution** with **automatic trip negotiation**, booking, and confirmation including vehicle tracking. Customers have experienced up to a **66% reduction in call center volume** using the RideCo Rider app.
- Solution that scales to manage multiple demand response/on-demand services seamlessly in a single solution.
- **Continuously Optimizing Scheduling Engine (Solver)** for advanced reservation, standing order and on-demand trips. Shared-ride focus, and other features consistently delivers productivity (Passengers per Vehicle Hour “PVH”) **20-30% higher than competitors**.
- Ability to roll out **microtransit options and multi-modal trip planning** tech and options in support of the Master Plan.
- Technology, Transit Operations, and Service Planning Support to successfully achieve the Master Plan vision.
- North Carolina support and account management.

3.1 Premium Rider Experience - Rider Application

At RideCo we realize transit riders want consistent, reliable, convenient, on-time transportation services. Our app-based approach, coupled with our Solver algorithms deliver:

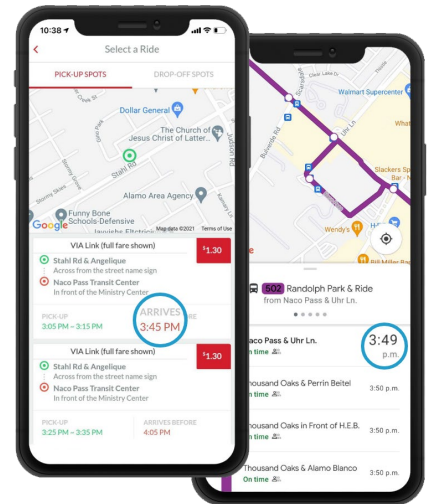
- Modern, convenient app-based booking options.
- Consistent 4.7 – 4.9-star reviews resulting in drastic call center volume reductions.
- 95 – 99% on-time performance (OTP).

RideCo’s rider application makes demand response travel booking quick, easy, and intuitive. The application is available on iOS and Android, as well as via any web browser and streamlines booking to provide a modern, ride-share experience while dramatically decreasing call center volumes.

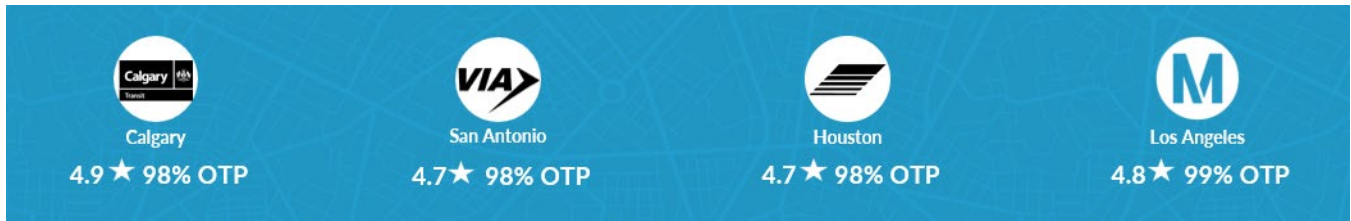
In the future, RideCo’s Rider application can serve as the County’s single interface for all demand response services – paratransit, NEMT, and microtransit – regardless of the various service parameters associated with each separate service.

The following are just a few of the features and service parameters that are fully customizable:

- Service offering (hours, FAQs, a support phone number, and in-app feedback tools).
- Customer eligibility and Zone boundaries are entirely customizable to ensure that trip requests are valid.
- Automate trip negotiation to ensure riders are only presented with options CK Rider can deliver reliably. This feature operates within a customizable search window, which can be capped to make the trip negotiation window ADA compliant.
- Seat types for supported mobility options: RideCo can accommodate any seat type in the CK Rider’s fleet. i.e., General Seat, Wheelchair Seat, Bicycle Rack Seat, etc.
- Fare levels: RideCo provides a flexible faring system that enables the CK Rider to uniquely set fares by set type to align with the rest of its network.
- Accepted fare media: RideCo’s system enables multiple fare payment options. Users can pay online with a credit card through the app, or with cash, pass, and transfer.
- Service level by passenger type: RideCo can manage eligibility for different user groups and can provide different levels of service based on eligibility, such as paratransit or NEMT passengers



The RideCo rider app is well received by transit riders across the country, consistently receiving 5-star reviews and **averaging 4.7 – 4.9 stars across all of our managed services**. This adoption is not only a welcome change for riders, but it shifts the burden historically placed on transit providers to staff call centers as we consistently see reductions in **call center volume between 55 – 65%** in the first year of deployment.



In addition, because our algorithms work with guaranteed arrival times, our OTP is industry leading, consistently clocking in between 95–99%. These factors, along with the efficiency delivered by our Solver algorithms are a game changer for riders and transit operators alike. Below are several features that boost OTP and provide a uniquely delightful rider experience.

- Guaranteed Pickup Windows – Ensuring passengers can plan their trips efficiently:** Compared to the floating pickup times of our competitors, RideCo’s fixed pickup windows offer riders a far more reliable experience, which builds trust between transit riders and their local on-demand service. Not only is measuring on-time performance more difficult with floating arrival times, but riders may regularly miss appointments, connecting transit, or work start times by being picked up even a few minutes late. Our fixed pickup windows ensure that every rider knows precisely when to expect their vehicle, regardless of whether they booked their trip the night before or 20 minutes before their scheduled pickup.
- Guaranteed “Arrives Before” Time – Ensuring passengers arrive to their connecting service on-time:** As with our pickup times, our arrival times are guaranteed. This is a feature that is unique to RideCo and one that allows riders to travel with the confidence that they will always make their appointments or get to work on time. With over 98% on-time performance across all services, RideCo is able to maintain high levels of .
- Instantly Scheduled Trips – Predictability for Riders:** Unlike other on-demand software providers, RideCo’s system not only books trips instantly, but schedules them instantly as well, even when the ride is scheduled days or weeks in advance. When a rider books a trip in advance (hours, days, or weeks) it is automatically assigned to an actual live manifest. Our software begins making vehicle itineraries the second a single trip is booked and builds the rest of that itinerary around existing trips as new trips are added. Our algorithm optimizes for vehicle utilization (maximizes the number of shared rides) but never presents riders with trip options that violate the promised arrival time of any other passenger’s already booked trip.
- Rider Communication:** RideCo’s rider app provides riders with live vehicle tracking through an onscreen map, real-time vehicle arrival times that are updated every few seconds, the number of stops their vehicle will make before their own (for both pickup and in-vehicle/drop-off purposes), push notifications (when their vehicle is on its way) and the ability to communicate with their driver (through text message or phone call). The level of transparency afforded by these features ensures that riders are constantly aware of their vehicle’s location and what to expect at every stage of their pre-trip and trip experience.

3.2 Efficient Service Delivery - Solver

After trips have been booked – either via call center, web, RideCo’s Rider App, or through a Trip Planner – RideCo’s industry leading algorithms start optimizing services.

Solver, our cloud-based logistics platform, is the most advanced routing algorithm in the world and provides transit agencies with unmatched reliability and productivity by allowing them to optimize trips in real-time. Implementing Solver means, RideCo is reliably able to **deliver productivity outcomes that are 30-150% better than our contemporaries** for available dedicated vehicles. For services delivered via non-dedicated fleets, Solver orchestrates ride assignment based on business rules that review trip parameters, ‘least cost routing’, and / or overflow to TNC’s.

Every 20 seconds, Solver analyzes every booking currently in the system and executes a global optimization to ensure the most efficient combination of rides and routes, subject to the defined service parameters while preserving every rider’s “arrives before time”. Because of the near-constant optimization run by Solver – RideCo’s platform is incredibly flexible to changes in conditions. For example, if traffic conditions suddenly change, Solver will identify a new set of routes within 20-30 seconds and update the schedule. As another example, if a vehicle goes out of service, all rides that were tentatively scheduled for that vehicle are instantaneously reassigned to other vehicles without any manual intervention or interruption to the rider.

3.2.1 Solver Configuration for ADA Compliance

In line with ADA requirements, RideCo’s system provides equivalent levels of service to all passengers of all abilities. We do this in a few keyways, such as by providing shared fleet, shared booking/reservation system, and accommodations for eligible users. Some other features of our software solution in this regard include the following:

- RideCo’s automatic trip negotiation feature allows for quick and easy booking of rides when the specific time requested is not available. This feature operates within a customizable search window, which can be capped to make the trip negotiation window ADA compliant.
- To avoid trip denials, dispatchers have the ability to use RideCo’s “Force Ride” feature. This feature allows the automatic schedule software to loosen its requirements for ride scheduling. Some trade-offs that need to be managed when using this feature include the impact on the overall schedule performance because of forcing a ride into a manifest. RideCo is also working on overflow capabilities in partnership with TNCs such as Uber. This is a suitable option of ambulatory riders that maintains the agency’s ability to prevent ride denials.
- Trips are generated with onboard times in mind and can be set up so that the agency is not generating trips that would be longer than the comparable fixed route service.

3.2.2 Future Proofing – Expanding County-Wide and Microtransit Features

- As CK Rider embarks on the implementation of the County’s Transportation Master Plan demand response services will grow both in ridership and geography. Further, additional fixed routes are expected which is likely to introduce the need for microtransit services to connect on-demand with fixed route and other commuter services for a county-wide, multi-modal service approach.

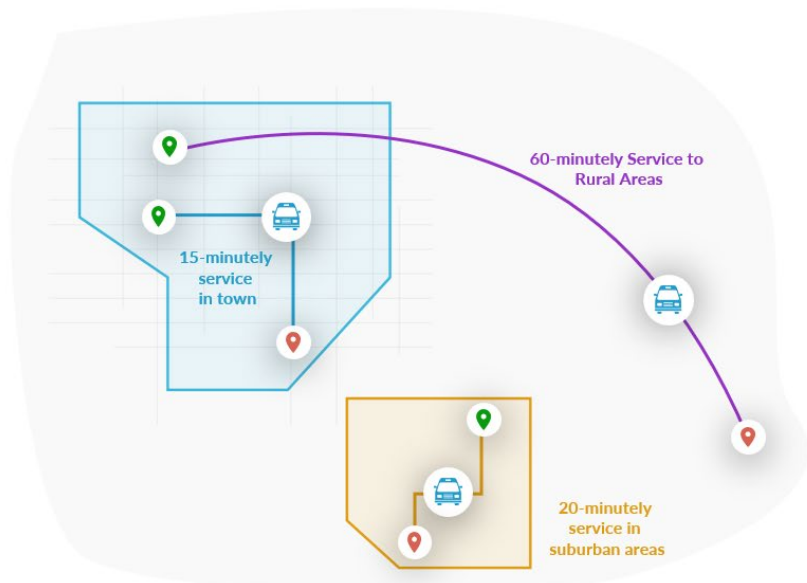
- To that end, CK Rider is expected to require additional features:
 - **Frequency Variation:** Manage demand response services across geographies of varying densities.
 - **Time Snapping:** Intelligent trip options that guarantee connections between on-demand and fixed route modes.
 - **Commingling of Services:** When CK Rider expands county-wide, additional demand response services will need to be coordinated by a single fleet. In addition, if microtransit services are added in the future they too will need to commingle with other on-demand services.
 - **Multi-Modal Trip Planning:** As fixed route options are rolled out and additional commuter routes to Charlotte are added, we expect a growing demand for multi-modal trip planning – ideally with full integrated fixed route and on-demand services.
- **Frequency Variation – Coordinating On-Demand Service Across Varying Densities:** As CK Rider’s service area is expanded in the future to include more rural parts of Cabarrus County, efficiency metrics may be impacted. The ability to control service levels by density is a crucial tool in protecting Passengers Per Hour (PPH) and the overall efficiency of the services. For example, if rural riders are requesting trips throughout the day, vehicles may spend most of their time ‘deadheading’ from suburban and downtown locations to the rural areas. However, with RideCo’s ‘Frequency Variation’ CK Rider will have total control over the frequency of on-demand service offered in different parts of the County. By implementing this feature, the system will naturally group rural trips together by presenting trip options to riders with similar pick-up times, maximizing shared rides, reducing deadhead, and improving PPH, all while protecting service levels in other parts of the County.

Frequency Variations

With a single vehicle fleet, we can offer enhanced service for the out-of-town commuters while maintaining quick local trips for riders in-town.

Service Integrators Used

- Frequency Variations
- A Single Vehicle Fleet



- **Time Snapping – Seamless Connections to Transit:** One particularly relevant feature of RideCo’s platform is called “Time Snapping”, which enables RideCo’s algorithm to account for local fixed-route schedules in its routing. With this information, our algorithm intelligently restricts passengers from arriving too early or too late for the connection. It accomplishes this by only providing trip options that

arrive on time for seamless transfers. This eliminates the possibility of vehicles dropping off multiple passengers at different times for the same connection. This results in improved pooling rates and reduces total journey times for passengers. With RideCo’s powerful passenger channeling technology and the batched scheduling of ride bookings, we can ensure that most rides are shared – something that simple “ride queue” technology cannot do. Given the prevalence of transit connections in the proposed service, this feature is a critical benefit to the passengers and your agency.

Transferring to Transit

Connection to Commuters

- We can configure certain stops like a bus station with specific arrival time to **coincide with the timing points** of a fixed schedule service.
- The result is a **highly productive** service with **guaranteed on-time** transfers.

↑ 13 Killaly St. E.

↓ Lakeland Dr. North of 123 Ave.

\$ 3.00

PICK-UP

ARRIVES BEFORE
6:40 AM

ARRIVES BEFORE
7:40 AM

ARRIVES BEFORE
8:40 AM

- Commingling Capability:** As more agencies are leaning towards having a commingling service that includes the operation of paratransit service in conjunction with demand-response microtransit service, RideCo’s innovative technology has the capability to enable productive and reliable commingled service. With commingling, we aim to share resources to improve the quality of the service besides significantly reducing costs. With a single vehicle fleet, it is possible to carry both microtransit, stop-to-stop users as well as riders with mobility issues that require a specialized paratransit or “curb-to-curb” service. There is no need to maintain separate services for paratransit and microtransit.

Service Integrators Used

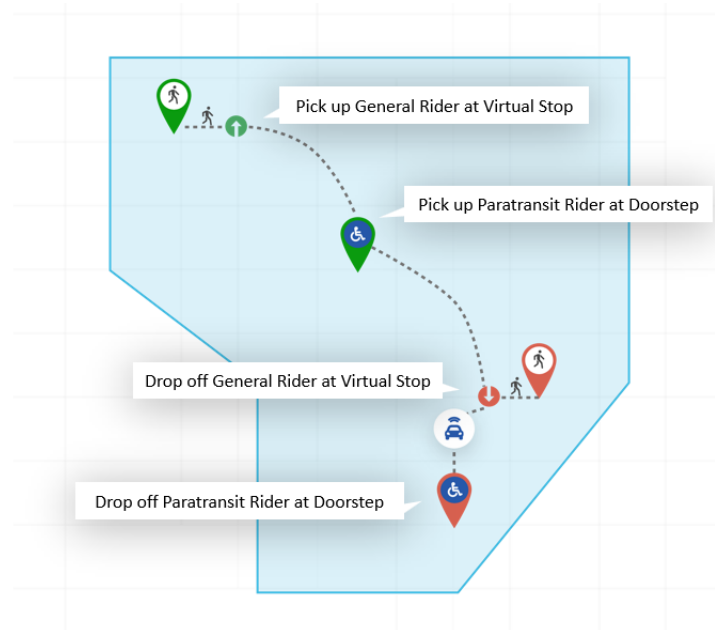
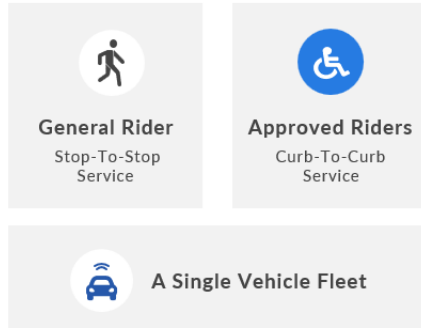


Figure 1: Example of a single vehicle carrying both passenger types and providing the required level of stop service (stop-to-stop vs. curb-to-curb) for the appropriate rider.

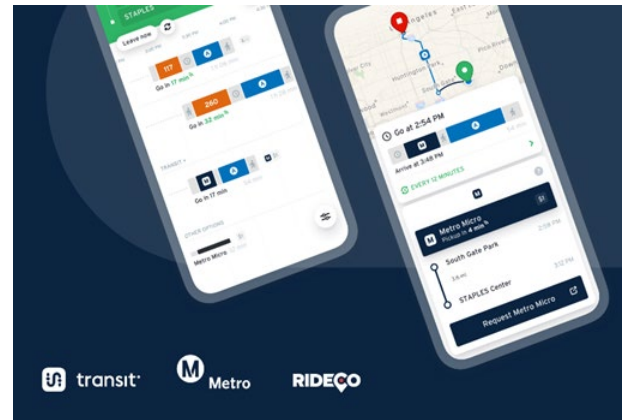
- Today, using RideCo’s transit technology, the **Regional Transportation Commission of Southern Nevada (RTC)** OnDemand service commingles on-demand microtransit and paratransit passengers with the same vehicle fleet. While microtransit customers connect to a defined point of interest or flex/virtual stop, paratransit customers can travel to and from anywhere within the service zone. Since its launch, the service has consistently seen a high percentage of shared rides with an average 8.2+ passengers per vehicle hour during peak commuting times. Continued adoption and growth of the commingled service have enabled the agency to reach new segments of both microtransit and paratransit customers across Las Vegas Valley.
- In another example, **Cobourg Rides** (Town of Cobourg, ON) launched with a combined WHEELS paratransit and Conventional on-demand transit service. Due to high demand, Conventional was reaching service capacity while WHEELS vehicles were not being utilized to their full capacity. To optimize both Cobourg Rides services, RideCo proposed a commingled model that would better utilize the vehicle fleet. WHEELS and Conventional now successfully commingle, using one fleet for both paratransit and ambulatory passengers. Since implementing the commingled model, cost per passenger has decreased by 7% with gas price and inflation adjustments.

Multi-Modal Trip Planning: As the County’s Transportation Master Plan unfolds and additional fixed route options are available for intra-country travel and especially for Charlotte commuters, RideCo can offer a fully integrated, multi-modal trip planning solution.

When integrated, any on-demand service managed via the RideCo application is automatically discoverable through Transit app and booking of any on-demand segments of the journey are booked via

an intuitive, streamlined process right from Transit app. The result is a delightful rider experience that promotes all services in single application and makes trip booking and payment a breeze.

RideCo brings well-proven integration with Transit app - the leading multi-modal trip planning application endorsed by transit agencies across North America. The two companies have worked together on integrating RideCo's Metro Micro service with LA Metro in Los Angeles, as well as San Bernardino's OmniRide, with more on the way. RideCo's API capabilities make it possible to integrate any RideCo on-demand service into Transit, resulting in a unified front-end mobile trip planner for on-demand and fixed-route services.



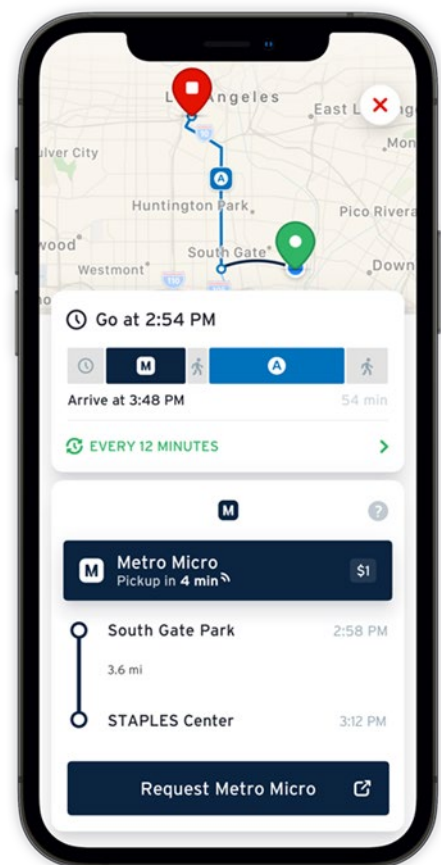
An integration into Transit App provides:

- Shows riders how to use conventional and demand-response transit together.
- Provides a seamless customer experience to riders.
- Streamlines service visibility and customer engagement through banners and surveys.
- Generates useful data, especially around multimodal behavior.

In early 2021, Metro Micro, Los Angeles Metro's mobility on-demand service, was added to Transit - the first-of-its-kind integration for a major US agency. Transit has more than 120,000 users each month across LA County. Transit and RideCo worked closely together on Metro Micro, their first collaboration, to develop APIs for the project and complete the integration in just a few months. Now, Transit provides multimodal connections in all five existing Metro Micro service areas, with expansion zones on the way. In the first two weeks after launch, Metro Micro was viewed more than 2.3 million times in Transit. After three months, users selected nearly 10,000 trip plans featuring Metro Micro, and hundreds of users who do not already have the Metro Micro app installed are discovering the service every week.

3.3 Service Planning & Technology Alignment

The RideCo product excels in its ability to deliver success with multiple, varying service parameters and models. RideCo does not approach the market with an out-of-the-box solution because we realize that each transit agency has unique challenges, a unique vision, a unique budget, and, therefore, unique service delivery needs. For this reason, our technology - specifically our Solver algorithms - are extremely configurable and capable of meeting the various objectives of any type of demand response and / or on-demand service. Our service modeling approach is designed to



analyze these various unique requirements, provide options for successful services, and then ultimately, ensure the technology is tuned properly to support the desired services.

RideCo's service planning is a consultative approach consisting of:

- Understanding objectives – balancing resource constraints with priorities of the service.
- Robust Analysis – building the case for services using a data driven approach.
 - Existing Ridership
 - Trip Generator analysis – what locations / events are driving ridership
 - Demographic analysis
 - Road Network and Traffic Pattern analysis
 - Passenger Types and Vehicle Types analysis
 - Labor Requirement analysis
- Simulation Analysis – after defining options for service changes or a new service, we put our assumptions to the test by simulating the services in the RideCo solution to generate expected KPIs.
- Implement Service Changes – any changes to service parameters must be updated in the RideCo solution so the service is reflected in schedules we generate.

Due to the importance of proper technology configuration and collectively meeting objectives as the RideCo/CK Rider team, any required technology configuration changes coming out of our Support or Service Planning approach is handled by RideCo support staff.

3.4 Functional Requirements

RideCo is fully compliant with the requirements that CK Rider outlined in the RFP. Please see the table below for additional details:

Requirements for Paratransit Scheduling Dispatch Software		
Requirement		Description
Database Functionality		
Passenger database must include a full range of data elements for each client in the system.	Y	In addition to the passenger credentials such as name, email and phone number, the Rider Application also tracks previous trips, service levels and fare media.
System shall be capable of tracking trip purpose with user customization possible in terms of defining various trip purposes.	Y	The Rider Application is fully customizable including features such as listing various trip purposes and funding sources.
System shall provide functionality to allow staff to readily look-up client records for edit, trip-booking, etc.	Y	As part of our Dashboard Suite, the Reservationist portal gives staff the ability to look up client records book, edit trips, and view the User Tracker Dashboard to track trips.
System shall be capable of recording and displaying trip history details to each client, such as recent trip dates, trip origins, or trip destinations, and option to view full trip history. System must have the ability to capture information on trip cancellations and no-shows specific to individual customers.	Y	The comprehensive Data Dashboard suite provides this functionality. Please see section 4.1.4 of the Technical Proposal for more details.

Requirements for Paratransit Scheduling Dispatch Software		
Requirement		Description
System shall maintain a cancellation record, by client, to facilitate system management of sanctions for excessive customer abuse of cancellation policies.	Y	The comprehensive Data Dashboard suite provides this functionality. Please see section 4.1.4 of the Technical Proposal for more details.
System shall permit the establishment of base runs or subscription templates based on existing standing orders. System shall be capable of evaluating base runs in order to optimize run in terms of least distance and travel time, based on network factors.	Y	The RideCo optimization algorithm evaluates and creates driver itineraries. The algorithm can be tuned to prioritize least distance and travel time and is always taking into account real world network factors. The comprehensive Data Dashboard suite, specifically the Itinerary Tracker Dashboard, provides this functionality. Please see section 4.1.4 of the Technical Proposal for more details.
The system shall provide staff with web-based tools to proactively manage on time performance, no-shows, cancellations, subscriptions and late trips. The system shall automatically send updates of the dispatched trips and allow supervisors to monitor their driver's performance on real-time. The system shall optimize same day trip orders with advance trip orders and automatically send updates. The scheduling process shall be completely automated and have a proven capability to function without a scheduling position initiating the scheduling.	Y	Unlike other microtransit software providers, RideCo's system not only books trips instantly, but schedules them instantly and manages them as well. Our software begins making vehicle itineraries the second a single trip is booked and builds the rest of that itinerary around existing trips as new trips are added. This is described in more detail in section 3 of the proposal. The system is capable of managing and responding to issues with on-time performance, no-shows, cancellations, and late trips autonomously. Our optimization algorithm is receiving new information such as the on-time performance of everyone in the system, live traffic and delays, the location and speed of all drivers to make changes to schedules and itineraries in real time. This not only means you will be able to proactively manage your service as requested but you will be able to do it in a hands-off manner and much more effectively than an individual could do alone.
The selected vendor(s) will evaluate current passenger database and develop appropriate data conversion process that converts existing passenger information into a compatible format for use in the scheduling and dispatching software solution.	Y	We have experience converting data and transitioning customers from Routematch. Our customers at Loudoun County, VA and Porter County, IN are good examples of Routematch conversions we have done successfully.
System will allow the dispatcher to save addresses, give them nicknames and make small adjustments to where they show up on the map.	Y	The system allows the creation and customization of all stops to make them easily identifiable to the user.
Drivers must be able to log-on to an on-board device by entering their employee identification, run number, and/or the vehicle's odometer reading, and the log-on	Y	Drivers set up an account using their name, phone number and email address. Once they log on to the system, they use their unique sign in to access the driver application using the on-board tablet.

Requirements for Paratransit Scheduling Dispatch Software		
Requirement		Description
information will be validated with the scheduling/dispatch software.		
Cloud Hosting		
Web based system is preferred	Y	The solution is web-based.
GIS and Mapping		
The system shall provide automatic vehicle location in the software product offered. Mapping capabilities and the dispatcher's abilities to identify approximate current locations, based on last known point in schedule.	Y	When a driver is logged in and active, they have access to the mapping capabilities and the Solver algorithm provides real-time scheduling updates based on the driver location. Administrators can track all vehicles in real time on our itinerary tracker dashboard and can also replay the entire itinerary day across all drivers to see seconds by second where they were.
The software must incorporate GIS capabilities and allow user access to map views of the service area; individual routes or runs, and/or bus stops; specific street addresses; or other specified user-defined zoom levels. Panning/zooming shall be incorporated into the mapping capabilities.	Y	Yes, the system supports GIS functionality for all the use cases mentioned.
Trip Reservations		
System shall permit trip booking while staff are on the phone with passenger. System must be capable of processing both subscription (standing order) and stand-alone trips in this manner. System shall be capable of processing, scheduling and dispatch same day trip orders without the need for manual intervention from users but offer manual override as an option.	Y	The system supports app-based as well as call center bookings for subscription and stand-alone trips. The system will automatically schedule trips without the need for manual intervention unless the call taker decides to use the 'force ride' option. Our booking software generates committable ride options in real time that can be booked into the system instantly. The booked rides are assigned to driver itineraries right away. All the booked rides in the system are reoptimized every 20 second in a constant effort to improve the state of the system and offer you the ability to deliver more rides without sacrificing the customer experience.
System shall be capable of displaying, through pop-up window, list box, or similar alternative, a list of most frequent client travel destinations and/or recent destinations and/or recent destinations of travel for easy insertion into destination field. User must be able to select destination	Y	See section 10.1, Rider App Walkthrough, of the Technical Proposal for a description of the various ways a rider can select a trip.

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
from these fields and populate trip destination fields through this selection process.	
System shall be capable of automatically generating trip reversals or booking the return trip from the originating trip destination to trip origin.	Y The application allows the rider to reverse their trip.
System shall be capable of scheduling based on requested pick-up time or customer appointment time and shall take into account appropriate travel time to ensure on-time arrival at a destination.	Y RideCo has both guaranteed pickup times and "arrive before" times. This unique feature is fueled by Solver, our advanced routing algorithm, which optimizes trips every 20-30 seconds.
System shall be capable of incorporating multiple policies.	Y The system can incorporate multiple policies in several areas. We can support different policies in terms of ride generation (i.e., for trips within a service zone or between different service zones, or even different areas within a single service zone), pricing policies (whether it is fixed rate, distance based, discounted, subsidized) can be different across passenger types or even different based on where people travel to/from. We can have different policies for different passengers types such as boarding and alighting buffer time (i.e., 60 seconds for ambulatory but 5 minutes for a wheelchair seat that requires a ramp event). Different policies can also exist for groups of riders. This is typically used in our commingled services where we offer stop-to-stop service for general riders but curb-to-curb service for the paratransit rider. Different policies can also exist by time of day (i.e., if the agency only wants to service an area during the AM/PM peak or only on weekends).
System must be capable of accepting trip reservations for a period of at least up to 60 days in advance of the requested trip date.	Y Advanced booking is a customizable feature in the software and as such can be set as part of the planning and setup of the project.
System shall be capable of accepting standing orders and shall permit day of the week type travel dates and monthly calendar-based travel dates, (e.g., first and third Wednesday of each month).	Y Our system allows the administrator to set up standing orders for riders who need recurring trips. This interface is completely customizable to permit many types of booking styles as the requirement mentions.
System shall provide methods to enable staff to retrieve an existing trip reservation for the client in order to edit or cancel the reservation and shall provide various trip codes to document the reason	Y RideCo's reservationist portal is built with the same user-friendly booking flow as the rider app. Call center staff/live agents can log in into a rider's account and book rides, provide ride updates and vehicle information as requested. Should a ride be cancelled a customizable list of cancellation reasons can pop up on the screen for the reservationist or rider to indicate why they cancelled. Since

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
for cancellation (e.g., cancellation on customer request).	the system reoptimizes every 20 seconds it can instantly respond to cancelled rides and adjust all driver itineraries in light of this new capacity.
Search capabilities should be based on customer name and phone number, at a minimum.	Y Search capabilities are fully customizable.
System shall have the capability of temporarily suspending a client's eligibility for service. System shall permit entry of both a start date and end date of the time period when the client's ridership privileges are suspended. During this period, system shall not permit trip booking without override.	Y The system has passenger restriction capability, which means it can temporarily limit or suspend a user from booking new rides based on high cancellations or no shows, subject to the agency's defined parameters.
At conclusion of trip booking, system shall provide a confirmation of the booking with pick-up window, fare(s) and any relevant comments entered for that trip.	Y Upon completion of a trip booking the trip is automatically scheduled and the relevant information is visible in the system.
System shall permit trips to be placed in the system schedule but remain unassigned to a specific run. System shall be capable of permitting manual insertion of such trips into the schedule, with automatic dynamic updating of the remaining scheduled pick-ups and drop-offs on the run.	Y Rides in the RideCo system are assigned at the time of booking in order to provide the necessary commitments for pick-up and drop-off at the time of booking to riders.
System shall be capable of taking trip orders on a same day basis and dynamically scheduling the trip into existing schedules. System shall consider existing path of route travel, existing customer assigned trips, and system policies on travel and pick-up time windows in making the scheduling assignment. If system is capable of producing multiple solutions to the trip assignment, priorities, express on some type of score or other method, it shall show the best possible choice of assignment as the default selection. When same day order is accepted and assigned to a run (or unassigned run is assigned to a run), it is	Y Every 20-30 seconds, Solver analyzes every booking currently in the system and executes a global optimization to ensure the most efficient combination of rides and routes, subject to the defined service parameters while preserving every rider's "arrives before time". Because of the near-constant optimization run by Solver – RideCo's platform is incredibly flexible to changes in conditions. For example, if traffic conditions suddenly change, Solver will identify a new set of routes within 20-30 seconds and update the schedule. As another example, if a vehicle goes out of service, all rides that were tentatively scheduled for that vehicle are instantaneously reassigned to other vehicles without any manual intervention or interruption to the rider.

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
imperative that the system shall be capable of dynamically updating the remaining scheduled pick-ups and drop-offs on the run's schedule.	
System shall be capable of assigning drivers to runs.	Y The system automatically assigns driver to runs.
Once customers confirm their pick-up times, the system should not make any changes on its own.	Y The system is constantly optimizing the trip in the back end to ensure that the guarantee arrive time is met. These changes are not visible to the customer and generally are done to accommodate route changes such as traffic.
System shall be capable of allowing comments or notes to be added to reservations for the driver and dispatcher. This would preferably include the ability to create standing comments based on the passenger, pick-up location, or a combination of the two.	Y This is a customizable feature (canned responses) but out of the box, riders of the service can add comments when booking a ride and then rate and add additional comments once the ride is complete.
Dispatching	
Access to Dispatch Information – system must allow staff access to run itineraries based on run number, vehicle number, client name, or client's phone number. System shall be capable of displaying the run number, number of passengers on the run, scheduled arrival time, estimated time of arrival and any special circumstances. Information displays must associate with the time of day (e.g., 10:00 a.m. events are displayed at the top of the list window when the dispatcher makes queries at 10:00 a.m.).	Y The comprehensive Data Dashboard suite provides this functionality. Please see section 4.1.4 of the Technical Proposal for more details.

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
Driver Assignment – system shall be capable of assigning drivers to runs. The system shall allow drivers to be assigned both as needed, as well as on a standing basis for a defined period of time. System shall take into account driver work schedules, qualifications, and other factors to ensure compliance with system policies.	Y This assignment is done automatically in the system based on the trips that have been booked either in advance or same day. The system is also designed to account for driver breaks when booking itineraries. These parameters are fully customizable.
Vehicle Assignment – capability of assigning vehicles to scheduled runs taking into account mobility needs of customers assigned to the run, thereby ensuring sufficient wheelchair capacity at all times. Dynamic updating of assigned vehicles must be possible in order to take into account vehicles pulled from service due to mechanical failure, lift failure, or other failure event found during the driver’s pre-trip inspection.	Y This is done automatically through the system. Vehicles are assigned based on the needs of the rides on that particular route. The dynamic optimization of the system assures that the correct vehicle is assigned to the correct route and ensures that a match between an accessible passenger and the required equipment in a specialized vehicle is matched.
Cancellations/No-Shows – capable of allowing dispatchers to process late cancellations (cancellations received after system policy time) and no-shows.	Y The system can automatically process late cancellations and no-shows with pre-determined policies. Users may cancel a ride before their vehicle arrives after booking. Cancellations have limited impact on the system as our software is continually optimizing every 20-seconds. Canceled rides are simply removed from the tentative schedule, and no vehicle is dispatched. Since drivers are only seeing one step at a time (their next pick-up or next drop-off location), they will not experience anything when a ride is cancelled and removed from their itinerary.
Same Day Reservation Changes/Add-Ons – capable of automatically displaying to the dispatcher/scheduler cancellations, same day reservations, and will-call return trips waiting for vehicle assignment (e.g., trips/reservations made but not yet assigned/scheduled).	Y As soon as a trip is booked it is assigned to a vehicle/route. Dispatch can see a wholistic view of the system in our Data Dashboards, specifically the Itinerary Tracker dashboard or Overview dashboard.

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
Removal of Vehicles from Service – if staff is advised that a vehicle is not fit for service, system shall be capable of programming a vehicle substitution on the affected run(s)	Y The continuous optimization of the service means the system will automatically assign all rides to the newly added replacement vehicle. This means a seamless hands-free experience should anything happen to your vehicles in service.
Scheduling	
Schedule Order Capability - capability of producing schedules, by run, in chronological order or by sequential run number, indicating project arrival time of system vehicles at each origin and destination. Schedules must be developed on zones or counties, based on user specified service zones. Must be capable of recognizing geographic zones with dedicated vehicles, work rules, and trip requests.	Y Part of RideCo's service modelling approach is to work with CK Rider to determine optimal zones for the service by analyzing the transit network and data among other things. These zones are customizable, scalable and are iterently analyzed to ensure maximum efficiency for CK Rider. Schedules are created in real-time and automatically by the system based on the requirements of the riders and are optimized frequently.
Display Option - once generated, system shall be able to display all schedules for all runs on a given day. Display shall contain all pertinent run data and contain necessary menu and edit tools to provide manual adjustments, as necessary, to the scheduled runs.	Y The comprehensive Data Dashboard suite provides this functionality, particularly the Overview and Itinerary Tracker dashboard. Please see section 4.1.4 of the Technical Proposal for more details.
Validation/Violations –internal validation controls to ensure that schedules do not violate schedule and work rules. Additionally, have capacity to evaluate overall travel time for individual passengers to ensure that system travel time limitations are not exceeded. System shall be capable of generating or identifying trips that violate system parameters so that staff can attempt to remedy the violation.	Y All of this validation occurs in the backend through our advanced routing algorithm, Solver. This system means we can provide guaranteed arrive before and pick up times as the schedule parameters are set and are continually being optimized.
Manual Override – system shall provide the capability of certain scheduling staff (e.g., supervisors, managers, etc.) to manually move trips after schedule development. When such overrides are made, the system shall record and timestamp the override action in the trip record (or in an associated database) in order to provide a historical account	Y The system allows for certain users to use the 'forced ride' feature that overrides the RideCo Solver engine and places the ride within the defined vehicle manifest.

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
of changes to the original (booked) reservation.	
Labor Rules – must be capable of scheduling trips to established runs taking into account system labor rules on work hours, breaks, and employee work hours.	Y Our optimization engine can incorporate labor rules such as driver breaks just like it would a ride and rearranges it in the driver's schedule accordingly.
Vehicle Assignment – in assigning passengers to vehicles and/or vehicles to system runs, system shall be capable of recognizing the need for accessible vehicles, vehicle capacity, etc., in making said assignments. System shall have the capability of assigning vehicles to zones.	Y As part of the System setup, vehicles will be assigned to zones and the Solver optimization algorithm will ensure that the correct vehicle type will be assigned to each ride.
Editing Schedules – capability of adding trips to previously generated schedules or re-assigning trips from one run to another. System shall be capable of evaluating individual trip parameters and select runs that best satisfy the requirements of the reservation while maintaining the integrity of the existing reservations on the same run. If system generates a range of alternatives, system shall present alternatives in rank order with the highest ranked alternative indicating the “best” selection. The best selection will be chosen based on vehicle GPS of current vehicles on the road (in the case of same day trips) and the information of other trips currently within the schedule for the time that the trip in question is being booked.	Y This is done automatically in the RideCo solution. If needed, the schedule can be altered by dispatch, but the schedule is automatically generated in the optimal way to ensure the most efficient use of vehicles in the zone.
Updating after Schedule Edits - anytime a schedule is edited, the system must be capable of updating the schedules of all other impacted trips so all previously scheduled trips must remain on time, not violate travel time rules, etc.	Y This is done automatically as the system is continuously being optimized.

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
Schedule Issues - If the system cannot schedule all orders for the day of travel being scheduled, then the system shall be capable of displaying all such trips in its own dataset so that staff may consider manual overrides to the schedule and/or assignment of trip.	Y Before capacity issues present themselves, the system automatically negotiates trip options with riders to mitigate capacity issues. In addition, the system provides a 'capacity dashboard' that notifies users to scheduling capacity issues and allows them to respond by expanding capacity (i.e., adding / extending vehicle shifts) or using the 'force ride' option.
GIS Display of Schedules – Once trips are assigned to a scheduled run, the system shall be capable of graphically displaying, on the GIS system, the sequence of pick-ups, drop-offs, and route path for the run.	Y The comprehensive Data Dashboard suite provides this functionality. Please see section 4.1.4 of the Technical Proposal for more details.
Fare Collection	
The system shall allow fares to be decided on a per-trip basis.	Y Fare levels are customizable in the RideCo solution.
The operator will be able to designate the type of fare and monetary value received if eligible.	Y Accepted fare media is customizable in the RideCo solution.
The system will offer electronic fare payment integration.	Y RideCo has an open API based architecture which can be leveraged for electronic fare payment integration. We have done so already with Transit App, Token Transit and Masabi and are establishing partnerships with other providers.
System Parameters	
System shall have capability for user specified settings that govern the scheduling process (e.g., average speed; dwell times; load times; etc.).	Y The system is fully customizable and the RideCo project team will work with CK Rider to set up any required system parameters.
Proposers should specify the range of parameters that can be user set and how the proposer will assist the transit system in the initial setting of these parameters to ensure maximum scheduling efficiency in daily operations.	Y RideCo has the ability to tune its algorithm and set up the service in hundreds of different ways to meet the unique objectives and needs of each zone in agency's service. The RideCo project team will work with CK Rider to specify the range of parameters.
Data Ownership, Retention and Access	
All system data shall be owned by Concord Kannapolis Area Transit, with the rights and ability to access all data, export it to other applications, and allow access to third parties for integration purposes on a perpetual royalty-free basis. Concord Kannapolis Area	Y All actions relating to the collection, retention, correction, copying or disposal, or data are automatically logged in the RideCo system's backend and are subjected to auditing on a regular basis by our security team, as well as an annual external audit by an external security team. To ensure that personal information will be retained for a minimum of one year after its last use, our system automatically archives all service data for a period of five years. While five years is our default setting, longer archival periods can be set if required.

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
<p>Transit shall be able to upload/download as much data as desired in transactions with the system. The proposer shall not apply any usage restriction for fee. The proposer shall not modify the data structure without consent. For any approved modification to the data structure, Concord Kannapolis Area Transit shall be given notice 60 days in advance, in order to make corresponding accommodations/modifications. The proposer shall provide a comprehensive data archive, backup, and recovery plan and the services, equipment, and systems necessary to implement that plan. Historical data shall be stored in a larger database and shall retain and allow access to historical data for at least five (5) years from the date of upload.</p>	
<p>Reporting</p> <p>Standard Reports – software shall be capable of generating a range of management, service and eligibility reports necessary to permit sufficient oversight of the paratransit service. Software will also provide reports that meet NTD and state requirements and include real time reporting. The software system shall support real time web based operational supervision and on time performance reporting. All reports can be run on demand and exportable into csv, pdf, excel, word, etc., preferable as well as geospatial data compatible with GIS. System shall also have the ability to run a certain report or reports on a set schedule and delivered to an email address in a particular format, i.e., monthly reports on revenue, dead head hours, miles, and ridership totals, etc. sent to the user’s email address</p>	<p>Y RideCo offers standardized reports that are provided in Excel format however the reports will be customizable to Agency’s needs. Example reports include weekly/monthly ridership and revenues, ridership by time of day, booking times (how far in advance passengers book rides), on-time pickup and drop-off performance by drivers, driver performance statistics, and customer ride ratings. See section 4.1.4 for a more detailed description of reporting functionality.</p>

Requirements for Paratransit Scheduling Dispatch Software	
Requirement	Description
Ad-Hoc Reports – system shall be capable of permitting the user to create, format, and print user-defined reports based on any data element contained in the database. Proposer must be willing to aid staff in creating ad-hoc reports including fixed route comparability reporting	Y The Agency can export raw data (rides, vehicles, times, locations, etc.) in .csv format from RideCo platform for further analysis. The raw trip request data (origin/destination/time points) is also available for export and can be used for future transportation planning. As mentioned, the RideCo project team will work with CK Rider to create reports based on their needs.
Event based reporting – when a function is performed, the location of the vehicle shall be reported along with any data relevant to the performance of the particular function.	Y The comprehensive Data Dashboard suite provides this functionality. Please see section 4.1.4 of the Technical Proposal for more details.
Hardware	
System must be offeror or third-party hosted and may or may not require hardware or software installation on City of Concord’s servers. Vendor, as soon as practical after notice to proceed, shall provide a complete list of technical specifications for each workstation that will generate best performance in the software’s runtime environment.	Y RideCo’s software is cloud-based and as such does not require the agency to have any dedicated servers. Any further analysis will be done in the Initiating phase of the project.
Communications	
It shall be the proposer’s responsibility to recommend the available and most appropriate communication protocols for use in mobile data communication. These methods may include but may not necessarily be limited to wireless communication networks maintained by existing cellular carriers. It shall be Concord Kannapolis Area Transit’s discretion as to which method to use.	Y This recommendation will be made in the Initiating Phase of the project.
Display Functionality	
If MDTs are available for purchase, the following apply. If not, please indicate preferred vendor or on-board hardware that is the best fit for the system and approximate costs if available.	Y RideCo recommends Samsung Galaxy Tab A 8” tablets for each vehicle expected to be used during revenue service. These tablets are the appropriate size and have the operating specs required to best operate our platform. Furthermore, tablets can be easily moved between vehicles as required and our software can support logins from approved operators on any device. The agency will also have to provide the required data plans, the in-vehicle mounts, and power accessories for each device. If upon award the agency prefers that RideCo acquire the hardware and data plans required to support our software, we will do so on behalf of the agency at cost.

Requirements for Paratransit Scheduling Dispatch Software		
Requirement		Description
The driver must be able to log-on to the system by entering their employee identification. The software will validate the log-on information.	Y	Operators are required to sign-in to their personal account at the beginning of each shift and log out at the end of each shift. Signing on and off is easily done by having an operator enter their username and password into the app. Therefore, the same tablet/device can be used by multiple operators by having one sign out and the other sign in which takes just a matter of seconds.
All driver screens shall display the current system time, the time should be able to be depicted by a twenty-four (24) hour clock, or alternatively an AM/PM designation.	Y	See section 4.1.2 of the Technical Proposal Document.
Basic Controls Software will also provide users with the ability to: switch between a “day” mode graphics display and a “night” mode graphics display that have been optimized for the ambient lighting expected under those conditions; adjust volume; and adjust backlighting of display.	Y	Since the driver app routes drivers using Google Maps, all the audiovisual capabilities of that application/platform are available to drivers, including a dark mode for night driving and instructions in multiple languages (if a driver is more comfortable with a language other than English).
Manifest screen must provide drivers with an overview of their manifest sufficiently detailed to understand trip origins, destinations, and sequence, with the current trip at the top.	Y	Because of the dynamic nature of our driver itineraries, we only show the next step (pick up or drop off) for a driver as future rides may be moved to other drivers in order to optimize the status of all driver itineraries.
The driver must be able to access the passenger/trip information screen from the Manifest Screen. The passenger/trip information screen shall have detailed information about each stop (pick-up or drop-off).	Y	Upon trip acceptance, the Driver app displays the name of the passenger, the pickup location, and any additional pickup instructions provided by the passenger.
Passenger-Facing Functionality		
A passenger-portal should be available, whether through mobile app or online.	Y	The passenger portal is available through mobile app and online.
Passengers should have access to scheduled and/or request trip times, unplanned trip requests, and functionality to schedule and/or request a trip.	Y	See Rider Application section 4.1.1 in the Technical Proposal.
Passenger Application must be fully accessible to users with disabilities and shall comply with the Web Content Accessibility Guidelines (WCAG) 2.1	Y	Our app is built against the WCAG 2.1 standard, and we take on an annual audit to ensure compliance is continually met.
Communication Functionality		

Requirements for Paratransit Scheduling Dispatch Software		
Requirement		Description
Software shall be capable of providing visual and audible alerts to indicate incoming messages and shall be capable of sending a message and notifying the driver of the success or failure of the transaction.	Y	There are visual and audible alerts available, and they are customizable within the solution.
The driver must be able to acknowledge incoming messages (as deemed necessary).	Y	The driver can click to acknowledge an incoming trip.
The unit shall also be capable of allowing the driver to respond to a message. Staff must have the ability to turn this feature on/off.	Y	This is a customizable feature within the solution.

4 Software System Description

4.1 Software Solution/App Features

RideCo's software solution has four primary components:

- Rider Application– includes a customer facing smartphone app, web portal, and internal concierge tool for trip reservation & management.
- Driver Application – in-vehicle driver facing application for automated vehicle location, mobile data communication, and real-time dispatch and data collection.
- Solver – industry-leading cloud-based routing optimization system.
- Data Dashboards, Reports & Analysis.

These components are flushed with built-in features and functionality. Ultimately, these features aim to enhance two areas: the rider experience and the operational experience. To improve the rider experience, RideCo delivers the transit industry's highest rated smartphone app, white-labeled with CK Rider branding, provides stand-alone and/or integrated electronic payments, and is connected directly to the existing fixed-route network. This user-friendly app is also available as a web portal for both microtransit and paratransit riders without access to smartphone technology and both the app and web portal enable booking in advance or on-demand. Our technology provides a guaranteed pick-up time and RideCo's average on-time performance is 98%, providing a consistent and enjoyable experience. Our technology is also built to maximize the operational experience. Reservationists are provided easy tools to book trips on behalf of riders while schedulers and dispatchers are provided relief with automated scheduling and dynamic optimization tools, and "Solver" (our cloud-based optimization tool) delivers world-leading passenger per vehicle mile (PVM). Real-time communications and data collection with the in-vehicle driver app increases operational efficiencies and reduces redundancies and errors.

4.1.1 Rider Application

The rider application is available for free download on Apple App Store (iOS), Google Play Store (Android), and any standard web browser (Safari, Chrome, Internet Explorer, Firefox, and Microsoft Edge). The rider



app is highly configurable and can be modified to align with the CK Rider's unique service parameters. Furthermore, RideCo will white label the app to match CK Rider's desired branding.

Users need to create an account using their email and phone number and then can book on-demand microtransit rides or preschedule trips. Riders are given a 10-minute pickup window at the time of booking, so they do not experience waiting outside of that defined window. The app (or reservationist) will provide a ride-booking confirmation that includes a nearby flex stop for pickup and a flex stop that is close to their destination. The booking will include a description of the flex stop as well as access to walking directions (via Google Maps). The system provides several options to the rider and allows the rider to choose best-matched trip from a series of options. We typically find, as a microtransit service matures, that about 50%+ of riders pre-book their rides. Should riders forget their password, we have a recovery system to help them reset it; the rider has the option to be sent an email to reset their password.

Riders are provided with guaranteed pickup and arrives before times upon booking to ensure they get to their destination on time. The dynamic vehicle routing performed by the software platform ensures this on-time guarantee is met. This differentiating features is a firm commitment from RideCo that enables riders to plan their trips with confidence. This is especially important when going to work, a medical appointment, or connecting to transit. RideCo achieves a 98% on-time performance across all our services. Many of our contemporaries provide a floating ETA that tends to fluctuate based on changes in demand.

RideCo's platform automates all dispatching and passenger/driver communications. Riders can use the app to track their vehicle/driver location in real-time, see continuously updated ETAs for pickup and drop-off, and enjoy demand-responsive dynamic service with less walking, shorter wait time, no transfers, and faster trip times. For ride requests with a pick-up or drop-off at a transit connection stop, the system automatically aligns pick-up or drop-off times to match a transit schedule of arriving or departing connections at transit connection stop.

Riders are able to select their trip either by departure time, or arrival time providing them complete control over their booking experience. Further, they will have several options by which to pay according to the agency-desired fare media. RideCo can support credit and debit, cash, transfer, pass, and mobile ticket.

At the time of ride-booking, riders can also enter special codes to obtain discounts. For example, a student might enter "student" as a special code to obtain a discounted student fare. Similarly, eligible riders with accessibility requirements will be provided with a special code upon account registration that they must enter to book an accessible vehicle. Our software can support many coupon codes.

For the ease of rebooking, the app remembers frequently/recently traveled to locations so that a rider can simply select a common/recent destination from the app when booking. Additionally, the app tracks all rides and riders can view previous rides they have taken in the app at any point.

One of the key differentiating features of RideCo's solution is that when a customer books a ride, our system actually schedules that ride. Many of our competitors simply add rides to a queue – and send out a ride request 10 minutes before the departure. The benefit of our approach is that we can provide a firm



“arrives-before” time because we assign capacity to that user at the time of booking and all subsequent bookings take that booking into account.

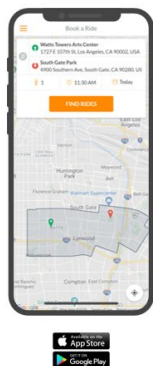
Our rider app allows passengers to book seat types. A rider can book a ride for themselves, themselves plus a friend, themselves plus a large item or piece of luggage, or themselves plus a bicycle (on specially equipped vehicles). The seat selection function also allows a given paratransit riders to book a ride for themselves, themselves plus a companion, or a wheelchair-accessible seat; companions can also book rides on behalf of riders with disabilities. This function promotes equity by grouping paratransit riders and general microtransit riders in the same vehicles and providing both groups with the same industry-leading levels of service.

As a rider’s vehicle approaches, they are sent an SMS message letting them know that their driver has arrived. Riders also receive an SMS message when their driver is on the way to the pickup point and receive a confirmation of booking email as soon as the trip booking has been processed by the system. After each trip, riders are prompted to rate their ride/driver out of 5 stars. Riders are also offered the chance to leave specific comments/feedback regarding issues or other feedback about the service or their specific trip or driver.

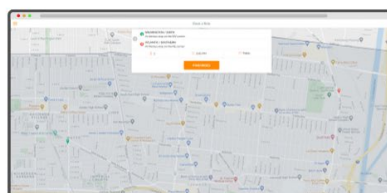
Riders with no smartphone or data plan can use the telephone support line that will be provided and staffed with a reservationists during all service hours. The call center staff will be trained to help the passenger create their account if it is their first time using the new service. Creating an account over the phone takes just a few minutes and once completed, their account will be accessible through the app, website, and of course through the call center.

Riders who do not use a smartphone can also access to a web-based browser booking portal (with the same functionality as the mobile app). Similar to the mobile app, riders can arrange their own rides, both on-demand, and in-advance, track vehicles as they are on-route to pick them up and cancel or modify their trips.

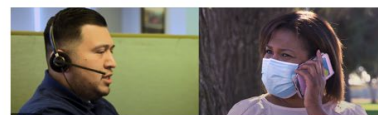
Smartphone App



Web Booking App



Call-in Reservations



Although the system is autonomous, there are rare circumstances a dispatcher may need to manually schedule a ride. RideCo provides a "forced ride" function that allows dispatchers to manually override the system in select situations.

CUSTOMIZATION

RideCo's highly configurable rider app can be white-labelled according to the CK Rider's branding. The following are just a few of the features and service parameters that are fully customizable:

- Service offering (hours, FAQs, a support phone number, and in-app feedback tools).
- Zone boundaries are entirely customizable with the ability to create multiple zones and connect those zones to external point locations outside the customized boundary.
- Seat types for supported mobility options: RideCo can accommodate any seat type in the CK Rider fleet. Users will be able to select the desired seat type and our system will automatically dispatch the correct vehicle. Examples of seat types used by other agencies include "General Seat," "Wheelchair Seat," "Service Animal", "Bicycle Rack Seat".
- Fare levels: RideCo provides a flexible faring system that enables CK Rider to uniquely set fares by seat type to align with the rest of its network. This provides the option to set a "general fare," "reduced fare", "paratransit fare" or any other specific fare you might wish to provide.
- Accepted fare media: RideCo's system enables multiple fare payment options. Users can pay online with a credit card through the app, or with cash, pass, and transfer. The driver will be notified through the driver application of which fare to expect at the time of boarding.
- Customizable coupon codes: RideCo provides powerful configurable coupons that can be easily created by the agency to work for specific user groups, to specific locations, and within specific time windows. They can be set to expire after a set time, or after a specific number of uses and will reduce the fare due by the configured amount. Coupons are often used for promotional purposes at the start of a service or for special events.
- Service level by passenger type: RideCo can manage eligibility for different user groups and can provide different levels of service based on eligibility. Most commonly providing paratransit passengers with curb-to-curb service, while general riders receive flex stop-to-flex stop service.

SYSTEM PERFORMANCE

With RideCo's powerful passenger channeling technology and the batched scheduling of ride bookings, we can ensure that most rides are shared – something that simple "ride queue" technology cannot do. Unlike that of any other microtransit software provider, RideCo's system not only books trips instantly, but schedules them instantly as well. When a rider books a trip in advance (as opposed to on-demand), it is automatically assigned to an actual live manifest. Our software begins making vehicle itineraries the second a single trip is booked and builds the rest of that itinerary around existing trips as new trips are added. Our algorithm optimizes for vehicle utilization (maximizes the number of shared rides) but never presents riders with trip options that violate the promised arrival time of any other passenger's already booked trip.

4.1.2 Driver Mobile Application

RideCo's driver mobile application is powered by standard off-the-shelf Android smartphones or tablets; we typically recommend transit agencies use the Galaxy Tab A as a powerful yet affordable device. To set up an account, vehicle operators must input their name, phone number, and email address. Accounts are

then approved for service by a transit agency administrator or driver supervisor. A new driver can be added to the system in a matter of minutes.

The driver mobile app offers user-friendly step-by-step instructions to facilitate fully automated dispatching and dynamic routing. Automated updates of dispatched trips are sent to the mobile data terminals/tablets. The app provides real-time, turn-by-turn navigation support – including audiovisual directions and notifications through Google Maps. The app is powered by the RideCo’s backend routing engine, which integrates real-time traffic data with drive time estimates and route generation. Since the driver app routes drivers using Google Maps, all the audiovisual capabilities of that application/platform are available to drivers, including a dark mode for night driving and instructions in multiple languages (if a driver is more comfortable with a language other than English).

Operators are required to sign-in to their personal account at the beginning of each shift and log out at the end of each shift. Signing on and off is easily done by having an operator enter their username and password into the app. Therefore, the same tablet/device can be used by multiple operators by having one sign out and the other sign in which takes just a matter of seconds.

Our software begins making vehicle itineraries as soon as a trip is booked and builds the rest of that itinerary around existing trips as new trips are added. Because schedules are constantly being optimized, we provide the driver’s itinerary one step at a time. This way, we can adapt to changes in schedules if a new booking comes in, or if a vehicle falls behind schedule.

CANCELATIONS AND NO-SHOWS

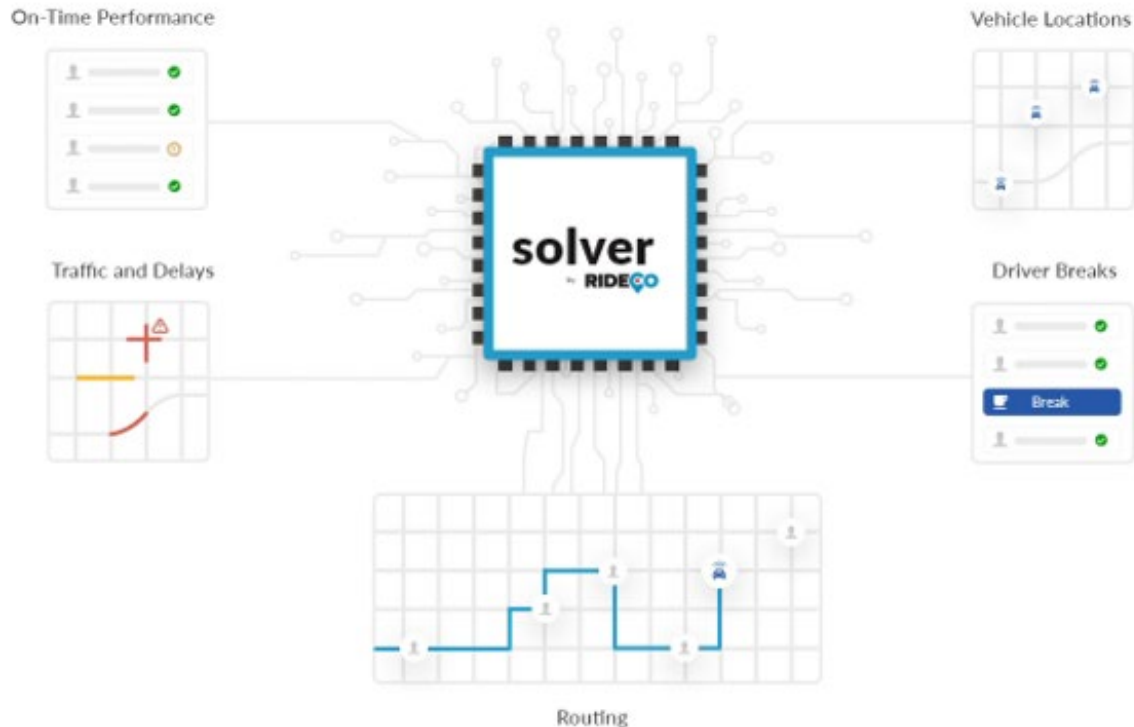
Users may cancel a ride before their vehicle arrives after booking. Cancellations have limited impact on the system as our software is continually optimizing every 20-seconds. Canceled rides are simply removed from the tentative schedule, and no vehicle is dispatched. Since drivers are only seeing one step at a time (their next pick-up or next drop-off location), they will not experience anything when a ride is cancelled and removed from their itinerary.

No-shows do occur from time to time. When a driver arrives at the pickup location, and presses “I have arrived” the driver app will begin a wait timer and once its timer expires, the driver have the option to press “no show”. After confirming “no show” the driver will be provided with the next step, which could be another pickup or drop off. The system has passenger restriction capability, which means it can temporarily limit or suspend a user from booking new rides based on high cancellations or no shows, subject to the agency’s defined parameters.

4.1.3 Solver

What differentiates RideCo, however, is “Solver” – our cloud-based logistics platform. Solver is the most advanced routing algorithm in the world and provides transit agencies with unmatched reliability and productivity. Because of Solver, RideCo is reliably able to deliver productivity outcomes that are 30-300% better than our contemporaries.

Every 20-30 seconds, Solver analyzes every booking currently in the system and executes a global optimization to ensure the most efficient combination of rides and routes, subject to the defined service parameters while preserving every rider’s “arrives before time”. Because of the near-constant optimization run by Solver – RideCo’s platform is incredibly flexible to changes in conditions. For example, if traffic conditions suddenly change, Solver will identify a new set of routes within 20-30 seconds and update the schedule. As another example, if a vehicle goes out of service, all rides that were tentatively scheduled for that vehicle are instantaneously reassigned to other vehicles without any manual intervention or interruption to the rider.



SOLVER CONFIGURATION

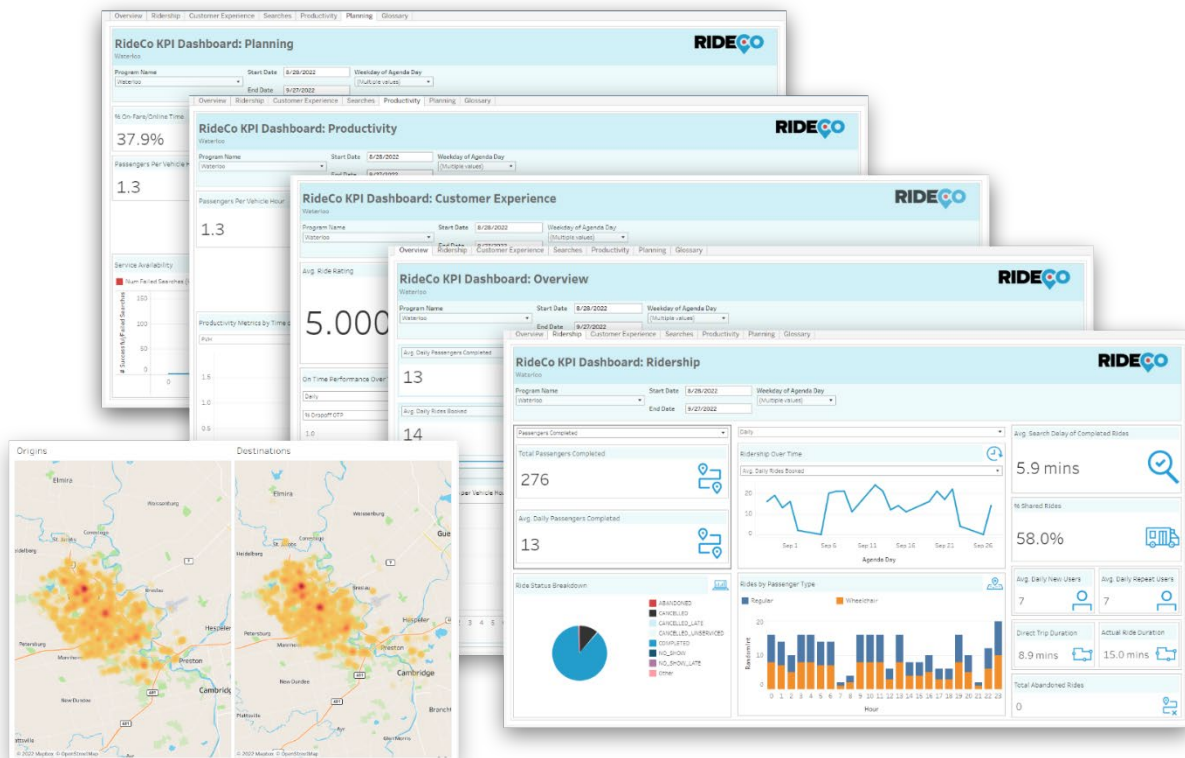
Solver can be configured across more than 1,000 unique parameters enabling RideCo to tune the service and performance outcomes to match your operational objectives and KPIs. The following are some parameters we can tune to deliver this customized routing algorithm:

- **Time channeling:** This enables Solver to account for local fixed-route schedules in its routing. With this information, Solver intelligently restricts riders from arriving too early or too late for the connection. Instead, it only provides trip options that arrive on time for seamless transfers. This eliminates the possibility of vehicles dropping off multiple riders at different times for the same connection and results in improved ridesharing and reduced trip times for riders.
- **Wait times:** RideCo can tune the algorithm to provide different wait times. Typically, agencies that wish to focus on convenience opt for shorter wait times, while agencies that want to maximize pooling and productivity select longer wait times. Wait times typically range from 8 minutes to 30 minutes.

- On-board times: RideCo can tune the algorithm to provide different on-board times. The default recommendation is to set the on-board time to the maximum, 150% of the duration of a direct drive. Longer on-board times result in higher pooling rates but decreased convenience.
- Flex-stop locations (carefully vetted).
- Vehicle capacities (wheelchair, bike rack, service animal, etc.): As part of the system setup, we configure the fleet types in the software to match the fleet type on the ground. Solver considers actual and predicted capacity into its calculations.
- Non-travelable roads: RideCo can configure certain roads to be excluded from routing.
- Pre-scheduling rules (number of days a passenger can schedule in advance): The Agency will have the ability to set the number of days in advance a passenger can book. Typically, we recommend that this be set to two days; however, it can be set to any number of days.

4.1.4 Data Dashboards

RideCo provides a comprehensive suite of data dashboards, autogenerated Key Performance Indicator (KPI) reports, and supportive analytics tailored to support each role within the agency's operations. There are seven (7) dashboards available to CK Rider, and access can be granted depending on individual job functions. RideCo's goal with our dashboard suite is to provide an autonomous experience for RideCo and CK Rider while delivering complete visibility into the current and historical on-demand options. The system generates significant and digestible data that can be leveraged by the service planning and executive teams to make informed decisions about future network enhancements to improve the rider experience system-wide while optimizing the budget.



These robust visual dashboards can assist across several areas of your organization. The overview dashboards provide key insights on metrics you care more about. The ridership dashboard provides an understanding of how ridership is trending and key elements of service usage. The customer experience dashboard highlights metrics such as wait times, onboard times, on-time performance, and ride ratings. The productivity dashboard allows assessing how productive the service is with information about passengers per vehicle hour, revenue hours and sharing rates. Lastly, the planning dashboard provides key information such as vehicle utilization, overtime, and maximum hourly vehicles in service. All dashboards provide charts, metrics, and graphs of data, and can be customized by each user to show the data they care the most about for their operation. In addition, a user can set the date range preferences to view all of this data.

LEAD PROJECT MANAGER AND EXECUTIVE USE

- **Overview Dashboard:** To view high-level KPIs for the current and historical service days. It highlights the current vehicle supply, upcoming operator breaks, and high-level passenger demand trends.
- **Program Statistics Dashboard:** To evaluate and analyze vehicle utilization and capacity trends while benchmarking vehicle supply with riders' demand during a service day or over a specific operating period. Additionally, this dashboard can be used to monitor overall operator performance and analyze on-trip driving time versus unoccupied driving time.
- **Exports Dashboard:** Provides access to real-time and historical raw data that encompasses all reporting aspects of the on-demand operations in a .CSV format.

DISPATCH & DAY-TO-DAY USE

- **Itinerary Tracker Dashboard:** To view real-time vehicle locations, monitor past, and tentatively assigned future itineraries while tracking the overall health of the system.
- **Ride Tracker:** Provides a holistic view of the service and trips completed/upcoming within a particular service day.
- **User Tracker Dashboard:** Provides a specific view of all trips booked/cancelled/completed for an individual rider within a defined period.
- **Driver and Fleet Management Tools:** This enables RideCo staff to change vehicle schedules, add or remove vehicle types, manage multiple vehicle operations, make operators unavailable for trips in emergency situations, for example, vehicle breakdowns, and effectively schedule operator breaks that dynamically optimize around real-time passenger demand within defined parameters or shift windows.

CALL CENTER & CUSTOMER SUPPORT USE – CK RIDER STAFF

- **Reservationist Portal:** Call center staff/live agents can log in into a rider's account and book rides, provide ride updates, cancel, and rebook rides, and provide finalized trip information like vehicle information as requested.

RAW DATA EXPORTS

CK Rider will have full access to, and ownership of all operational data associated with the proposed on-demand service, including trips requested and performed. The agency can also download the raw data exports in .csv format from RideCo platform for further analysis. These exports include rider data, driver



data, search data and vehicle online hours data. This provides flexibility to the agency to customize and create their own reports. RideCo can also offer API access to the raw data if needed.

DAILY KEY PERFORMANCE INDICATOR (KPI) REPORTING

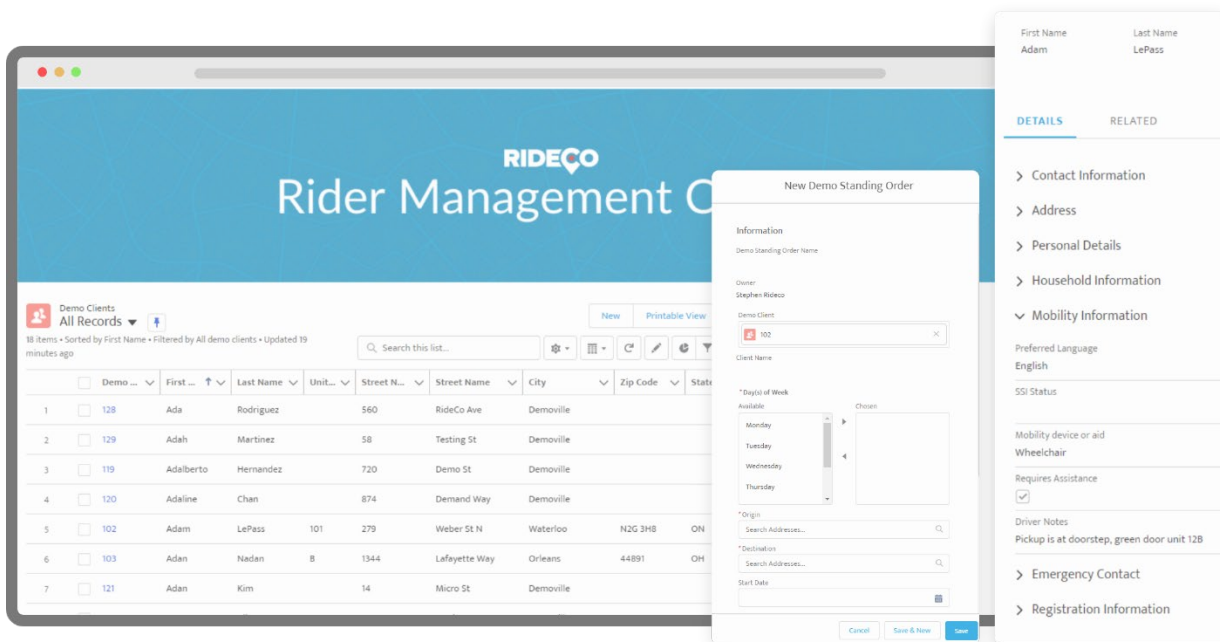
RideCo offers standardized KPI reports that are provided within the master daily KPI report in Excel format. In addition, a monthly NTD report and a weekly customer retention report is also provided. Reports include KPIs such as weekly/monthly ridership and revenues, ridership by time of day, booking times, driver performance statistics, and customer ride ratings. Custom reports may be requested by CK Rider as a task order or change order.

Ride data, provided at the trip level, will include information associated with requested locations of pick-ups and drop-offs, the actual locations of pick-ups and drop-offs, the price of each trip (including any discounts applied), and fare payment data (e.g., fare type, payment type).

Driver data, provided at the individual level, will include start and end times of shifts (including breaks), total vehicle miles travelled (by start of day to end of day and by terminal to terminal), and total revenue miles. Other examples of data from monthly summary reports include demand summary data (origin/destination, time of use, boardings per revenue hour, total ridership); trip data (travel times, routes trip denial rate, booking abandonment rates, on-time percentage); and revenue summary data (total revenue, revenue broken down by types of riders).

Business intelligence-style data (e.g., information on number of in-service vehicles vs. active riders, efficiency data etc.) is collected and reported by the system.

4.1.5 Rider Management Portal



The Rider Management Center provides several features to aid in managing information on your riders accounts. The entire database can be customized in terms of what information you like to track on each passenger at the time of account creation (contact info, household info, eligibility, mobility information, funding sources and much more). Administrators are able to create custom reports with any of the data collected within the database. This rider database is also connected to our passenger application so that pertinent information about your riders for your reservationists is right at their fingertips within the passenger app. That means call-takers do not need to have a separate screen open to see important information from the Rider Management Center when booking rides. The amount and type of information that is sent through to the reservationist booking portal in the passenger app is completely customizable.

In addition to housing rider information the Rider Management Center is used to set up subscription trips for riders. Administrators can set up all of the ride information needed for the subscription trip and the system will begin booking rides for the passenger automatically. Administrators also have the ability to edit any subscription trip or delete it entirely.

5 Implementation Plan

RideCo's overall launch and implementation of the microtransit program will span a comprehensive set of process spanning 9-12 weeks structured within the Project Management Institute's (PMI) five Process Groups or Phase approach. RideCo will operate the program with an experienced project team of 3 to 10 staff, including a Project Manager, Product Manager, Technical Customer Support Manager, Training Manager, Service Modeling/Planning Manager, Marketing and Outreach Manager, and an Account Manager.

This team leads the overall implementation effort, system setup, app white-labelling, and conduct all driver, administrator, and reservationist training. The Project Manager conducts regular weekly meetings with the CK Rider team throughout the implementation process to ensure a successful launch. During the initial phase, the team monitors the performance of the data daily, continue to have regular meetings with CK Rider, proactively provide opportunities to capture additional ridership, and makes any modifications or adjustments required.

The Project Manager acts as a single point of contact and is available to the CK Rider team through email, cell phone, and shared messaging platforms such as Slack or Microsoft Teams. In accordance with our service level agreement, they are available 24/7 to respond to critical issues.

The project team facilitates a smooth transition and handoff during the implementation process through a detailed training program that covers every aspect of our platform and ensures that reservationists, dispatchers, operators, and administrators are completely proficient with the technology and service parameters.

All phases of the implementation process with associated timelines to complete are highlighted in the Project Timeline Gantt Chart below. More details of each step follow the Gantt Chart.

Project Implementation Timeline

Weeks to Launch								Launch		Post Launch	
1	2	3	4	5	6	7	8	9	10	11	12
Wk. 1	Wk. 2	Initiating RideCo: Provide project schedule and Gantt chart, weekly status reports, white labeling assets, schedule team meetings, implement CK Rider-approved privacy solutions; and aid agency in conducting privacy impact assessment Joint Effort: Contract execution and receipt of NTP, finalize project team; identify stakeholders and communication channels; finalize project plan; identify risks & mitigation; create communications plan: client data collection CK Rider: Conduct privacy impact assessment									
		Wk. 3	Wk. 4	Planning RideCo: Determine service requirements & gap analysis; provide agency with required data, resources for test/production environments, documentation specifying required hardware, software, and finalizing white-labeling requirements Joint Effort: Define user roles and permissions; document data structure & standard procedures; approve service requirements and service model							
			Wk. 4	Wks. 5, 6	Executing RideCo: Configure software solution to meet CK Rider-identified requirements; customize software solution to agency branding; monitor and communicate progress through weekly status reports and project team meetings; train agency staff and drivers Joint Effort: Develop & finalize service stops, fare, and remittance process; conduct training and prepare pre-launch test materials CK Rider: Acquire and onboard driver & vehicles						
Monitoring and Controlling RideCo: Prepare for Soft Launch and User Acceptance Testing (UAT), develop transition plan; debrief with project team to review issues, timelines & responsibilities; provide tech. support; answer any outstanding questions; fix any Issues and document resolution Joint Effort: Set up additional data required to support soft launch and go-live; monitor and communicate progress through KPI reports & meetings test materials						Wk. 7	Wk. 8	Wk. 9			
Closing RideCo: Provide ongoing technical support; hand over all project documentation to agency; make all data associated with the pilot available to agency where required; help advance the on-demand transit service to larger areas Joint Effort: Develop detailed roadmap outlining expansion phases, rollout plan, dependencies, timelines, and resource requirements for both RideCo and agency; conduct "lessons-learned" session									Wk. 10	Wks. 11, 12	

1. Initiating Phase – Duration: 2 weeks

This phase will include finalizing and executing the contract and the Agency providing RideCo the Notice to Proceed (NTP). RideCo will provide the CK Rider with the project schedule and Gantt chart, weekly status reports, white labeling assets, schedule team meetings, implement agency-approved privacy solutions; and aid agency in conducting privacy impact assessment. In addition, the project teams members from RideCo and the Agency are finalized, stakeholders and communication channels are identified, risks & mitigation paths are established; project communications plan is created, and the initial project schedule is finalized.

2. Planning Phase – Duration: 1 to 2 weeks

The Planning phase of the project includes confirmation of all business and functional requirements for the service, getting sign-off from the CK Rider project team, collection of required information for program set up from the agency such as the number of flex stops and locations, name of microtransit app for branding, booking restrictions, vehicle fleet capacity, passenger types, payment methods, service schedules and program Key Performance Indicators to name a few.

This phase also includes review of privacy solutions and impact assessment. RideCo's privacy and security standards for protecting personal information on the cloud are multifaceted and are regularly updated to meet transit agency or city/state level specific requirements. All data generated by RideCo's platform is stored on Amazon Web Services (AWS). AWS is fully compliant with federal, provincial, and local laws and regulations regarding global data protection standards – including ISO/IEC 27002 for Privacy Information Management Requirements and Guidelines. All data at rest is encrypted in our database using the industry standard AES-256 encryption algorithm. When in transit, data is encrypted over HTTPS using 2048-bit SSL certificates.

Additionally, all users are required to accept a standard terms and conditions and privacy policy the first time they use the app and for any subsequent changes to the terms of service. To reduce risk and protect customers' personal information, user data is limited to necessary information only; an email and phone number are all that is required to set up an account. Ride request and booking data are stored, but actual user GPS locations are never transmitted back to the RideCo system. No further personally identifiable information is stored in the RideCo system either.

To ensure that personal information will be retained for a minimum of one year after its last use, our system automatically archives all service data for a period of five years. While five years is our default setting, longer archival periods can be set if required.

Finally, our backend system automatically stores all records and information generated by each individual service. CK Rider can access this data through the backend dashboard suite and the KPI reports sent to them on a regular basis by RideCo's project management team.

3. Executing Phase – Duration: 3 weeks

This phase of the project focuses on executing all the activities identified in the planning phase. Examples of the activities include configuring the software solution to meet agency-identified requirements, customizing the software to agency branding requirements, conducting weekly status reports and project

team meetings, training agency staff and drivers, set up of all reports and finalizing the Soft Launch/User Acceptance materials.

4. Monitoring and Controlling – Duration: 3 weeks

This phase includes preparing for Soft Launch and User Acceptance Testing (UAT), developing the transition plan, debriefing with project team to review issues, timelines, and responsibilities, providing technical support where needed, answering any outstanding questions as they relate to Soft Launch or the Launch (go-live) of the microtransit program, and fixing any remaining issues and documenting the resolutions.

5. Closing – Duration: 3 weeks

The Closing phase of the project entails providing ongoing technical support, handing over all project documentation to the agency, making all data associated with the service available to agency where required, and helping the agency advance the on-demand transit service to larger areas.

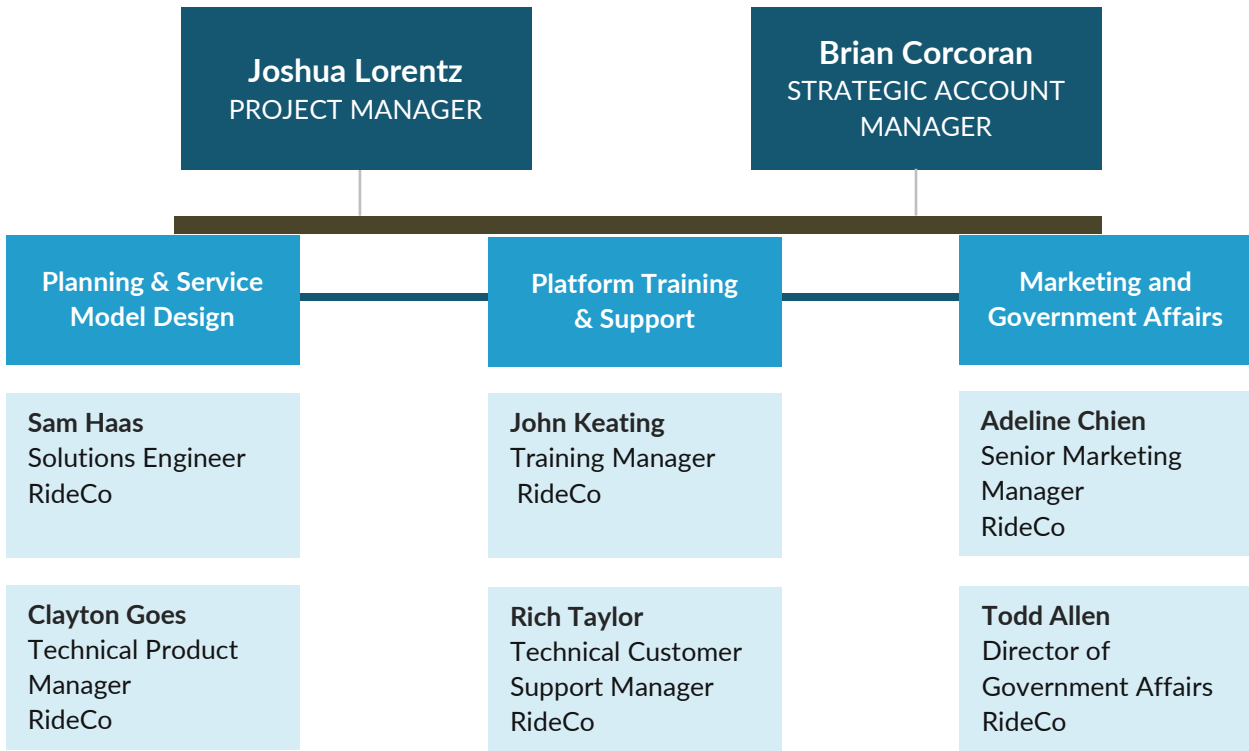
Additionally, RideCo will help the Agency develop a detailed roadmap outlining expansion phases, rollout plan, dependencies, timelines, resource requirements for both RideCo and Agency and conduct “lessons-learned” sessions as necessary.

6 Quality Assurance Plan

6.1 Project Management and Staffing

RideCo has assembled an energetic and highly qualified team to undertake this project for CK Rider. Our core team is made up of technical professionals with extensive expertise in project management and on-demand and microtransit projects for different agencies across Canada and America.

Each unique RideCo deployment is assigned a Project Manager (PM) and an experienced operations team. This team becomes an extension of the transit agency, attending closely to their needs and meeting on at least a bi-weekly cadence with key stakeholders. Please see the organization chart and brief team member descriptions below:



Joshua Lorentz – Project Manager

Responsibility: Joshua will be responsible for the overall management of the project and will be the main point of contact for CK Rider. He will ensure timely execution of all deliverables and will be responsible for the overall project schedule and budget.

- **Launched 12+ microtransit services in 10 cities. Over 2.5 years in on-demand transit operations with RideCo. Total of 3+ years of experience managing complex projects.**

Qualifications: As a Project Manager, Joshua works with operations, clients, and technical teams to ensure successful service delivery. He provides systems and analytics support to drive continuous improvement and achieve the service objectives. Joshua is a BMath professional with more than four years of experience in consumer insights, strategy, and analytics.

Joshua has been the project manager for many projects, including more recently, the OCTA OC Flex program which launched in January 2022. As project manager, he has the overall responsibility of service delivery and client satisfaction throughout the term of the contract. This includes client training for dashboard functionality, developing a resource pool for RideCo’s team of analysts to use when communicating with transit agency officials, providing analytics and configuration support for RideCo’s backend dashboards for the transit agency, identifying issues to be addressed during service launch such as pick-up/driver violations and abandoned rides, and incorporating client feedback and ridership data in iterations of the service during the first days and weeks after launch.

Education: Bachelor of Mathematics, University of Waterloo.

Project Name	Porter County Aging & Community Services	Cobourg Rides On-Demand
Client Name and Contact Information	Bruce Lindner, Porter County Aging & Community Services, Executive Director (219) 465-7144 bhlindner@portercountyacs.org	Renee Champagne, Administrator, Engineering and Public Transit (905) 372-4555 rchampagne@cobourg.ca
Project Description	Demand-responsive service for elderly and ADA approved residents. The County manages operations of drivers and vehicles, and RideCo provides technology and support. RideCo has replaced Routematch.	An on-demand deployment that provides town-wide coverage. Replacing both fixed-route and Routematch, RideCo, partnered with Century, operating both microtransit and paratransit.
Joshua's Role	Project Manager	Project Manager
Dates	August 2021 - Present	March 2021 - Present

Clayton Goes – Technical Product Manager

Responsibility: Clayton will oversee the technical deployment of the program and will be available for senior technical advice to the team, if required.

- *Customized and supported the deployment of 45 RideCo deployments in over 30 cities. Over 8 years in on-demand transit operations with RideCo.*

Qualifications: Clayton is RideCo’s Director of Product where he leads the product development organization, removes roadblocks, leads strategic technical initiatives, and generally oversees the entire product development lifecycle. He has played a critical role in all key deployments from our first service in Milton (Ontario) where he served as Project Manager, to our most recent launches such as Los Angeles Metro and VIA Metropolitan Transit in San Antonio, Texas, where he oversaw the technical deployment of RideCo’s platform. Clayton now oversees a team of engineers and product managers, in addition to managing the product roadmap and technology strategy. To date, Clayton has overseen service and platform customization for over 45 different transit agencies and private operators.

Rich Taylor – Technical Customer Support Manager

Responsibility: Rich will be responsible for ensuring a timely resolution of any technical issues that may occur during implementation. He will maintain end-user satisfaction.

Qualifications: As a Technical Customer Support Manager, Rich is responsible for providing support to RideCo’s clients and partners, to ensure a timely resolution of issues and maintain superior end-user satisfaction. He escalates complex issues to the appropriate internal and external resources to

collaboratively troubleshoot and resolve them accordingly. Rich brings experience in providing technical support in the software industry before joining RideCo.

John Keating – Training Manager

Responsibility: John will lead the training program of the applicable staff for this project. He will be responsible for developing training materials, training videos, job aids, reference materials and will deliver technical in-person and/or virtual training in collaboration with the Project Manager.

Qualifications: As a Training Manager, John is responsible for RideCo's training function. He develops training materials, training videos, job aids, reference materials and delivers technical in-person and/or virtual training to RideCo clients and partners. He is also responsible for the professional development training for RideCo's employees. John brings more than 15 years of experience in developing and implementing training programs for enterprise-wide software and other industries.

Sam Haas – Service Modeling

Responsibility: Sam will be responsible for service modeling and will ensure the launch is set up for success from the start. He will set flex stop locations, run simulations using the agency data, and will work with the Project Manager to ensure the services is successful.

Qualifications: Samuel is RideCo's Head of Service Design and leads the service modelling process of all major RideCo deployments to ensure the launches are set up for success from the start. He develops on-demand service models that achieve clients' objectives and leverage the unique capabilities of the RideCo platform. This includes setting virtual stop locations, running simulations using transit agency data, and working with Project Managers to ensure our services are designed in a way that facilitates sustainable growth over time as ridership increases.

Since joining RideCo in 2020, Samuel has played a critical role in several deployments and ensured RideCo's service models align with the transit agencies' needs and improve with time. Some notable RideCo deployments where Sam led the service modeling include SunLine Transit Agency in Riverside County, California, VIA Metropolitan Transit in San Antonio, Texas, Calgary Transit in Alberta, Canada, Leduc Transit in Alberta, Canada, Metropolitan Transit Authority of Harris County, Texas, Porter County Aging and Community Services, Inc., Regional Transportation Commission of Southern Nevada (RTC), to name a few.

Adeline Chien – Senior Marketing and Outreach Manager

Responsibility: Adeline will collaborate with the CK Rider marketing personnel for the creation of a marketing plan, go-to-market strategy, customer acquisition plan, and any related marketing collateral to operate and promote the service, and ensure marketing material is on-brand and following best practices.

Qualifications: As the Senior Marketing and Outreach Manager, Adeline assists RideCo's clients to successfully execute marketing campaigns and promote the service to reach ridership goals. She has worked extensively with Los Angeles County Metropolitan Transportation Authority (LA Metro) to build strategies leveraging integrated marketing channels including, but not limited to, paid digital, social, email,

website, press releases, out-of-home, and community outreach. Adeline has been instrumental in helping LA Metro launch new service zones by ensuring all parts of the project are executed within budget and on time. Being a marketer, Adeline can provide insights both creatively, but also analytically based on data.

Adeline comes to RideCo with ~10 years of marketing experience from advertising agency and various brands. She was the Marketing Manager at Club Pilates and led integrated marketing approaches, which included digital campaigns, social media, email, partnerships, and events for over 600 locations across U.S. and Canada. Prior to that, Adeline spent over 3 years at ASICS, where she was the main marketing contact for all stores in the U.S. She launched marketing initiatives such as the affiliate marketing program, which generated both awareness and revenue for the company.

Todd Allen – Director of Government Affairs

Responsibility: As a current resident of Raleigh for 30 years, Todd will work alongside Teague and The City of Raleigh to ensure that they are taking advantage of any and all available funding for not only this project, but any future plans Raleigh is considering. Todd will also be available to support the team at local meetings where needed.

Qualifications: Todd Allen serves as the Director, Government and Community relations at RideCo working with US and Canadian federal, state, and provincial governments along with national and state/provincial trade associations. Todd has served in various industry-related roles for over 30 years, including university transit director, rural transit director, senior transit planner, and Acting Transit Administrator for the City of Raleigh, NC. Todd also worked for the North Carolina Department of Transportation (NCDOT) administering the Sections 5310 & 5311 grants, coordinated transportation, and statewide planning programs. Todd has a Bachelor of Arts degree in Political Science from Northern Illinois University and participates in many transit industry trade associations, including as current Legislative Committee Co-Chairperson and former Board Member for the North Carolina Public Transportation Association.

6.2 Quality Control

In addition to tracking performance of the program to ensure success, our team identifies quality assurance to modify the services and zones if they are not performing as intended to better serve demand or resolve unintended issues. RideCo's platform captures and timestamps every interaction with riders and drivers and makes it available through intuitive dashboards as well as spreadsheet-based reports or raw data extracts..

6.2.1 Weekly and Monthly Performance Reports

RideCo offers standardized reports that are provided in Excel format. Reports will be customizable to CK Rider's needs. Example reports include weekly/monthly ridership and revenues, ridership by time of day, booking times (how far in advance passengers book rides), on-time pickup and drop-off performance by drivers, driver performance statistics, and customer ride ratings.

Early in the project, performance will be evaluated daily to learn from passengers and drivers' feedback and make service adaptations. RideCo staff will participate in ride-along with passengers to get feedback

first-hand. The following are example of adjustments that may be made based on performance in the first three weeks of service:

- Flex stop locations and descriptions may be modified, removed, or added.
- Vehicle supply scheduling (operating costs) may be increased or reduced or changed to better match rider demand patterns at different times of the day (if permitted within CK Rider's operating model).
- Specific marketing campaigns may be amplified or reduced based on customer acquisition results.
- Updating the communications materials (FAQ, website etc.).
- Ride ratings by passengers will be reviewed to coach or remove drivers rated poorly by passengers and encourage highly rated drivers.

By adapting quickly to daily performance and customer/driver feedback, the service is expected to become more optimized, and the service adaptations will become less frequent. After the first month, performance will be evaluated on a weekly basis. Service model adaptations can be made on a weekly basis. The following are examples of statistical data that may be reviewed, and adjustments made:

- Overall ridership, revenues, operating costs, and growth trends will be compared against targets, if the service is underperforming. The following service adaptations may be made without any downtime:
 - Change service area boundaries to better match demand profile (captured in the raw data).
 - Increase or decrease the density of flex stops or enable doorstep service in specific areas.
 - Reduce or increase headway.
 - Change average in-vehicle travel time to decrease or increase sharing/vehicle utilization.
 - Improve the passenger experience if there is any friction with respect to payment, customer support, etc.
- Trip request data will be analyzed, and vehicle supply scheduling will be adjusted to better match trip demand by time of day and day of week.
- On-time performance (pickups/drop-offs, driver starts) will be evaluated and adjustments to the traffic and travel time estimation engine may be made.
- Driver efficiency (e.g., trips per vehicle hour) can be analyzed to coach under-performing drivers.
- Riders of the service can rate every ride and leave comments. After a period, drivers will accumulate a rating score (out of 5). Drivers will be required to maintain an aggregate rating score of 4.0 or higher (out of 5). Any driver falling below this threshold will be investigated and offered coaching or removed from the service.
- Marketing campaign performance will be analyzed to decide which campaigns to continue and which to curtail; specific metrics analyzed include number of riders driven referrals, campaign driver referrals, and cohort analysis.
- Customer usage frequency and retention data will be analyzed. Ideally customer usage frequency matches or exceeds that of existing fixed route bus riders. Any shortcomings in these metrics may be investigated.
- Customer surveys may be performed digitally and via ride-along.

During the remaining term of the contract, RideCo will evaluate performance on a weekly to bi-weekly basis. Program meetings with CK Rider's project team will occur on a weekly or bi-weekly basis at a minimum.

6.3 Maintenance Support and Upgrades

RideCo will be solely responsible for maintaining, managing, updating, and upgrading the platform. We will provide CK Rider with the following support services:

- Clarification of software functionality.
- Adjustments to software configuration.
- Creation of new program/service configurations based on pre-existing templates in the software.
- Advice on the use and results of the service offerings.
- Resolution of problems directly relating to the software.

RideCo's multi-tenant cloud platform is continuously updated monthly at no additional cost during the period of the contract so that our customers always have the latest version of the software. Updates and bug fixes to the software are provided free of charge throughout the life of the contract.

Release cycles are typically done on a monthly cadence but require no downtime and will be transparent to CK Rider and all customers. Releases contain a combination of bug fixes, security updates as well as new features as we continue to enhance the cloud-based platform.

RideCo has a 99.99%+ platform uptime standard, and our technical team offers 24/7 support for critical platform issues. Our system is configured to immediately notify our engineers of any issues such as downtime, and issues are often resolved before the end-user is affected or even aware of them. Bug fixes and upgrades also occur silently in the background, and without users even noticing. Rest assured, we will provide CK Rider with prior notice of all bug fixes and system/software maintenance or outages, and our customer support team will be available to answer any questions the agency has regarding these updates.

For day-to-day business support (e.g., interpretation or configuration of dashboards), support is provided within one business day. The customer support team will be available by phone, email, and Zendesk. All calls and online support provided will be logged by the contractor through a Zendesk portal. Issue and action items shall be tracked and logged. The log shall be accessible 24 hours, 7 days a week. For business support (e.g., interpretation or configuration of dashboards), support is provided in accordance with our service level agreement.

RideCo's support extends beyond just transition and the hand-off. We continue to provide proactive support throughout the duration of the contract. RideCo's experienced project team will schedule regular meetings after launch, during which they will review the performance of the service and provide proactive data-driven recommendations for service improvements and modifications.

Technical support will be available if operators need assistance while providing service. All vehicle operators go through an orientation program, which includes customer service, dispatch, administration, and maintenance procedures. The last phase of the orientation is for a driver to perform a "ride around" with an experienced driver for final training and to answer any questions. Drivers then perform a soft launch or "mock go-live" wherein they pick up both fake passengers and real test users (typically RideCo and transit agency staff) to smooth out any last-minute issues that might arise and to ensure that drivers begin active service confident in their ability to understand all features and functionality of the driver app.

If vehicle operators require assistance during service, they will have the following options:

- Referencing their driver training handbook provided to them during training (handbook will be stored in every vehicle supporting the program)
- Contacting dispatch through an emergency phone number.

While vehicle operators may also leave feedback/request assistance through support tickets and other written means, presumably the support required during active service would be for emergency-type scenarios such as vehicle breakdowns, passenger injuries, car accidents, etc. This means that anything other than immediate communication (through a phone call) would not be a feasible solution to immediately providing the driver in question with the support they require.

In addition, technical support will also be available if CK Rider needs assistance using backend tools for creating reports. RideCo will provide technical support for all aspects of the back-end platform, such as:

- Support for using and interpreting the dashboards and capabilities of the system.
- Configuration changes in the system, including updates to service territory, flex stop locations, pricing, referral, and coupon codes, etc.
- Data analytics services to provide weekly or monthly reports.
- Education and training for new features deployed with software updates.

7 Training

RideCo's driver training team has developed detailed, user-friendly training documentation through our experience working with partners, drivers, and transit system drivers. Our training program has graduated over 1,000 drivers. Several agencies, including LA Metro, Houston METRO, and Calgary Transit (among others) have trusted RideCo to train their team of drivers, call center reservationists/dispatchers, and administrators. Our Project Manager will set up the CK Rider team for long-term success throughout the implementation period and for the long term. RideCo staff will work with the CK Rider staff to provide the following training for the proposed service:

- Driver app interactive training and documentation.
- Customer assistance training for support personnel.
- In-person 'train the trainer' training for system administrators and reservationists/dispatch personnel on the use of the apps and dashboards.
- Follow-up one-on-one training at any time for the trainers, coordinators or end-users of the operations dashboards or analysis/reporting tools.

Our training program couples video-based lessons with in-person guidance to train drivers on the driver app and how to report technology issues that may arise during service. Drivers will be provided with handbooks that explain the use of the app and will be able to assist riders with most questions they might have about the technology.

All vehicle operators/drivers go through an orientation program, which includes customer service, dispatch, administration, and maintenance procedures. The last phase of the orientation is for a driver to perform a "ride around" with an experienced driver for final training and to answer any questions.

RideCo’s staff will also provide technical training to system administrators on all aspects of the back-end dashboard suite, such as:

- How configuration changes work in the system, including updates to service territory, flex stop locations, fare/pricing, and referral and coupon codes.
- How to use and interpret the dashboards and what the system capabilities are.

The number of CK Rider staff to be trained is at the CK Rider’s discretion; however, we recommend training all staff who will be directly involved in the day-to-day operations of the system. We typically provide between 10 and 12 hours of instruction for call center training, dashboard suite training, Zendesk (our preferred CRM) customer ticketing portal training, reservationist training, and driver app training. RideCo’s training program is outlined in the four-module course syllabus featured below. Additionally, RideCo will provide the CK Rider training personnel with written documentation (i.e., handbooks) as well as detailed training videos on our system’s backend.

Module	Description	Lessons	Format
Driver Module	Teaches vehicle operators how to use the RideCo platform	<ul style="list-style-type: none"> • Introduction • Starting an itinerary • Picking up a passenger • Dropping off a passenger • Navigation • Cancelled rides • Going online and offline • Exiting an itinerary • Setting up Driver profiles 	<ul style="list-style-type: none"> • In-class training • On-road training⁽¹⁾
Call Center Module	Teaches call center employees how to assist passengers with booking and tracking their rides ⁽²⁾	<ul style="list-style-type: none"> • Logging in as a customer • Booking a ride • Reviewing existing bookings • Tracking a ride • Cancelling a ride • Editing an existing booking 	<ul style="list-style-type: none"> • In-class training

Dashboard Module	Teaches agency staff how to use the RideCo dashboard	<ul style="list-style-type: none"> • Overview • Tracking itineraries • Tracking rides • Tracking users • Statistics • Exporting data • User groups • Vehicle providers 	<ul style="list-style-type: none"> • In-class training • Additional virtual follow-up sessions as required⁽³⁾
Reporting Module	Teaches agency administrators how to understand and interpret RideCo's data reporting capabilities	<ul style="list-style-type: none"> • Reading KPI reports • Utilizing data 	<ul style="list-style-type: none"> • In-class or virtual training

- (1) *On-road training is determined with the client and depends on the scale, complexity, and background of the drivers. This component of the module includes a combination of fake riders and internal text riders to facilitate a real operating simulation.*
- (2) *This module is only covered if the service utilizes a call center in their operation.*
- (3) *This training module is created to match the specific needs of the organization and can be broken into different training for different audiences if certain tasks do not overlap.*

8 Experience

RideCo is a privately-owned corporation and alongside its parent company Transit Labs Inc., have North American operations in Los Angeles, California, Waterloo, Canada, and staff in offices across the U.S. including in San Francisco, Denver, Atlanta, and North Carolina. We have been in business for over seven (7) years and have launched 65+ paratransit and microtransit services across North America and Asia, with a healthy pipeline of launches already scheduled in 2023. Our notable large city clients include VIA Metropolitan San Antonio, Houston METRO, Los Angeles Metro, and RTC of Southern Nevada. Our microtransit services in the United States and Canada collectively transport more than 1.8 million passengers annually in 200+ vehicles on RideCo's platform.

RideCo is the most advanced on-demand technology and services company on the market today and is trusted by large and small city clients. We launched the first ever app-based on-demand public transit service in North America in 2015 and have since developed many innovative features that provide transit riders with the best passenger experience and transit agencies with highly productive, financially sustainable services. One example of this can be seen in our on-demand microtransit service for Calgary Transit in Alberta, Canada; this service has reduced the agency's per-passenger cost.

We have been thoroughly validated by the market and bring a very strong reputation for successful program delivery. RideCo-powered LA Metro Micro on-demand microtransit service tender an 80+ vehicle project that is the largest public microtransit deployment in the world. When the LA Metro project was awarded to RideCo, the contract specified 6 zones. Due to the success of the program, LA Metro has added 3 additional zones to the project. Similarly, pre-COVID, our on-demand transit service in San

Antonio provided 600+ rides per day with 5.0+ passengers per vehicle hour, reducing cost per passenger by over 30%, and our first/last mile all-day service in Calgary, Canada, moves an average of over 7.5 riders per vehicle hour and over 20 riders per vehicle hour during peak periods.

Other notable projects for public transit agencies that RideCo has launched in the past few years include services for Porter County, IN; Orange County Transit Authority, CA; Barrie, ON; OmniTrans, CA; Metro Houston, Calgary Transit, Las Vegas RTC, and VIA Metropolitan. We have launched first-last-mile on-demand transit services, on-demand paratransit services, citywide microtransit services, comingled services (combination of on-demand paratransit and citywide microtransit), and point-to-point on-demand microtransit.

8.1 References

Great projects are built on trust, expertise, and innovation. RideCo is proud to be a part of many great projects that have helped several agencies solve their transit and mobility challenges. Our clients speak very high of us. Following are some references of our key implementations:

Confidential Information		
Program/Agency	Contact	Scope and Dates
Loudoun County ADA Service 101 Blue Seal Drive, Suite 102 Leesburg, VA 20177	Omar Alvarado, Director of Business Development, Keolis North America 877-232-7433 omar.alvarado@keolisna.com	Paratransit service for the residents of Loudoun County. Keolis is the prime contractor and RideCo is the subcontractor. RideCo has replaced trapeze. Number of vehicles: 4 Number of Zones: 1 April 2021 – Present
Porter County Aging and Community Services, Inc. 1005 N Campbell St, Valparaiso, IN 46385	Bruce Lindner, Executive Director (219) 465-7144 bhlindner@portercountyacs.org	On-demand transit improves productivity for in-demand paratransit program. Number of vehicles: 6 Number of Zones: 1 September 2021 – Present
RTC On-Demand RTC Southern Nevada 600 S. Grand Central Pkwy. Ste. 350 Las Vegas, NV 89106	Francis Julien, Deputy CEO (702) 806-4500 JulienF@rtcsnv.com	Commingled On-demand microtransit with paratransit Number of vehicles: 14 Number of Zones: 1 May 2021 – Present
Guelph Transit 1 Carden Street Guelph, Ontario, Canada N1H 3A1	Mike Botelho, Transit Operations, Route Supervisor (226) 820-6022 mike.botelho@guelph.ca	Optimized booking, scheduling, and routing systems with on-demand software. Three separate programs: 1. Paratransit curb to curb

		<p>2. On-Demand microtransit in general Guelph area</p> <p>3. On-Demand microtransit in industrial zone</p> <p>Number of vehicles: 3</p> <p>Number of Zones: 1 zone per program</p> <ul style="list-style-type: none"> • Community bus = 1 • Hanlon = 4 • Mobility = 6 used consistently, but they have additional ones registered through the dashboard <p>May 2021 – Present</p>
<p>St. Catharines Transit 2012 First Street Louth St. Catharines, ON L2S 3V9</p>	<p>Adam Arbour, Superintendent of Planning (905) 685-4228 ext. 239 aarbour@yourbus.com</p>	<p>Modernized paratransit with dynamic scheduling and optimized routing. Same-day and advance ride bookings.</p> <p>Number of vehicles: 18</p> <p>Number of Zones: 1</p> <p>May 2020 – Present</p>
<p>Cobourg Rides On-Demand 55 King Street West Cobourg, ON K9A 2M2</p>	<p>Renee Champagne, Administrator, Engineering and Public Transit (905) 372-4555 rchampagne@cobourg.ca</p>	<p>An on-demand deployment providing both microtransit and paratransit that provides town-wide coverage. Replacing both fixed-route and Routematch,</p> <p>Number of vehicles: 3</p> <p>Number of Zones: 1</p> <p>March 2021 – Present</p>
<p>Pacific Western Transportation 1857 Centre Ave SE Calgary, AB, Canada T2E 6L3</p>	<p>Dan Finley, VP of Corporate Services (403) 248-4300 ext. 575 danf@corp.pwt.ca</p>	<p>Strategic Partnership</p> <p>Currently operating 10 deployments together across Alberta and Ontario including Cobourg.</p> <p>2015 – Present</p>

See Appendix B for detailed case studies

9 Required Forms and Certifications

REQUEST FOR PROPOSALS ACKNOWLEDGEMENT FORM

The Firm/Agency hereby certifies receipt of the Request for Proposals package for the City of Concord, North Carolina, "Demand-Response Scheduling/Dispatching System"
This form should be completed upon receipt and review of the City's Request for Proposals package and emailed to the City prior to proposal submission. Please email the completed Request for Proposals Acknowledgement Form to the attention of:

Concord Kannapolis Area Transit
45 Transit Court NW
Concord, NC 28025
Attention: Jaime Tippet Poe

Email: tippetpoej@concordnc.gov

Fax: 704.920.6901

Date: October 6, 2022

Authorized Signature:  _____

Title: Matthew Monteyne - Sr. Vice President, Business Development

Company Name: RideCo U.S. Inc.

Please check the appropriate space provided below and provide the requested information:

We plan to submit a Proposal in response to "Cabarrus County Long Range Public Transportation Master Plan".

Primary Contact Name: Brian Corcoran

Contact E-mail address: brian.corcoran@rideco.com

Contact phone: 673-463-9224 Fax number: _____

Secondary Contact Name: Matthew Monteyne

Contact E-mail address: matthew@rideco.com

Contact phone: 226-240-1089 Fax number: _____

We do not plan to submit a Proposal in response to "Demand-Response Scheduling/Dispatching System."

Reason: _____

ADDENDA RECEIPT CONFIRMATION FORM

Demand-Response Scheduling/Dispatching System RFP

ADDENDUM #:

DATE:

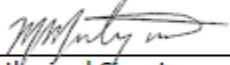
I certify that this proposal complies with the General and Specific Specifications and Conditions issued by the City except as clearly marked in the attached copy of all addenda for this RFP. It is the responsibility of the Firm/Agency to be sure they have reviewed all the addenda associated with this RFP.

Matthew Monteyne

October 6, 2022

(Please Print Name)

Date



Authorized Signature

Sr. Vice President, Business Development

Title

RideCo U.S. Inc.

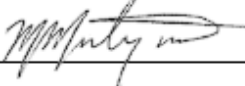
Company Name

PROPOSAL SUBMISSION FORM

Demand-Response Scheduling/Dispatching System RFP

This Proposal is submitted by:

Firm/Agency : RideCo U.S. Inc.

Signed: 

Name: (Typed) Matthew Monteyne

Address: Oppenheimer Tower 10880 Wilshire Boulevard Suite 1101

City/State/Zip: Los Angeles CA 90024

Telephone: _____
(Area Code) Telephone Number


Facsimile: _____
(Area Code) Telephone Number

It is understood by the Firm/Agency that the City reserves the right to reject any and all proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and rebid this RFP. Proposals will be considered valid for ninety (90) calendar days from the date of Proposal submission.

RideCo U.S. Inc.
Service Provider

October 6, 2022

Matthew Monteyne


Name (Please type or print name)
Authorized Signature

ATTACHMENT A

CERTIFICATION REGARDING LOBBYING

(To be submitted with all bids or offers exceeding \$250,000; must be executed prior to Award)

The undersigned RideCo U.S. Inc. certifies, to the best of his or her knowledge and belief, that:
(Contractor)

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any persons for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding to any Federal contract, the making of any Federal

- grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*)]
 3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
- This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transactions imposed by 31, U.S.C. 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$250,000 for each such failure.

[Note: Pursuant to 31 U.S.C. 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 for each such expenditure or failure.]

The Contractor, RideCo U.S. Inc., certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Section A 3801 *et seq.*, apply to this certification and disclosure, if any.

October 6, 2022

Date


Signature of Contractor's Authorized Official

Matthew Monteyne - Sr. Vice President, Business Development
Name and Title of Contractors Authorized Official

Subscribed and sworn to before me this 28 day of Sept, 2022 in the State of Ontario;
and the County of Waterloo

Notary Public 

My Appointment Expires May 10, 2025

Eva Louise Blais, Notary Public,
Regional Municipality of Waterloo, limited to the
attestation of instruments and the taking of affidavits,
for Tangam Gaming Inc., Tangam Technologies Inc.,
Transit Labs Inc., and Rideco Inc.
Expires May 10, 2025

ATTACHMENT B

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY and VOLUNTARY EXCLUSION
LOWER TIER COVERED TRANSACTION**

(To be submitted with all bids or offers exceeding \$25,000.)



- (1) The prospective lower tier participant (Bidder/Contractor) certifies, by submission of this bid or proposal, that neither it nor its principals is presently debarred, suspended, proposed for

debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

- (2) The prospective Bidder/Contractor also certifies by submission of this bid or proposal that all subcontractors and suppliers (this requirement flows down to all subcontracts at all levels) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (3) Where the prospective lower tier participant (Bidder/Contractor) is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this bid or proposal.

The lower tier participant (Bidder/Contractor), Matthew Monteyne, certifies or affirms the truthfulness and accuracy of this statement of its certification and disclosure, if any.

SIGNATURE

TITLE Sr. Vice President, Business Development

COMPANY RideCo U.S. Inc.

DATE October 6, 2022

State of Ontario

County of Waterloo

Subscribed and sworn to before me this 25 day of September, 2022.

Eva Louise Blais, Notary Public,
Regional Municipality of Waterloo, limited to the
attestation of instruments and the taking of affidavits,
for Tangam Gaming Inc., Tangam Technologies Inc.,
Transit Labs Inc., and Rideco Inc.
Expires May 10, 2025

Notary Public

My Appointment Expires May 10, 2025

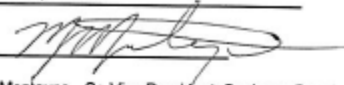


ATTACHMENT C

**CERTIFICATE OF COMPLIANCE
FOR PROCUREMENT OF STEEL, IRON, OR MANUFACTURED PRODUCTS**

(To be submitted with all bids exceeding \$250,000. A bid, which does not include this certification or the certification under Attachment D, will not be eligible for award.)

The bidder or offeror hereby certifies that it will meet the requirements of 49 U.S.C. 5323(j)(1) and the applicable regulations in 49 CFR Part 661.5.

DATE October 6, 2022
SIGNATURE 
TITLE Matthew Monteyne - Sr. Vice President, Business Development
COMPANY RideCo U.S. Inc.

State of Ontario
County of Waterloo

Subscribed and sworn to before me this 28 day of September, 2022

Eva Louise Blais, Notary Public,
Regional Municipality of Waterloo, limited to the
attestation of instruments and the taking of affidavits,
for Tangam Gaming Inc., Tangam Technologies Inc.,
Transit Labs Inc., and Rideco Inc.,
Expires May 10, 2025

Notary Public 

My Appointment Expires May 10, 2025



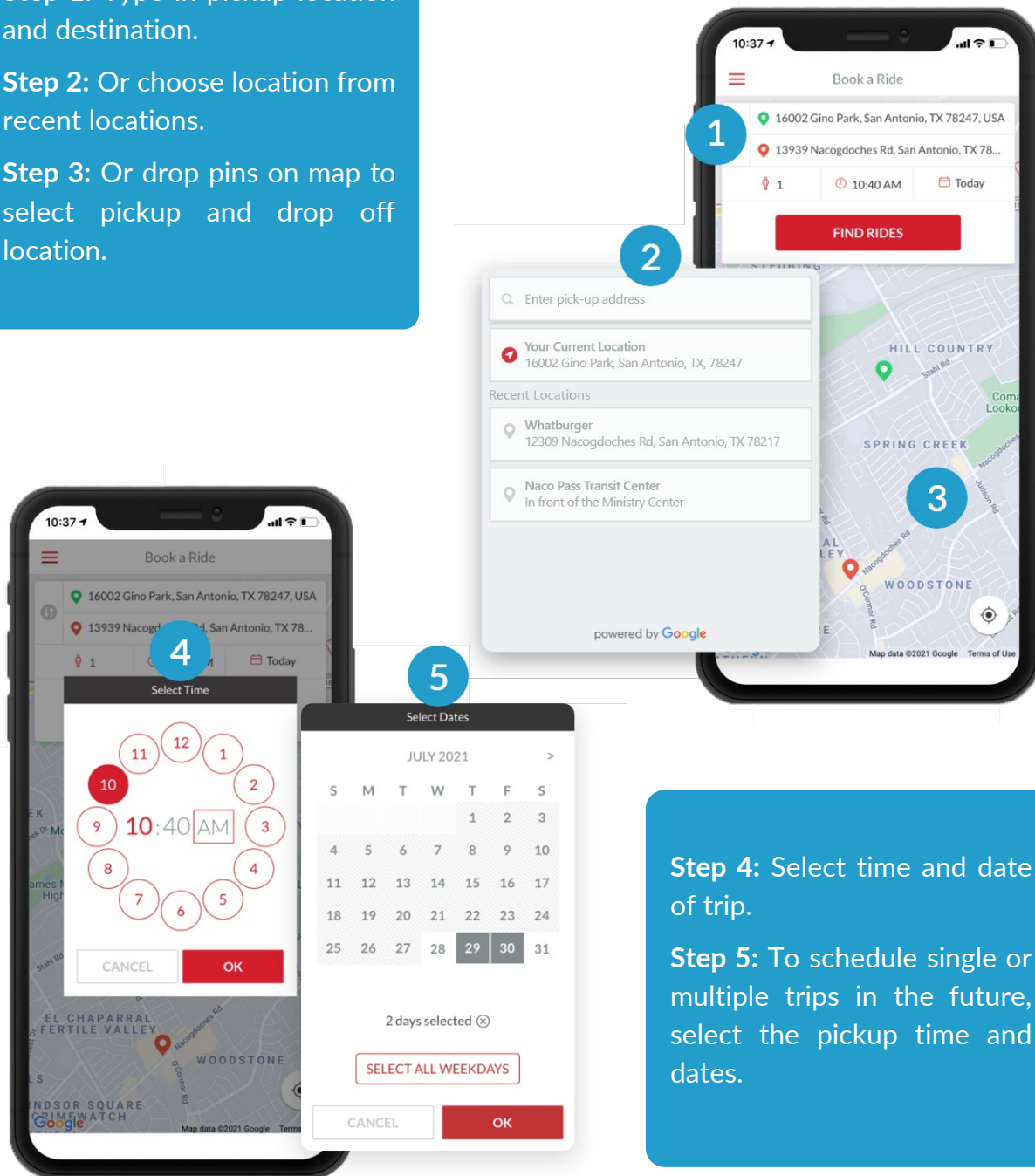
10 Appendix A – Detailed Software Walkthrough

RIDER APP WALKTHROUGH

Step 1: Type in pickup location and destination.

Step 2: Or choose location from recent locations.

Step 3: Or drop pins on map to select pickup and drop off location.



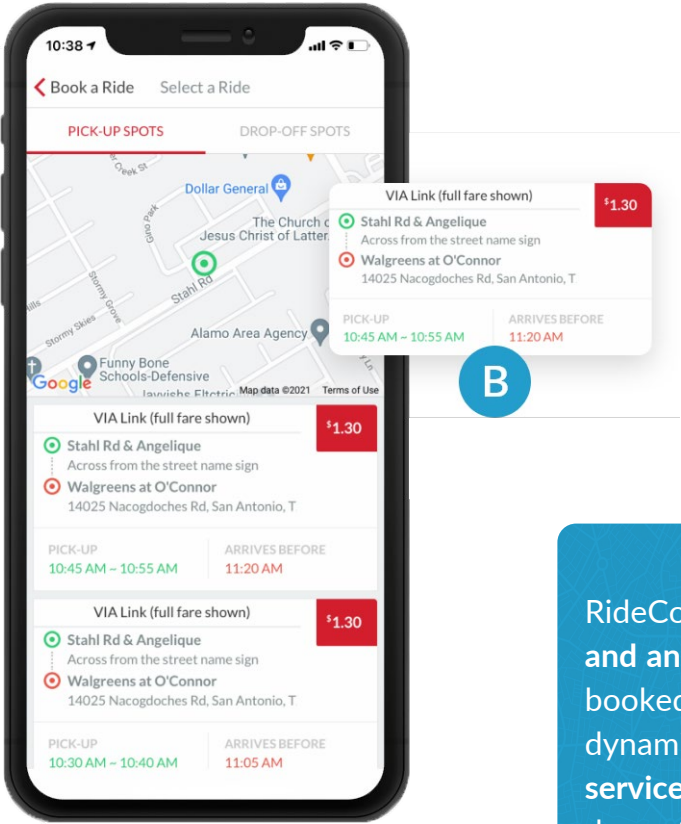
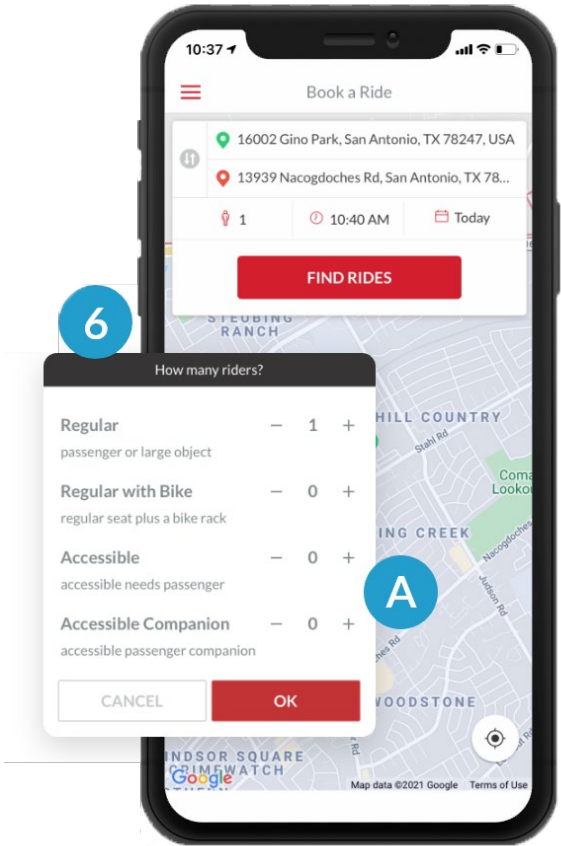
Step 4: Select time and date of trip.

Step 5: To schedule single or multiple trips in the future, select the pickup time and dates.

Step 6: Select seat type.

Note A. Seat type fields and supporting text are customizable to the mobility options you support. Different fares can be set up for each rider type.

Riders can also book trips on behalf of others by adding additional seats to their booking.

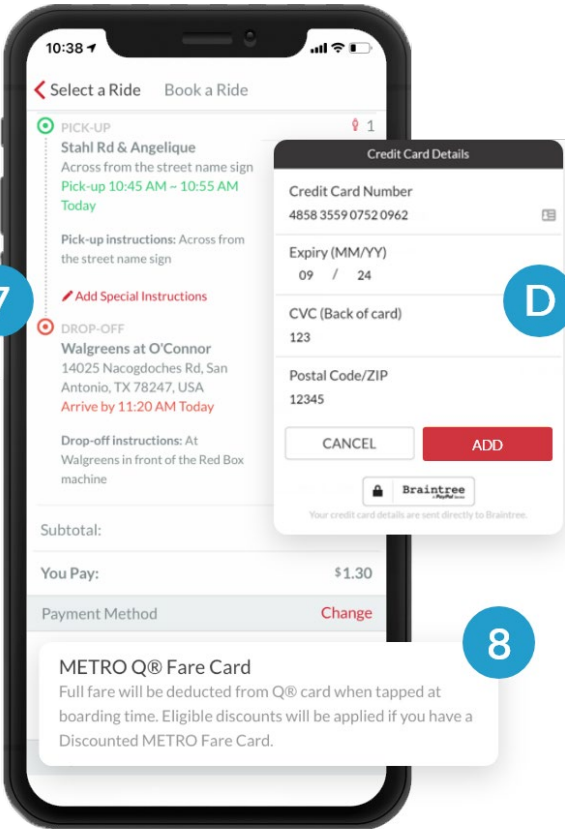
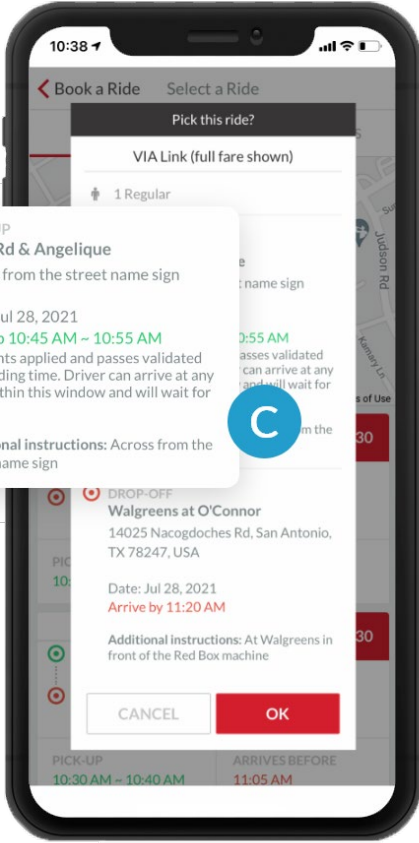


Note B. Each search result includes both a “Pick-Up” and “Arrives Before” time. This is our promise to pick up and get riders to their destinations on time.

RideCo’s platform incorporates **real-time inputs and analyses** such as traffic data, current and pre-booked demand, vehicle locations, and more in its dynamic routing engine. The output is an **on-time service** that ensures riders know their pickup and drop off times across trip options in **real time**.

Note C. Additional instructions confirm origin and destination, as well as remind the rider about the pickup window.

Step 7: Add instructions for the driver, if necessary.



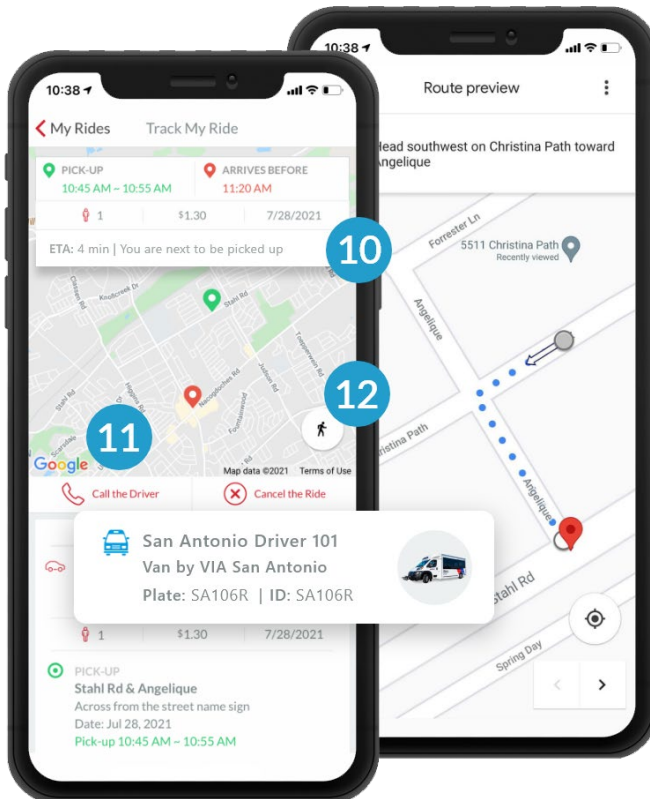
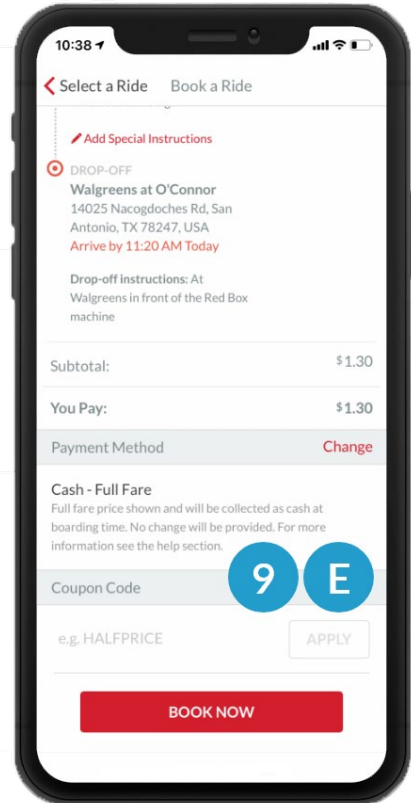
Step 8: Select preferred fare payment method such as credit card, transit pass, or transfer. Payment options are customizable to suit each transit agency.

Note D. Credit card fare payments are processed instantly in the app.

Step 9: Add coupon codes to reduce or eliminate fares, if applicable.

Note E. Coupons can be linked to transit agency promotions, special events, student or senior discounts, employer-subsidized commuter rides, and more.

Step 10: Track the vehicle's real-time location, number of stops left, and see the ride's constantly updated ETA.

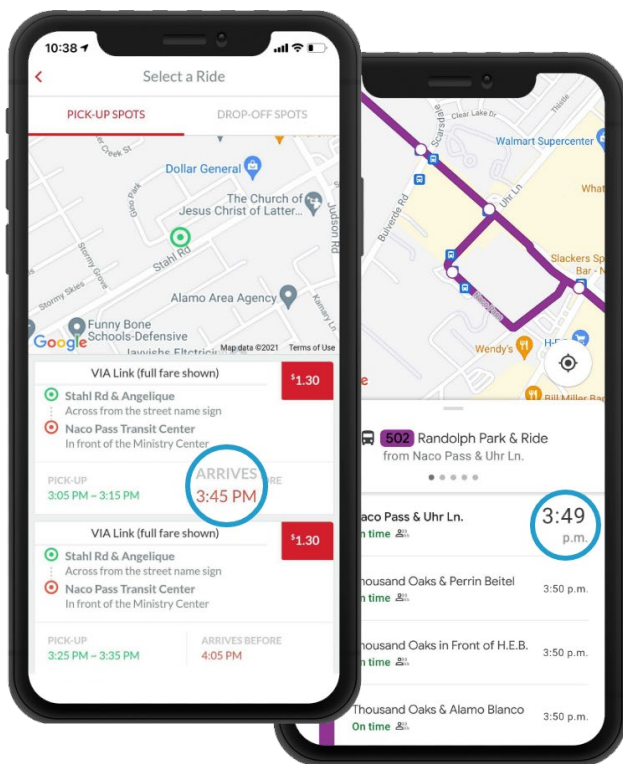


Step 11: If permitted by the transit agency, riders can call their driver to coordinate pickup via an anonymized phone number.

Step 12: Get walking directions to the flex stop provided by Google Maps.

Coordinating with Fixed-Route Transit

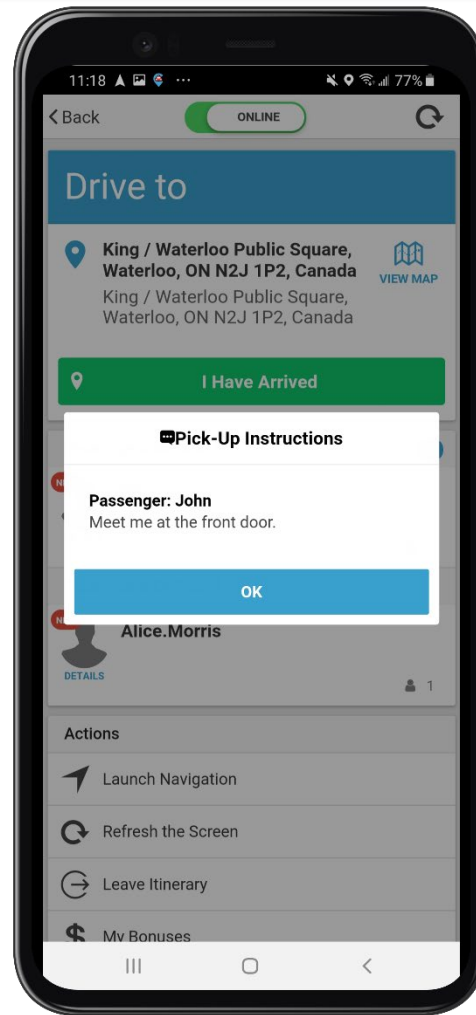
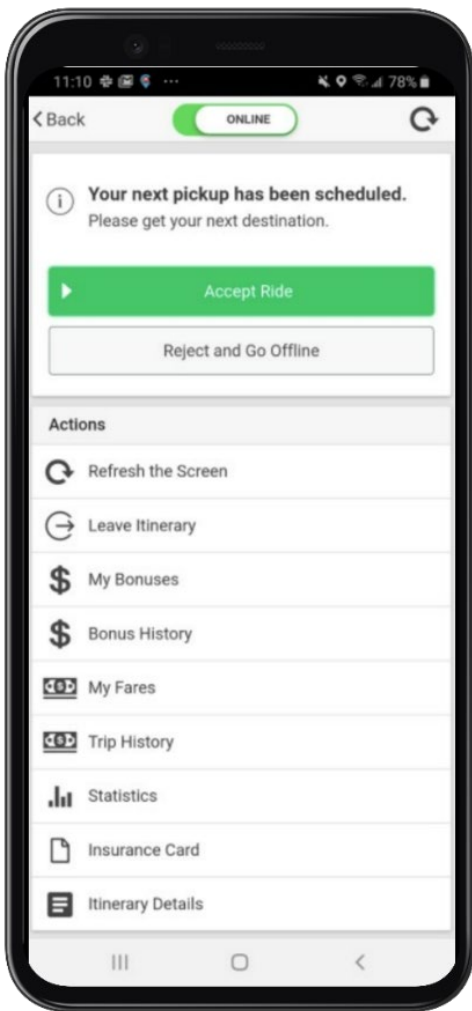
RideCo's dynamic routing platform ensures that service vehicles remain on schedule, which allows riders to be dropped off at transit stations in time to transfer to fixed-route buses. Our service region restrictions can be updated as necessary in minutes with zero downtime. This feature is regularly used with other services as a proactive measure.



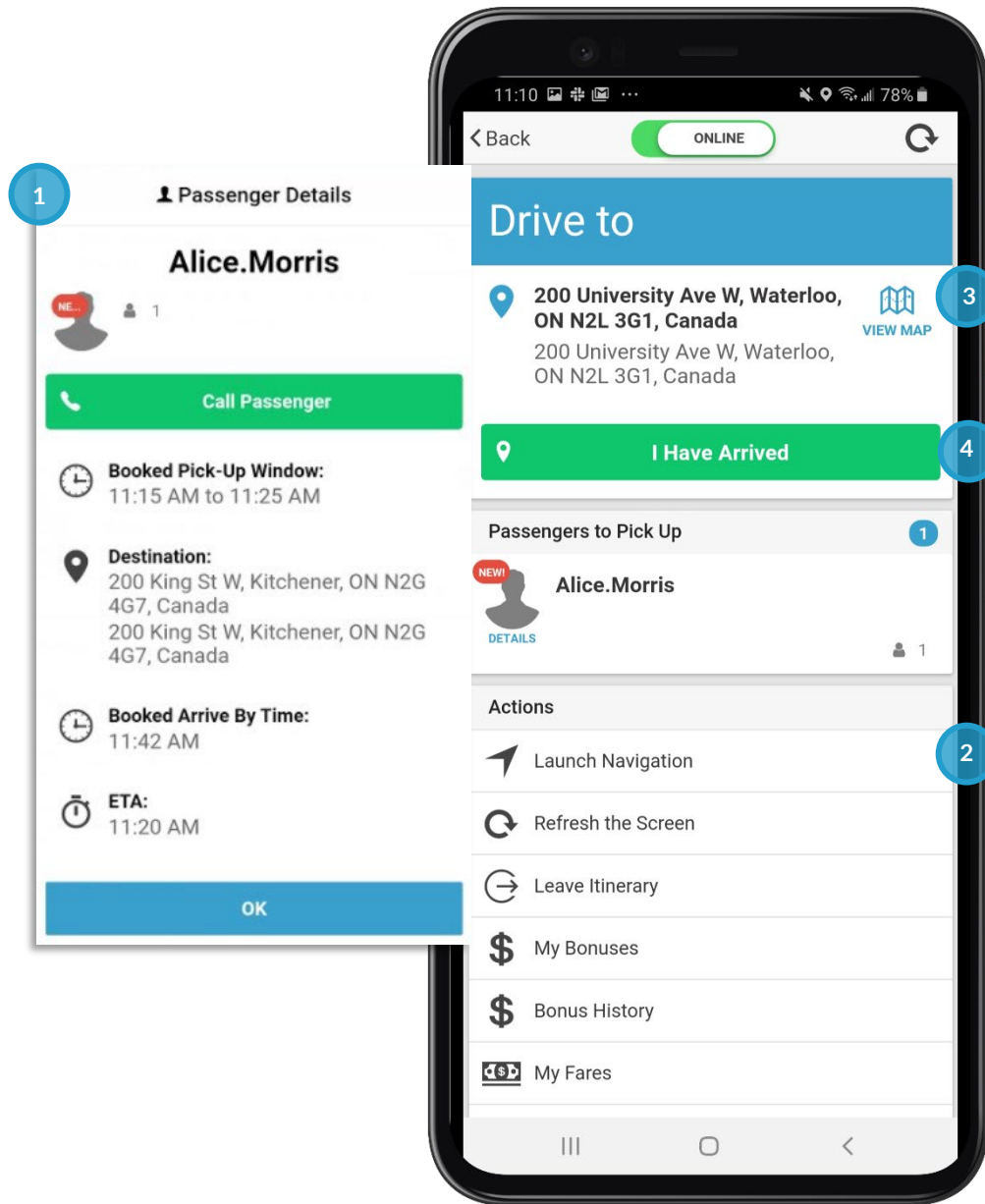
Riders can book trips with confidence knowing that RideCo's guaranteed "Arrives Before" times are configured to local fixed-route transit schedules.

DRIVER APP WALKTHROUGH

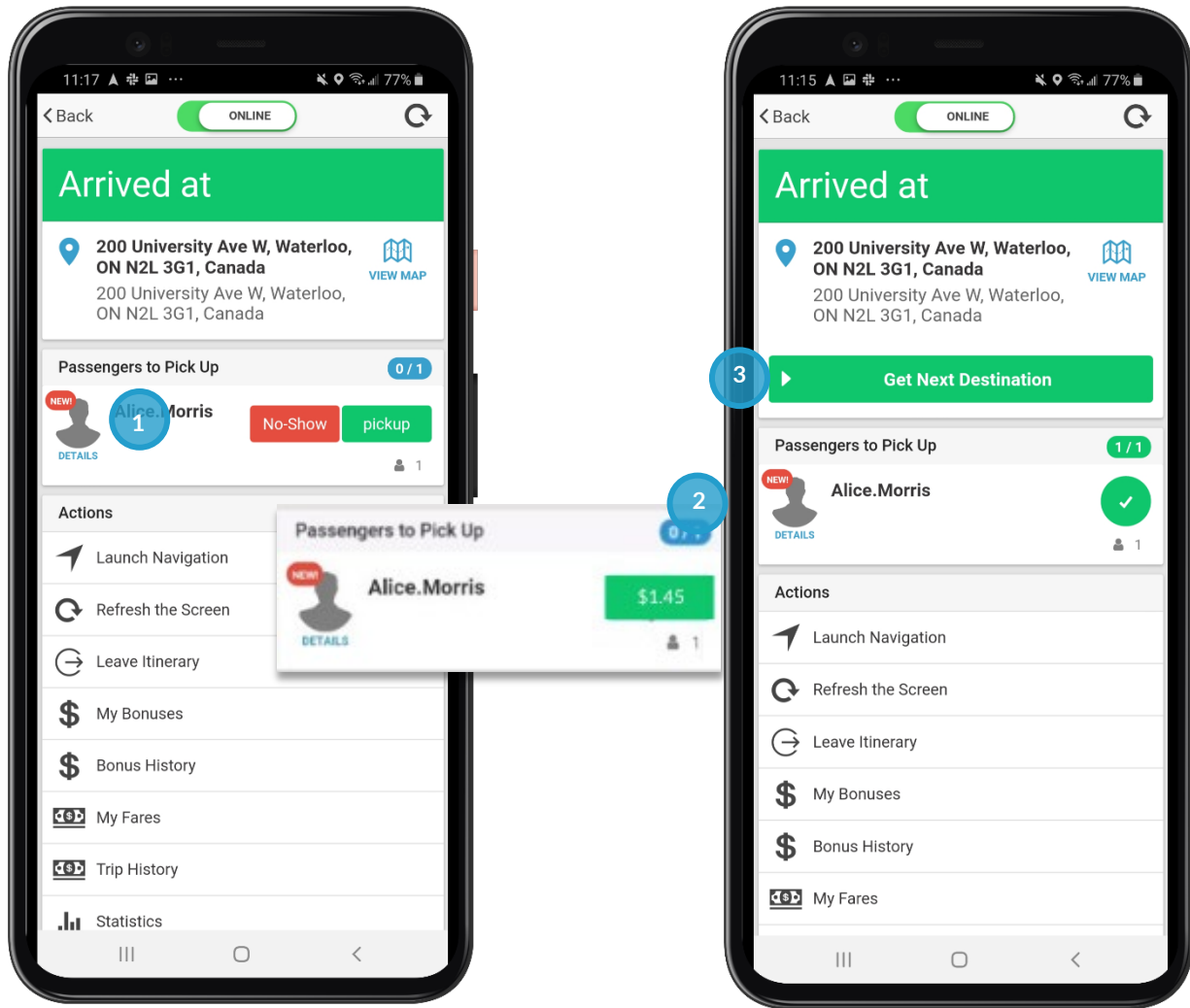
Once an operator has entered their login credentials, the RideCo platform sends them the first ride in their itinerary and prompts them to accept the ride. After the operator has accepted their first trip, they are sent in-app turn-by-turn navigation to the pickup location – though they may also launch a third-party navigation app (e.g., Waze or Google Maps).



Upon trip acceptance, the app displays the name of the passenger, the pickup location, and any additional pickup instructions provided by the passenger. The app displays one trip at a time to mitigate confusion and the platform fully automates all itineraries.



1. Confirm passenger's name, number of additional riders and onboarding notes (if any), and pickup location.
2. Click "Launch Navigation" to launch the operator's preferred navigation app (the destination is automatically entered by the RideCo app)
3. Operators can also choose to view the pick-up location on an in-app map.
4. Once arriving at the destination, the driver selects "I Have Arrived" – which tells the passenger their vehicle is at the pickup location.

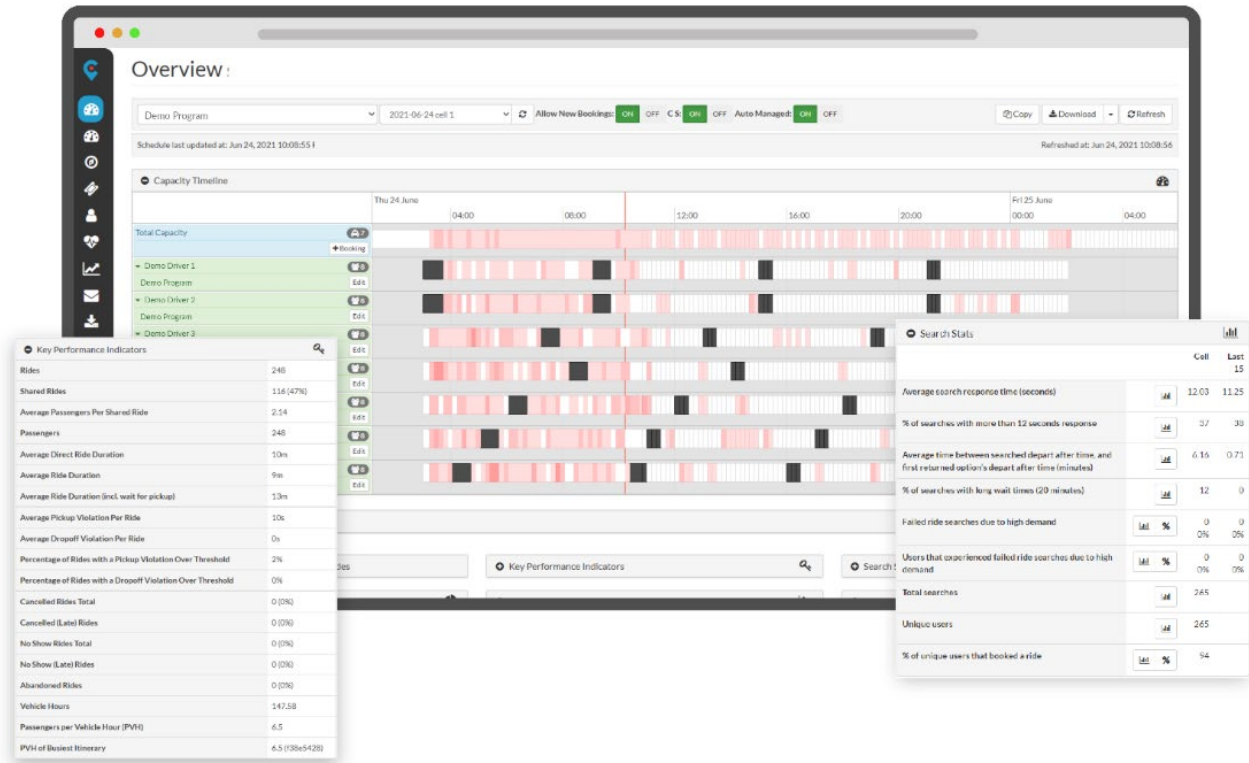


1. At the destination, operators either confirm that the passenger is picked up or marks them as a no-show.
2. Operators confirm their passenger's identity and validate their chosen method of payment as displayed in the app.
3. Once the passenger is safely onboard the vehicle, the operator selects "Get Next Destination" to launch the next phase of their itinerary.

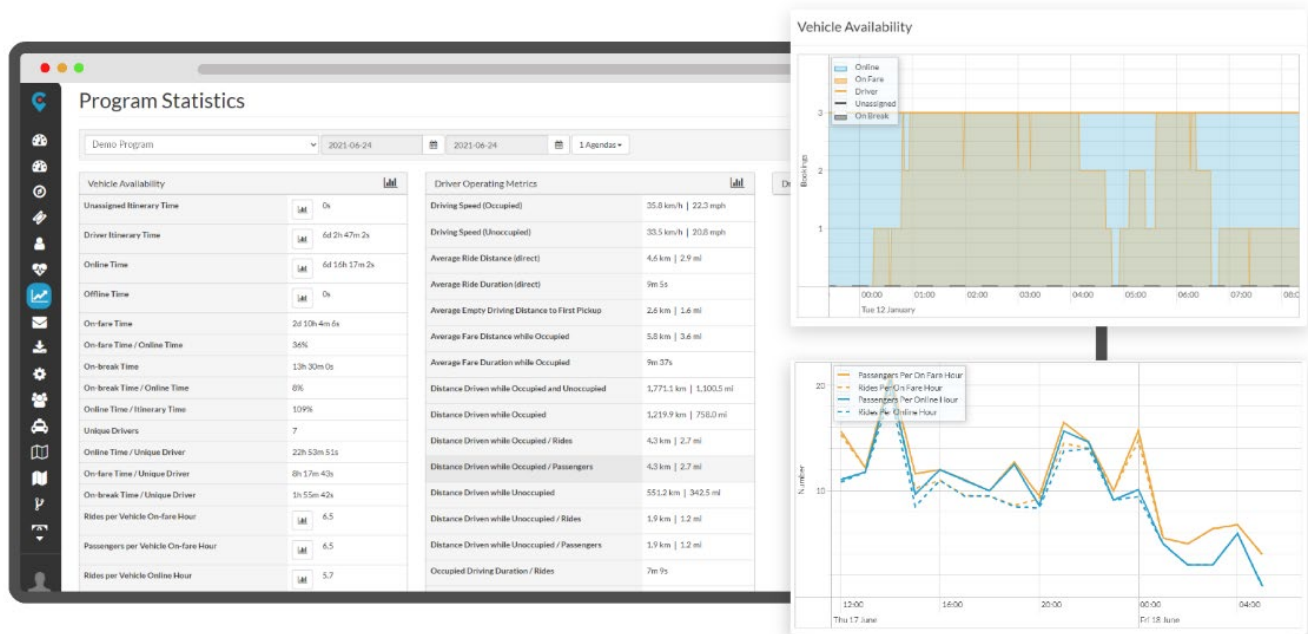
DETAILED DATA DASHBOARDS

Lead Project Manager and Executive Use

Typically Lead Project Managers and Executives leverage the overview dashboard to view high-level KPIs for the current and historical service days. Additionally, the overview highlights the current vehicle supply, upcoming operator breaks, and high-level passenger demand trends. Unique to RideCo, Lead Project Managers or Executives can view search performance of RideCo's platform to distill information about how quickly riders receive trip options and if any failed rides have occurred throughout the service. This is a good opportunity to adjust vehicle supply accordingly if resources are available.



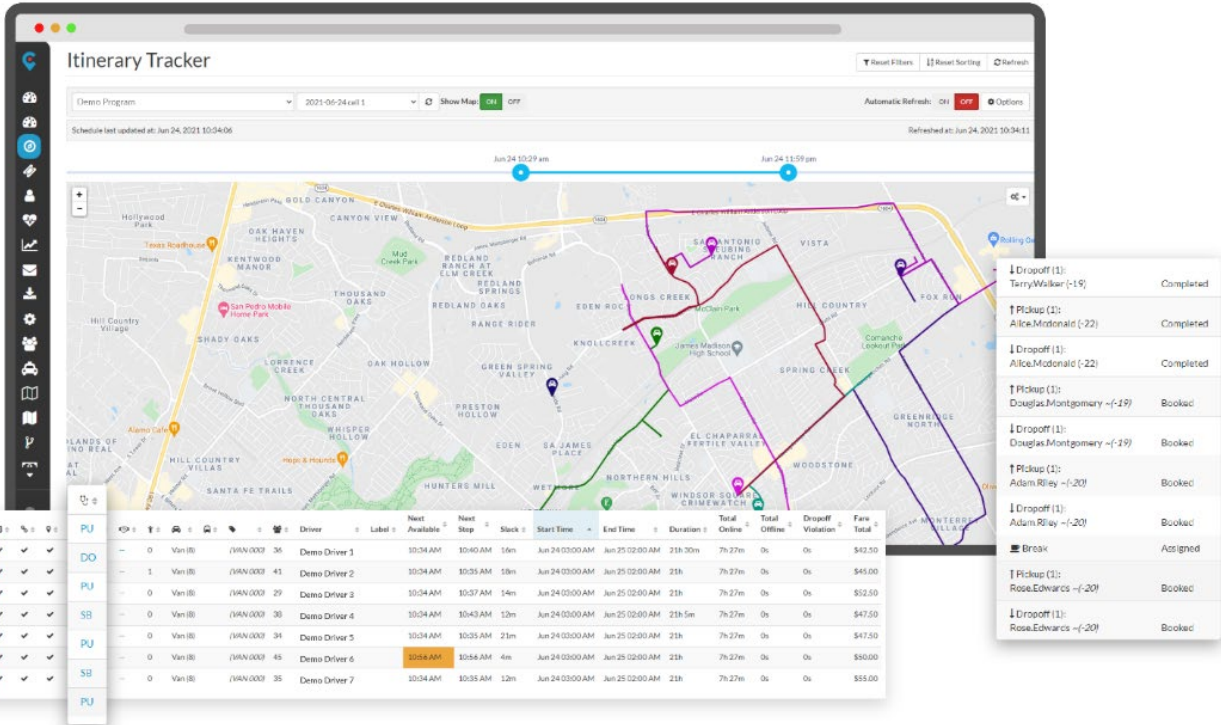
The program statistics dashboard is a great tool to evaluate and analyze vehicle utilization and capacity trends while benchmarking vehicle supply with riders' demand during a service day or over a specific operating period. Additionally, this dashboard can be used to monitor overall operator performance and analyze on-trip driving time versus unoccupied driving time. Once again, this enables RideCo and CK Rider to make data-driven decisions to align vehicle supply to experience-based demand profiles, ultimately lowering the cost per passenger.



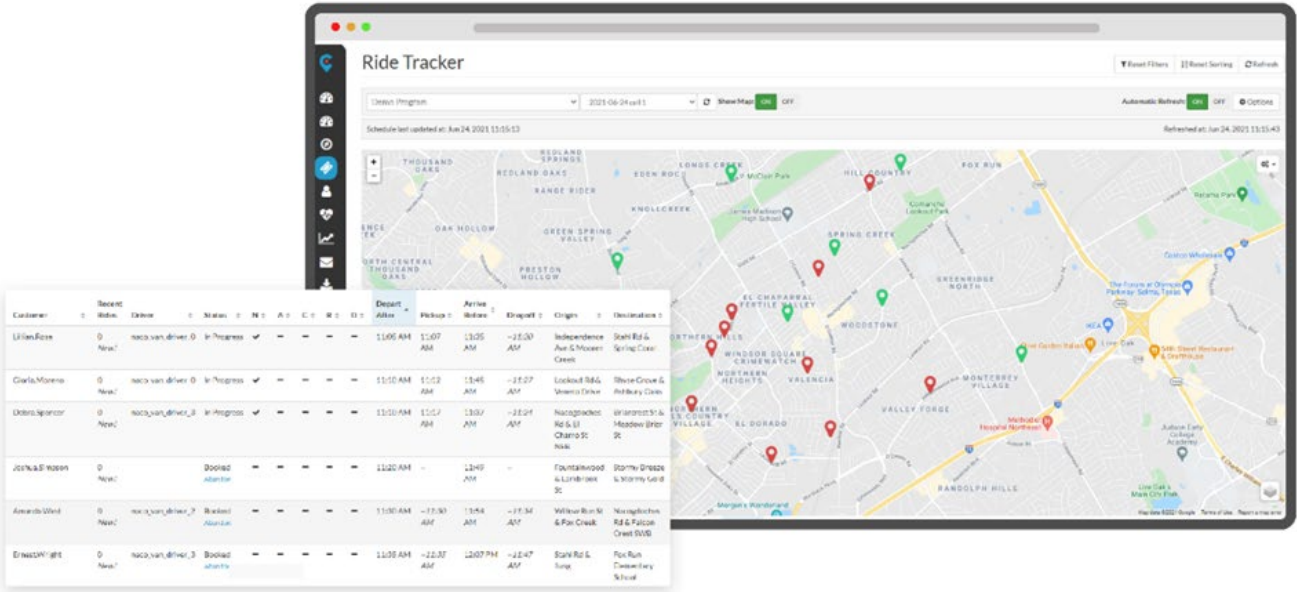
To perform broader ad-hoc analysis on the service, the exports dashboard provides access to real-time and historical raw data that encompasses all reporting aspects of the on-demand operations in a .CSV format. This can be viewed per zone or on a global consolidated basis. If the Agency wishes, the raw data exports can be integrated into the Agency reporting and analytics tool through an exposable API. More information about our exports and data analysis can be found in Data & Reporting below.

Dispatch & Day-to-Day Use

The RideCo's dashboard suite is autonomous and does not require constant monitoring from the RideCo team or CK Rider staff; however, we know the Operations Manager will want to view real-time vehicle locations, monitor past, and tentatively assigned future itineraries while tracking the overall health of the system. This day-to-day viewpoint can be seamlessly accessed on the **itinerary tracker dashboard**. Operations Managers can also leverage this dashboard to track operator performance in real-time, monitor newly on-boarded operators' behavior, and perform investigative inquiries.

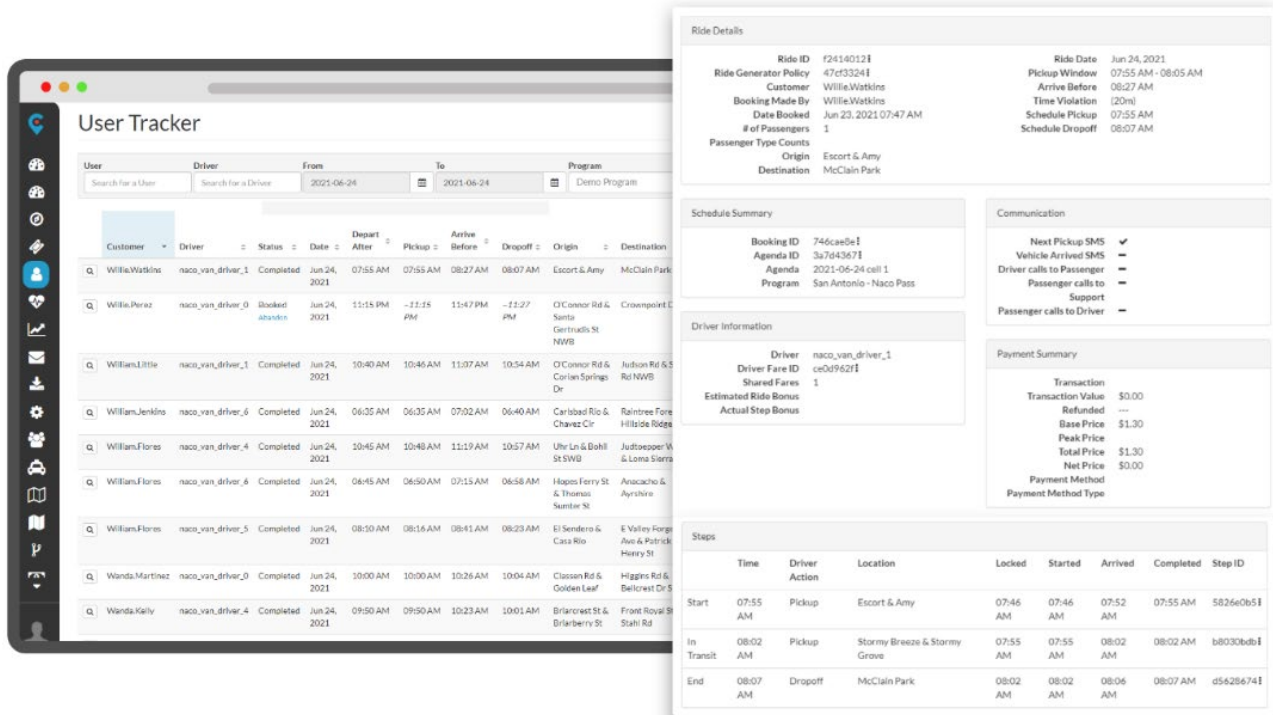


For live tracking of origin and destinations, imminent ride performance and ride investigations, the ride tracker and user tracker dashboards provide granular snapshots of each rider’s experience from the time of booking to completion of the trip and ride rating. The **ride tracker** provides a holistic view of the service and trips completed/upcoming within a particular service day.



The user tracker provides a specific view of all trips booked/cancelled/completed for an individual rider within a defined period. This tool is great for performing investigations to understand when operators accept trips, how long riders are onboard specific vehicles, and to address issues with no-shows,

cancelations, and potentially lower-rated trips. Leveraging the user tracker, CK Rider can also view fare payment methods and the fare level that was charged to a specific passenger type.

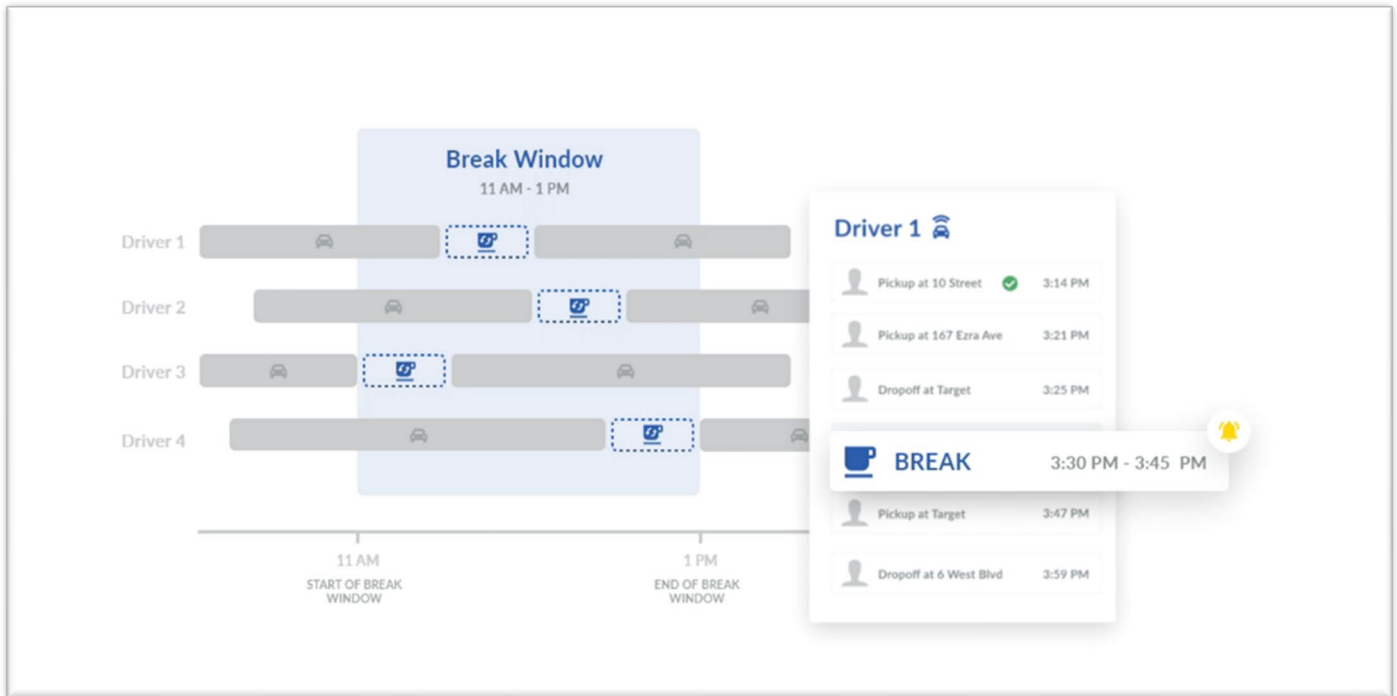


It is important to reiterate the dashboard suite is autonomous and live monitoring is not required. The comprehensive view is designed to be a support tool that enables real-time transparency for the CK Rider staff to oversee rider and operator behavior.

Additionally, the Operations Manager would leverage our driver and fleet management tools. This enables CK Rider staff to change vehicle schedules, add or remove vehicle types, manage multiple vehicle operations, make operators unavailable for trips in emergency situations, for example, vehicle breakdowns, and effectively schedule operator breaks that dynamically optimize around real-time passenger demand within defined parameters or shift windows.

For driver breaks or floating lunches, agencies set the rules or requirements for the system to follow. Agencies should consider union rules, contracts, government regulations, and more, when determining how to set up break windows. For example, after considering those factors, agencies may tell the system to give all drivers a half hour lunch break between 11 a.m. and 1 p.m. Then, our autonomous routing and scheduling platform handles the rest. Our optimization engine treats the driver's break just like it would a ride and rearranges it in the driver's schedule accordingly. This means drivers are consistently going to get their breaks at the best possible time, while still adhering to the rules or requirements set by agencies. The

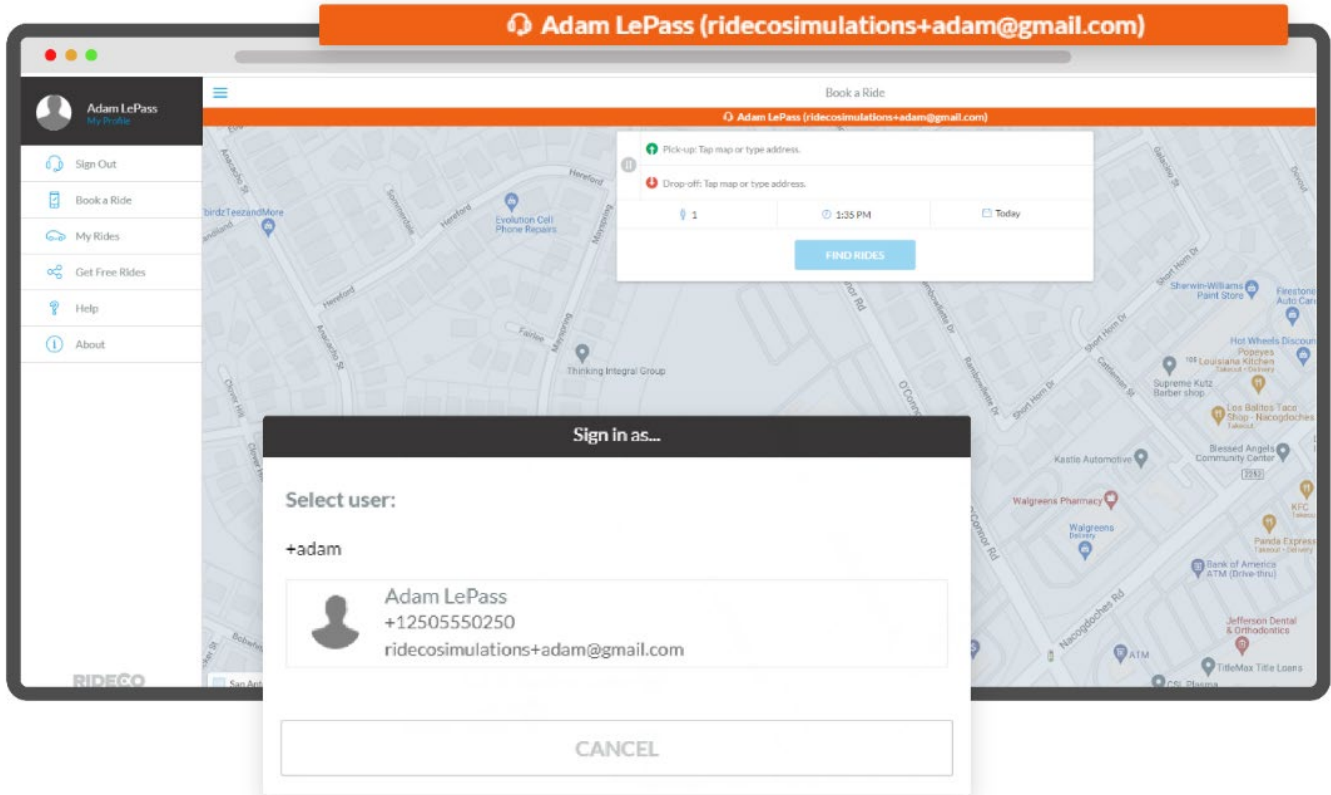
feature is useful for agencies that have frequent changes to their schedule. If a driver is out sick, or a vehicle is broken down, the system accommodates these challenges autonomously.



Call Center & Customer Support Use – CK Rider Staff

RideCo's reservationist portal is built with the same user-friendly booking flow as the rider app. Call center staff/live agents can log in into a rider's account and book rides, provide ride updates and vehicle information as requested. In line with the rider app, all trips are autonomously scheduled into the system and re-optimized based on new search requests and changes to the operating environment. Like the Operations Manager, call center staff, and customer support can have permissions to the User Tracker to conduct potential service investigations.

Besides through the RideCo web-based graphical/dashboard suite, CK Rider will be able to access service performance metrics through both raw data exports and daily, weekly, or monthly KPI reports.



Raw Data Exports

CK Rider can export raw data (rides, vehicles, times, locations, etc.) in .csv format from RideCo platform for further analysis. The raw trip request data (origin/destination/time points) is also available for export and can be used for future transportation planning. All output options are flexible and can meet all standard reporting requirements (as required, such as:

- Origin and destination information
- Vehicles operated in maximum service
- Unlinked rider trips
- Vehicle hours
- Total vehicle hours
- Vehicle miles
- Vehicles' miles travelled
- Rider miles travelled
- Total rider counts

Daily Key Performance Indicator (KPI) Reporting

RideCo offers standardized KPI reports that are sent each morning to your inbox. Reports include KPIs such as weekly/monthly ridership and revenues, ridership by time of day, booking times, driver performance statistics, and customer ride ratings.

Ride data, provided at the trip level, will include information associated with requested locations of pick-ups and drop-offs, the actual locations of pickups and drop-offs, the price of each trip (including any discounts applied), and fare payment data (e.g., fare type, payment type).

Driver data, provided at the individual driver level, will include start and end times of shifts (including breaks), total vehicle miles travelled (by start of day to end of day and by terminal to terminal), and total revenue miles. Other examples of data from monthly summary reports include:

- Demand summary data (origin/destination, time of use, boardings per revenue hour, total ridership).
- Trip data (travel times, routes trip denial rate, booking abandonment rates, on-time percentage).
- Revenue summary data (total revenue, revenue broken down by types of riders).

Finally, business intelligence-style data (e.g., information on number of in-service vehicles vs. active riders, efficiency data etc.) is collected and reported by the RideCo system.

11 Appendix B – Case Studies



Loudoun County, Virginia




Loudoun County Implements Automated On-Demand Solution, Increasing Productivity by 15%+

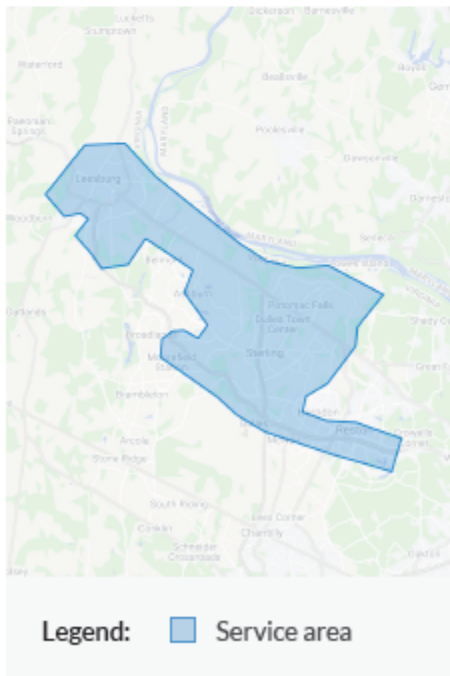
Located in northern Virginia, Loudoun County Transit (LCT) was providing a paratransit service that picked up and dropped off passengers around the existing local fixed route. However, with a traditional scheduling and dispatching system that only accepted call-in and subscription bookings, scheduling trips had to be done manually which was inefficient and time consuming. When Keolis was engaged as the fleet operator, they partnered with RideCo to provide LCT with an automated on-demand solution.

Problem

Traditional scheduling and dispatching system required inefficient and time-consuming manual intervention

Key Challenges

-  Manual scheduling and dispatching
-  Subpar KPIs with existing software
-  Limited to call-in and subscription bookings



The RideCo Solution

With RideCo as the technology partner, LCT and Keolis now offer an on-demand, door-to-door, paratransit service that runs more efficiently using automated scheduling and dispatching software. Call-in and subscription bookings are available to riders, in addition to the new app-based booking option.

Fleet Implementation

- 4 vehicles**
- ▶ Vehicle Type: Ford Transit 350
- ▶ ADA compliant with reinforced accessibility ramp

Service Zone Stats

80 sq. mi. service area **413,538** population/jobs

Fleet Operator
KEOLIS



Service Results

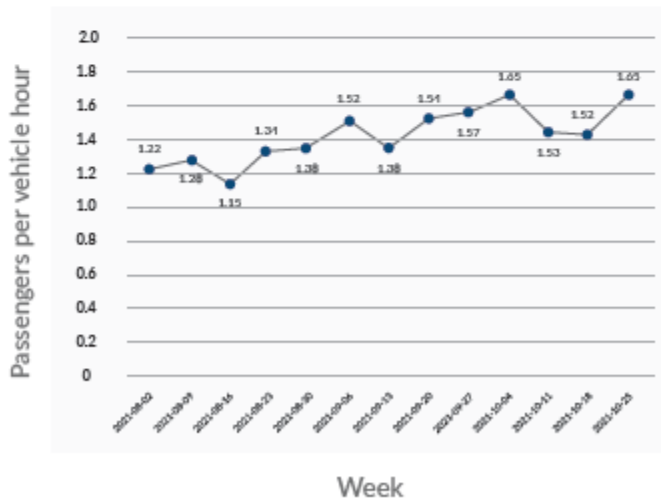
The service has seen a significant improvement across all KPIs, including passengers per vehicle hour and on-time performance. Shared rides and overall paratransit ridership have increased as well, with failed search requests being minimized using RideCo's dynamic scheduling and routing algorithm, Solver.

1.5+ passengers per vehicle hour	<10 min. average pickup wait	96% on-time performance
4.9 average star trip rating	25%+ shared rides	50+ passengers per weekday

BEFORE	AFTER
Manual scheduling and dispatching system	Fully automated scheduling and dispatching software
Call-in and subscription bookings	App-based, call-in, and subscription bookings
1.3 passengers per vehicle hour	1.5+ passengers per vehicle hour 15%+ increase

RideCo's automated scheduling and dispatching delivers increased productivity for transit agencies and fleet operators.

High vehicle utilization



KEOLIS | Fleet Operator

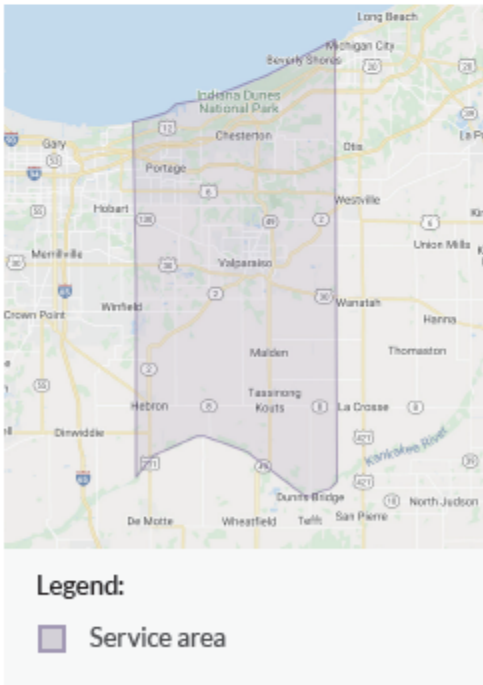
“Scheduling and dispatching have become so easy and the burden on our operations team has significantly reduced through automating the process. RideCo's software is seamless and the increase in productivity allows Keolis to provide LCT paratransit customers with a more accessible on-demand, door-to-door service.”

— Alvin Hampton
General Manager, Keolis



RideCo On-Demand Transit Improves Productivity for In-Demand Paratransit Program

Offering programs for senior residents and people with disabilities, Porter County Aging & Community Services (PCACS) was experiencing high demand for their transportation service. However, with reliance on manual intervention and poor productivity, PCACS could not keep up with the increase in demand using their existing legacy software. RideCo was engaged to implement its industry-leading solution, enabling PCACS to provide an efficient, demand-responsive paratransit program that could accommodate its increasing ridership.



Problem

Inefficient legacy software could not accommodate increasing trip demand due to low productivity

Key Challenges

- Large, low-density service area
- Inefficiencies could not accommodate high trip demand
- Underperforming legacy software

The RideCo Solution

Using RideCo's on-demand transit software, PCACS is offering an efficient door-to-door transportation service for registered riders across Porter County, Indiana. Riders can schedule a trip on demand, up to two weeks in advance, or with convenient subscription bookings. Autonomous booking and scheduling through the RideCo app have improved overall productivity, both accommodating the increase in trip demand and supporting PCACS in providing an accessible service that helps its residents be more independent, healthy, and productive.

Implementation

11 vehicles

▸ **Vehicle type:** Ford Elkhart

Service Zone Stats

521 sq. mi. service area **164,343** population / jobs



Service Results

Within the first three months of launching in September 2021, RideCo increased service productivity while delivering more rides and reducing cost per passenger when compared to the same time frame from the previous year.

28%

increase in rides per day

35%

shared rides

22%

reduction in cost per passenger

9 min.

average pickup wait

90%

on-time performance

4.74

average star trip rating

BEFORE	AFTER
53 rides per day (Sept. - Nov. 2020)	68 rides per day (Sept. - Nov. 2021) 28% increase
60.3 vehicle hours per day (Sept. - Nov. 2020)	56.8 vehicle hours per day (Sept. - Nov. 2021)
\$64.63 cost per passenger (2020)	\$50.70 cost per passenger (2021) 22% reduction

Autonomous booking and scheduling with RideCo's on-demand transit software improves productivity and reduces cost to accommodate increasing demand-responsive paratransit ridership.

Cost per passenger comparison

METRIC	2020 SERVICE	2021 SERVICE
Passenger per vehicle hour	0.88	1.23
Operating cost per hour	\$56.65	\$58.86
Cost per passenger	\$64.63	\$50.70



Porter County, Indiana

"I have been very pleased with RideCo's support in putting everything together. The team has been accommodating and helpful, which is nice to see for an agency—more than I could ever ask for."

— Bruce Lindner
Executive Director, PCACS



Porter County Case Study - Page 2

Expanded Case Study

“Our partnership with RideCo has given us the opportunity to further test the efficiencies of on-demand transit service, and more importantly, determine if we can safely and reliably provide universal transit options that allow paratransit customers to share rides with fixed-route transit customers on a single platform.”



— MJ Maynard, CEO, RTC of Southern Nevada



Partnership Timeline





Use Case: Commingling

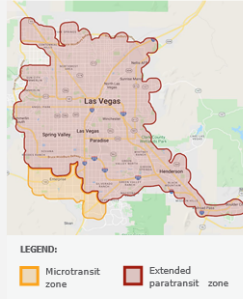
RTC-OnDemand

OBJECTIVES

- Consolidate service models to universalize transit
- Maximize fleet usage between microtransit and paratransit services
- Improve access in a transit desert to connect residents to points of interest
- Introduce convenient, same-day bookings to paratransit passengers

PILOT PURPOSE

To address several use cases, the agency needed one technology provider that could integrate existing policies and fare structures within a commingled service



The RIDEco Solution

Using RideCo's transit technology, the RTC-OnDemand service commingles on-demand microtransit and paratransit passengers with the same vehicle fleet. RideCo's solution also integrates with the transit network's existing fare structure, allowing passengers to pay for their trips through the RTC-OnDemand app for a seamless onboarding experience.

SERVICE IMPLEMENTATION

Buses/minivans 233 flex stops

▶ ADA compliant

MICROTRANSIT ZONE STATS

33 sq. mi. 171,108
service area population

EXTENDED PARATRANSIT ZONE STATS

397 sq. mi. 1,886,011
service area population



New Use Case

School Trip Solution

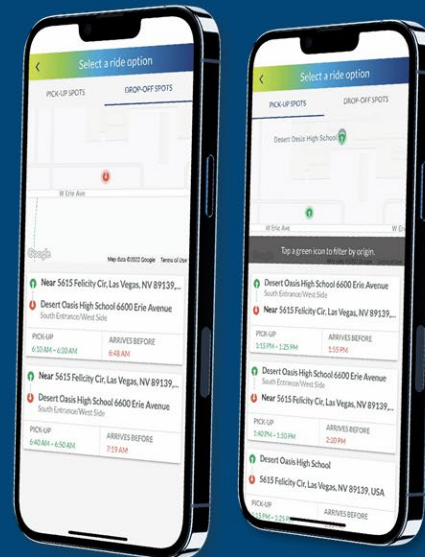
To grow ridership, RTC partnered with Clark County School District (CCSD) to provide a school trip solution that would get students to and from school using the RTC-OnDemand service.

Using RideCo's Time Snapping feature, trips are configured to arrive at school before the bell time in the morning and depart after the bell time in the afternoon.



Bell rings: 7:00 am ▶ Students dropped off: 6:50 am
Bell rings: 1:16 pm ▶ Students picked up: 1:20 pm

Through increased ridesharing to and from CCSD schools, the school trip solution has resulted in an **average 8.5 and a maximum 12.0+ passengers per vehicle hour** around bell times.



Increasing Ridership and Productivity

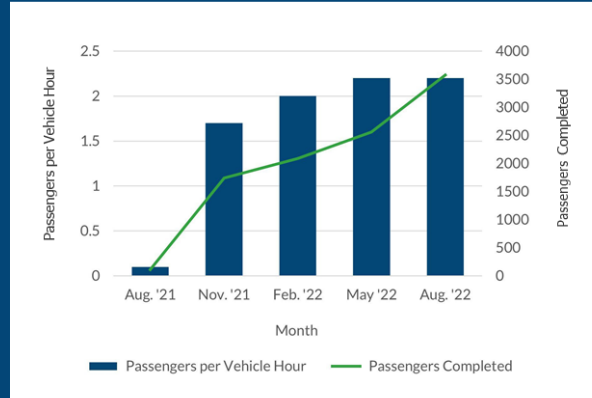
Ridership and productivity have been steadily increasing with the continued adoption of the RTC-OnDemand service. For example, when ridership grew with the implementation of the school trip solution, so did productivity.



Despite operating in a low-density area, the service has delivered **18% higher productivity** than pre-pandemic, network-wide paratransit productivity.*

*Comparing passengers per vehicle hour in August 2022 to trips per vehicle hour at 1.8.**

**Data from RTC of Southern Nevada's 2019 Annual Agency Profile.



Service Results

A Convenient Passenger Experience with RideCo



Riders have the flexibility to book trips **on demand, in advance, or pre-book for multiple days**

61% microtransit trips are booked more than two hours in advance



RideCo's platform enables on-demand and same-day bookings **which were not previously available to paratransit passengers**

44% same-day paratransit bookings

48% paratransit trips booked through the app



Through providing convenient and reliable service, RTC-OnDemand has **surpassed its 4.5+ / 5 star trip rating goal.**

4.8/5

star microtransit trip rating

4.6/5

star paratransit trip rating

"[The driver] was so nice. We talked about the new service and how it would help me more. From this morning to now, both rides and service were amazing."

— RTC-OnDemand Passenger



RideCo Product Features



Flexible Fare Structure

- Seamlessly integrating with RTC's complex fare structure, trip pricing for the commingled RTC-OnDemand service can be **fixed and variable (distance) based**, depending on:
 - Eligibility status
 - Reduced fare qualification (e.g. veterans)
 - Where the passenger is travelling within the service area
- RTC-OnDemand supports all payment methods accepted across the RTC network



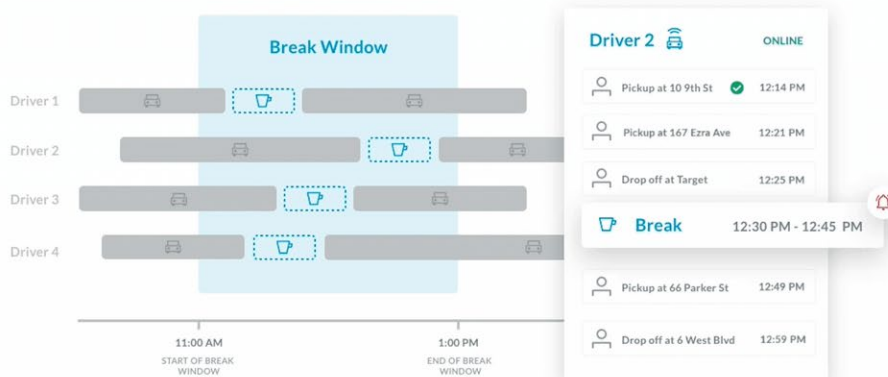
Driver Alerts Digest

- Daily summary that outlines driver behavior, incidents, and mistakes that impacted the service
- Provides actionable information that continuously helps to improve service productivity, reliability, and on-time performance
- Alerts include pickup step delay; step ignored; late start; drop off step delay; location areas



RideCo Product Feature: Dynamic Driver Breaks

- Driver breaks are autonomously scheduled during the most optimal time based on real-time trip requests and changing itineraries
- Configured to align with fluctuations in workforce numbers, as well as union rules





CASE STUDY

Modernizing Dial-a-Ride Paratransit with On-Demand in Guelph, Ontario

When the City of Guelph in Ontario, Canada wanted to modernize and improve the efficiency of their paratransit service, they contracted RideCo to optimize their booking, scheduling, and routing systems with our on-demand software.

PROBLEM

Inefficient manual booking and scheduling systems for paratransit service. Existing legacy software had limited capabilities.

KEY CHALLENGES

- Legacy system cannot adapt to schedule disruptions
- Passengers could not track the location of their vehicle
- Time consuming, inflexible manual booking and scheduling
- Inefficient and poorly optimized static routing

The RideCo Solution

RideCo now provides software and operations support for a paratransit service that serves both ambulatory passengers and wheelchair users on trips throughout Guelph.



IMPLEMENTATION



Fleet Information
10 shuttles with 13 seats each
Wheelchair accessible

Service Zone
Area: 33 mi²
Population: 135 000

[View results](#)

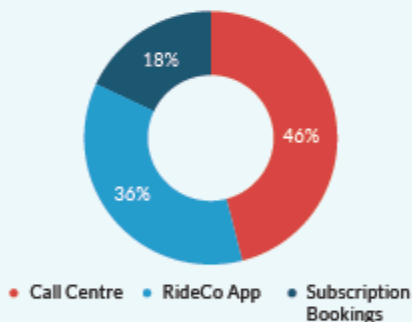
Service Results

RideCo's solution for this program has achieved all the goals established by the City of Guelph. Riders and city staff are happy with the increased levels of service and the ease of booking and scheduling trips on the RideCo platform.



RideCo is delivering the following improvements to Guelph:

COMPLETED RIDES BY SOURCE



BEFORE	AFTER
Inefficient Staff Allocation Manual booking and scheduling	Automated Dispatching In-app booking and scheduling
Manual Itineraries Difficult to amend during service	Dynamic Service Optimization Responds to changes in real-time
No Ride Tracking No real-time tracking of ETAs	In-app Ride Tracking Real-time tracking of vehicles

“ RideCo makes booking and scheduling easy, efficient, and works for our passengers’ schedules. My favorite feature is how RideCo handles last minute emergencies such as vehicle breakdowns, as we no longer have to manually reschedule rides and our passengers are still picked up with little or no delay. Features like this have made my job so much more stress-free and efficient.



Deborah Diebolt, Lead Hand, Transit Operations at Guelph Transit

RideCo's fully automated on-demand microtransit platform is helping cities across the globe to modernize their transit operations, removing the need for in-efficient manual booking and routing. Agencies like Guelph Transit are revolutionizing their rider experience with on-demand transit.

Visit rideco.com or contact sales@rideco.com to learn more.

Expanded Case Study

“For a town the size of Cobourg and based on our transit system’s needs, on-demand ... is a right-sized solution.”



— John Henderson, Mayor, Town of Cobourg



Partnership Timeline





Cobourg Rides Service Overview

Use Cases and Challenges

Cobourg Rides

Cobourg Rides: WHEELS

USE CASE: PARATRANSIT

KEY CHALLENGE: Inefficient transit platform

PROBLEM

Existing paratransit service relied on an outdated platform that created operational inefficiencies.

Cobourg Rides: Conventional

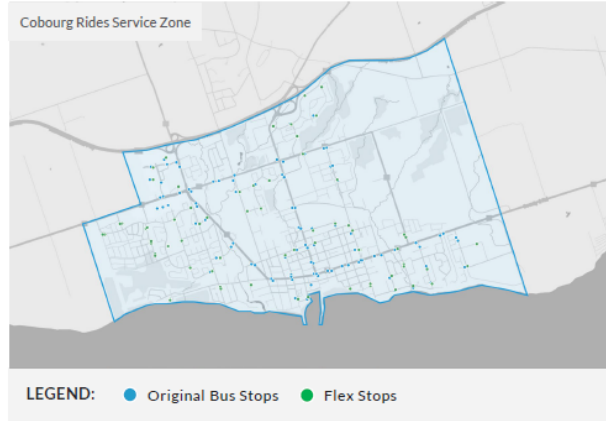
USE CASE: LOW-DENSITY AREA MOBILITY AND UNDERPERFORMING BUS ROUTES

KEY CHALLENGE: Limited coverage with 60-minute service frequency

PROBLEM

Fixed-route system provided limited coverage, resulting in an underutilized service with poor customer satisfaction.

With COVID-19 impacting ridership, Cobourg wanted to explore how on-demand transit would perform.



▶ SERVICE ZONE STATISTICS

8 sq. mi. **19,440**
service area population

Service Optimization

Cost Efficiency Through Commingling

Cobourg Rides

Cobourg Rides launched with a combined WHEELS paratransit and Conventional on-demand transit service.

Due to high demand, Conventional was reaching service capacity while WHEELS vehicles were not being utilized to their full capacity.

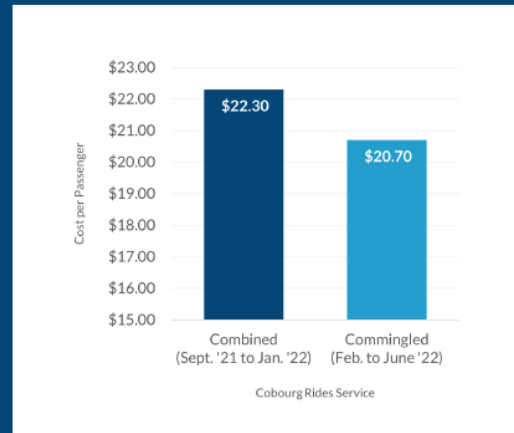
To optimize both Cobourg Rides services, RideCo proposed a commingled model that would better utilize the vehicle fleet.



Since implementing the commingled model, cost per passenger has decreased by 7%* with gas price and inflation adjustments**.

*When comparing the five-month period before and after implementing the commingled service.

**Cost per passenger has decreased by 35% without gas price and inflation adjustments.





Cobourg Rides Service Overview

A Trusted Passenger Experience with RideCo

Cobourg Rides

One of the primary goals for the on-demand transit pilot was to create a positive and trusted passenger experience. Through providing convenient and reliable service, Cobourg Rides achieved an average 4.7/5 star trip rating across WHEELS, Conventional, and commingled service models.

Riders receive a guaranteed pick-up window and arrive-before time at the time of booking

Near 2 Maplewood Blvd, Cobourg	\$4.50
Near 101-165 Division St, Cobourg	
PICK-UP 5:30 PM – 5:40 PM	ARRIVES BEFORE 5:56 PM

95%+ average on-time performance



From a user survey that was conducted in February 2022, 84% of riders identified that they would like the transit service to continue as on demand, post pilot.

"The first driver I encountered showed me how to register. I called the number provided. The customer service person registered me in a friendly and professional manner and booked my ride. At the exact time I was given, the bus appeared. The second driver was also friendly and courteous. Thank you."

— Macole13



Service Customization

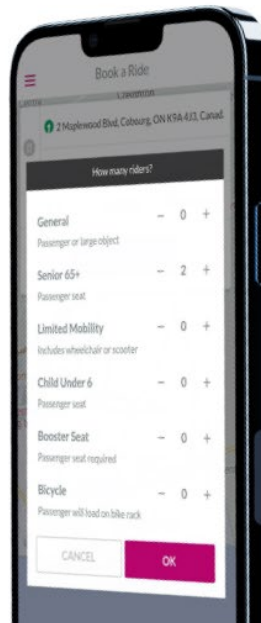
RideCo Product Features

Cobourg Rides



Service Model Variation

- The commingled model enables Cobourg Rides to offer different service levels to each user group, such as varying trip duration
- WHEELS provides door-to-door while Conventional provides stop-to-stop service
- Riders use the Pick-Up On-Demand app and are automatically booked into the appropriate service



Flexible Booking Options

- Riders have the flexibility to book trips on demand, in advance, or pre-book for multiple days
- Trips that are booked in advance are prioritized and assigned to future operator itineraries

18%

on-demand bookings

82%

pre-bookings



Service Delivery Model

Partnership with

Since 2015, RideCo and Pacific Western Group of Companies (PWT) have partnered to provide a seamless service delivery model that utilizes RideCo's on-demand transit technology and solutions and PWT's operational expertise.

Together, RideCo and PWT have 11 programs across Alberta and Ontario, Canada:

- ▶ Airdrie, AB
- ▶ Blackfalds, AB
- ▶ Calgary, AB
- ▶ Cobourg, ON
- ▶ Cochrane, AB
- ▶ Fort Hills, AB
- ▶ Leduc, AB
- ▶ Okotoks, AB
- ▶ Spruce Grove, AB
- ▶ Syncrude IPL, AB
- ▶ Syncrude Mildred, AB

Century Transportation, a PWT subsidiary, provides customer support, vehicle maintenance, and operations management for the Cobourg Rides service.

"Century Transportation has been a supportive partner during the Town's pilot project and has been very flexible in adjusting their operations and schedules during the implementation of the on-demand system."

— *Public Works-107-22: On-Demand Transit Pilot Results*



Cost Proposal

RFP Number: 090622
Date: October 6, 2022



Table of Contents

1	Cost Proposal.....	1
2	Other Project Costs.....	2

1 Cost Proposal

The table below outlines the total cost for the initial scope of this project.

Line Item	Description	Cost	Total
Software Purchase Costs	The cost of the software and the appropriate number of user licenses offered in the price must be stated by the proposer	N/A	N/A
On-Site Costs	All supplemental costs associated with user assessment, installation, database conversion, etc., must be detailed if separate and not included in the software price above. Price proposals must breakdown labor and travel costs	Included in Training Costs	Included in Training Costs
Data Acquisition and Conversion Costs	If the proposer must acquire databases, street maps, or other items necessary to support installation, these costs should be identified here. Note: In addition to the core service area, Concord Kannapolis Area Transit may provide services to points in other counties outside the service area. The Transportation system desires to obtain base maps for all areas in which it may provide service	Included in Training Costs	Included in Training Costs
Related Third Party Software Costs	All other software necessary to operate the scheduling system or to support maintenance of the system recommended by the vendor should be identified. All such products should be purchased by the proposer and licensed to the Transportation system	Included in SaaS Costs	Included in SaaS Costs
Training Costs	If training costs are not included in the software purchase or licensing costs, proposals must identify the labor, materials, and travel costs associated with all required training. Please also include costs for training of new employees in the future	\$19,000 (this is a one-time setup fee)	\$19,000 (this is a one-time setup fee)
Hosting Costs	If the proposed software solution will involve third party hosting solutions, then all such hosting costs that will be borne by the purchaser must be included in the bid proposal form	Included in SaaS Costs	Included in SaaS Costs
Additional Costs	Software will be utilized at multiple locations. Identify additional costs, if any, associated with running at multiple locations	See Notes and Assumptions below	See Notes and Assumptions below
One-Year Maintenance and Support	One year maintenance and technical support price shall be included in the base bid	\$25,200	\$25,200

Line Item	Description	Cost	Total
	proposal. Alternatives for maintenance for subsequent years should also be included.		
Other Costs	Any other costs not identified above that are integral to the implementation of the proposed scheduling system should be identified	See below	See below
Optional Module Costs	List and provide additional costs for ALL modules available by the system	See below	See below
Optional Cost	Demand-response microtransit module	See below	See below
Project Total			\$44,200

Pricing Notes and Assumptions:

- RideCo provides our software as a subscription service based on the number of vehicles CK Rider may operate. For the specified scope of work, RideCo has quoted \$25,200 annually for the RideCo subscription for the right to manage seven (7) vehicles in the system.
- All onboarding costs, including project management, data conversion, system configuration, training, and launch support are included in the \$19,000 fee for implementation services.
- RideCo provides our solution under a Software as a Service (SaaS) model. Therefore, there are no ‘Software Acquisition’ costs and all ongoing ‘Maintenance and Support’, ‘3rd party software’, and ‘Hosting’ fees are included in our SaaS fees.
- Microtransit Module: RideCo sells our platform as a single, integrated software system and does not offer a separate microtransit module. However, should CK Rider elect to add a microtransit zone(s) to the scope, additional fees may apply for system configuration and per vehicle licensing. RideCo is happy to quote given a specified scope of work.

2 Other Project Costs

- Hardware Costs – RideCo provides our solution as a native web application. Therefore, CK Rider does not require a server infrastructure and only requires a modest laptop or workstation with an internet connection and web browser to access the system.
- Network Software Costs – RideCo provides our solution as a native web application. Therefore, CK Rider does not require a server infrastructure and only requires a modest laptop or workstation with an internet connection and web browser to access the system.
- Maintenance, Support and Upgrade Costs After One (1) Year – Software as a Service (SaaS) fees are quoted on an annual basis for one (1) year. For the specified scope of work, additional years of SaaS fees may be purchased at the rate quoted and may be subject to a 5% annual increase.
- Other Costs - RideCo is unaware of additional fees based on the scope of work outlined in the RFP.
 - ‘Additional Costs’ may include purchase of phone or tablet hardware and cellular data plans to operate the RideCo Driver App. RideCo has not quoted these products and services and assume CK Rider will provide separately. There are no additional fees for CK Rider to operate the solution at multiple locations.
 - Should CK Rider request future development integration work fees may apply. RideCo will quote based on a defined scope of work or can bill CK Rider on ‘time and materials’ basis.

RideCo Presentation

CK Rider

RFP# 090622

for

Demand-Response Scheduling/Dispatching System

Nov 8, 2022



Agenda

1. Introductions
2. RideCo Overview
3. Key Components
4. Product Demonstration
5. Questions & Answers

Introductions



Brian Corcoran

Strategic Account Manager

Transit thought leader, leveraging technology to help transit agencies achieve desired outcomes.



Todd Allen

Director, Government and Community Relations

Raleigh, NC-based transit professional with 30 years bridging transit policy, planning, funding, and operations.



Sam Haas

Solutions Engineer; Head of Service Design

Supports service modelling across RideCo's deployments and global engagements.

Introductions



Josh Lorentz

Senior Project Manager

Launched 15 microtransit services in 6 cities. Total of 5+ years of experience managing complex projects.



Adeline Chien

Senior Marketing Manager, RideCo

10+ years of marketing experience from advertising agency and various brands.



Clayton Goes

Director, Product, RideCo

Customized and supported the deployment of 39 RideCo deployments in over 25 cities. Over 6 years in on-demand transit operations with RideCo.



Rich Taylor

Technical Customer Support Manager, RideCo

Support to RideCo's clients and partners, to ensure a timely resolution of issues and maintain superior end-user satisfaction

CK Rider Project Goals



Replace Legacy RouteMatch solution for paratransit scheduling / routing...

- Eight (8) Fixed Routes with complementary ADA paratransit service provided by five (5) vehicles
- Support the future merger of Cabarrus County Transportation System (CCTS) including additional 25-30 revenue vehicles and additional demand response services including NEMT
- Modern, next-gen technology for productivity improvements, improved reporting / data analysis, and support
- Anticipate future microtransit use cases to address low density areas, FMLM, and other use cases

To support CK Rider and Cabarrus County, RideCo has proposed our solution including...

- Modern, app-based booking (and call center) booking process with automatic trip negotiation
- Industry leading, continuous optimization algorithms – i.e. Solver - operated autonomously or semi-autonomously
- Proven experience delivering productivity 20-30% higher productivity, 98+% OTP, and 4.9+ Star Ratings
- Robust and intuitive reporting and dashboards
- Data driven support that proactively manages technology configuration to KPI's





Powering the World's Next Generation Transit System



PURPOSE BUILT FOR ON DEMAND / DEMAND RESPONSE TRANSIT



FIRST APP-BASED DEMAND RESPONSE DEPLOYMENT IN NORTH AMERICA AND ASIA



60+ SERVICES GLOBALLY



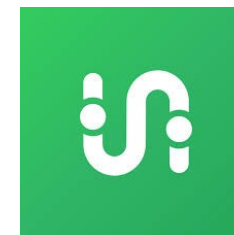
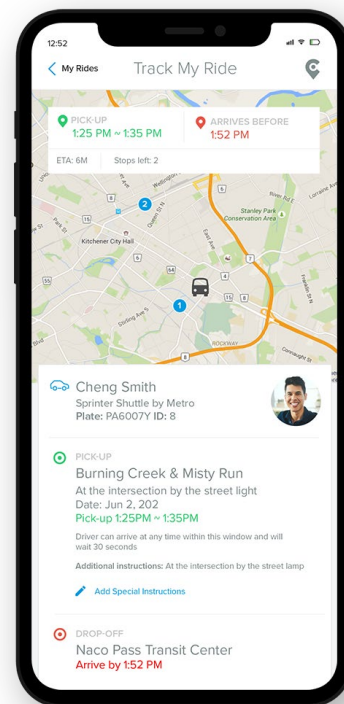
INVESTMENT AND COMMITMENT TO NORTH CAROLINA



NOV 2021 SERIES A RAISE OF \$20M



Data



On-Demand Transit Software & Solutions

Over 60 services globally | Serving 4/10 of the largest cities in North America



Low density | Vans



Mixed Density | Shuttles



Mixed density | Shuttles



Paratransit | Shuttles



Paratransit | Shuttles & Vans



Paratransit and Low Density | Shuttles



Low density rural | Minivans



Public transit | Shuttles & Buses



First-last-mile | Vans



Low density | Shuttles



Low density | Shuttles



Low density | Shuttles

Built to solve your transit pain points



LOW-DENSITY
AREA MOBILITY



FIRST-LAST-MILE



UNDERPERFORMING
BUS ROUTES



PARATRANSIT &
NEMT



EMPLOYEE
COMMUTING



LONG-DISTANCE
COMMUTING



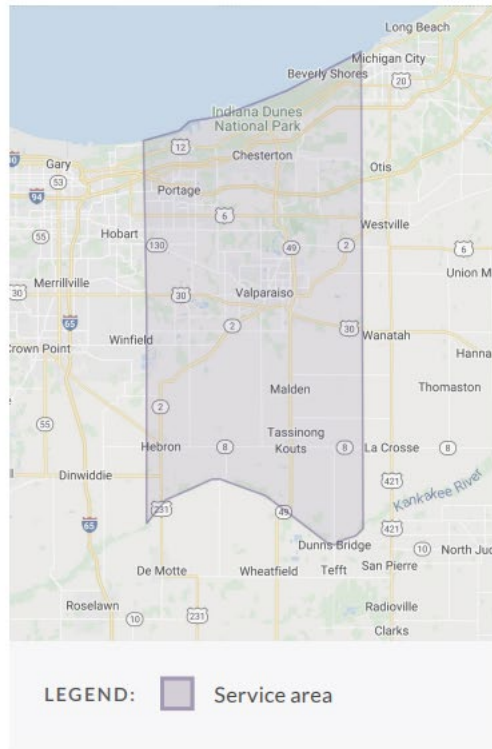
PROBLEM

Inefficient legacy software could not accommodate increasing trip demand due to low productivity

KEY CHALLENGES

- Large, low-density service area
- Underperforming legacy software

Inefficiencies could not accommodate high trip demand



The RideCo Solution

Using RideCo's on-demand transit software, PCACS is offering an efficient door-to-door transportation service for registered riders across Porter County, Indiana. Riders can schedule a trip on demand, up to two weeks in advance, or with convenient subscription bookings. Autonomous booking and scheduling through the RideCo app have improved overall productivity, both accommodating the increase in trip demand and supporting PCACS in providing an accessible service that helps its residents be more independent, healthy, and productive.

IMPLEMENTATION

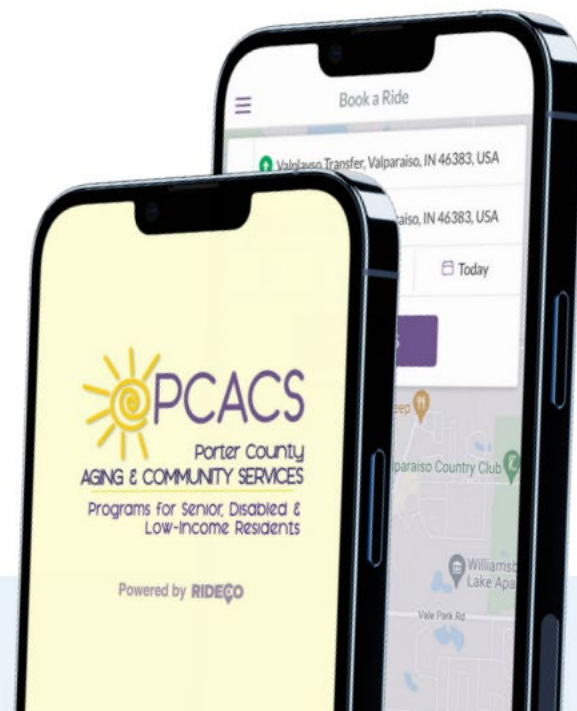
11 vehicles

▶ Vehicle type: Ford Elkhart

SERVICE ZONE STATS

521 sq. mi.
service area

164,343
population



View next page to see how RideCo's autonomous software **increased rides by 28%**.



Service Results

Within the first three months of launching in September 2021, RideCo increased service productivity while delivering more rides and reducing cost per passenger when compared to the same time frame from the previous year.

28%

increase in rides per day

35%

shared rides

22%

reduction in cost per passenger

9 min.

average pickup wait

90%

on-time performance

4.74

average star trip rating

BEFORE	AFTER
53 rides per day <i>(Sept. - Nov. 2020)</i>	68 rides per day <i>(Sept. - Nov. 2021)</i> 28% increase
60.3 vehicle hours per day <i>(Sept. - Nov. 2020)</i>	56.8 vehicle hours per day <i>(Sept. - Nov. 2021)</i>
\$64.63 cost per passenger <i>(2020)</i>	\$50.70 cost per passenger <i>(2021)</i> 22% reduction



Porter County, Indiana

“ I have been very pleased with RideCo’s support in putting everything together. The team has been accommodating and helpful, which is nice to see for an agency—more than I could ever ask for.”

— Bruce Lindner
Executive Director, PCACS

PROBLEM

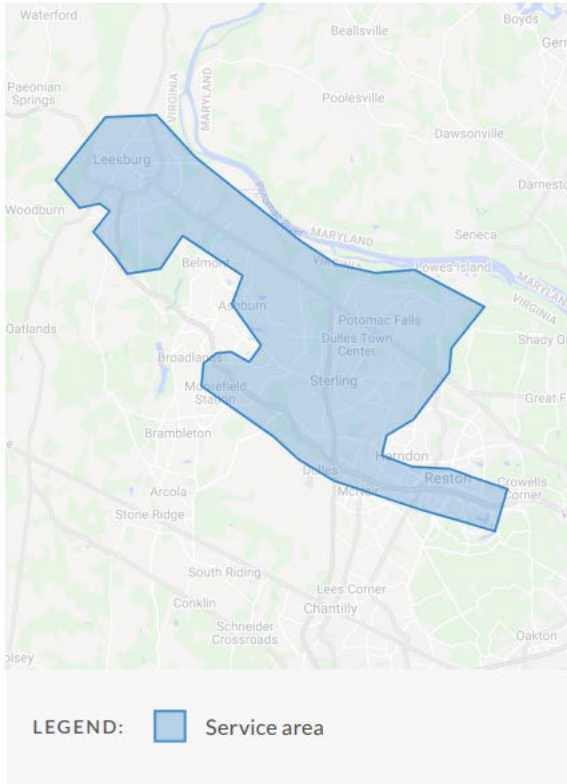
Traditional scheduling and dispatching system required inefficient and time-consuming manual intervention

KEY CHALLENGES

Manual scheduling and dispatching

Subpar KPIs with existing software

Limited to call-in and subscription bookings



The RideCo Solution

With RideCo as the technology partner, LCT and Keolis now offer an on-demand, door-to-door, paratransit service that runs more efficiently using automated scheduling and dispatching software. Call-in and subscription bookings are available to riders, in addition to the new app-based booking option.

FLEET IMPLEMENTATION

- 4 vehicles**
- ▶ **Vehicle type:** Ford Transit 350
- ▶ **ADA compliant** with reinforced accessibility ramp

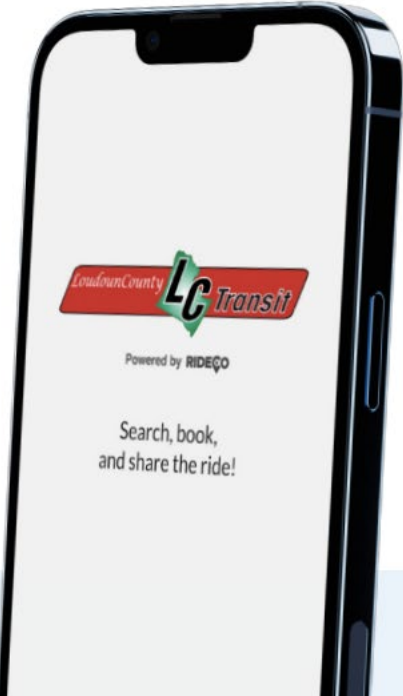
FLEET OPERATOR

KEOLIS

SERVICE ZONES STATS

80 sq. mi. **413,538**
 service area population / jobs

Door-to-door service



View next page to see how RideCo's on-demand solution **increased productivity by 15%+**.



Service Results

The service has seen a significant improvement across all KPIs, including passengers per vehicle hour and on-time performance. Shared rides and overall paratransit ridership have increased as well, with failed search requests being minimized using RideCo's dynamic scheduling and routing algorithm, Solver.

1.5+ passengers per vehicle hour	<10 min. average pickup wait	96% on-time performance
4.9 average star trip rating	25%+ shared rides	50+ passengers per weekday

BEFORE	AFTER
Manual scheduling and dispatching system	Fully automated scheduling and dispatching software
Call-in and subscription bookings	App-based, call-in, and subscription bookings
1.3 passengers per vehicle hour	1.5+ passengers per vehicle hour 15%+ increase

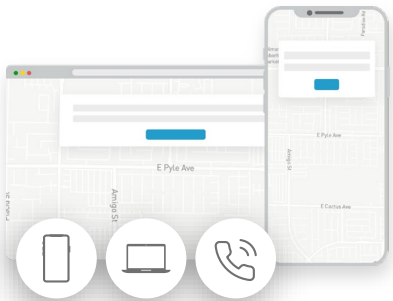
KEOLIS | Fleet Operator

“Scheduling and dispatching have become so easy and the burden on our operations team has significantly reduced through automating the process. RideCo’s software is seamless and the increase in productivity allows Keolis to provide LCT paratransit customers with a more accessible on-demand, door-to-door service.”

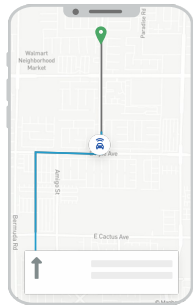
— Alvin Hampton
General Manager, Keolis

RideCo Product Suite

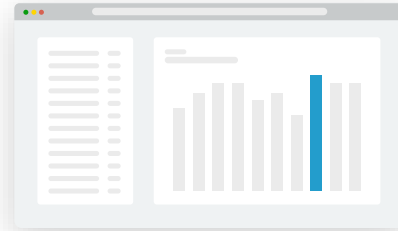
Passenger and
Reservationist
Booking App



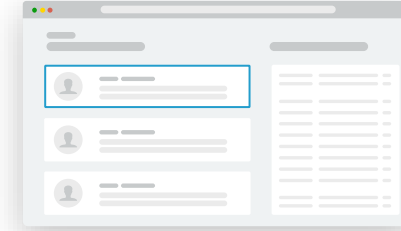
Driver
Application



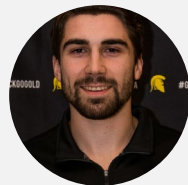
Administrative
Dashboards



Paratransit
CRM



Reporting Tools
& Exports



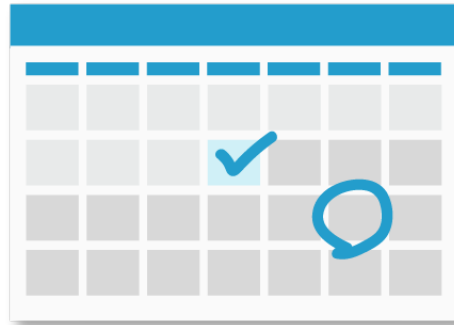
Experienced Project Manager and Business Analyst



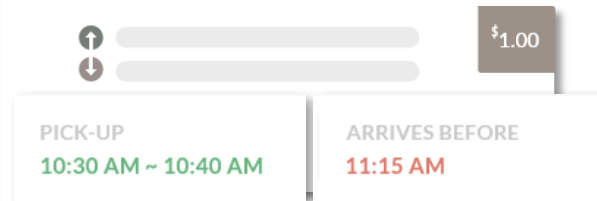
A Trusted Rider Experience

Predictable scheduling. Just as transit should be.

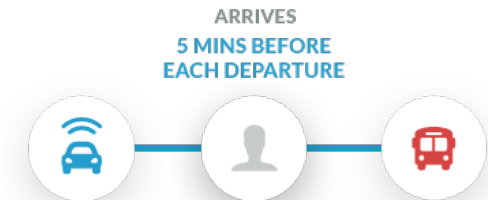
Ready When You Are
Reserve a ride on-demand
or in advance



Reliably On-Time
Assured pick-ups and
drop-offs



Connect into transit
Transfer seamlessly with
time-snapped rides



Calgary

4.9 ★ 98% OTP



San Antonio

4.7 ★ 98% OTP



Houston

4.7 ★ 98% OTP



Los Angeles

4.8 ★ 99% OTP

Transferring to Transit

Connection to Fixed Route

Here we illustrate connecting the green route at Lane St./Marie St. We can configure certain stops like this with specific arrival times to **coincide with the timing points** of the commuter route. The result is a **highly productive** service with **guaranteed on-time** transfers, and little waiting at the transfer for passengers.

↑ 415 Lane St \$1.25

↓ Rider Transit Center (CCX Connect)

PICK-UP ARRIVES BEFORE

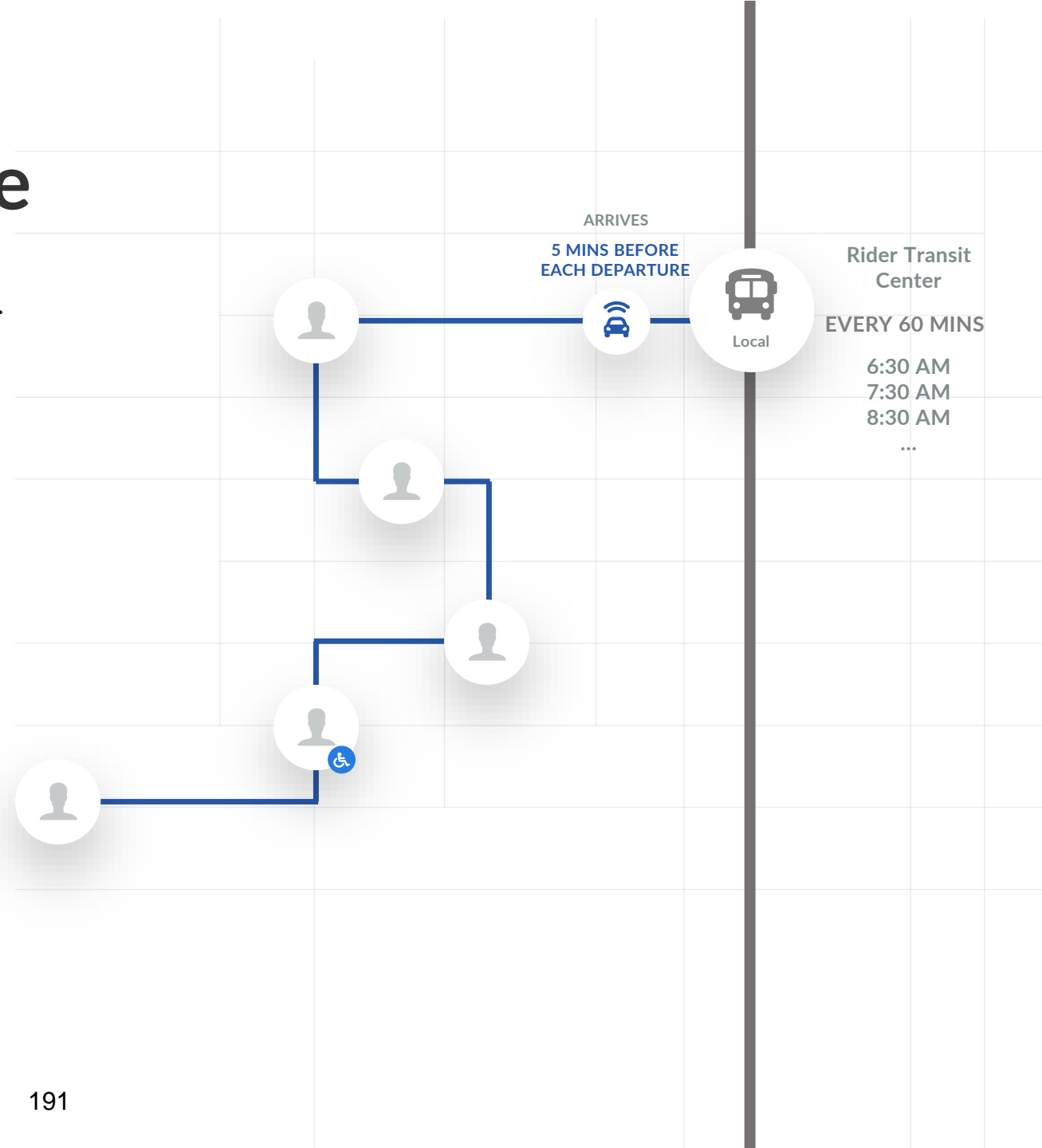
6:25 AM

ARRIVES BEFORE

7:25 AM

ARRIVES BEFORE

8:25 AM



Frequency Variations

With a single vehicle fleet, we can offer enhanced service for the out-of-town commuters while maintaining quick local trips for riders in-town.

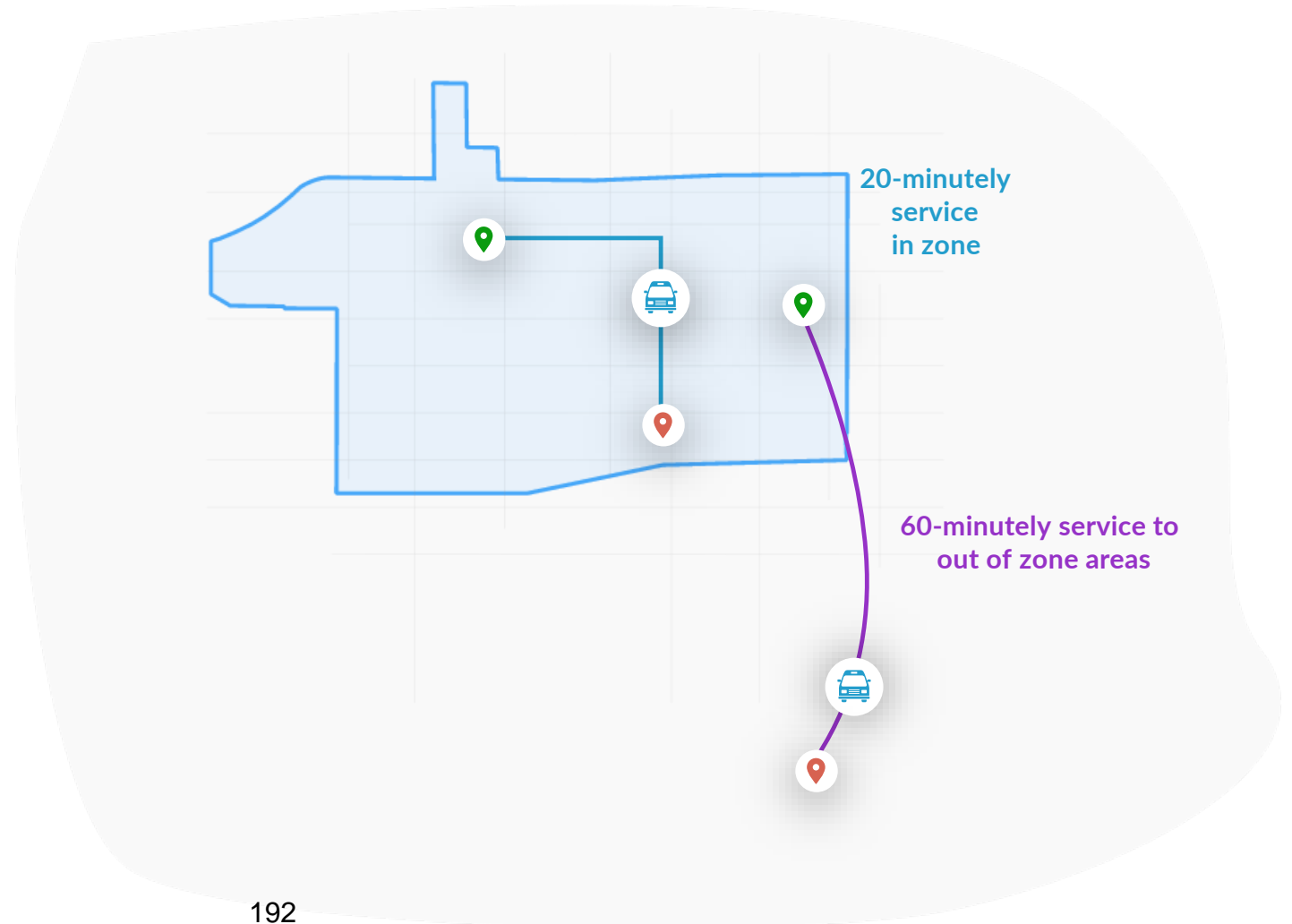
Service Integrators Used



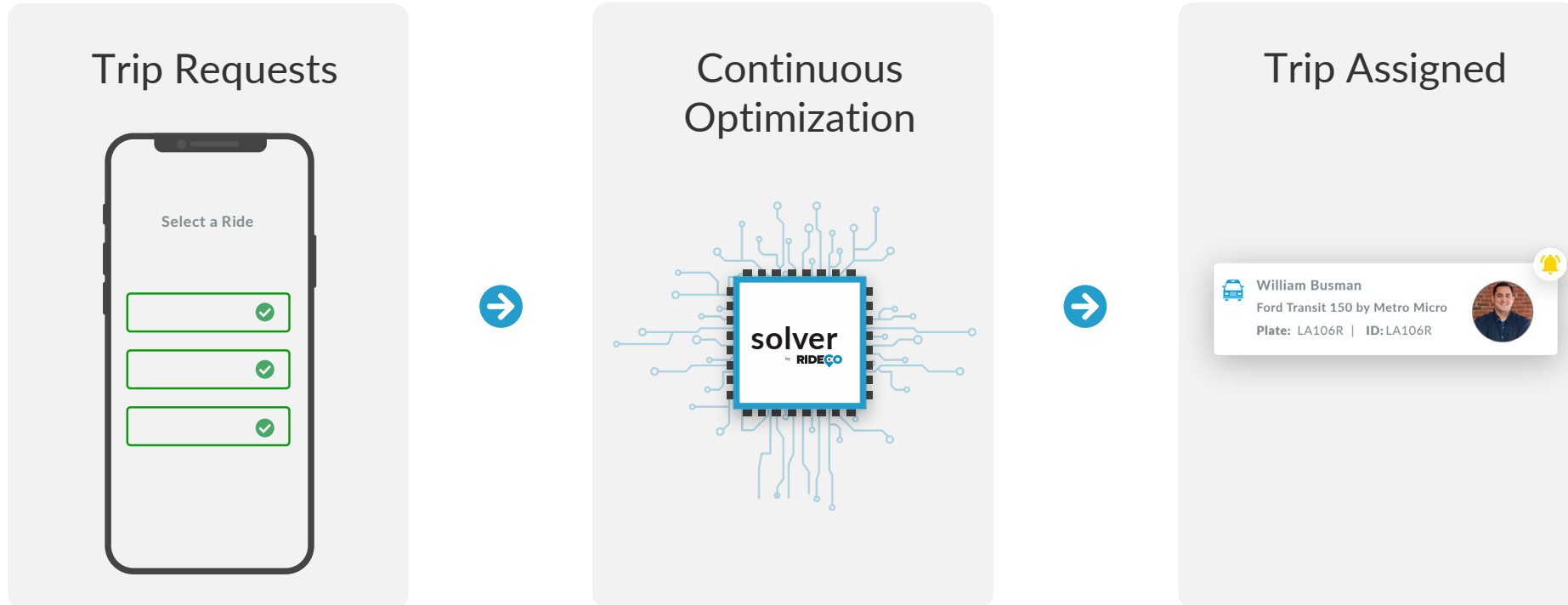
Frequency Variations



A Single Vehicle Fleet



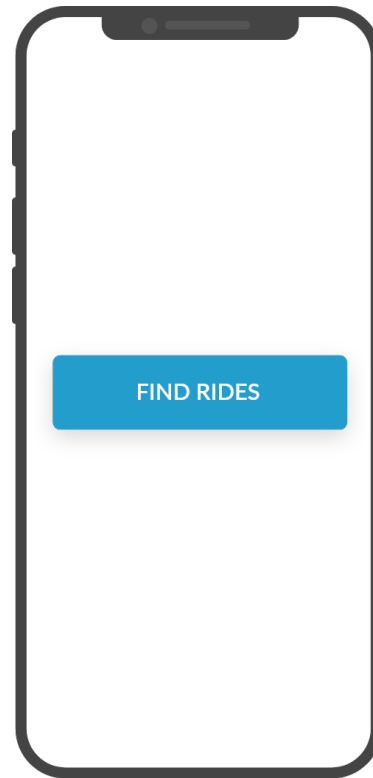
How RideCo Operates



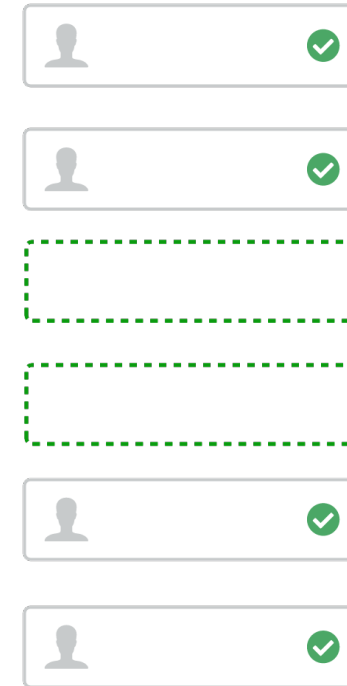
- ✔ Be able to provide ride commitments
- ✔ Provide Transparency into the rider's journey

Trip Requests

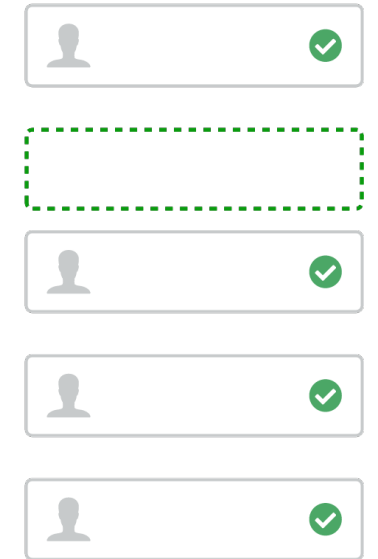
- Look into itinerary and see what can be committed
- Only provide options that we can commit to pick-up and arrive before times



Driver 1



Driver 2

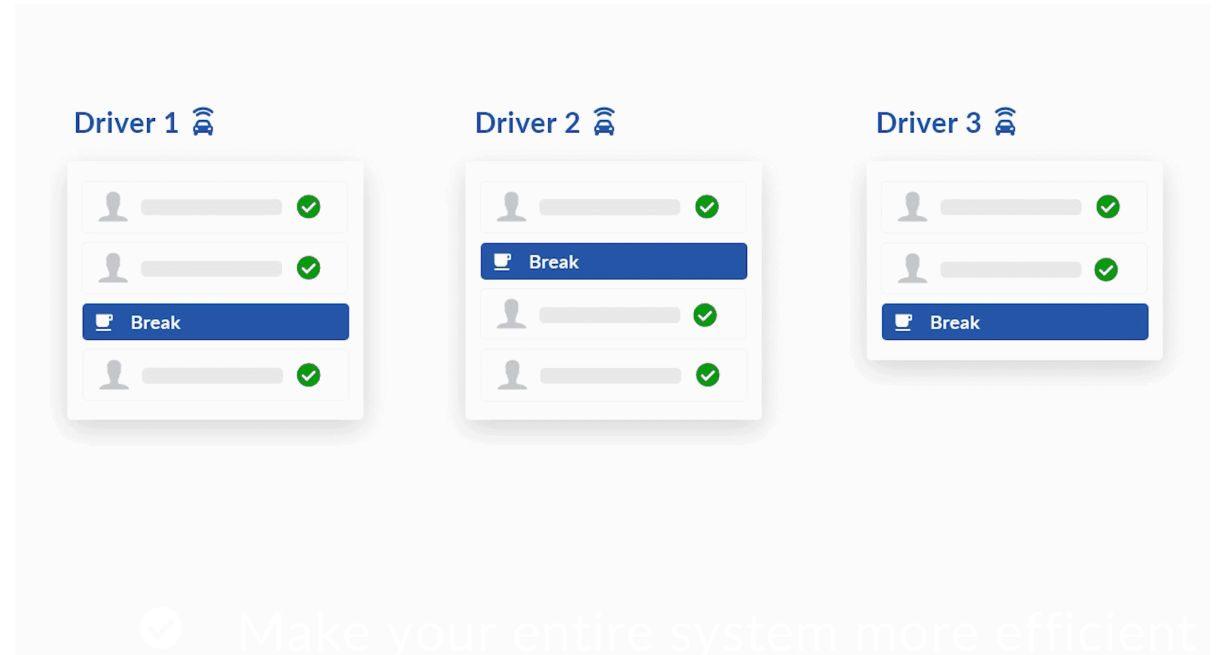


✔ Be able to provide ride commitments

✔ Provide Transparency into the rider's journey

Continuous Optimization

- Continually optimize itineraries
- Automatically and autonomously adjusted

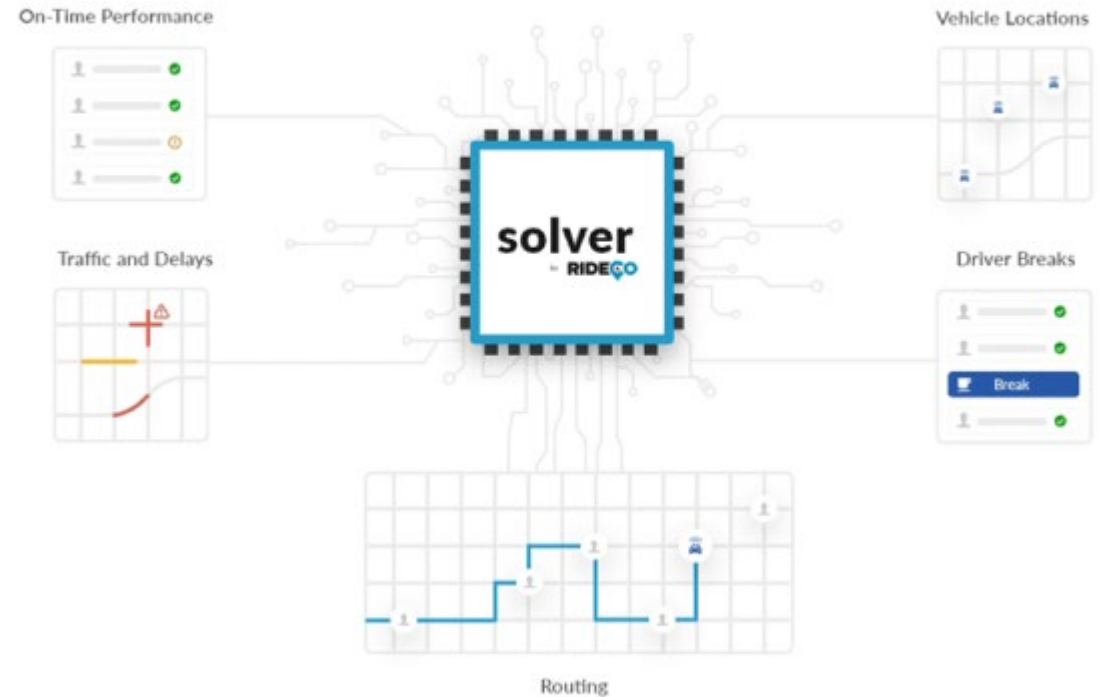


✓ Rides protected from any changes

✓ Make your entire system more efficient

How Solver Works

- Balances dozens of inputs
- Optimizes every 20 seconds
- Fits new trip requests around booked trips
- Equally optimizes all booked trips
- Schedules into real manifests

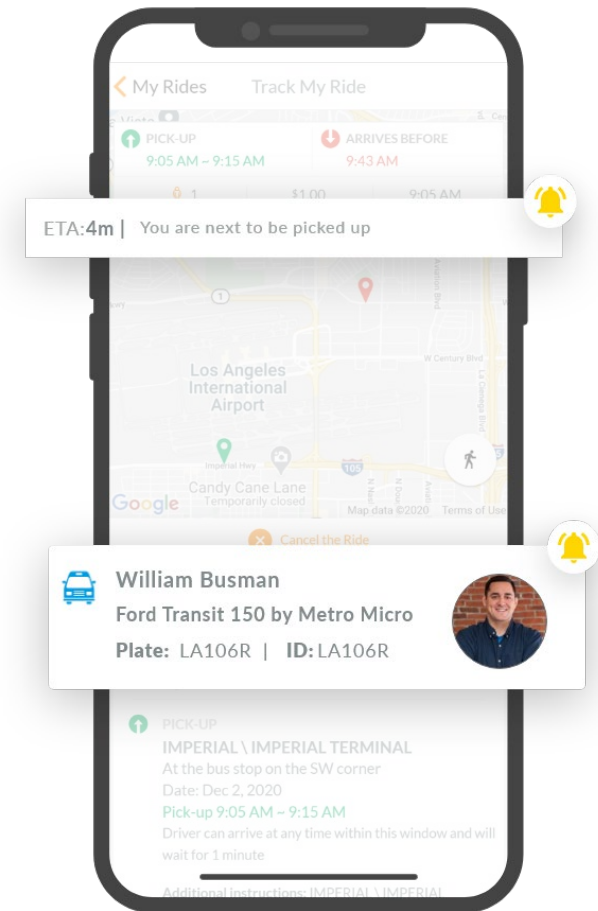
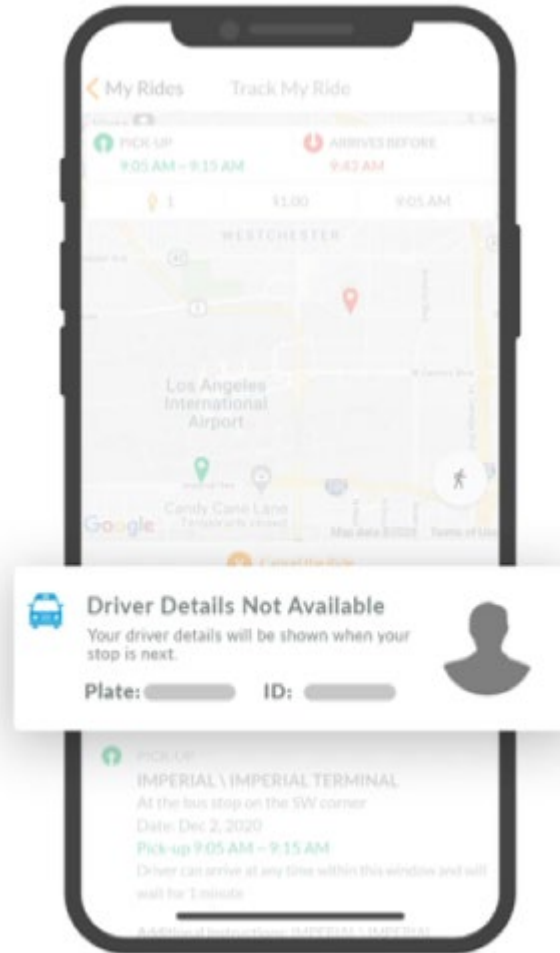


✔ Be responsive to real world conditions

✔ Completely hands-off and autonomous

Trip Assigned

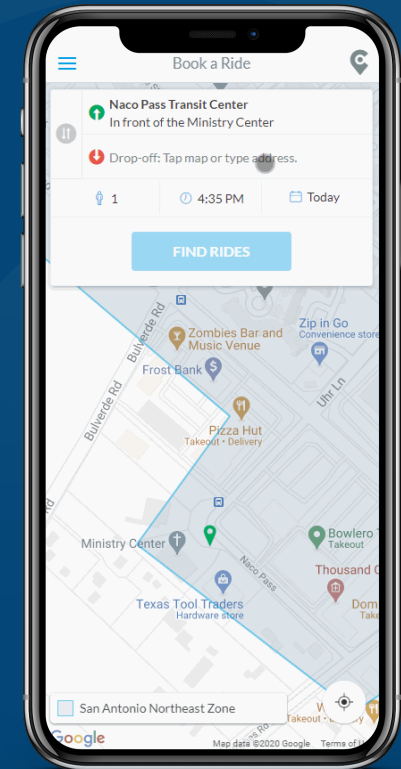
- When it is time to get picked up we select the best state and dispatch the driver.
- Throughout the entire process all the passenger sees is that the driver is on the way



✔ Convenient experience for riders

✔ Provide Transparency into the rider's journey

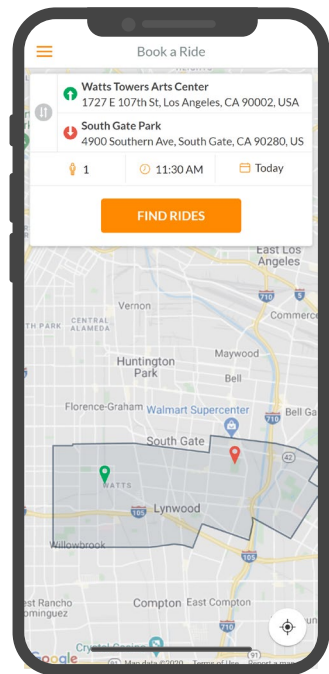
Customer App Demo



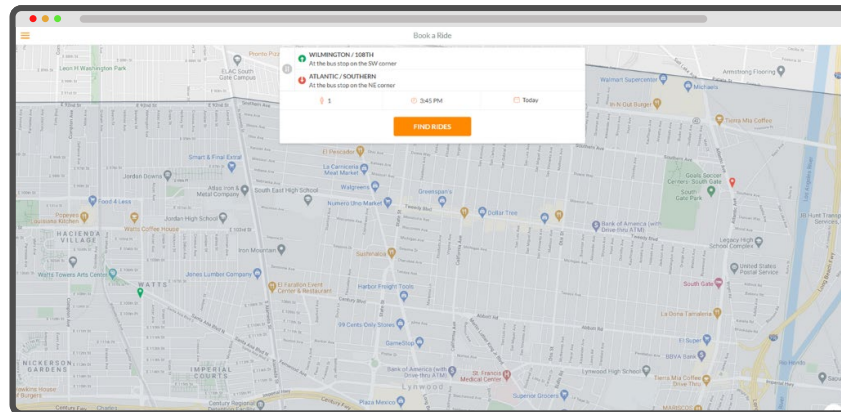
Booking Rides



Smartphone App



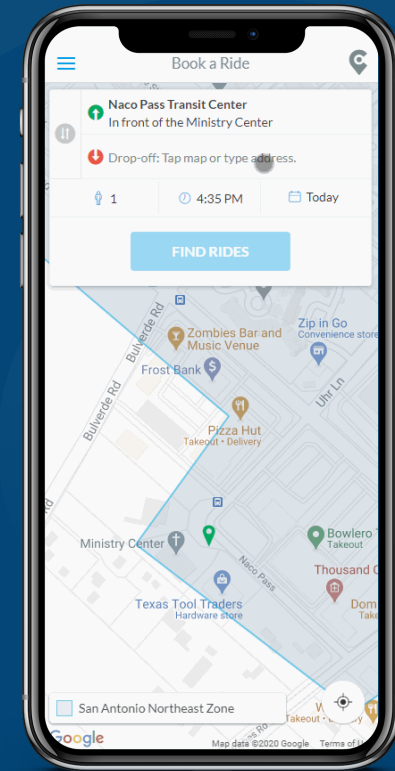
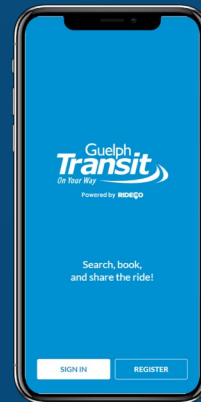
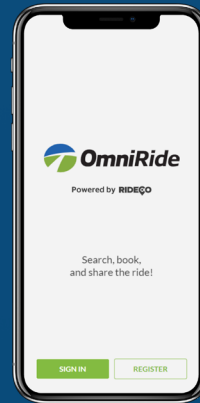
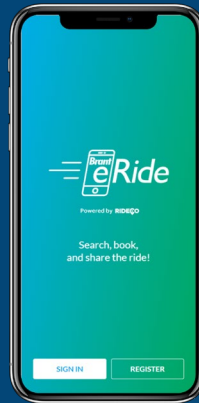
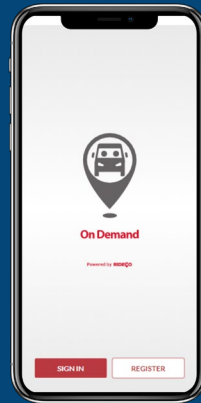
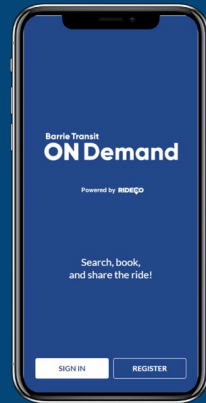
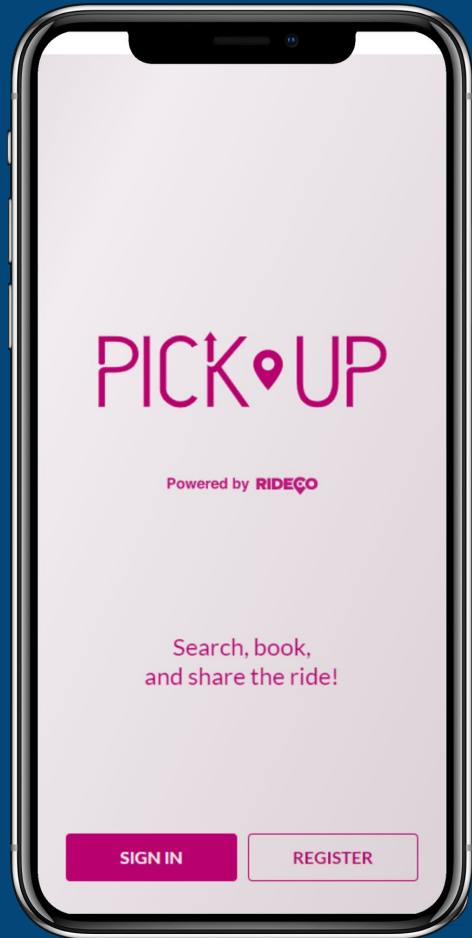
Web Booking App



Call-in Reservations



Custom Branded Rider App





Funding Source and Trip Purpose

Select Trip Type

- MEDICAID**
Some subtext that we can figure out later that describes the trip type.
- Nutrition**
Some subtext that we can figure out later that describes the trip type.
- CMC**
Some subtext that we can figure out later that describes the trip type.
- Work**
Some subtext that we can figure out later that describes the trip type.

Book a Ride

Summary

PICK-UP
Near 15119 Branding Iron Dr, San Antonio, TX 78247, USA
Pick-up 3:10 PM ~ 3:20 PM Today \$1.30

DROP-OFF
Near 12660 Uhr Ln, San Antonio, TX 78217, USA
Arrive by 3:40 PM Today

Subtotal: \$1.30

You Pay: \$1.30

Payment Method: Cash - Full Fare

Trip Type (Required): MEDICAID

Vehicle Tag (To assign to specific vehicle): Vehicle 102 | CK Rider

Shift 1102 | Driver: Adam Scott Cutaway (12 pax)

BOOK NOW

Summary

March 2022 Funding Summary

Monthly Total	
FFT (Free Free Transportation)	291
Casino Revenue	297
Sect 5311	279
Area Planning	317
Veterans	291
SSBG (Social Services Block Grant)	278
Total	1751

Week of	Day	Total	FFT (Free Free Transportation)	Casino Revenue	Sect 5311	Area Planning	Veterans	SSBG (Social Services Block Grant)
Week of March 27th - March 31st								
Total		316	58	48	52	62	48	48
31-Mar		62	10	9	11	16	6	10
30-Mar		55	12	9	9	9	10	6
29-Mar		61	9	8	10	11	11	12
28-Mar		75	14	11	12	15	13	8
27-Mar		65	13	11	10	11	8	12
Total		346	57	58	51	54	61	65
26-Mar		51	7	9	7	10	12	8
25-Mar		47	9	11	7	8	4	8
24-Mar		47	11	10	3	8	5	10
23-Mar		23	5	7	12	7	7	12
22-Mar		52	8	6	11	2	16	9
21-Mar		43	7	5	5	10	8	8
20-Mar		54	8	10	6	9	9	12
Total		409	68	71	68	68	74	60

All Trips by Funding Source

PICK - Funding Summary - All Rides

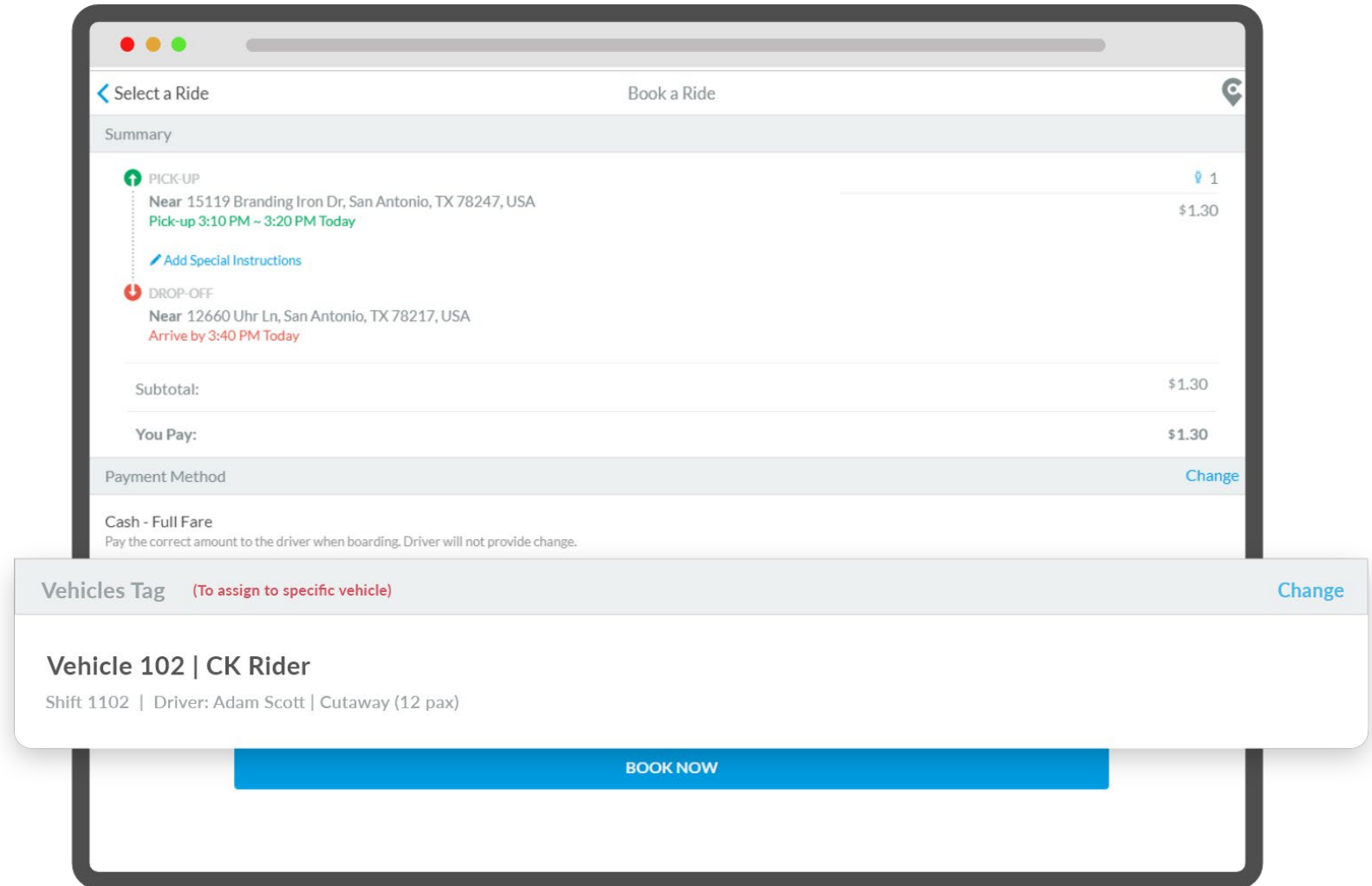
March 2022

Ride Date	User Display	Pick Up Time	Drop Off Time	Number of Passengers	Trip Purpose	Funding Source	Orig
3/1/2022	Philo Weaver	4/9/2022 8:38	4/9/2022 8:48	1	Competitive Employment	FFT (Free Free Transportation)	5871
3/1/2022	Rachel Porter	4/9/2022 1:02	4/9/2022 1:09	1	Education	FFT (Free Free Transportation)	12432
3/1/2022	William Mason	4/9/2022 17:57	4/9/2022 18:02	1	Food Bank	FFT (Free Free Transportation)	14418
3/1/2022	Norma Davis	4/9/2022 15:55	4/9/2022 15:59	1	Food Bank	FFT (Free Free Transportation)	14830
3/1/2022	Craig Kelly	4/9/2022 11:40	4/9/2022 11:54	1	Food Bank	FFT (Free Free Transportation)	14811
3/1/2022	Juan-Nelson	4/9/2022 1:38	4/9/2022 1:51	1	Non-Competitive Employment	FFT (Free Free Transportation)	4882
3/1/2022	Mary Walsh	4/9/2022 11:40	4/9/2022 12:02	1	Non-Competitive Employment	FFT (Free Free Transportation)	4474
3/1/2022	Diane Boyd	4/9/2022 20:50	4/9/2022 20:59	1	Non-Competitive Employment	FFT (Free Free Transportation)	5202
3/1/2022	Isabella Larson	4/9/2022 4:42	4/9/2022 4:40	1	Non-Competitive Employment	FFT (Free Free Transportation)	4926
3/1/2022	Henry Hanson	4/9/2022 9:05	4/9/2022 9:15	1	Nutrition	FFT (Free Free Transportation)	8342
3/1/2022	Wendell Gosh	4/9/2022 11:05	4/9/2022 11:16	1	Food Bank	FFT (Free Free Transportation)	4139
3/1/2022	Diane Morgan	4/9/2022 14:05	4/9/2022 14:11	1	Food Bank	FFT (Free Free Transportation)	16542
3/1/2022	Tandi Griffin	4/9/2022 14:31	4/9/2022 14:32	1	Medical	FFT (Free Free Transportation)	6462
3/1/2022	Juan-Nelson	4/9/2022 18:22	4/9/2022 18:22	1	Recreation	FFT (Free Free Transportation)	13414
3/1/2022	Dana Marshall	4/9/2022 11:34	4/9/2022 11:37	1	Shopping	FFT (Free Free Transportation)	11442
3/1/2022	Elizabeth Jordan	4/9/2022 11:11	4/9/2022 11:15	1	Hiking	FFT (Free Free Transportation)	15102
3/1/2022	Patricia Bishop	4/9/2022 18:17	4/9/2022 18:21	1	Volunteer	FFT (Free Free Transportation)	13005
3/1/2022	Craig Preece	4/9/2022 7:41	4/9/2022 7:48	1	Volunteer	FFT (Free Free Transportation)	16202
3/1/2022	Irene Cox	4/9/2022 21:59	4/9/2022 22:06	1	Volunteer	FFT (Free Free Transportation)	14205
3/1/2022	Craig Kelly	4/9/2022 11:40	4/9/2022 11:54	1	Food Bank	FFT (Free Free Transportation)	14811



Manual Vehicle Assigning

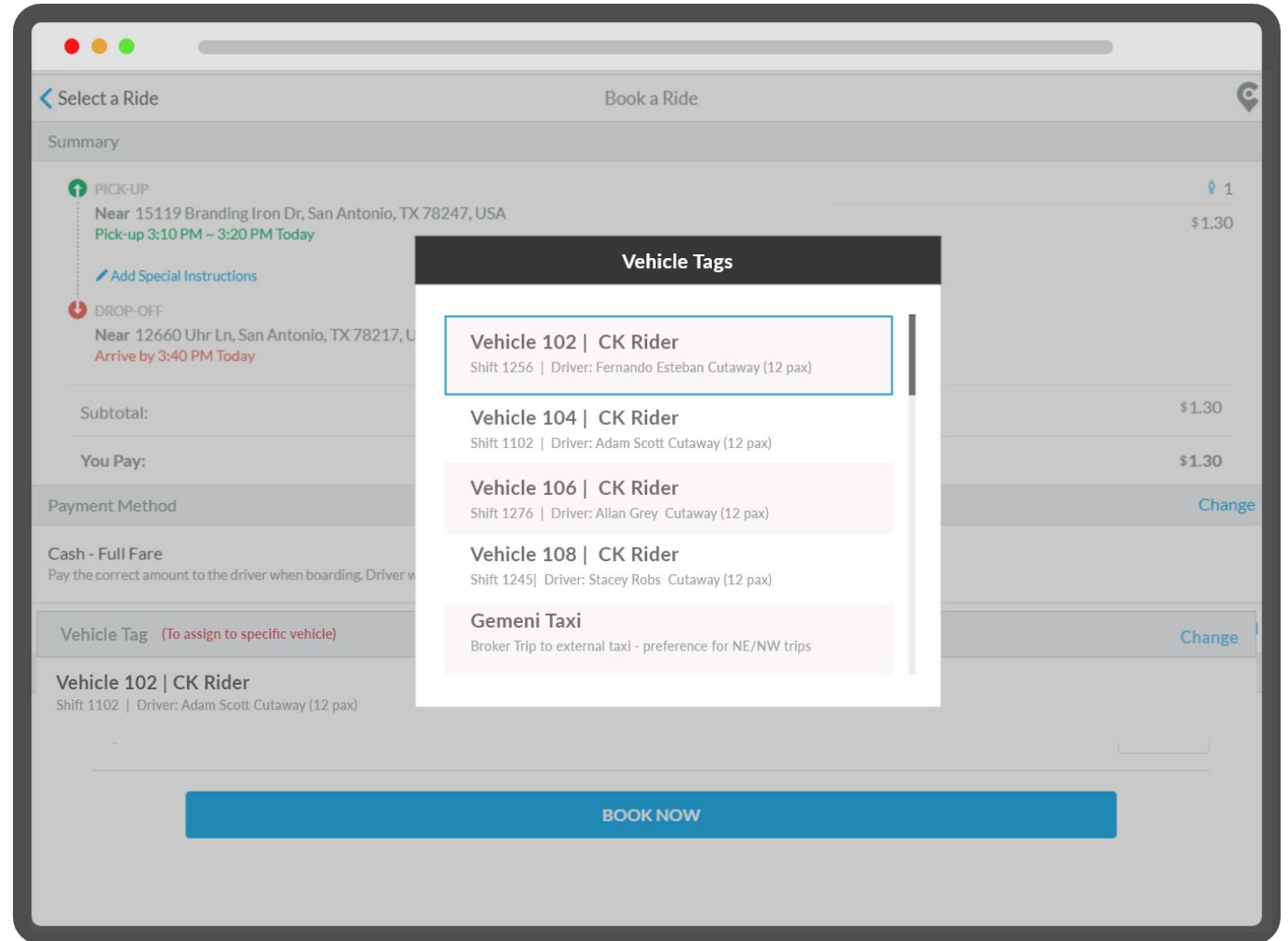
- Releasing Early Q1 2023
- Administrators, schedulers or call takers can assign a ride to a specific vehicle or provider.
- Remaining trips in driver's itinerary can automatically and dynamically be updated





Manual Vehicle Assigning

- Administrators, schedulers or call takers can assign a ride to a specific vehicle or provider.
- Remaining trips in driver's itinerary can automatically and dynamically be updated
- Allows you to send ride providers who carry out brokered trips





Manual Vehicle Assigning

- Vehicle assignments can happen at the time of booking but can always be updated or changes in the dashboards as well.

The screenshot shows a dashboard with a table of ride assignments. A modal titled "Change Vehicle Assignment" is open over the row for Helen.Owens. The modal lists three options: "Vehicle 102 | CK Rider", "Vehicle 104 | CK Rider", and "Gemeni Taxi".

Customer	Recent Rides	Driver	Status	N	A	C	R	D	Depart After	Pickup	Arrive Before	Dropoff	Origin	Destination	
Jane.Montgomery	0 <i>New!</i>	Diemer Klippel	Booked	-	-	-	-	-	09:55 PM	~09:55 PM	10:19 PM	~09:59 PM	Judson Rd & Wenzel Rd SEB	Raintree Path & Winterpath	1
Gerald.Hamilton	0 <i>New!</i>	Fernando Esteban	Booked	-	-	-	-	-	09:40 PM	~09:40 PM	10:13 PM	~09:53 PM	Creekway St & Spring Corner	Sierra Madre & El Cajon	1
Helen.Owens	0 <i>New!</i>								09:20 PM	~09:20 PM	09:46 PM	~09:26 PM	Carlsbad Rio & Chavez Cir	Dusky Thrush	1
Carl.Murphy	0 <i>New!</i>								12:25 PM	~12:25 PM	12:53 PM	~12:33 PM	Stahl Rd & Stomy Grove	Knollglade & Knollvalley	1
Harry.Grant	0 <i>New!</i>	Diemer Klippel	Booked	-	-	-	-	-	10:50 AM	~10:50 AM	11:21 AM	~11:01 AM	Briarcrest St & Briarberry St	Nacogdoches Rd & Falcon Crest NEB	1
Dennis.Payne	0 <i>New!</i>	Fernando Esteban	Booked	-	-	-	-	-	10:45 AM	~10:45 AM	11:15 AM	~10:55 AM	O'Connor Rd &	Creekway St & Spring Corner	1

Draft Design

Paratransit



Rider Management Center

- All information saved to a passengers profile in addition to a pdf copy of their application.

The screenshot displays the Rider Management Center interface. At the top, the RideCo logo and 'Rider Management Center' title are visible. Below this is a navigation bar with 'Demo Clients' and 'All Records' dropdowns, along with 'New' and 'Printable View' buttons. A search bar and filter options are present above a table of client records.

	Demo ...	First ...	Last Name	Unit...	Street N...	Street Name	City	Zip Code	State
1	<input type="checkbox"/>	128	Ada	Rodriguez	560	RideCo Ave	Demoville		
2	<input type="checkbox"/>	129	Adah	Martinez	58	Testing St	Demoville		
3	<input type="checkbox"/>	119	Adalberto	Hernandez	720	Demo St	Demoville		
4	<input type="checkbox"/>	120	Adaline	Chan	874	Demand Way	Demoville		
5	<input type="checkbox"/>	102	Adam	LePass	101	279 Weber St N	Waterloo	N2G 3H8	ON
6	<input type="checkbox"/>	103	Adan	Nadan	B	1344 Lafayette Way	Orleans	44891	OH
7	<input type="checkbox"/>	121	Adan	Kim	14	Micro St	Demoville		

The 'New Demo Standing Order' modal form includes the following fields:

- Information: Demo Standing Order Name
- Owner: Stephen Rideco
- Demo Client: 102
- Client Name
- *Days(s) of Week: Available (Monday, Tuesday, Wednesday, Thursday) and Chosen
- *Origin: Search Addresses...
- *Destination: Search Addresses...
- Start Date

The client profile sidebar on the right shows:

- First Name: Adam, Last Name: LePass
- DETAILS / RELATED tabs
- Expandable sections: Contact Information, Address, Personal Details, Household Information, Mobility Information
- Fields: Preferred Language (English), SSI Status, Mobility device or aid (Wheelchair), Requires Assistance (checked), Driver Notes (Pickup is at doorstep, green door unit 12B)
- Expandable sections: Emergency Contact, Registration Information





Digital Form Intake and Physical Document Management

- Digital forms for intake can be set up using the format of the existing intake forms.
- Form is directly linked to the paratransit database eligibility workflow.
- All information saved to a passengers profile in addition to a pdf copy of their application.

Disability/Health Condition Information
Please describe the disability or health condition which prevents you from using fixed-route bus service:
Disability/Health Condition

Personal Information

Name
First Name*
Middle Initial
Last Name*

Date of Birth*

Gender*
 Male
 Female
 Other

Is this a new application or a recertification?*
 Recertification
 New

Home Address
Street Address*
Street Address Line 2
City*
State / Province*
Postal / Zip Code*

Mailing Address
(if mailing address is different from Home Address, please provide below)
Street Address

Disability/Health Condition Information (continued)
Is this a temporary disability?
 Yes, it's temporary
 No, it's permanent

Are you currently recertifying?
 Yes
 No

Healthcare Provider Information
(Optional, you may leave blank)
Primary Provider's Name
Institution/Facility/Agency

Address
Street Address
Street Address Line 2
City
State/Province
Postal/Zip Code

Office Phone
Cell Phone





Eligibility Process and Workflow

- See all active, approved and rejected applications at a glance.
- Click into any application to review
- Approve or reject applications with a click
- RideCo can custom architect each workflow and view in the paratransit database to meet the agency's preference.

Active Applications

Active Applications ▼

20 items • Sorted by ID • Filtered by All demo clients • Updated 42 minutes ago

Search this list...

<input type="checkbox"/>	ID ↑	First Name	Last Name	Cell Phone	Date of Birth	Contact Email	Mobility dev...
<input type="checkbox"/>	100	Demo	Client	(226) 789-7802	1941-11-09		Wheelchair
<input type="checkbox"/>	101	George	Smith	(800) 555-0234	1984-09-24		Scooter
<input type="checkbox"/>	102	Adam	LePass	1 250-555-0250	1941-03-18	ridecosimulations+adam@gmail.com	Wheelchair
<input type="checkbox"/>	103	Adan	Nadan	1 914-555-0904	1949-03-19	ridecosimulations+adan@gmail.com	Service Ani...
<input type="checkbox"/>	119	Adalberto	Hernandez	(250) 555-0250	1987-06-26	ridecosimulations+adalberto@gmail.com	Wheelchair
<input type="checkbox"/>	120	Adaline	Chan	(225) 555-0225	1989-02-02	ridecosimulations+adaline@gmail.com	Wheelchair
<input type="checkbox"/>	121	Adan	Kim	(904) 555-0904	1990-02-04	ridecosimulations+adan@gmail.com	Cane
<input type="checkbox"/>	122	Julia	Willson	(800) 555-1229	1948-11-29		Wheelchair
<input type="checkbox"/>	123	Robert	Brown		1968-11-17		Service Ani...
<input type="checkbox"/>	124	James	Jones		1970-03-04		
<input type="checkbox"/>	125	Patricia	Garcia		1973-11-21		Walker
<input type="checkbox"/>	126	Jennifer	Miller		1979-10-29		Service Ani...
<input type="checkbox"/>	127	Linda	Davis	555-555-5555	1979-12-06		
<input type="checkbox"/>	128	Ada	Rodriguez	519-533-5555	1981-08-31	ridecosimulations+ada@gmail.com	Cane
<input type="checkbox"/>	129	Adah	Martinez		1998-03-19	ridecosimulations+adah@gmail.com	Wheelchair
<input type="checkbox"/>	137	Paul	Lift	(519) 519-5191			
<input type="checkbox"/>	138	Eric	McEricq	(256) 669-8788	1990-07-03		



Handling Service Violations and Warnings

- Service violations are listed on the riders account page.
- Service violations can be auto generated by the software when an infraction occurs.

The screenshot displays a rider's account page for a "Demo Client Approved". The page is divided into several sections:

- Personal Information:** ID (102), Eligibility Status (Approved), First Name (Adam), Last Name (LePass), Date of Birth (1941-03-18), Gender (Male), Preferred Language (English).
- Address:** City (Waterloo), State (ON), Zip Code (N2G 3H8), Driver Notes (Pickup is at doorstep, red door).
- Contact Information:** Home phone (750) 555-4648, Cell Phone 1250-555-0250, Contact Email.
- Files (0):** A section for uploading files.
- Demo Standing Orders (2):** A table listing standing orders.
- Service Infractions:** A table listing service infractions.

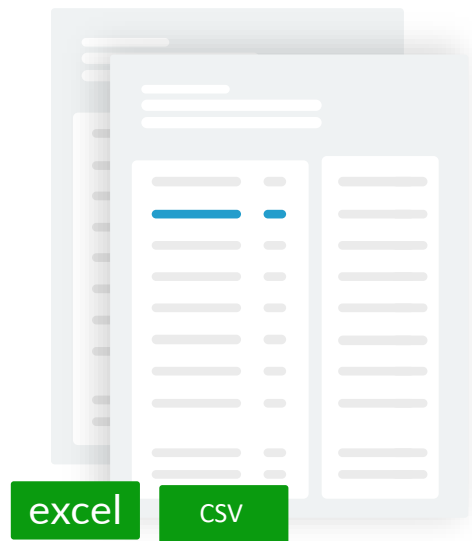
Demo Standin...	Day(s) of Week	Latest Dropoff	Destination
5	Monday;Wednes...	9:15:00 a.m.	Memorial Hospit...
4	Friday	8:30:00 p.m.	Memorial Hospit...

Service Infractions - ...	Infraction Type	Infraction Date
S-0006	No Show	2022-10-11, 11:11 a.m.



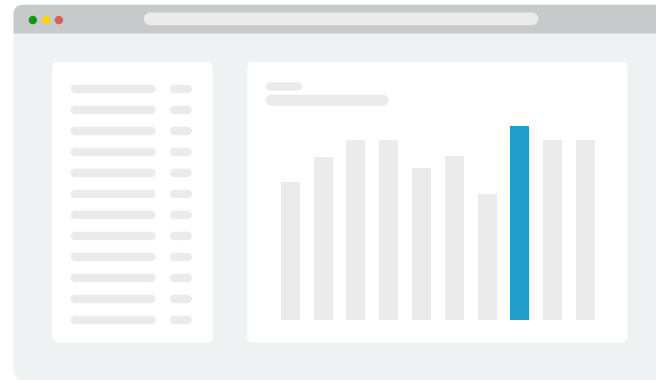
Dashboards

Clean and Seamless Data and Support



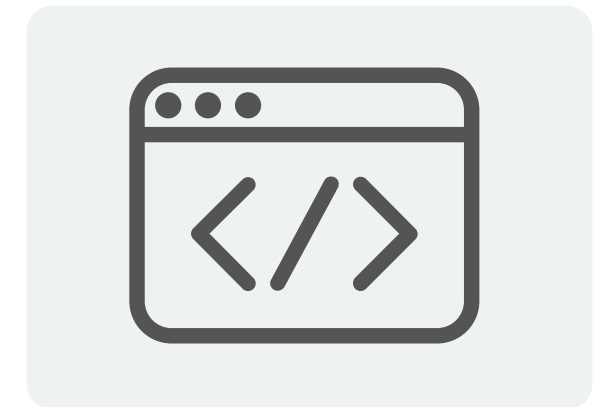
Daily KPI Report

The latest KPIs from your service
in your inbox every morning



Tabular Exports in Dashboard

Raw Data in CSV format



API Integration

For external database connections

KPI Dashboards



- Robust visual dashboards across several areas of your organization.
- All the dashboards provide charts, metrics and graphs of data and can be customized by each user to show the data they care the most about for their operation.
- In addition, a user can set the date range preferences to view all of this data.





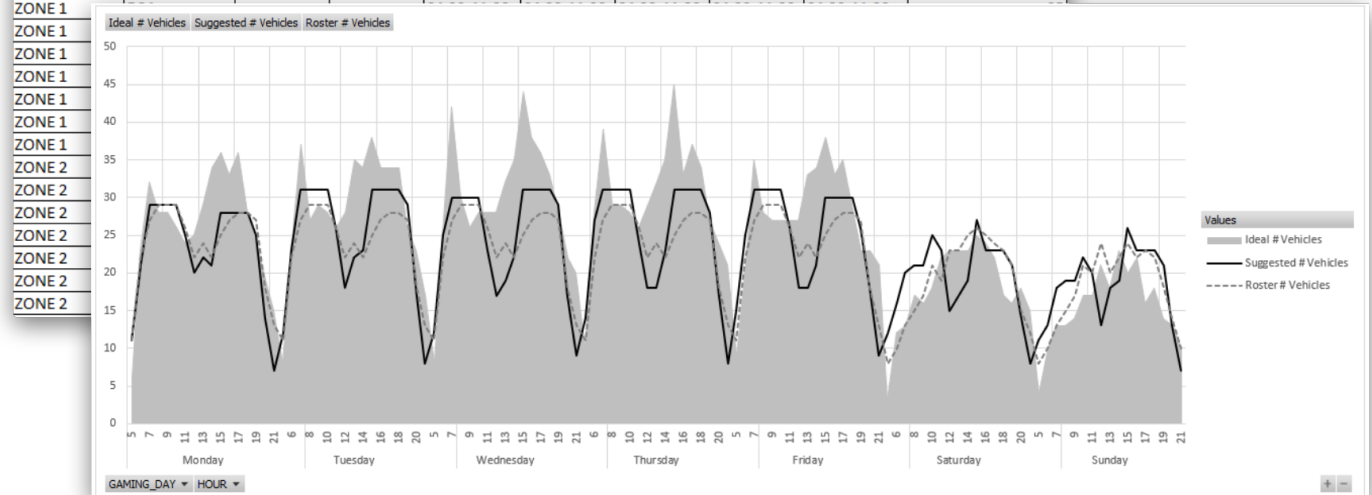
Driver Schedule Optimization

Using the origin destination demand data AND your (or your union's) unique restrictions for shift booking and creation, the RideCo system can generate the optimal shift package for EACH driver across all zones. The output is a roster of shifts that can be uploaded to your shift bidding system.

Demand Based Scheduling

- Revenue hours and vehicle schedule can look different for each day of the week
- Consistent experience for operators, inline with business/union rules

Zone	Shifts	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total Driver Hours
ZONE 1	D1	06:30-14:30	06:30-14:30	06:30-14:30	06:30-14:30	06:30-14:30			40
ZONE 1	D2		14:30-22:30	14:30-22:30	14:30-22:30	14:30-22:30	14:30-22:30		40
ZONE 1	D3	04:30-11:30	04:30-11:30		04:30-11:30	04:30-11:30			35
ZONE 1	D4	11:30-19:30			11:30-19:30	11:30-19:30	11:30-19:30	11:30-19:30	40
ZONE 1	D5	06:30-14:30	06:30-14:30			06:30-14:30	06:30-14:30	06:30-14:30	40
ZONE 1	D6	14:30-22:30	14:30-22:30	14:30-22:30			14:30-22:30	14:30-22:30	40
ZONE 1	D7	14:30-22:30	14:30-22:30	14:30-22:30			14:30-22:30	14:30-22:30	40
ZONE 1	D8			04:30-11:30	04:30-11:30	04:30-11:30	04:30-11:30	04:30-11:30	35
ZONE 1	D9	05:30-13:30	05:30-13:30	05:30-13:30	05:30-13:30	05:30-13:30			40
ZONE 1	D10	13:30-21:30	13:30-21:30	13:30-21:30	13:30-21:30	13:30-21:30			40
ZONE 1	D11	13:30-21:30			13:30-21:30	13:30-21:30	13:30-21:30	13:30-21:30	40
ZONE 1	D12		04:30-12:30	04:30-12:30	04:30-12:30	04:30-12:30	04:30-12:30		40
ZONE 1	D13	06:30-14:30	06:30-14:30	06:30-14:30	06:30-14:30	06:30-14:30			40
ZONE 1	D14	13:30-21:30	13:30-21:30	13:30-21:30	13:30-21:30	13:30-21:30			40
ZONE 1	D15	04:30-11:30	04:30-11:30	04:30-11:30	04:30-11:30	04:30-11:30			35
ZONE 1	D16	13:30-21:30	13:30-21:30	13:30-21:30	13:30-21:30	13:30-21:30			40
ZONE 1	D17	05:30-13:30			05:30-13:30	05:30-13:30	05:30-13:30	05:30-13:30	40
ZONE 1	D18		12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30		40
ZONE 1	D19	05:30-13:30	05:30-13:30	05:30-13:30	05:30-13:30	05:30-13:30			40
ZONE 1	D20	12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30			40
ZONE 1	D21	12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30			40
ZONE 1	D22			12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30	40
ZONE 1	D23	12:30-20:30	12:30-20:30	12:30-20:30	12:30-20:30		12:30-20:30		40



Training

Training



John Keating

Training and Development Manager

All Training can be tailored to your needs. We are committed to making sure the system is highly intuitive for your team

MOD	Driver Training	Reservation Training	Dashboard Module	Reporting
	1 Hour In Class + On Road	Two 1-Hour In Class	Two 1-Hour In Class	30 Minutes In Class
Lessons	<ul style="list-style-type: none"> Logging on and off Pick up and drop off No Shows Navigation Driver Profile 	<ul style="list-style-type: none"> Booking Rides View and Edit Cancelling a trip Tracking a trip CRM and Eligibility 	<ul style="list-style-type: none"> Dashboard Overview Itinerary Tracker Ride Tracker Statistics Exports 	<ul style="list-style-type: none"> Reading KPI Report Using RideCo Data
TEAM	<p>Drivers</p> <p>Managers</p>	<p>Reservationists/Dispatch</p> <p>Managers</p>	<p>Managers</p>	<p>Managers</p>

Daily KPI Report



Program	Week Of	Day	Passengers Completed	Rides Completed	Shared Rides Percent	Avg Shared Fare Occupancy	Avg Direct Duration (min)	Avg Actual Duration (min)	Avg Wait Time in Window (min)	Avg Search Delay - Completed Rides (min)	Avg Origin-Virtual Stop Distance (ft)	Avg Destination-Virtual Stop Distance (ft)	Pickup Violations Percent	Dropoff Violations Percent	Total Vehicle Online Time (hours)	Passengers Per Vehicle Hour (PVH)	Avg Ride Rating
Via Link Northeast	Week of 2019-10-27 to 2019-11-02	Total	2728	2410	70%	2.5	7.2	11.8	7.1	11.34	282.0	292.3	23%	11%	569	4.79	4.8
		2019-10-31	574	519	66%	2.5	7.1	11.4	6.1	8.23	272.6	299.8	17%	9%	131	4.38	4.9
		2019-10-30	611	535	70%	2.5	7.1	11.9	7.6	9.85	306.3	310.7	24%	13%	123	4.98	4.8
		2019-10-29	603	522	70%	2.7	7.4	12.2	6.4	11.91	283.7	285.5	18%	7%	128	4.73	4.8
		2019-10-28	606	540	74%	2.5	7.5	12.0	7.8	12.89	280.9	287.9	27%	11%	118	5.16	4.7
		2019-10-27	334	294	68%	2.3	6.6	11.3	7.9	15.73	253.2	265.7	29%	17%	71	4.72	4.8
	Week of 2019-10-20 to 2019-10-26	Total	3920	3433	70%	2.6	7.1	13.3	7.9	13.03	280.5	291.4	28%	13%	787	4.98	4.7
		2019-10-26	441	370	67%	2.4	6.8	11.5	8.5	13.85	247.5	264.7	31%	16%	88	5.02	4.8
		2019-10-25	569	492	70%	2.6	7.3	11.7	8.5	13.40	289.5	286.0	32%	15%	106	5.35	4.8
		2019-10-24	641	569	76%	2.7	7.1	12.7	8.2	13.33	268.5	309.4	29%	17%	120	5.33	4.8
		2019-10-23	666	578	68%	2.6	7.0	19.1	7.7	13.45	282.9	298.2	27%	11%	141	4.72	4.7
		2019-10-22	663	585	71%	2.5	7.2	11.4	8.0	11.77	287.7	297.2	29%	11%	127	5.20	4.7
		2019-10-21	616	542	71%	2.6	7.1	13.8	7.6	12.57	306.7	296.4	26%	13%	127	4.86	4.7
		2019-10-20	324	297	64%	2.5	6.6	10.6	6.3	13.35	263.1	265.0	21%	6%	77	4.21	4.7
	Week of 2019-10-13 to 2019-10-19	Total	3693	3264	69%	2.5	7.1	11.9	6.7	11.36	281.6	294.1	21%	10%	845	4.37	4.7
		2019-10-19	386	337	61%	2.5	7.2	14.8	7.7	12.11	273.6	281.5	28%	12%	105	3.67	4.7
		2019-10-18	607	561	74%	2.5	7.1	12.0	7.5	11.77	292.8	294.6	25%	13%	126	4.83	4.7
		2019-10-17	617	555	74%	2.5	7.0	11.4	6.9	10.69	283.0	299.9	23%	11%	127	4.87	4.8
		2019-10-16	575	498	70%	2.5	7.4	12.1	6.6	11.71	288.9	306.6	19%	8%	122	4.72	4.7
		2019-10-15	605	531	69%	2.6	7.1	11.1	5.9	10.93	287.6	306.0	16%	6%	125	4.83	4.8
		2019-10-14	550	477	67%	2.5	7.2	11.7	5.9	11.23	265.2	274.8	17%	9%	151	3.63	4.7
		2019-10-13	353	305	63%	2.4	6.6	10.7	6.5	11.34	270.4	284.9	19%	6%	89	3.98	4.7
	Week of 2019-10-06 to 2019-10-12	Total	4032	3501	68%	2.5	7.2	11.8	6.6	8.89	279.0	282.6	21%	9%	921	4.38	4.7
		2019-10-12	421	362	67%	2.4	7.4	12.2	6.6	10.01	268.8	274.1	19%	12%	100	4.21	4.7
		2019-10-11	620	537	66%	2.5	7.3	13.0	6.7	9.52	286.4	278.8	22%	9%	144	4.30	4.7
		2019-10-10	702	609	72%	2.5	7.1	11.8	8.3	9.62	275.5	282.1	31%	16%	137	5.11	4.8
		2019-10-09	679	589	74%	2.6	7.4	12.3	7.4	8.67	275.3	291.5	27%	11%	134	5.08	4.7
		2019-10-08	644	560	69%	2.5	7.4	11.2	6.2	9.02	284.3	285.4	19%	7%	140	4.59	4.8
		2019-10-07	641	570	67%	2.5	7.2	11.3	5.3	7.61	297.0	291.1	14%	6%	156	4.12	4.7
		2019-10-06	325	274	53%	2.2	6.4	9.5	4.2	7.41	245.9	259.5	8%	2%	110	2.97	4.7
	Week of 2019-09-29 to 2019-10-05	Total	3124	2725	67%	2.5	7.0	12.0	6.4	8.75	278.9	290.6	19%	9%	743	4.21	4.8
		2019-10-05	437	377	61%	2.2	6.9	15.2	7.0	9.20	267.1	262.8	22%	11%	106	4.11	4.7
		2019-10-04	638	562	65%	2.5	7.0	11.3	5.7	7.75	284.1	285.3	13%	8%	161	3.95	4.8
		2019-10-03	693	603	71%	2.5	7.0	11.7	6.1	8.88	271.1	286.2	17%	8%	155	4.47	4.8
		2019-10-02	658	572	65%	2.4	7.1	11.4	6.9	8.54	289.7	299.7	22%	9%	160	4.12	4.7
		2019-10-01	698	611	68%	2.5	7.2	11.4	6.6	9.45	278.8	308.4	21%	9%	160	4.37	4.7

Reports Contained in Daily KPI Report

- Overview Summary
- Passenger Report
- Passenger Types
- Payment Types
- Search Report
- Driver Report
- Ride Feedback
- Top Locations
- Hourly Passengers Completed
- Hourly Failed Searches

Weekly Retention Report



VIA Link Customer Retention Report																
Daily Summaries																
Day	# Rides Completed That Day	# Passengers Completed That Day	# Active Users (AU) That Day	# Installs That Day	# New Registered Users (RU) That Day	# New Verified Users That Day	# New Searching Users That Day	# First Time Riders That Day	# Recently Active Users That Day	# First Time Riders That Day / # Recently AU That Day (%)	Median of Rides Completed By Active Users That Day	Avg. Ride Rating That Day	# Installs To Date	# Registered Users To Date	# Verified Users To Date	
2022-02-20	174	196	92	27	9	10	4	4	850	0.47%	1.0	4.82	27448	16798	13791	
2022-02-19	233	267	126	38	20	20	4	6	850	0.71%	1.0	4.58	27421	16789	13781	
2022-02-18	322	346	181	40	18	16	11	5	847	0.59%	1.0	4.85	27383	16769	13761	
2022-02-17	345	386	193	41	16	16	7	7	848	0.83%	1.0	4.78	27343	16751	13745	
2022-02-16	291	324	186	40	20	21	7	2	843	0.24%	1.0	4.66	27302	16735	13729	
2022-02-15	339	372	198	41	26	27	4	4	842	0.48%	2.0	4.77	27262	16715	13708	
2022-02-14	389	424	222	42	23	25	10	9	838	1.07%	1.0	4.78	27221	16689	13681	
2022-02-13	207	243	105	28	23	20	6	3	826	0.36%	2.0	4.8	27179	16666	13656	
2022-02-12	225	259	129	39	15	15	7	4	834	0.48%	1.0	4.79	27151	16643	13636	
2022-02-11	356	393	202	52	14	16	3	8	831	0.96%	1.0	4.72	27112	16628	13621	
2022-02-10	324	363	197	42	25	25	12	12	823	1.46%	1.0	4.74	27060	16614	13605	
2022-02-09	380	435	228	46	18	20	19	8	816	0.98%	1.0	4.71	27018	16589	13580	
2022-02-08	359	392	211	55	34	34	17	10	801	1.25%	1.0	4.74	26972	16571	13560	
2022-02-07	364	409	207	55	31	32	15	14	791	1.77%	1.0	4.74	26917	16537	13526	
2022-02-06	197	221	112	30	15	16	6	5	775	0.65%	1.0	4.73	26862	16506	13494	
2022-02-05	189	218	108	32	12	12	7	3	779	0.39%	1.0	4.86	26832	16491	13478	
2022-02-04	203	233	104	36	14	16	6	4	784	0.51%	2.0	4.86	26800	16479	13466	
2022-02-03	162	181	82	33	15	16	9	0	788	0.0%	2.0	4.83	26764	16465	13450	
2022-02-02	313	354	179	48	20	20	9	5	788	0.63%	1.0	4.71	26731	16450	13434	
2022-02-01	357	399	186	40	20	21	7	5	784	0.64%	1.5	4.76	26683	16430	13414	
2022-01-31	285	305	182	42	26	27	12	4	790	0.51%	1.0	4.6	26643	16410	13393	
2022-01-30	157	169	93	25	13	15	5	2	793	0.25%	1.0	4.81	26601	16384	13366	
2022-01-29	214	243	121	31	16	16	4	0	800	0.0%	1.0	4.83	26576	16371	13351	
2022-01-28	340	368	191	32	14	14	3	6	809	0.74%	1.0	4.71	26545	16355	13335	
2022-01-27	345	405	211	40	19	18	6	5	811	0.62%	1.0	4.71	26513	16341	13321	
2022-01-26	309	353	183	46	26	24	9	6	807	0.74%	1.0	4.79	26473	16322	13303	
2022-01-25	346	389	194	29	13	12	1	2	806	0.25%	1.0	4.68	26427	16296	13279	
2022-01-24	286	320	169	38	20	19	6	5	817	0.61%	1.0	4.76	26398	16283	13267	
2022-01-23	181	181	98	35	15	17	9	3	827	0.36%	1.0	4.74	26360	16263	13248	
2022-01-22	173	189	109	28	11	11	4	2	830	0.24%	1.0	4.76	26325	16248	13231	
2022-01-21	277	312	152	34	13	15	8	7	837	0.84%	1.0	4.69	26297	16237	13220	
2022-01-20	218	242	124	43	17	18	12	5	838	0.6%	2.0	4.85	26263	16224	13205	
2022-01-19	317	349	186	39	19	19	4	3	839	0.36%	1.0	4.79	26220	16207	13187	
2022-01-18	317	357	180	48	23	22	5	2	845	0.24%	1.0	4.76	26181	16188	13168	

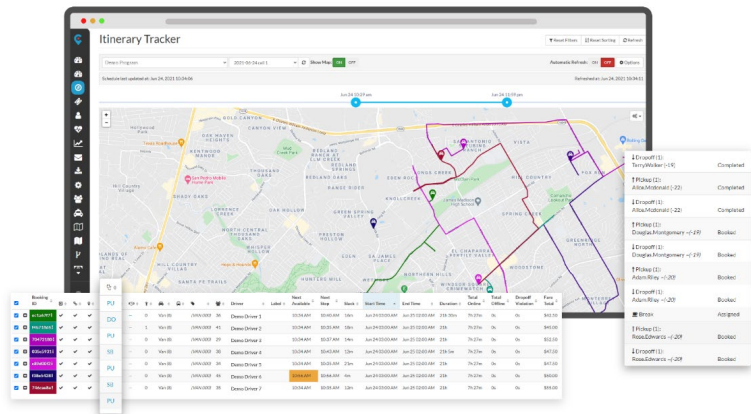
Metrics Tracked

- # Rides Completed That Day
- # Passengers Completed That Day
- # Active Users (AU) That Day
- # Installs That Day
- # New Registered Users (RU) That Day
- # New Verified Users That Day
- # New Searching Users That Day
- # First Time Riders That Day
- # Recently Active Users That Day
- # First Time Riders That Day / # Recently AU That Day (%)
- Median of Rides Completed By Active Users That Day
- Avg. Ride Rating That Day
- # Installs To Date
- # Registered Users To Date
- # Verified Users To Date
- # Searching Users To Date
- # Registered Users Serviced To Date
- # Recently AU That Day / # RU To Date (%)
- # RU Serviced To Date / # RU To Date (%)

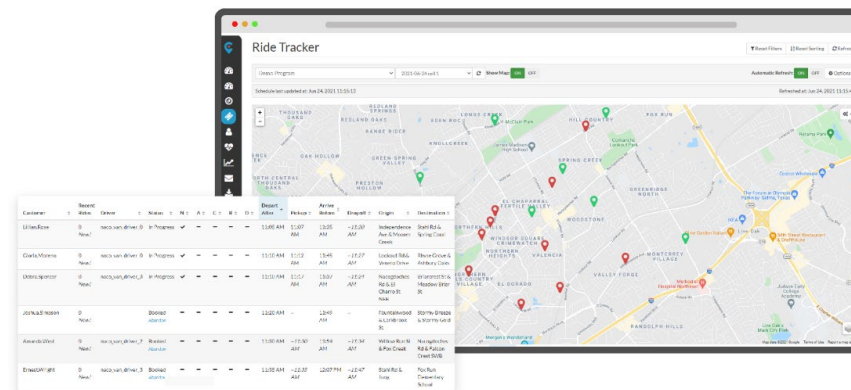
Dispatch Dashboards



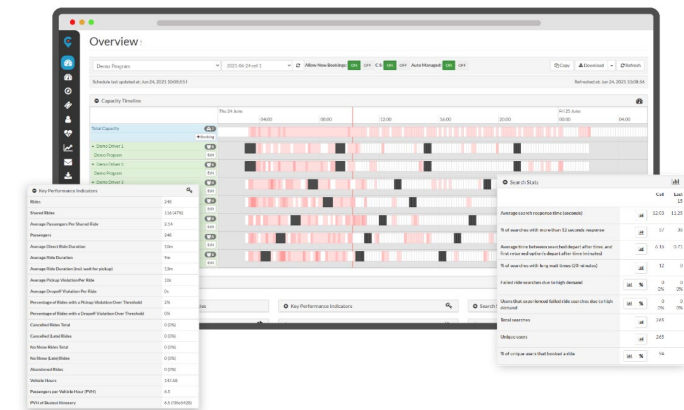
Itinerary Tracker



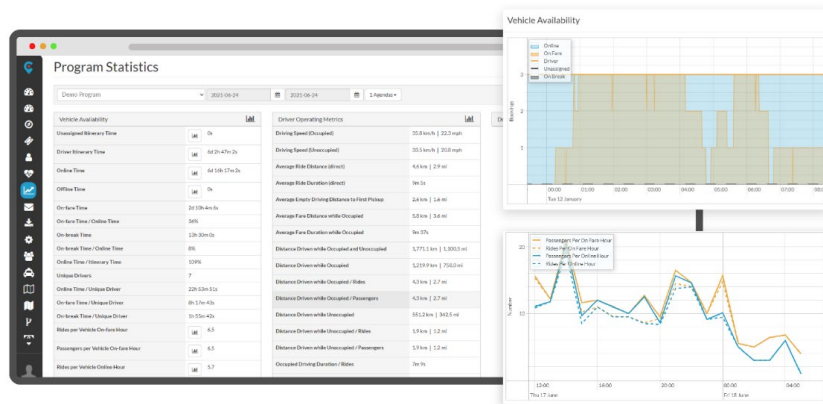
Ride Tracker



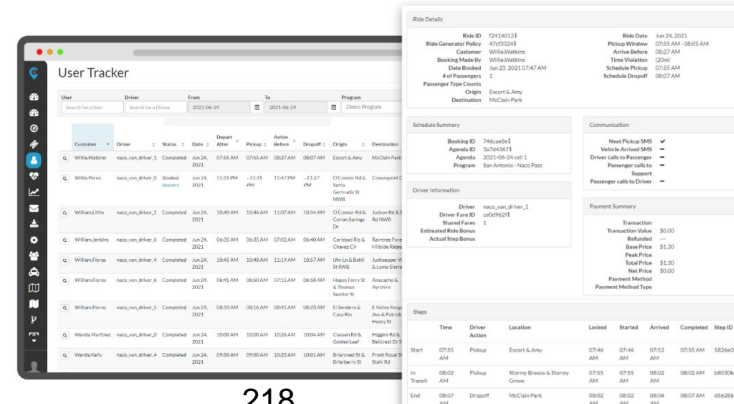
Shift and Driver Management



Statistics



User Tracker



+ Tabular Exports

Marketing Support



RideCo brings best practices, templates, sample messaging and more from our experience managing marketing for some of the largest transit agency's



RTC OnDemand

Get picked up from your doorstep with one-way rides starting at \$2.

Serving West Henderson and the Southwest Valley, RTC-OnDemand will connect you to bus stops and other popular destinations.

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Use promo code
RTCFREE

Download RTC-OnDemand app to schedule your ride.

For more information, restrictions and to view a service area map, visit RTCOnDemand.com or call 702.676.1801.

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For transit customers who wish to travel outside the RTC-OnDemand zone, a bus transfer will be required. Paratransit customers do not need a transfer and can travel throughout the RTC service area.

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M Metro



Adeline Chien

Senior Marketing Manager, RideCo

- Experience with managing microtransit marketing for some of the largest transit agencies in North America including LA Metro.
- Available resource and main RideCo contact to for marketing.
- Strategy sessions, marketing mix analysis, messaging recommendations and more.

Thank You



Powering the World's Next Generation Transit System



Shortlist Meeting Clarifications

RFP Number: 090622
Date: November 14, 2022

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1 Clarifications

During the RideCo and CK Rider shortlist interview, a question was raised about RideCo’s ability to support an integration with Umo, an account-based fare payment solution from Cubic, which is currently deployed to CK Rider’s operation and with fare payment validators in the CK Rider fleet.

RideCo discussed internally with our Chief Technology Officer, Clayton Goes, and have outlined our response below. First, below is a description of how the RideCo solution works to coordinate fare collection through our Rider and Driver Apps. In addition, we have included a number of clarifying notes after the description.

RideCo’s Fare Payment and Collection Approach

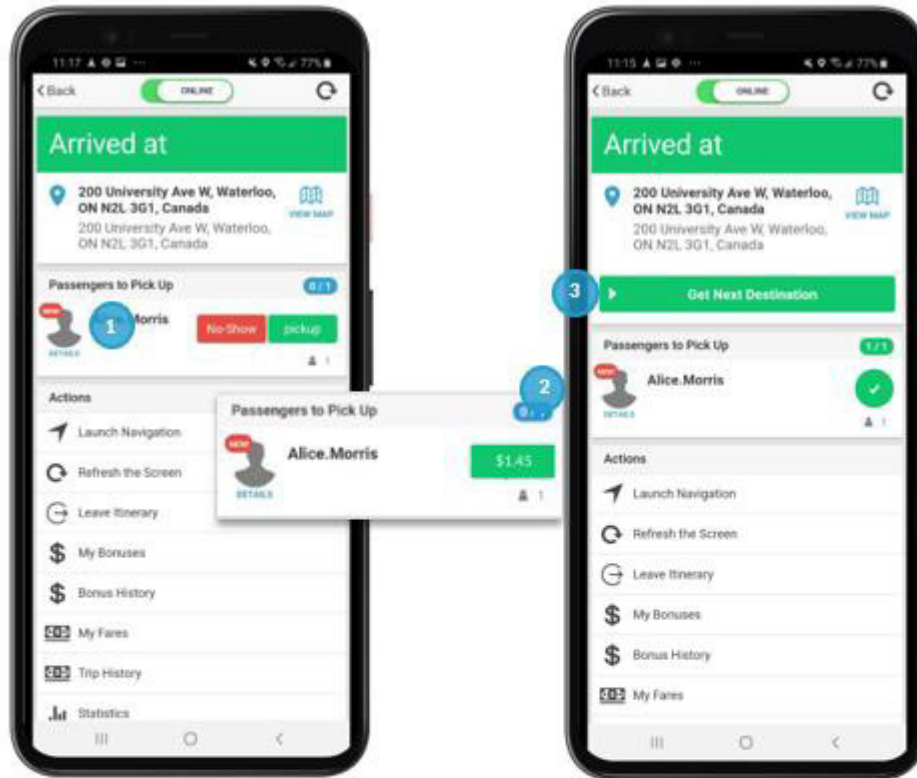
RideCo’s solution can support any number of different ‘Payment Options’ within our mobile and web app for trip booking. By marking a trip with a specific payment option, the rider or reservationist is indicating to the driver how they should expect to receive the fare when the passenger is picked up. These custom ‘Payment Options’ are configurable for each RideCo customer and deployment. See below an excerpt from Appendix A – Detailed Walkthrough of the Rider Application.

The image displays three screenshots from the RideCo Rider App. The first screenshot, labeled with a blue circle '7', shows the 'Select a Ride' screen with trip details for Stahl Rd & Angelique, including pick-up and drop-off instructions and a subtotal of \$1.30. The second screenshot, labeled with a blue circle '8', shows the 'Payment Method' section with 'METRO Q® Fare Card' selected. The third screenshot, labeled with a blue circle 'D', shows a 'Credit Card Details' modal with fields for card number, expiry, CVC, and postal code, and 'CANCEL' and 'ADD' buttons.

Step 8: Select preferred fare payment method such as credit card, transit pass, or transfer. Payment options are customizable to suit each transit agency.

Note D. Credit card fare payments are processed instantly in the app.

After trip booking and scheduling, drivers interact with the RideCo Driver App to execute the itinerary and collect actual performance data. In the Driver App, drivers are clearly shown how to validate payment upon picking up a passenger. Further, the driver is provided options to validate that payment was obtained or that they validated payment via other means – i.e. fare validator, ticket, etc.



1. At the destination, operators either confirm that the passenger is picked up or mark them as a no-show.
2. Operators confirm their passenger's identity and validate their chosen method of payment as displayed in the app.
3. Once the passenger is safely onboard the vehicle, the operator selects "Get Next Destination" to launch the next phase of their itinerary.

Additional Notes and Assumptions

- The Driver app can be configured for Drivers to note a 'no pay' option upon completing the pickup of a passenger. By indicating 'no pay' CK Rider is able to enforce operational policies limiting riding privileges for the offending rider going forward at their discretion.
- RideCo and LA Metro completed a full assessment to determine the benefits of integrating the RideCo solution with their Cubic fare payment solution. Upon completion of the assessment, it was determined that there was not enough benefit to undertake the integration, given the functionality already present and the complexity of the integration to account for multiple edge cases all while not interfering with the priority mission of keeping the driver on task and unburdened from unnecessary delays in executing their manifest.
- Despite the note above, RideCo maintains fare payment integration efforts on our product roadmap, however, they are currently not targeted for development. Should we determine,

based on market and customer feedback, that it's beneficial to complete the integration work, CK Rider will gain access to the functional at **no additional charge**.

- Clayton Goes, RideCo CTO, has offered to discuss this topic with CK Rider in more detail before or after a final decision is made regarding your preferred software vendor. Clayton possesses robust technical and operational knowledge about demand response and microtransit technology and operations having 10+ years' experience designing, developing, and deploying demand response and microtransit solutions including with 40% of the top 10 systems in North America and the largest microtransit deployment ever in LAMetro.

Prepared for:
Concord Kannapolis Area Transit
Jaime Tippett Poe
45 Transit Court NW.
Concord, NC. 28025

 **TripMaster**

by
CTS Software

Prepared by:
Derek Platow
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PO Box 57
Swansboro, NC. 28584
910-512-0624

Technical Proposal

Request for quotes

RFP: 090622

**Demand-Response
Scheduling/Dispatching System**

CONNECTING COMMUNITY



Concord Kannapolis Area Transit

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2. Understanding of the Project



Jaime Tippett Poe | Concord Kannapolis Area Transit

CTS Software (CTS) is pleased to submit our response to the Concord Kannapolis Area Transit request for proposals for demand-response scheduling/dispatching system. Our company has provided software products, upgrades, and technical support to the public transportation industry since the mid-1990s, and we have a keen understanding of your business, business objectives, and vision of your future intelligent transportation solution needs. We help you maximize efficiency, maintain excellent customer service to your ridership, and provide a great work atmosphere for your employees.

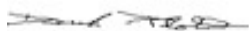
North Carolina is home, as CTS Management Company, Inc., begun in 1982 in Cedar Point. Our company managed various transportation properties in the southern United States including North Carolina, South Carolina, and Florida. Eventually, CTS leadership recognized that the real deficit was a strong software set to manage an ever-growing profession and began producing transportation management software in 1986. A few years later, CTS was incorporated solely to provide dynamic, user-friendly software created in the real transit world. Throughout our history, we have worked with transit providers who have as few as one vehicle and as many as 250—that diversity allows us to tailor solutions to any organization's needs.

Our flagship web-based solution is TripMaster—powerful, flexible, completely scalable, and feature-rich. This proposal includes a suite of effective modules to ensure that we will meet Concord Kannapolis Area Transits needs now, as your organization's demands change, and goals are met. We've gone to great lengths to design an overall feel and business logic that proves our commitment and dedication to you—plus a 100% satisfaction guarantee. **This is even more true in the state of North Carolina as we have developed the NC VUD and NC Ops Stat reports as well as an interface with NC Tracks, ModivCare (formerly LogistiCare), and OneCall.**

CTS truly believes—based on knowledge of the industry, coupled with years of service to providers like you—that we are the perfect solution for you. We are most proud of our family-style commitment to customer service, and our customers will tell you that they appreciate reaching a real live person, who knows them by name, on the phone 24/7 if they ever need help.

To the best of our knowledge and belief, the enclosed response is accurate in all respects and organized in the manner requested by Concord Kannapolis Area Transit. In closing, we would again like to thank you for this opportunity. We look forward to a favorable response that ultimately benefits the local communities you serve. Our reasoning for creating effective and efficient solutions comes down to those that need the valuable services provided by public transportation provider and enhancing the experience for everyone involved. Thank you for this opportunity and thank you for considering us as your partner for many mutually beneficial years.

Best regards,



Derek Platow
Director of Business Development
CTS Software





100% Compatible

Our proposed system meets all core requirements using some of the most proven systems available and enables cost effective integration with additional optional technologies. Our experience in system integration is 100% compatible with the integrations requested of the onboard hardware and the important phased approach. We are proposing a solution that fully delivers on the objectives and outcomes detailed in the RFP. The main purpose of any transit service is to serve your riders and clients by improving their overall experience while reducing your cost.



Transit-Specific Improvements

TripMaster is specifically designed for paratransit, NEMT, demand-response, fixed route, deviated fixed route, shuttle service and livery transit operations. Having worked for many years in these industries, we have put significant development time into making the software easy to use and the learning process smooth and intuitive. We have built-in functionality to allow your company to add riders, sites, accounts, and more while on the phone with the client, which makes the scheduling and client registration process quick and easy.

Our experience providing software has positioned us to meet the ever-changing needs of transit providers across the country. Our software is designed to be as scalable, flexible and dynamic as possible, allowing us to make changes quickly to suit the needs of our customers and the industry as a whole. As an example, our reporting engine allows the end user to customize each report and bill to fit their specific needs.

Regardless of which TripMaster features your company chooses, you can build and customize as your needs change, without having to relearn systems with each upgrade. Our robust reporting engine allows companies to monitor productivity and use real measures to evaluate every aspect of operations, particularly in a time when Medicare, state Medicaid, payer, and access legislation and regulations that affect the paratransit industry are changing rapidly.

3. Software System Description

Introduction



TripMaster is fully hosted, 100% web-cloud based and is optimized for Chrome, Edge, and Internet Explorer. System data is stored in a Microsoft SQL 2016 relational database, hosted in the Microsoft Azure Cloud for HIPAA compliance as well as ePHI and FIPS encryption. Users are guaranteed a minimum 99% uptime with multiple fail-safes; our server architecture incorporates redundant instances, Always-On configuration, and other technologies to ensure you always have access to your software. CTS performs a database backup every 30 minutes, and a full system backup nightly.

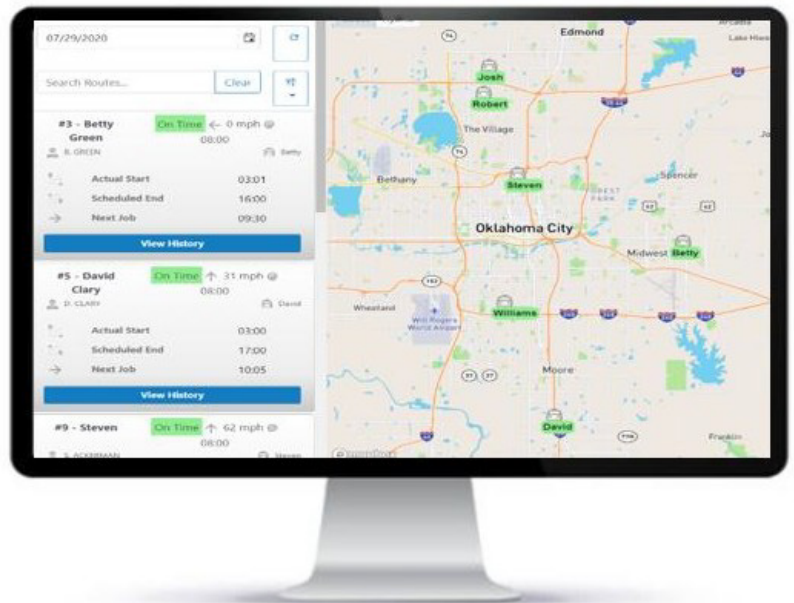
Mapping/AVL



We use MapBox professional series GIS data to power our geolocation-based applications. MapBox updates its dataset at least once a quarter and is considered the leading professional toolset for all serious geo-location and fleet management applications. We can import a selection of GIS and SHAPE files from third-party GIS systems. In the example below, a route is selected on the menu tree on the left, and all related services running on that route are displayed in the center list. The green bars are the progress bars for individual buses with the color indicating that the buses are tracking. Trip details for the highlighted bus are displayed in the box beneath the center list.

The window can be zoomed in and out using a scrolling wheel mouse or the toolbar in the lower right hand of the map window.

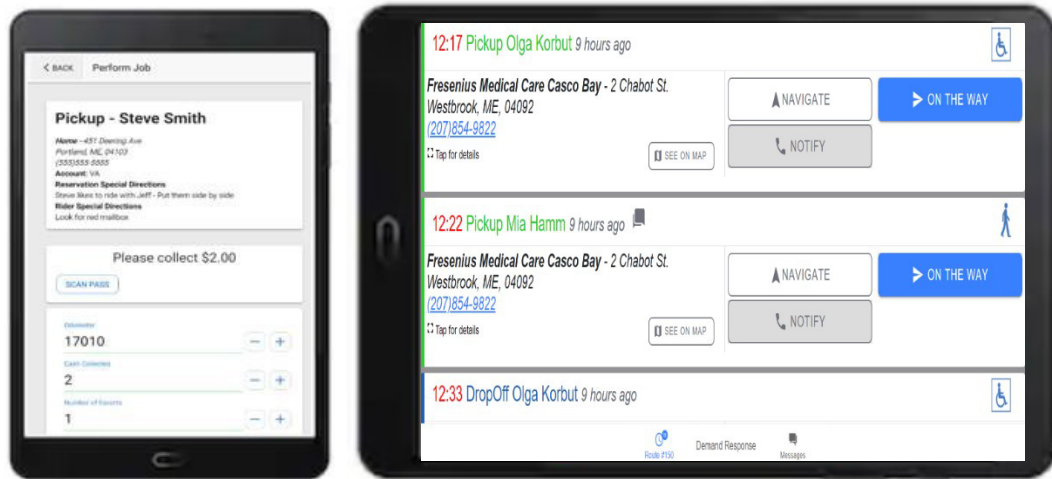
Determining the current position of all vehicles – either in real-time (i.e. now) or a specific period is also done in the context map.



Driver Application

Upon review of the specifications contained within the RFP and question and answer documentation, we are confident in stating the Intelligent Transportation System suite of hardware and software is highly compliant with the requirements as detailed.

MDTs allow drivers and dispatchers to communicate efficiently in real-time, collect information about vehicles, passenger loads, and driver behavior, and GPS information that gets sent back to the office so that dispatchers know these pertinent details about the vehicle. ParaScope acts in part as an electronic manifest, updatable in real-time based on changes to trips and rides. Dispatchers can re-assign trips and rides and add and change details of rides and routes that will be updated automatically for the driver.



Drivers can view onscreen maps and receive turn-by-turn navigational prompts, eliminating the reliance on paper maps. Drivers and dispatchers can communicate in real-time via canned or customized text messages so drivers can keep their eyes on the road. Managers can use data collected by this technology to accurately analyze on-time

performance and make improvements.



Electronic Pre- and Post-Trip Inspections

As your agency moves in a digital direction, electronic inspections just make sense. When your drivers use ParaScope for inspections, information about vehicle issues is immediately communicated to TripMaster, letting you respond quickly. You can customize your pre-and post-trip inspections as well as acceptable results and hard stops for failed inspection items. The electronic inspection feature is included with ParaScope. There is NO additional charge.

Intelligent Automated Scheduling



TripMaster includes our Auto Scheduler module, allowing users to dynamically batch-schedule all riders for a day at once and/or one at a time for same-day, on-demand trips. This tool optimizes routes for efficiency given your available resources while following rules/standards for pickup and drop-off windows and ride times created by the licensee.

customer service has been stellar

We are extremely pleased that we choose CTS Software. The transition from manual scheduling to automated has gone smoothly. The drivers have transitioned quickly, and the customer service has been stellar – Winchester Transit, VA.

In all phases of trip optimization, TripMaster’s intelligent automated scheduling identifies the best possible solution to improve ridesharing possibilities, decrease deadhead time and miles, increase on-time performance, and provide a positive passenger experience. CTS algorithms coupled with the most up to date map data, street routing, traffic patterns, and user-controllable settings, TripMaster's intelligent automated scheduling makes highly accurate drive time estimates.

Although a automated process is in place, we feel it is extremely important that our customers are always in control of their schedules. For this reason, when running the scheduling wizard, TripMaster will produce three different methods for the end-user to review the results with a detailed explanation and make changes that will not be reverted if the scheduling process is run again.

Reporting



A successful ITS platform does not start and end with any one piece. Your deployed system must rely on extremely strong and powerful hardware, reliable and proven software applications, and road-tested real-time prediction algorithms. However, the true return on investment does not come until all those pieces work successfully together and produce good data.

CTS’ TripMaster software is equipped with one of the most detailed, powerful reporting engines in the industry, including customizable pre-designed system reports. The custom reporting module does not require knowledge of Crystal or Ad-Hoc report queries or other reporting methodologies.

All the North Carolina state specific reporting including NCVUD and NCOPSTAT reports are included and all North Carolina state specific billing including NC Tracks, ModivCare, One Call are included.

Fixed/Deviated Fixed/Commuter



CTS is proposing the fixed/deviated fixed/flag stop module for this project based on the requirements and specifications being requested.

TripMaster combined with ParaScope and TripPass allows agencies the ability to manage their fixed/deviated fixed/shuttle/flag stop services as well as their demand response/paratransit services all in one place...all from one application in the office and the vehicle. For deviated fixed route scenarios, demand response reservations may be scheduled into the Block to maximize efficiency and utilization.

The screenshot displays three transit stop entries in a list view:

- 07:00 Time Point** (15 hours ago): Location: *Mall Transfer Metro Hopper Dep*, *Mall Transfer Station Express (Inbound)*. Buttons: NAVIGATE, QUICK PERFORM, SEE ON MAP, ARRIVE.
- 07:05 Pickup Nancy Lopez** (15 hours ago): Location: *Home - 106 Hanover St. Suite # 1*, *Portland, ME, 04103*, [\(910\)799-8029](tel:(910)799-8029). Buttons: NAVIGATE, ON THE WAY, SEE ON MAP, NOTIFY.
- 07:08 Time Point** (15 hours ago): Location: *West March Lane & Nth Pershing Avenue*, *Mall Transfer Station Express (Inbound)*. Buttons: NAVIGATE, QUICK PERFORM.

Vehicle Maintenance Module



The Vehicle Maintenance Module includes keeping track of an unlimited number of tasks to help you stay on schedule with your vehicle warranties and other maintenance needs. Set mileage parameters or a duration of time, create vehicle service requests, and add approved vendors for services. From increasing passenger safety, organization and meeting emissions requirements, the seamless interface with TripMaster will streamline your vehicle maintenance.

The screenshot shows the 'Approved Vendors' section of the Vehicle Maintenance Module. It includes a table of vendors with their quoted costs and default status, along with buttons to manage them.

Approved Vendors	Quoted Cost	Default	Action
Big J's	\$ 25 .00	default	Remove
In House Maintenance Shop	\$ 35 .00	make default	Remove
Jiffy	\$ 25 .00	make default	Remove

Additional interface elements include: Name (Air Filters), Category (Engine), Default Interval Days (30), and Default Interval Miles (9000).

CTS donates 10% of the monthly maintenance and support fees for every vehicle maintenance purchase to Easterseals, helping support community-based transit and other services for elderly and disabled people across the United States.

Online/Mobile App Demand Response

The TripPortal allows interagency communication, letting each agency assign delegates at a coordinating agency who can submit ride requests for certain passengers. The requests are approved or denied by the agency being asked to transport the client. Agency delegates are notified when rides are accepted or denied and given denial reasons. Upon accepting a ride request, a reservation screen appears with all information filled in for final review by the coordinating agency. TripPortal is also designed for online passenger booking of trips.



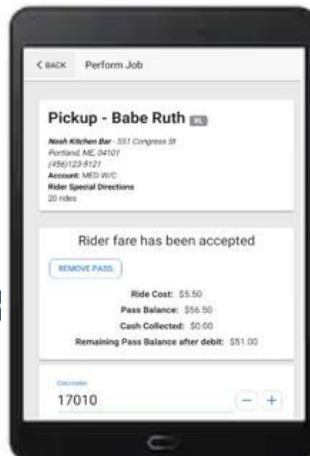
Electronic Bus Pass/Ticketing Module

Collecting cash fares is time-consuming for drivers and office staff, and a liability to transport and store on vehicles. Eliminate these issues with TripPass from CTS, an optional module to complement ParaScope, our mobile application. Keep better track of fare payments in a way that's safe for your drivers and easy for your riders—they just load a pass at the office or over the phone, your driver scans it when they board, and off they go.

Rider fare has been accepted

[REMOVE PASS](#)

Ride Cost: \$5.50
 Pass Balance: \$56.50
 Cash Collected: \$0.00
 Remaining Pass Balance after debit: \$51.00



Passenger Notifications



With an industrywide annual average of 3.5 percent rider no-shows, we have developed our TripReminder module to help decrease wasted drive time, fuel, and vehicle wear and tear by minimizing this percentage. Your riders can receive a call the night before or shortly beforehand on the day of their pickup, minimizing no-shows and your staff's frustration.

The IVR system requires no effort from your staff—everything is performed seamlessly through TripMaster and remote servers, and because the entire process is web-based, your phone lines remain free the entire time.

REMINDER PROFILE

Profile Name	Playback Name	Call Back Phone Number
<input type="text" value="Call Reminder"/>	<input type="text" value="KI BOIS"/>	<input style="border: none; border-bottom: 1px solid #ccc;" type="text" value="(910)512-0624"/> ✓
On The Way Lead Minutes (minimum 15)	Night Before Call Start Time	
<input type="text" value="30"/>	<input type="text" value="19:00"/>	

Night before reminders won't be sent after 10pm local time

Night Before Configuration [On The Way Configuration](#)

Use Multiple Templates:

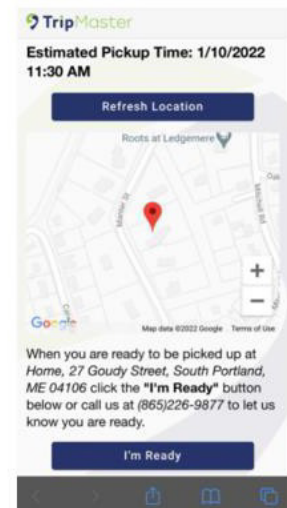
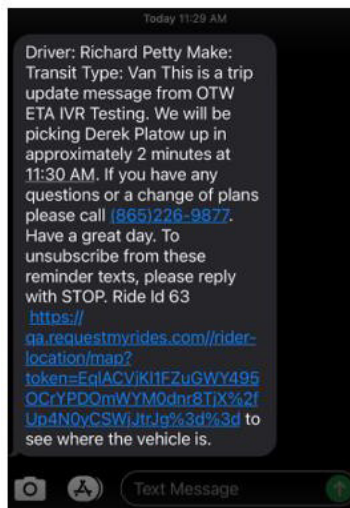
Call Configuration

Where's My Ride



The Where's My Ride feature is an enhancement to the TripReminder module. When the driver clicks the On The Way button within ParaScope, that will trigger a text message to that rider with a hyperlink they can click on. That hyperlink pulls up a snapshot of where the vehicle is on a map, visually, and also provides the rider with a real-time ETA. Additionally, if the rider has a return ride marked as a "Will Call" in the holding pen, there will be a button the rider can select to notify dispatch (TripMaster) that they are ready to be picked up

After our research and numerous customer polls centered around downloadable app adoption, the team here at TripMaster determined a text message for vehicle location and real-time ETA would serve as a better tool and more receptive to passengers.





TripView- Camera Module

Liability and poor driving behaviors are unfortunately a source of stress for all transit providers. The use of onboard cameras and accompanying software can drastically reduce this headache. Cameras can help you fight fraudulent or inflated claims and identify driving behaviors that need to be modified. TripView is a complete multi-camera solution that combines quality hardware with the most advanced data monitoring platform to date. In the event of a road incident, you will immediately be alerted and gain access to the event media.



The hardware features include:

- Multi-camera design
- In-demand technology
- 120-degree wide-angle lens
- Various camera options
- Ability to mount an additional camera anywhere
- Video and audio recording
- Tamper-resistant locking cover
- Automated power-up and shutdown
- Compact size

We partner the following software features to complete this camera module:

- Automatic video uploads
- Shock, accident, and driver panic button alerts
- Customizable alerting formulas
- Camera history access
- Live driver feed available 24/7
- Geo-fencing
- Cloud-based video storage

We have taken safety to new heights when it comes to dispatching software. The interface between TripMaster and the TripView camera solution has been significantly enhanced by embedding access to each vehicle's live camera view right within TripMaster's daily schedule. Right-click on a vehicle, select "live view" and the live camera feed for the vehicle appears. The presence of a driver panic button connected to the cameras gave us the opportunity to innovate with added safety. Once the driver pushes the panic button, a notification/critical message appears on the daily schedule within TripMaster, alerting staff that the driver has pushed the panic button. A hyperlink to view the video to get involved to make sure proper measures are taken and taken quickly.



4. Implementation Plan

CTS' approach to implementation is 100% dependent on each individual installation. For over 30 years we have dialed in on a proven method to provide a successful, stress-free timeline that is tailored to your specific needs, desires, and future.

The actual delivery is dependent on the options you select in any agreement, the functionality you require from your ITS hardware and software services, and the availability and accuracy of any existing data.

It is very important that the installation, start-up, and ongoing operation of the software goes smoothly in order for you to optimize the value realized by using the software. As a result, CTS focuses on making sure the pre-go-live and post-go-live experiences are as seamless and successful as possible. We accomplish this by hiring high-quality, customer-focused team members who take pride in their work as well as investing in technology tools for tracking and communication.

CTS follows a detailed technical implementation roadmap, which is shown in the Implementation portion of this proposal, and invested in project management software to ensure we are closing monitoring and meeting training timelines and deliverables associated with the roadmap. Based on training needs, we utilize a communication platform to provide reminders to those in training of activities needed to be completed in order to smoothly progress through training.

CTS internal communication is equally as important as communication with customers. At the end of every day of training, the assigned trainer emails the CTS training team a detailed review of what was covered and any noteworthy information. This practice ensures another trainer can easily step in in the unlikely event the assigned trainer becomes unexpectedly unavailable, such as in the case of illness. Additionally, the trainers participate in a daily, brief stand-up to appraise their teammates of progress, discuss potential roadblocks and identify solutions. In addition to the progress tracking on a Gantt chart and daily training communication, CTS also has a weekly call with the trainer, account executive, and Director of Finance to discuss the status of individual customers' training and any potential issues. In the event of a concern, the account executive will get involved if appropriate or escalate to the executive team to address.

While getting you up and running is crucial, your experience after go-live is just as important. Your account executive checks in after training are complete and periodically post-go-live. They and your trainer are only a phone call or email away once you're live with the system. Typically customers' progress is monitored for 30 days post-go-live, with the trainer being the primary point of contact during that time, at which point, customers

transition to the CTS support team if the assigned trainer feels the customer is ready. The support team is second to none in customer service and issue resolution and is available 24/7/365 to help you.

Training continues after go-live with a customer-wide free monthly training webinar as well as online training resources that are available at any time. We also have a communication platform that provides in-app and emails for important announcements such as the release of new features.

Following the contract award and with your approval, a comprehensive Gantt chart will be provided, outlining detailed project goals and timeframes for your review and approval. The chart below can be used as an example.

Implementation Plan	Day	Duration (days)
Tasks		
Signed Agreement	1	1
Kickoff Call	3	1
Data Conversion and Access to TripMaster	3	3
Access Provided to Online Training Portal	3	3
Testing of Access	4	2
Complete Getting Started & Master Pages	6	3
Master Pages Training Session 1	9	1
Complete Subscription & Daily Schedule	10	3
Subscription & Daily Schedule Training Session 2	13	1
Tablets Ordered Deadline	13	1
Install ParaScope On Tablets	13	3
Complete Remaining Online Training Portal	14	7
One-On-One Training Session 3	16	1
One-On-One Training Session 4	19	1
All Drivers Watched Training Video	19	6
Testing Period	19	10
Errors, Corrections, and Fixes	19	10
Final Testing	23	6
One-On-One Training Session 5	24	1
Onsite Training / Go Live / Week 1	25	5
Acceptance	30	2
Onsite Training / Go Live / Week 2	32	5
Acceptance	37	2

5. Quality Assurance Plan



Project Management and Staffing

Our project management team for this proposal includes veterans of both the transit industry and information technology development. We've selected to identify only the most prevalent personnel for the purpose of this proposal. Their knowledge, experience and dedication have and continue to lead CTS and our customers to growth and success. This team of transit professionals will position your agency with a true understanding of TripMaster by identifying your current challenges, desires and vision of the future to streamline your day-to-day operations for efficiency and give you the solution you are looking for.

Biographical Sketches



Adam Fox
Chief Executive Officer

Adam Fox has a bachelor's degree in Business Administration from The University of North Carolina at Wilmington with a double major in Management and Marketing. He has been with CTS since 2002, where he has focused on developing strong customer relations as well as training and technical support. Because of his daily one-on-one contact with clients, Adam was put in charge of overseeing the development of TripMaster. Since the inception of this project, he has worked hard to keep the simplicity that the users of previous versions love, while adding technical aspects that today's paratransit operators require. He is also a certified trainer for all of CTS' products and will be one of multiple project managers should CTS be selected through this bid.



Elizabeth Magra
Chief Operating Officer

Elizabeth Magra has a bachelor's degree in Marketing Management and Communications from Grove City College. She has focused her career on business creation and growth, particularly in the healthcare consulting arena. Based on this background, Elizabeth is very team and client focused, understanding people are at the heart of making any business successful and exceeding clients' expectations. Her roles include developing teams and driving strategy to produce results that will strengthen and grow CTS' and customers' businesses.



Derek Platow
Director of Business
Development

Derek has an Associate’s degree in Business with a primary focus in communication studies. Through his work in the transit industry, he has developed a multi-faceted knowledge of operations, including dispatching, management, marketing, and sales. Derek has been with CTS since 2010, and is a key player in sales, marketing, and support. His deep understanding of client needs is crucial to customer support and on-site training, and his dedication and positive attitude reflect not only the CTS brand, but also the customers experiencing the software in their operation. He is also a certified trainer for all of CTS’ products and will be one of multiple project managers, should CTS be selected through this bid.



Jon Hooks
Lead Technical Support

Jon holds a BBA in Management Information Systems from The University of North Carolina at Wilmington and joined CTS in 2011 as a technical support specialist. He has an encyclopedic knowledge of TripMaster and ParaScope, and his is likely the first voice customers hear when calling in with questions and feedback. Before coming on board with CTS, he worked with SellEthics Marketing Group, Inc. as a route management account representative, and with FedEx’s Ground Delivery division. He will be the lead tech support manager for your organization, should CTS be selected through this bid.

“
such service
builds
great working
relationships

I want to compliment CTS for the excellent service. Their training team worked long hours with each of our staff members, ensuring they all were comfortable...such service builds great working relationships

- Big Bend Transit, FL.

”



Jon Cooper— Development

Jon has a bachelor's degree in Computer Science from Ball State University and joined CTS in 2009 as a developer and software architect, bringing more than a decade of experience as a software developer. Before joining CTS, he owned and managed a consulting company for 10 years, placing and managing over 40 developers in software projects throughout Indianapolis, IN, and surrounding communities. Prior to starting his consulting company, Jon worked for an array of software consultancies in Indianapolis.



Amie Green— Client Relations

Amie joined CTS in 2013 as the company's finance director, and manages accounts receivable and payable, all aspects of payroll and human resources, provides backup customer phone support, and maintains customer files and administrative communications. Amie is the administrative glue that binds CTS together. She brings a 25-year history of accounting, business administration, and sales with an array of industries, and is expertly knowledgeable about the administrative intricacies of small- to medium-sized businesses. Amie's precision and integrity exemplify CTS's focus on strong customer relationships.



Jesse Ellis—Lead Trainer

Jesse has been responsible for many of the recent implementations in the state of NC. His roles here at CTS include onsite TripMaster training, software testing, and upkeep of TripMaster's online training resources. His experience in training and dedication to customer service translates to high-level results and satisfied customers. For this project, Jesse will lead the technical training phase.

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Customer Support

To best serve CTS customer’s needs, there are multiple ways CTS customers to contact Technical Support to help resolve issues, provide feature requests or simply to ask questions. Our support staff are available 24/7/365 days a year via a toll-free number and you can also log issues with our support team by emailing the “Support Helpdesk”. All assets, tickets raised, issues, and communication with staff can be tracked through a web accessible customer service portal. You will be sent frequent updates on ticket issues you have opened within our portal. Additionally, we can guarantee a very rapid response to any initial request.

CTS Software's technical support specialists have remote control access to TripMaster and its databases for quick, interactive visual provisions of diagnostics and repairs. All product upgrades, new releases, patches, etc. will be granted to the Agency throughout the entire contract period between CTS Software and the Agency. CTS Software performs monthly updates to TripMaster, which are published to all customers after thorough testing. These updates include performance enhancements, technology advancements and new features, bug fixes, and much more. They are always provided at no additional cost.

Allowing CTS to host your database in the Microsoft Azure Cloud guarantees a minimum 99.9% uptime with multiple fail-safes, including a server architecture that incorporates redundant instances of each server, to ensure you always have access to your system. CTS Software also performs a database backup every 30 minutes, and a full-system backup nightly.

“
CTS
provides
an
invaluable
service
I would still be pulling my hair out if I didn’t have such great support from the CTS Team. CTS provides an invaluable service.
- Onslow United Transit System, NC
”

Severity	Target Response	Target Resolution	Criteria
Critical	15 minutes	1 hour	Customer's production system is down. Product is unusable with no workaround.
High	1 hour	24 hours	Major feature/function failure. Restricted operations with available workaround.
Medium	1 hour	14 business days	Minor feature/function failure. Product does not operate as designed, minor impact on usage, available workaround.
Low	1 hour	25 days	Minor issue. Documentation, general information, enhancement request.



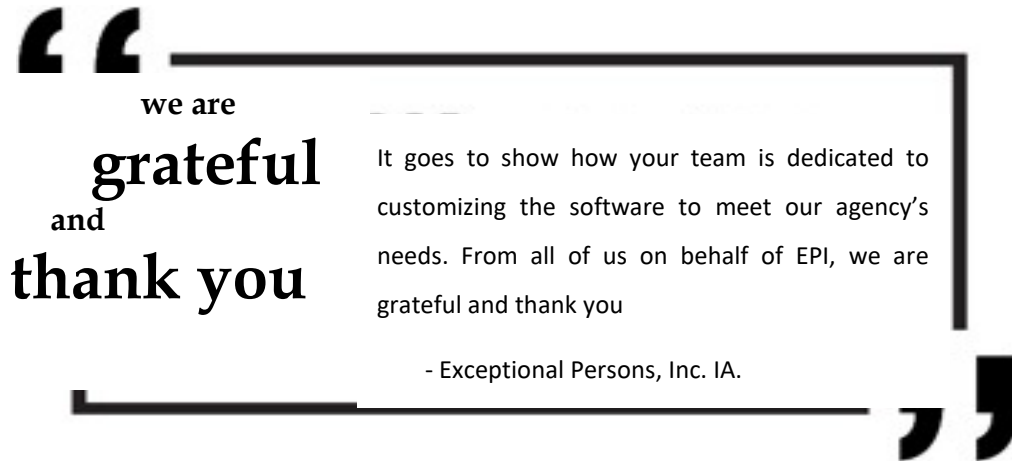
Warranty

All hardware supplied under an agreed delivery schedule comes with one-year full warranty, with the warranty period beginning the day following system acceptance. Extended warranty periods for system hardware components can be provided upon request. The priced project includes full maintenance, updates, and support. Additional equipment protection pricing can be provided any time and labor might be extra for physical onsite visits.



Software Maintenance Updates/Upgrades

All product upgrades, new releases, patches, etc. will be granted to the licensee throughout the entire contract period. CTS Software performs monthly updates to TripMaster, which are published to all customers after thorough testing. These updates include performance enhancements, technology advancements, customer requests, new features and much more. They are always provided at no additional cost.



A “Recent Updates” menu option within TripMaster links to a web page with detailed information about changes made in each release. In addition, CTS emails all customers before and after each release with general information about the update.

Allowing CTS to host your database in the Microsoft Azure Cloud guarantees a minimum 99.9% uptime with multiple fail-safes, including a server architecture that incorporates redundant instances of each server, to ensure you always have access to your system. CTS Software also performs a database backup every 30 minutes, and a full-system backup nightly.

For as long as you have any form of maintenance contract with us, all the software applications and services we are proposing will be continuously updated. CTS Software is continuously updated to the latest and current version, and we will continuously introduce new and enhanced features with every new software release.

6. Training



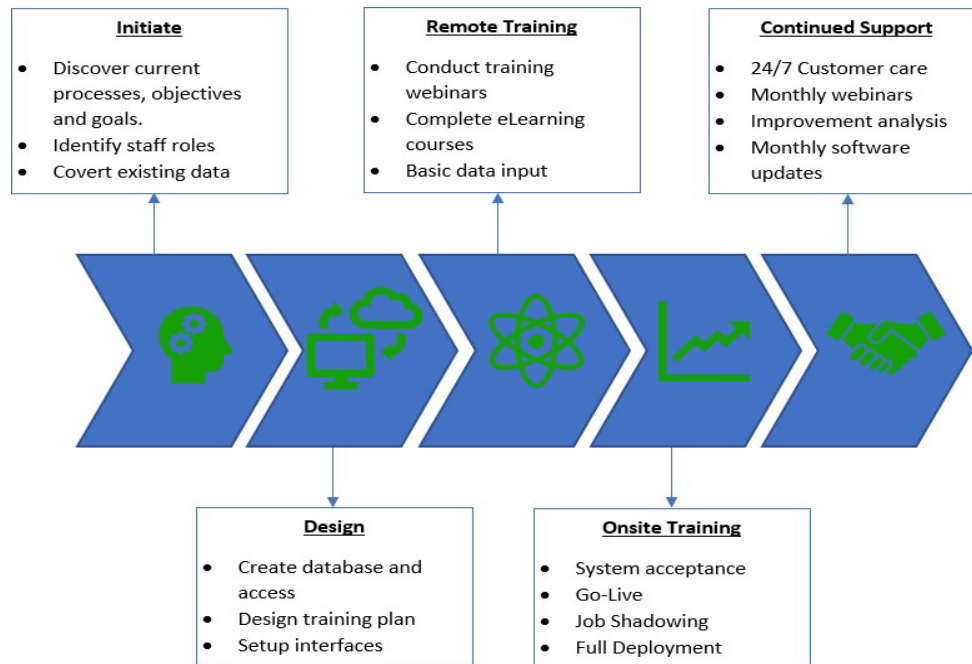
Training methodology

CTS Software will provide both onsite training and remote, online training for this proposal. We will conduct a series of five (5) online webinars using Go To Meeting during the initial system setup phases. This process allows for the TripMaster users to become familiar with basic data input, navigation and overall feel of the software prior to onsite training and go-live. Once onsite, your technical trainer(s) will work directly with the licensee’s project manager and all other staff by what is known as “job shadowing”. We believe in understanding your operation and fitting the software in to your world rather than you having to fit in to the software.



Training guide

This guide sets expectations for the upcoming steps of implementation. Each step gives you a general idea of both the "when" and the "who" in the contracting, setup, and go-live processes. Please use this as a reference as you begin your journey with TripMaster.



I. Initiate

Task: We want to get you trained as quickly as possible, so you can quickly benefit from TripMaster. When you sign a contract, CTS Software will schedule a comprehensive kickoff session with your account executive, technical trainers, and other key stakeholders. During this **on-site meeting** we will discover your current challenges, goals and objectives.

Action Step: Review the completed orientation document and organize an implementation plan that best fits the licensee's timeline and expectations.

Task: Identify any data that may need to be converted from your existing software or data sheets.

Action Step: CTS Software will convert your existing data from an existing software or if your data is stored in a data sheet such as excel. This will save you and your staff countless hours of data entry.

II. Design

Task: Your account executive will introduce you to your technical trainers and work with you to develop an implementation plan to accomplish your goals and help guarantee success.

Action Step: Schedule your personalized implementation plan and first training session. At this time assigning project roles and understanding staff positions will be discovered.

Task: Create your TripMaster database and licensing with permissions.

Action Step: The licensee will provide CTS with their licensing information including staff first name, last name, email and access permissions. CTS will then create

Task: Address any third part of interface needs.

Action Step: In the situation there are interfaces needed with your organization, these would have been addressed earlier. At this time, CTS will diligently work with your third party to accommodate any particular needs or requirements.

Task: Hardware Installation

Action Step: CTS Software will coordinate the installation of all related hardware, specifically the installation of the MDT hardware in the designated vehicles.

VI. Remote Training

Task: Start training your staff and end users with CTS Software’s 360 Online Training.

Action Step: Watch and learn from role-based documentation, help videos, short quizzes, and follow-up meetings with your technical trainer to train your end users and staff. The online training also consists of five (5) remote training sessions through a webinar of choice that are roughly an hour each as a one-on-one training with your staff.

Task: Once you complete classes in CTS Software’s 360 Online Training you will begin setting up your database by entering your company’s administrative, rider, and trip data.

Action Step: To make the most of your database, you need to keep up with your data entry and database setup as you progress through the training. We provide a checklist to ensure entry of all data in the necessary order.

VII. Onsite Training

Task: It’s time to roll out TripMaster! Your technical trainer(s) will schedule a week of onsite, in-person training.

Action Step: This week, your technical trainer(s) are expected to work in your environment. At CTS Software, our proven methodology is to not conduct “classroom” style training but rather job shadowing so we can apply TripMaster to your day-to-day operation.

Task: “Go Live”

Action Step: A day determined and agreed upon by both you and your technical trainer will be established to “go live” with TripMaster. This day will include TripMaster scheduling, dispatching and drivers live with ParaScope (driver mobile application).

Task: Continue full deployment for the rest of the week.

Action Step: Your technical trainer will continue to identify areas of TripMaster that need additional training all while continuing the full deployment including billing and reporting and creating specific custom reports.

VIII. Continued Support

Task: Let TripMaster work for YOU! Send us details on special requests and suggestions, and we will prioritize them to get your items on our development plan for future software updates and releases. If you need it, we can build it.

Action Step: If you need a little extra help, sign up for our free monthly training sessions, log back in to CTS Software 360 Online, or contact us directly.

Task: Our technical trainer(s) will eventually introduce you to the CTS Software technical support team.

Action Step: It is our top priority that TripMaster customers have 24/7/365 availability to our customer care. The relationship you build between your project manager and your technical trainer(s) will not be replaced but these CTS Software staff members will be working to on-board other valued customers. So a handoff to our technical support team is in order to in sure you have someone to talk to 24/7/365 with a same day resolution guarantee.

7. Experience and References



37 Years of Qualifications

CTS (Community Transit Systems) Software has been directly involved in the public transit industry since 1982. From 1982 until 1993, we managed transit properties in the United States. As part of our management contracts, we also assisted our properties in the preparation of Federal grants for vehicles, equipment, and operating funds. As with all transit operations receiving federal funds, we ensured that all our operations complied with the rules and regulations of the American with Disabilities Act of 1990.

While operating and managing these systems, we realized the need for functional, user-friendly transit software. We reviewed many products available at that time and while we saw many helpful features and benefits, no single provider had the package to meet the entire array of our needs. Thus, in 1986, CTS began in-house production of proprietary transportation management software. We knew we had real

and practical business logic and industry experience, and consequently knew what was required of a software package. We hired programmers and began developing the products based on what we knew was needed in the transportation industry.

In 1993, we sold the transit management portion of our business to focus solely on our software products. To reflect this new focus, we incorporated under the name CTS Software and started marketing our products nationwide, confident that they would meet the needs of our current and potential customers across the country.

“
more
efficient
with
scheduling
”

Working with CTS and TripMaster has made our transit department more efficient with scheduling, reporting and overall ease of our daily operations

– Allen COA, FL.

CTS Software remains optimistic that our history and practical experience is reflected through the understanding of this overall project. Our years of applied knowledge and experience, coupled with the experiences of hundreds of satisfied customers, will help ensure you that we will bring something special to the project that no other vendor can offer.

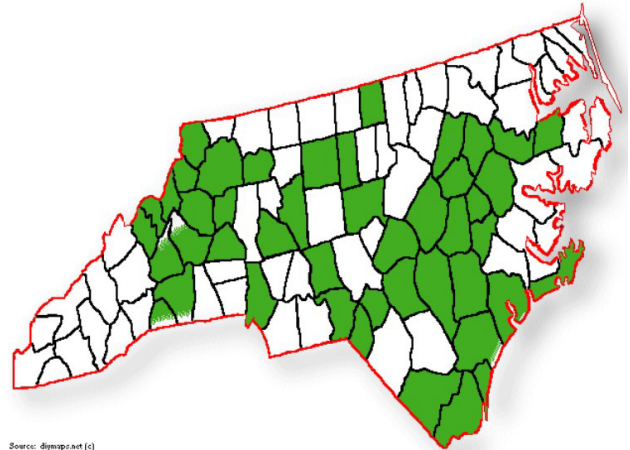


Understanding of FTA and other Regulatory Requirements

As previously mentioned, CTS Software has extensive experience operating transit properties and providing software to systems operating under the auspices of the FTA. We work proactively with our customers to ensure that we are kept apprised of all changes to relevant FTA regulations and other pertinent federal, state, and local regulatory requirements.

References

CTS Software is the most reputable software in the state of North Carolina for public transportation of all types. We believe that with our existing customer base, our personal investment in this project as a North Carolina-based company, and the intelligent transportation software being proposed, we are the most experienced and most cost-effective solution available.



Transportation Admin of Cleveland County

Shelby, NC. Jan 2022
Stephanie Costner
Email: shcostner@yahoo.com
Phone: 704-482-6705

Transportation of Lincoln County

Lincolnton, NC. May 2022
Krystal Ford
Email: kford@lincolncounty.org
Phone: 704-732-9061

Regional Coordinated Area Transportation

Asheboro, NC Oct 2021
Tawanna Williams
Email: rcatsdirector@senioradults.org
Phone: 336-629-7433 x5

Southeast Area Transit System

Lumberton, NC. July 2022
Sharon Robinson
Email: Sharon.robinson@co.roberson.nc.us
Phone: 910-618-5679

New River Valley

Radford, VA. May 2022
Ryan Sands
Email: rsands@nrves.org
Phone: 540-831-5911 x4004


Miami County YMCA

Peru, IN. March 2022
Stacy McBride
Email: smcbride@mcymca.org
Phone: 317-472-1979

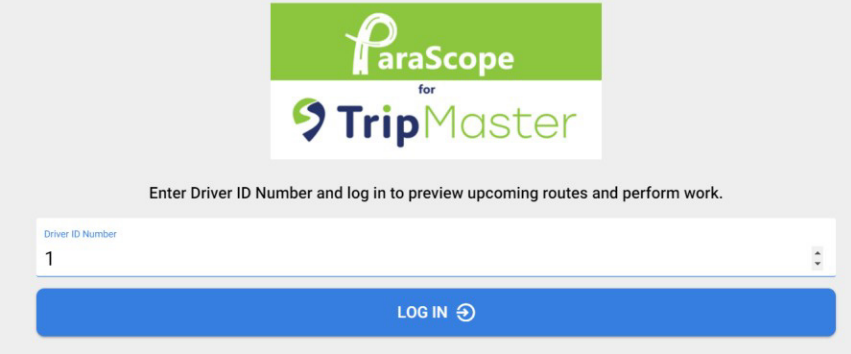


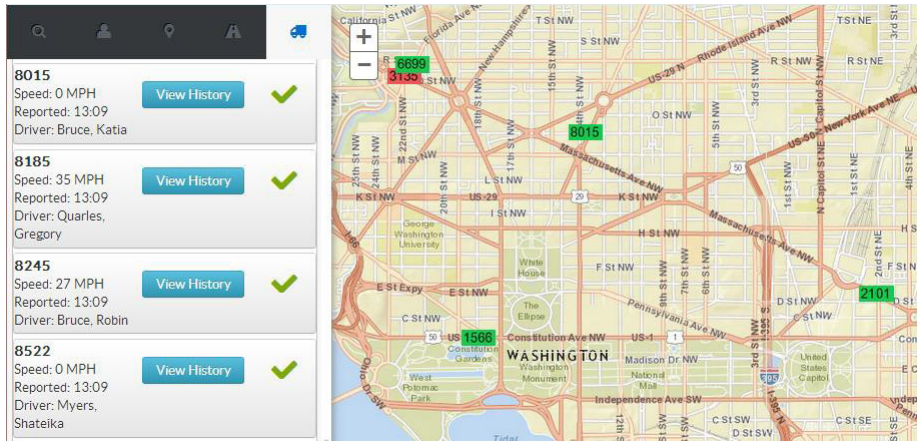
8. General Requirements

Scope of Work		Comments
a.	Database Functionality	
i.	Passenger database must include a full range of data elements for each client in the system	While registering a client, the licensee can add specifics regarding a rider's needs and requirements. The required data fields are first name, last name, and a geocoded address. A unique identification number is generated for each client, which can be used in place of their name for radio communication. An alert from the system notifies the user if they enter a duplicate client. Optional fields during client registration are: phone number, date of birth, gender (from a drop-down selection), disability status (from a customizable drop-down selection), Medicaid/Medicare number, Social Security number, alternative address, mobility aids, number of units, language, medical information, and emergency contact information. We propose using "Billing Address" for your municipality needs but have other ways in TripMaster to accommodate this requirement as well.
ii.	System shall be capable of tracking trip purpose with user customization possible in terms of defining various trip purposes.	TripMaster includes many user-customizable fields. An example is the Purpose Master, which allows the licensee to create an unlimited number of purposes to track trips. These are easily editable and are totally within the control of the licensee.
iii.	System shall provide functionality to allow staff to readily look-up client records for edit, tripbooking, etc.	TripMaster's Rider Master page allows an easy lookup for client records by last name, first name, phone number and/or Medicaid number.
iv.	System shall be capable of recording and displaying trip history details to each client, such as recent trip dates, trip origins, or trip destinations, and option to view full trip history. System must have the ability to capture information on trip cancellations and no-shows specific to individual customers.	TripMaster's Rider Master, one of the areas where a reservation can be created, provides reservation history once a passenger has been selected. This provides a wealth of information to

Scope of Work	Comments																																																																																
	eliminate duplicate entry, better communication with the passenger and many other effective and efficient tasks at hand.																																																																																
v.	System shall maintain a cancellation record, by client, to facilitate system management of sanctions for excessive customer abuse of cancellation policies.																																																																																
	TripMaster allows two cancellation statuses: Admin Cancel. for when the user needs to cancel the trip due to a non-customer requested cancel (i.e., inclement weather, or not having a driver), and Rider Cancel, for when the passenger has requested the trip be canceled. Both statuses are tracked for reporting purposes. Multiple trips may be selected and canceled all together.																																																																																
vi.	System shall permit the establishment of base runs or subscription templates based on existing standing orders. System shall be capable of evaluating base runs in order to optimize run in terms of least distance and travel time, based on network factors.																																																																																
	TripMaster's subscription tools allow the licensee to book standing order trips regardless of their recurrence, including daily, weekly, and bi weekly, as well as first, second, third, fourth, and fifth occurrence, and for the first or last workday of the month. Call takers can lock clients onto a trip for group booking purposes, so separation doesn't occur.																																																																																
vii.	The system shall provide staff with web-based tools to proactively manage on time performance, no-shows, cancellations, subscriptions and late trips. The system shall automatically send updates of the dispatched trips and allow supervisors to monitor their driver's performance on real-time. The system shall optimize same day trip orders with advance trip orders and automatically send updates. The scheduling process shall be completely automated and have a proven capability to function without a scheduling position initiating the scheduling.																																																																																
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Scope of Work		Comments
		Having this information at your fingertips allows users to better respond to last-minute changes and be proactive when vehicles are behind schedule.
viii.	The selected vendor(s) will evaluate current passenger database and develop appropriate data conversion process that converts existing passenger information into a compatible format for use in the scheduling and dispatching software solution.	CTS Software will perform a database conversion of existing data from the licensee's current files into TripMaster. The converted data will be transferred confidentially, and CTS Software will ensure that appropriate high-level security measures are taken to protect the data's integrity and accuracy. If data in your current databases is accurate, CTS guarantees an accurate, comprehensive transfer of information to your new database. If any fields within the existing database are not supported, CTS Software will notify the licensee. While the integrity of data is ensured at the database level, we use a set of testing routines developed specifically for the data conversion process. We will follow up with a series of audits to ensure that all data has been converted accurately and works within TripMaster.
ix.	System will allow the dispatcher to save addresses, give them nicknames and make small adjustments to where they show up on the map.	TripMaster's geocoding feature utilizes built-in accuracy checks on any new addresses before the agency performs functions requiring that data, including trip routing, autoscheduling, and vehicle tracking. TripMaster and the automated vehicle locator (AVL) connected with ParaScope, TripMaster's MDT solution, incorporate geocoding data to build accurate, detailed reports. Access to maps within TripMaster is seamless, and maps open in a new browser window, allowing the user to leave each map open for easy access.
x.	Drivers must be able to log-on to an on-board device by entering their employee identification, run number, and/or the vehicle's odometer reading and the log-on information will be validated with the scheduling/dispatch software.	<p>On the home screen, the ParaScope icon will be displayed and the driver will tap the icon to pull up the log in screen.</p> <p>This brings up the driver's login screen, where the unique Personal Identification Number (PIN) will be entered. In the top field, tap your finger on the words "Enter PIN." This brings up a keyboard to enter the PIN.</p>

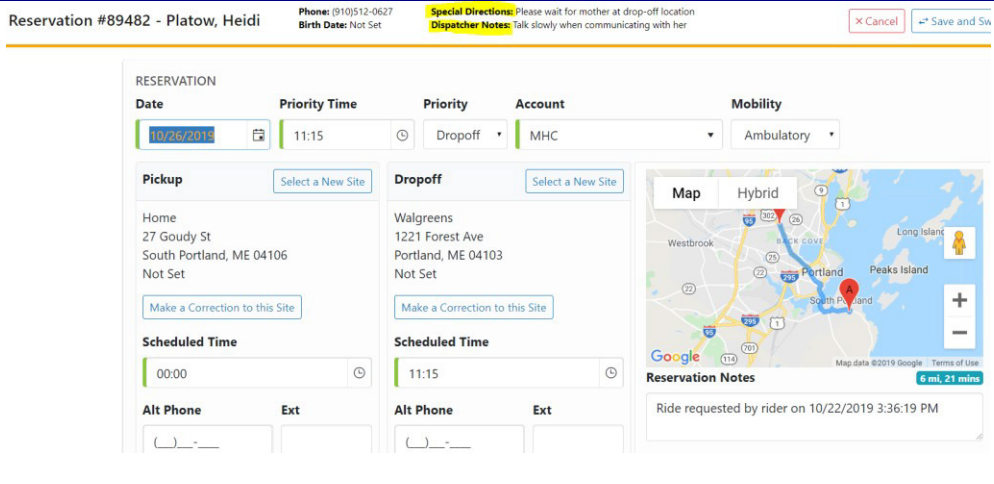
Scope of Work	Comments
	 <p>Drivers also have the option to select “Preview Upcoming Routes,” which displays information pertaining to routes for that driver in the future. This is typically used at the end of the current day’s route, so the driver has an idea what time their route starts for tomorrow, along with passengers, locations and times.</p> <p>ParaScope sends information within every 30 seconds that TripMaster users can access in many ways. The Daily Schedule screen constantly provides the current location, speed, load, next scheduled job time, and a measure of how far ahead or behind schedule that vehicle is running. Having this information at your fingertips allows the system users to better respond to last minute changes and be proactive when vehicles are behind schedule. In addition to providing the information listed above, the AVL page shows a color-coded map of all vehicles and their status.</p>
b.	Cloud Hosting
i.	<p>Web based system is preferred</p> <p>TripMaster is fully hosted, 100% web-cloud based and is optimized for Chrome, Edge, and Internet Explorer for either Windows or macOS operating systems. System data is stored in a Microsoft SQL 2016 relational database, hosted in the Microsoft Azure Cloud for HIPAA compliance as well as ePHI and FIPS encryption. Users are guaranteed a minimum 99.9% uptime</p>

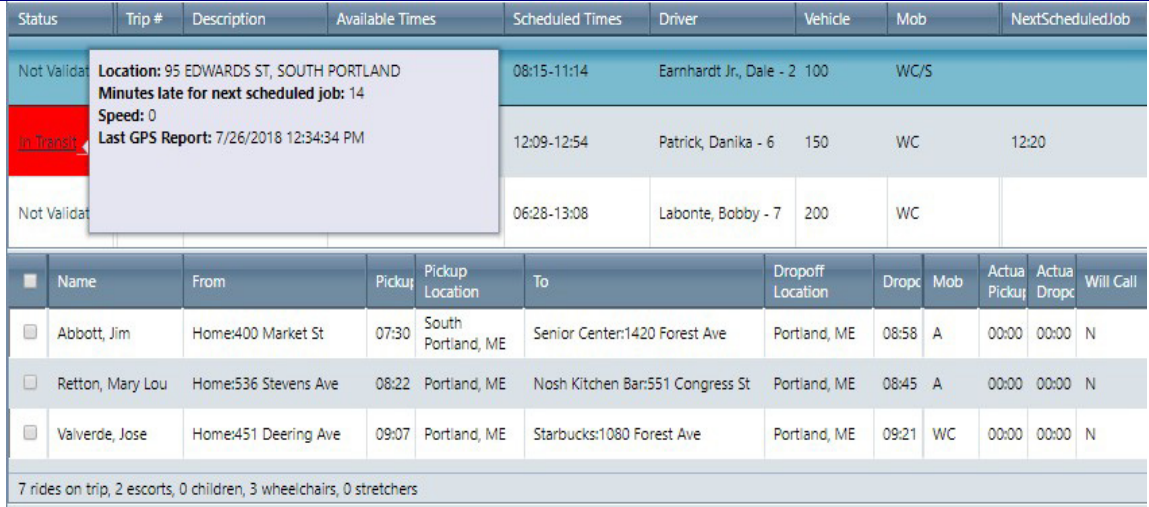
Scope of Work	Comments
	with multiple fail-safes; our server architecture incorporates redundant instances, Always-On configuration, and other technologies to ensure you always have access to your software. CTS Software performs a database backup every 30 minutes, and a full system backup nightly.
c.	GIS and Mapping
i.	<p>The system shall provide automatic vehicle location in the software product offered. Mapping capabilities and the dispatcher's abilities to identify approximate current locations, based on last known point in schedule.</p> <p>The Daily Schedule screen constantly provides the current location, speed, load, next scheduled job time, and a measure of how far ahead or behind schedule that vehicle is running. Having this information at your fingertips allows the system users to better respond to last minute changes and be proactive when vehicles are behind schedule.</p>
ii.	<p>The software must incorporate GIS capabilities and allow user access to map views of the service area; individual routes or runs, and/or bus stops; specific street addresses; or other specified user-defined zoom levels. Panning/zooming shall be incorporated into the mapping capabilities.</p> <p>TripMaster's AVL system opens and runs on a separate web page than the rest of the dispatching software to allow the user to easily utilize multiple monitors or switch back and forth when using only one monitor. The system also provides many tools on the Daily Schedule screen for quick reference including; Vehicle location, Vehicle Speed, On or Behind Schedule, Current Load, Next Schedule Job time, and more.</p> 

Scope of Work	Comments
	<p>While the end user is accessing the AVL screen the ability to view the history of any vehicle can be done seamlessly. TripMaster will create a report, displaying the history for a vehicle including; location, speed, time. This report will display an 8 hour period of time starting with the date and time selected by the end user.</p>
d.	Trip Reservations
i.	<p>System shall permit trip booking while staff are on the phone with passenger. System must be capable of processing both subscription (standing order) and stand-alone trips in this manner. System shall be capable of processing, scheduling and dispatch same day trip orders without the need for manual intervention from users, but offer manual override as an option.</p> <p>TripMaster gives reservationist a visually pleasing, super responsive and intuitive reservation process. TripMaster calculates direct drive time and distance automatically, displays a map from point A to point B and has many more effective tools on this primarily used screen. Whether you are creating a one-time reservation or a recurring reservation, TripMaster will exceed expectations.</p>
ii.	<p>System shall be capable of displaying, through pop-up window, list box, or similar alternative, a list of most frequent client travel destinations and/or recent destinations and/or recent destinations of travel for easy insertion into destination field.</p> <p>TripMaster includes a “Smart Search” capability, which automatically saves a list of frequent trip locations for each client in an easy-access drop-down field during scheduling reservations. This tool helps increase efficiency when entering reservations and scheduling.</p>
iii.	<p>System shall be capable of automatically generating trip reversals or booking the return trip from the originating trip destination to trip origin.</p> <p>When dispatchers or call-takers enter reservations, the system defaults to a “Return Trip” screen after entering the A-leg of a trip (unless the user unchecks the “Return Trip” box.) The next screen includes a reversal of the “To” and “From” fields.</p>
iv.	<p>System shall be capable of scheduling based on requested pick-up time or customer appointment time and shall take into account appropriate travel time to ensure on-time arrival at a destination.</p> <p>Each ride within TripMaster is assigned a priority time— “Drop-off” for when a rider needs to arrive at a specific time, and “Pickup” time for when a rider needs to be picked up a specific time. Priority times are required by the Auto Scheduler to prevent priority time violations.</p>
v.	<p>System shall be capable of incorporating multiple policies.</p> <p>The end user will create a default scheduling profile to determine specific measurable perimeters for the automated scheduling engine to take in to consideration. The settings pertaining to this</p>

Scope of Work	Comments
	specification include; how long a passenger can be on the vehicle, how early the passenger can be dropped off or how much time, after the scheduled return ride is allowed for pickup. In addition the system will determine the appropriate time of arrival to load the passenger or unload the passenger to ensure a late arrival does not happen.
vi.	System must be capable of accepting trip reservations for a period of at least up to 60 days in advance of the requested trip date.
vii.	System shall be capable of accepting standing orders and shall permit day of the week type travel dates and monthly calendar-based travel dates, (e.g., first and third Wednesday of each month).
viii.	System shall provide methods to enable staff to retrieve n existing trip reservation for the client in order to edit or cancel the reservation and shall provide various trip codes to document the reason for cancellation.
ix.	Search capabilities should be based on customer name and phone number, at a minimum.
x.	System shall have the capability of temporarily suspending a client's eligibility for service. System shall permit entry of both a start date and end date of the time period when the client's ridership privileges are suspended.
xi.	At conclusion of trip booking, system shall provide a confirmation of the booking with pick-up window, fare(s) and any relevant comments entered for that trip.
xii.	System shall permit trips to be placed in the system schedule but remain unassigned to a specific run. System shall be capable of permitting manual insertion of such trips into
	TripMaster allows scheduling of rides up to and including infinite future dates.
	TripMaster's subscription tools allow the licensee to book standing order trips regardless of their recurrence, including daily, weekly, and bi weekly, as well as first, second, third, fourth, and fifth occurrence, and for the first or last workday of the month. Call takers can lock clients onto a trip for group booking purposes, so separation doesn't occur.
	Once a trip reservation has been created, users can access and edit all fields of the reservation at any time.
	TripMaster's Rider Master page allows an easy lookup for client records by last name, first name, phone number and/or Medicaid number.
	Users can "suspend" or "turn off" subscription rides as needed. For example, if a rider will be out of town for two weeks, the dispatcher can select a two-week suspension that will automatically revert to active status at the end of the period.
	TripMaster meets and/or exceeds this specification.
	When a user creates a reservation, it is placed into a field labeled "Holding Pen" for future scheduling. Similarly, any reservation marked as a "will-call" will be placed in the holding pen for

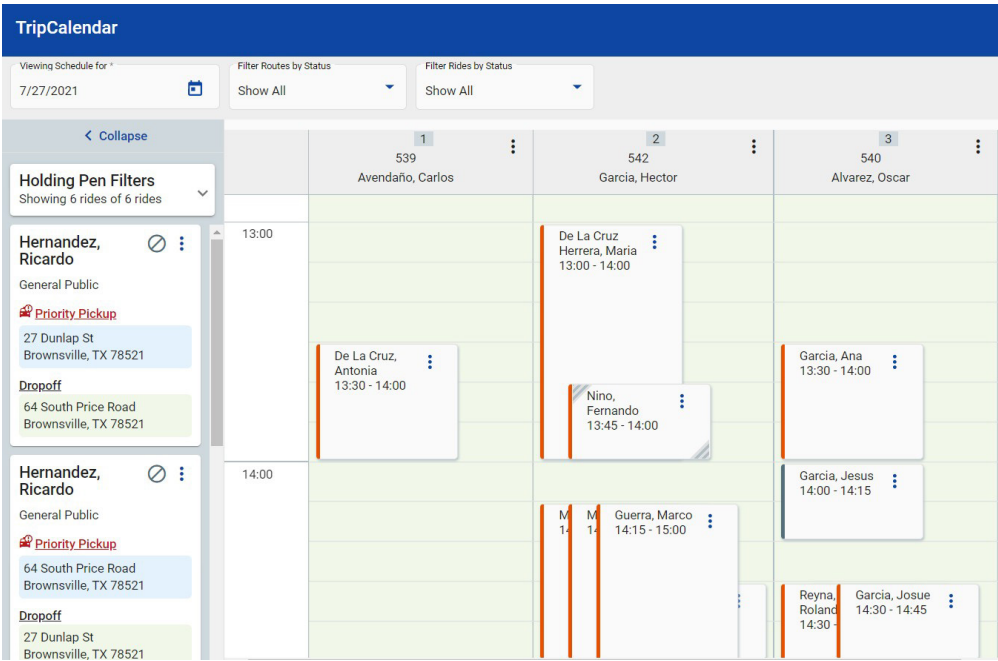
Scope of Work		Comments
	<p>the schedule, with automatic dynamic updating of the remaining scheduled pick-ups and drop-offs on the run.</p>	<p>manual or automated scheduling. The holding pen is located on the Daily Schedule as part of the full-screen view of the day's entire schedule. Users can filter the schedule by destination or time and are able to manually schedule trips on existing routes or create a new route if necessary.</p>
<p>xiii.</p>	<p>System shall be capable of taking trip orders on a same day basis and dynamically scheduling the trip into existing schedules. System shall consider existing path of route travel, existing customer assigned trips, and system policies on travel and pick-up time windows in making the scheduling assignment. If system is capable of producing multiple solutions to the trip assignment, priorities, express on some type of score or other method, it shall show the best possible choice of assignment as the default selection. When same day order is accepted and assigned to a run (or unassigned run is assigned to a run), it is imperative that the system shall be capable of dynamically updating the remaining scheduled pick-ups and drop-offs on the run's schedule.</p>	<p>TripMaster users can dynamically schedule riders from the "Holding Pen," a repository of unscheduled reservations, by right-clicking one or multiple rides and running the "Quick Seat" option. Once the user approves placement of the rides, the routes automatically update all scheduled pickups and drop-offs, and TripMaster automatically alerts drivers of updates on the MDTs.</p>
<p>xiv.</p>	<p>System shall be capable of assigning drivers to runs.</p>	<p>Please refer to the comments in Section e. Dispatching item ii. On page 43.</p>
<p>xv.</p>	<p>Once customers confirm their pick-up times, the system should not make any changes on its own.</p>	<p>Once a trip has either by manually scheduled or autoscheduled and saved, the schedule is considered locked. This means that those trips will remain on that schedule, not change to a different schedule, unless manually changed by the licensee. This provides full control to your schedules and promised times.</p>
<p>xvi.</p>	<p>System shall be capable of allowing comments or notes to be added to reservations for the driver and dispatcher. This would preferably include the ability to create standing comments based on the passenger, pick-up location, or a combination of the two.</p>	<p>Trip Master trip booking screen allows the end user to document any notes related to the reservation which will be displayed on the drivers' manifest. In addition, the trip booking screen has a separate section designed for dispatch notes which is not displayed to the driver.</p>

Scope of Work	Comments	
	 <p>Reservation #89482 - Platow, Heidi Phone: (910)512-0627 Birth Date: Not Set Special Directions: Please wait for mother at drop-off location Dispatcher Notes: Talk slowly when communicating with her</p> <p>RESERVATION Date: 10/26/2019 Priority Time: 11:15 Priority: Dropoff Account: MHC Mobility: Ambulatory</p> <p>Pickup: Home, 27 Goudy St, South Portland, ME 04106 Dropoff: Walgreens, 1221 Forest Ave, Portland, ME 04103</p> <p>Scheduled Time: 00:00 (Pickup) / 11:15 (Dropoff)</p> <p>Alt Phone: () - - () - -</p> <p>Map: Hybrid view showing location in South Portland, ME. Distance: 6 mi, 21 mins.</p> <p>Reservation Notes: Ride requested by rider on 10/22/2019 3:36:19 PM</p>	
e.	Dispatching	
i.	<p>Access to Dispatch Information – system must allow staff access to run itineraries based on run number, vehicle number, client name, or client’s phone number. System shall be capable of displaying the run number, number of passengers on the run, scheduled arrival time, estimated time of arrival and any special circumstances. Information displays must associate with the time of day (e.g., 10:00 a.m. events are displayed at the top of the list window when the dispatcher makes queries at 10:00 a.m.).</p>	<p>CTS Software has gone to great lengths to provide dispatchers and other staff members with tools needed to utilize the information being collected in real time by ParaScope. The "Daily Schedule" screen is constantly providing the current location, speed, load, next scheduled job time, and a measure of how far ahead or behind schedule that vehicle is running.</p>

Scope of Work		Comments	
		 <p>7 rides on trip, 2 escorts, 0 children, 3 wheelchairs, 0 stretchers</p>	<p>Having this information at your fingertips allows users to better respond to last-minute changes and be proactive when vehicles are behind schedule.</p> <p>The TripMaster Assignments screen allows the user to easily swap drivers or vehicles in the case of breakdowns, or drivers calling in sick, etc. Should there be a breakdown and no other vehicles are available to perform the runs, then a user can take the vehicle out of service and rerun the Auto Scheduler to see if it can handle the day's trips with one less vehicle.</p> <p>The Daily Schedule is the platform on which users schedule, dispatch, and monitor all aspects of day-to-day operation. On the Daily Schedule, route details appear in columns, including vehicles assigned, drivers assigned, and availability. Any routes that do not have a vehicle and/or driver assigned will be clearly visible to the licensee. Any routes that are not assigned any rides can be identified in a number of different ways on the Daily Schedule as well.</p>
ii.	Driver Assignment – system shall be capable of assigning drivers to runs. The system shall allow drivers to be assigned both as needed, as well as on a standing basis for a defined period of time. System shall take into account driver work		The TripMaster Assignments screen allows the user to easily swap drivers or vehicles in the case of breakdowns, or drivers calling in sick, etc. Should there be a breakdown and no other vehicles

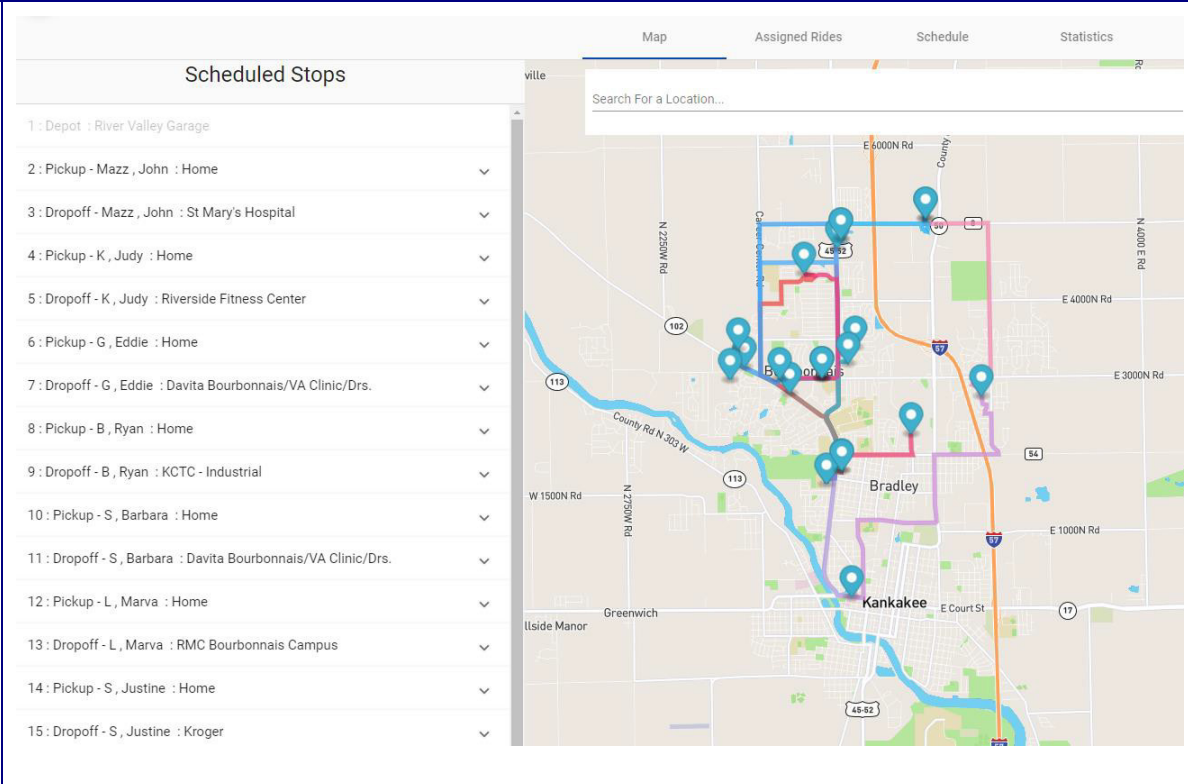
Scope of Work	Comments
	schedules, qualifications, and other factors to ensure compliance with system policies.
iii.	<p>Vehicle Assignment – capability of assigning vehicles to scheduled runs taking into account mobility needs of customers assigned to the run, thereby ensuring sufficient wheelchair capacity at all times. Dynamic updating of assigned vehicles must be possible in order to take into account vehicles pulled from service due to mechanical failure, lift failure, or other failure event found during the driver’s pre-trip inspection.</p>
iv.	<p>Cancellations/No-Shows – capable of allowing dispatchers to process late cancellations (cancellations received after system policy time) and no-shows.</p>
v.	<p>Same Day Reservation Changes/Add-Ons – capable of automatically displaying to the dispatcher/scheduler cancellations, same day reservations, and will-call return trips waiting for vehicle assignment (e.g., trips/reservations made but not yet assigned/scheduled).</p>
	are available to perform the runs, then a user can take the vehicle out of service and rerun the Auto Scheduler to see if it can handle the day’s trips with one less vehicle.
	The Daily Schedule is the platform on which users schedule, dispatch, and monitor all aspects of day-to-day operation. On the Daily Schedule, route details appear in columns, including vehicles assigned, drivers assigned, and availability. Any routes that do not have a vehicle and/or driver assigned will be clearly visible to the licensee. Any routes that are not assigned any rides can be identified in a number of different ways on the Daily Schedule as well.
	<p>There are several trip status options regarding the state of trip. All trip statuses can be applied by either the driver using ParaScope or by dispatch. No-show options include No Client, Cancel at Door, Not Ready, and Not Ready Will Return.</p> <p>TripMaster has two different statuses for cancelations. The first status is an Admin Cancel for when the end user needs to cancel the trip due to a non-customer requested cancel. The second status is a Rider Cancel for when the passenger has requested the trip be canceled. Both statuses are tracked for reporting purposes. Selecting a group of trips or all trips assigned to specific vehicle can be done by a one-click action which then provides the option to Cancel and in return, undo the Cancel.</p>
	Unscheduled rides appear in the Holding Pen. The schedule can be filtered by destination or time; this function is a manual scheduling assistant to find the most suitable trip to place the unscheduled reservation. Once the optimal trip has been located, the user can then select the unscheduled reservation and place it on the trip by selecting “seat reservation,” or by clicking and dragging.


Scope of Work	Comments
vi.	<p>Removal of Vehicles from Service – if staff is advised that a vehicle is not fit for service, system shall be capable of programming a vehicle substitution on the affected run(s)</p> <p>All data in TripMaster can be edited at any time. In a situation where data is no longer needed (a rider moves away, vehicle is decommissioned, driver quits, etc.) the data is moved to an “inactive” state, ensuring that all past actions associated with the inactive rider/vehicle/driver remain accessible for billing and reporting purposes. When an item is moved to inactive, it longer appears in lists for daily operational use.</p>
f.	<p>Scheduling</p>
i.	<p>Schedule Order Capability - capability of producing schedules, by run, in chronological order or by sequential run number, indicating project arrival time of system vehicles at each origin and destination. Schedules must be developed on zones or counties, based on user specified service zones. Must be capable of recognizing geographic zones with dedicated vehicles, work rules, and trip requests.</p> <p>TripMaster offers users a detailed review process for optimization results before they accept a proposed schedule. Review options include: a specific order of assigned trips per route review; a step-by-step review displaying distance and time from stop to stop, and the option to display a detailed mapping screen to visually clarify the direction of travel.</p> <p>The Auto Scheduler includes a built-in statistical analysis of the proposed schedule. After completing the optimization process, users are shown a detailed report with before and after results in several categories, including:</p> <ul style="list-style-type: none"> • Average miles per ride • Average priority window violation • Total priority time variance • Total deadhead miles • Total service duration • Total unassigned rides <p>After reviewing the statistical report, the user may make changes to the schedule, run the Auto Scheduler again, and continue this process, if necessary, until satisfied. Even after the user has</p>

Scope of Work	Comments	Comments
		accepted the Auto Scheduler results, they may still make changes to the schedule. The Auto Scheduler automatically excludes riders who are locked onto trips or marked as will-calls.
ii.	<p>Display Option - once generated, system shall be able to display all schedules for all runs on a given day. Display shall contain all pertinent run data and contain necessary menu and edit tools to provide manual adjustments, as necessary, to the scheduled runs.</p>	<p>The system provides numerous data views for the end-user to choose from. The views have different layouts and can be customized in several different ways. Dispatch logs can be grouped by Driver, Vehicle, Trip #, Rider Name, or Ride Time. These are great master sheets showing all riders for the day in one consolidated view.</p> 
iii.	<p>Validation/Violations –internal validation controls to ensure that schedules do not violate schedule and work rules. Additionally, have capacity to evaluate overall travel time for individual passengers to ensure that system travel time limitations are not exceeded. System shall be capable of generating or identifying trips that violate system parameters</p>	<p>If a tablet fails to communicate trip information back to the server immediately, users can manually enter and validate data, either in real time as drivers call in their pickup times and odometers, or at a later time.</p>

Scope of Work	Comments
	<p>so that staff can attempt to remedy the violation.</p>
<p>iv.</p>	<p>Manual Override – system shall provide the capability of certain scheduling staff (e.g., supervisors, managers, etc.) to manually move trips after schedule development. When such overrides are made, the system shall record and timestamp the override action in the trip record (or in an associated database) in order to provide a historical account of changes to the original (booked) reservation.</p>
<p>v.</p>	<p>Labor Rules – must be capable of scheduling trips to established runs taking into account system labor rules on work hours, breaks, and employee work hours.</p>
	<p>Using ParaScope, the need for manual entry is rare, because ParaScope temporarily saves data when cellular connectivity may not be available. This is extremely important in rural areas where cellular signals may be sparse. Once the tablet reconnects with a cellular connection, all data compiled while out of the service area will then be transmitted back to the software.</p>
	<p>Users may manually override any data within TripMaster. Upon accepting Auto Scheduler results, users can move, copy or delete rides using a drop-down selection box while reviewing the schedule development. Users move reservations by clicking, dragging, and dropping. TripMaster tracks and records individual user actions, creating a historical account of changes, including name of user, time and date the action was performed, and action performed. The licensee has full access to these records, which cannot be altered.</p>
	<p>Auto Scheduler optimization functions consider the following:</p> <ul style="list-style-type: none"> ▪ speeds ▪ turn restrictions and impedances ▪ vehicle load capacities ▪ time ▪ historical traffic ▪ customer needs ▪ equipment availability ▪ time windows of equipment available ▪ time windows for customer pickup and drop-off ▪ priority of stops <p>TripMaster offers users a detailed review process for optimization results before they accept a proposed schedule. Review options include: a specific order of assigned trips per route review; a</p>

Scope of Work	Comments
	step-by-step review displaying distance and time from stop to stop, and the option to display a detailed mapping screen to visually clarify the direction of travel.
vi.	Vehicle Assignment – in assigning passengers to vehicles and/or vehicles to system runs, system shall be capable of recognizing the need for accessible vehicles, vehicle capacity, etc., in making said assignments. System shall have the capability of assigning vehicles to zones.
vii.	<p>Editing Schedules – capability of adding trips to previously generated schedules or re-assigning trips from one run to another. System shall be capable of evaluating individual trip parameters and select runs that best satisfy the requirements of the reservation while maintaining the integrity of the existing reservations on the same run. If system generates a range of alternatives, system shall present alternatives in rank order with the highest ranked alternative indicating the “best” selection. The best selection will be chosen based on vehicle GPS of current vehicles on the road (in the case of same day trips) and the information of other trips currently within the schedule for the time that the trip in question is being booked.</p>
viii.	Updating after Schedule Edits - anytime a schedule is edited, the system must be capable of updating the schedules of all other impacted trips so all previously scheduled trips must remain on time, not violate travel time rules, etc.
ix.	Schedule Issues - If the system cannot schedule all orders for the day of travel being scheduled, then the system shall be capable of displaying all such trips in its own dataset so that staff may consider manual overrides to the schedule and/or assignment of trip.
	Please refer to the comments in Section e. Dispatching item iii. On page 43.
	Computer-assisted scheduling is available to the user, with access to several filter options. Users can click on a rider in the holding pen and choose the Auto Schedule option to show what trips the rider would fit best on, after which the rider can be placed on a trip, and the trip’s times and stops are updated. This is optimal for scheduling will-call riders from the holding pen upon their call to say they are ready to be picked up.
	Upon seating the reservation manually or automatically, dynamic updating of the remaining scheduled pick-ups and drop-offs on the run will occur.
	Once the user approves placement of the rides, the routes automatically update all scheduled pickups and drop-offs, and TripMaster automatically alerts drivers of updates on the MDTs.
	The Auto Scheduler flags rides that cannot be scheduled after factoring in all possible scheduling elements. Users may then either correct missing or incomplete information or manually place rides onto routes.

Scope of Work	Comments
	<p>Unscheduled rides appear in the Holding Pen. The schedule can be filtered by destination or time; this function is a manual scheduling assistant to find the most suitable trip to place the unscheduled reservation. Once the optimal trip has been located, the user can then select the unscheduled reservation and place it on the trip by selecting “seat reservation,” or by clicking and dragging.</p>
<p>x.</p>	<p>GIS Display of Schedules – Once trips are assigned to a scheduled run, the system shall be capable of graphically displaying, on the GIS system, the sequence of pick-ups, drop-offs, and route path for the run.</p>
<p>g.</p>	<p>Fare Collection</p>
<p>i.</p>	<p>The system shall allow fares to be decided on a per-trip basis.</p>
	 <p>The screenshot displays the TripMaster GIS interface. On the left, a list titled "Scheduled Stops" contains 15 entries, each with a number, a description of the stop (e.g., "1: Depot : River Valley Garage", "2: Pickup - Mazz, John : Home"), and a dropdown arrow. On the right, a map shows a route path connecting these stops in Bradley, IL. The map includes street names like E 5000N Rd, E 4000N Rd, E 3000N Rd, E 1000N Rd, W 1500N Rd, and County Rd N 303 W. Landmarks like Bradley, Kankakee, and Greenwich are also visible. The interface includes tabs for "Map", "Assigned Rides", "Schedule", and "Statistics", and a search bar for locations.</p>
	<p>CTS Software has taken all measures to ensure that the products proposed include all components to a transportation agency’s needs. This being said a specific function of TripMaster is the interface with the billing component. CTS has designed a section within the “Master Files” to create as many</p>

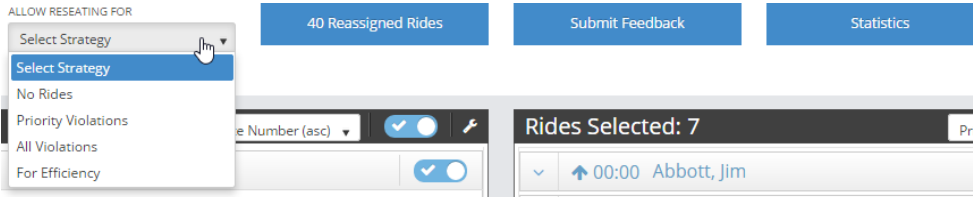
Scope of Work	Comments
	accounts or fare types as needed. The licensee will create billing accounts related to billing per mile, per ride, per hour, or any combination of the three. Several additional specifications can be adjusted to any account created. Some examples of these specifications are shared mile, shared trip, direct mile, and additional charges that may apply to wheelchair, wait time, escorts, or fares.
ii.	The operator will be able to designate the type of fare and monetary value received if eligible. TripMaster meets and/or exceeds this specification.
iii.	<p>The system will offer electronic fare payment integration.</p> <p>CTS Software is proposing our ParaPass meet the needs of the electronic fare ParaPass will be getting a major upgrade by the first quarter of 2020 which will include purchase passes online or via ParaPortal app) as well as add funds to an existing pass. ParaPass today, the initial payment and funds is done by office personnel.</p> <p>ParaPass is designed to eliminate the cash between drivers and passengers by pre-loading funds on to a custom designed pass. ParaScope, the in-vehicle application for drivers, allows the driver to select that a passenger is getting on the vehicle with a pass to pay their fare. Pre-populated fares can be configured based on the passenger type. For example, a charge of \$1.00 for Seniors can be created and assigned and a charge of \$3.00 for General Public can be created and assigned to assist with automating fares based on passenger types.</p> <div data-bbox="1381 548 1808 1040" style="border: 1px solid black; padding: 5px;">  </div> <p>solution to collection. the end of the ability to (passenger Using reloading of transaction</p>

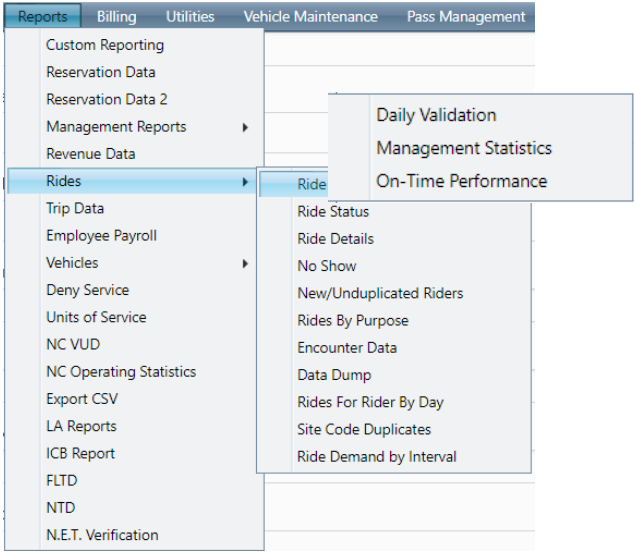
Scope of Work	Comments																																																																		
	<p>Within TripMaster, a section labeled “Pass Management” provides a detailed list of all passengers assigned a pass as well as the details about their balance, history and much more. Different types of passes can be created based on your business practices and objectives.</p> <table border="1" data-bbox="840 381 1816 690"> <thead> <tr> <th>▲Pass ID</th> <th>Pass Type</th> <th>Rider</th> <th>Rider Type</th> <th>Balance</th> <th>Remaining Days</th> <th>Active</th> <th></th> </tr> </thead> <tbody> <tr> <td>f107f</td> <td>Flex</td> <td>Robinson, Jackie</td> <td>General</td> <td>17 rides</td> <td>N/A</td> <td>Yes</td> <td>View History </td> </tr> <tr> <td>fef2b</td> <td>Flex</td> <td>Gehrig, Lou</td> <td>General</td> <td>47 rides</td> <td>N/A</td> <td>Yes</td> <td>View History </td> </tr> <tr> <td>1e0fd</td> <td>Cash</td> <td>Platow, Derek</td> <td>Senior</td> <td>\$23.50</td> <td>N/A</td> <td>Yes</td> <td>View History </td> </tr> <tr> <td>6d358</td> <td>Cash</td> <td>Street, Picabo</td> <td>General</td> <td>\$55.00</td> <td>N/A</td> <td>Yes</td> <td>View History </td> </tr> <tr> <td>a4bcb</td> <td>Cash</td> <td>Mantle, Mickey</td> <td>General</td> <td>\$20.00</td> <td>N/A</td> <td>Yes</td> <td>View History </td> </tr> </tbody> </table> <p>Cash Pass – Funds loaded on a pass (\$50.00) Flex Pass Rides – Number of rides loaded on a pass (20 Rides) Flex Pass Date – Date range of availability to use the pass (Oct 1 – Dec 31st)</p> <div data-bbox="840 868 1774 1112" style="background-color: #f0f0f0; padding: 5px;"> <p>Pass Id: 81b4cafb-0465-526a-f3e5-2b8d4bc96609 Balance: \$110.50 Pass Type: Cash Rider Type: Child Active: Yes Rider Name: Platow, Heidi</p> </div> <div data-bbox="1186 1120 1459 1161" style="text-align: center;"> <p>First < 1 2 > Last</p> </div> <table border="1" data-bbox="840 1177 1774 1388"> <thead> <tr> <th>▲Date</th> <th>Type</th> <th>Amount</th> <th>Purchaser / Rider</th> <th>User / Driver</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>10/31/2018 09:35</td> <td>New Purchase</td> <td>\$100.00</td> <td>Heidi Platow</td> <td>dplatow</td> <td></td> </tr> <tr> <td>12/21/2018 10:20</td> <td>Debit</td> <td>-\$1.50</td> <td>Platow, Heidi</td> <td>Earnhardt Jr., Dale</td> <td>Pass used for ride at 451 Deering Ave Portland ME</td> </tr> </tbody> </table> <p>When a driver scans the pass as a passengers boards the vehicle a screen is displayed to the driver and passenger notifying them of their available funds, amount deducted for this transaction and</p>	▲Pass ID	Pass Type	Rider	Rider Type	Balance	Remaining Days	Active		f107f	Flex	Robinson, Jackie	General	17 rides	N/A	Yes	View History	fef2b	Flex	Gehrig, Lou	General	47 rides	N/A	Yes	View History	1e0fd	Cash	Platow, Derek	Senior	\$23.50	N/A	Yes	View History	6d358	Cash	Street, Picabo	General	\$55.00	N/A	Yes	View History	a4bcb	Cash	Mantle, Mickey	General	\$20.00	N/A	Yes	View History	▲Date	Type	Amount	Purchaser / Rider	User / Driver	Description	10/31/2018 09:35	New Purchase	\$100.00	Heidi Platow	dplatow		12/21/2018 10:20	Debit	-\$1.50	Platow, Heidi	Earnhardt Jr., Dale	Pass used for ride at 451 Deering Ave Portland ME
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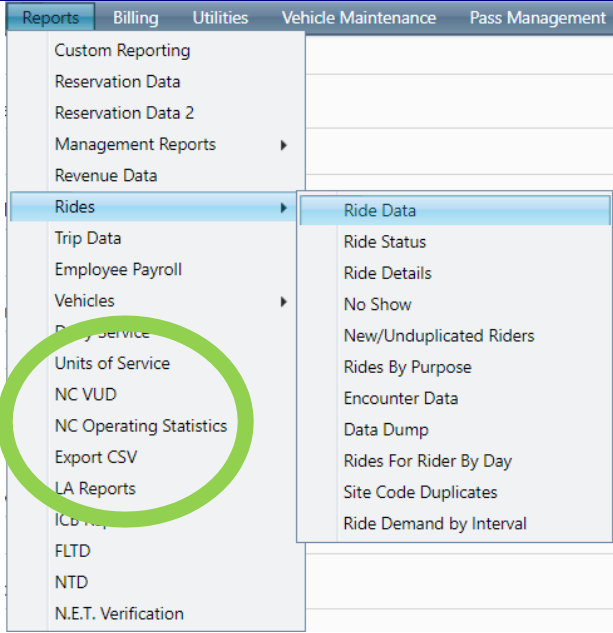
Scope of Work	Comments
	<p>their remaining balance. If a passenger is using a different passengers pass, an alert will pop up notifying the driver that this pass belongs to another passenger (displaying the other passengers name) and giving the driver the option to provide the ride or deny the ride.</p>
<p>h.</p>	<p>System Parameters</p>
<p>i.</p>	<p>System shall have capability for user specified settings that govern the scheduling process (e.g., average speed; dwell times; load times; etc.).</p> <p>The licensee will create "Schedule Profiles" to be used when running the Auto Scheduler. These profiles define, among other factors:</p> <ul style="list-style-type: none"> • How long a passenger can be on the vehicle • How early a passenger can be dropped off prior to their appointment • How long a passenger can wait for pickup after an appointment • How much time to designate for boarding preparation • Additional time windows to load passengers with special assistances or mobility methods. <p>TripMaster allows an unlimited number of Schedule Profiles to be configured and applied to riders and rides. Upon considering the Schedule profiles for each ride within that day's schedule, the Auto Scheduler will determine optimal route efficiency.</p> <p>The Company Master has additional parameters to enhance the specific needs of the licensee including; Time Window Factor, Excess Transit Factor, Route Zone Miles, Cost per Mile and Cost per hour. All of</p> <div data-bbox="1499 954 2005 1502" style="border: 1px solid black; padding: 5px;"> <p>Time Window Factor Medium ▼</p> <p>Excess Transit Factor Medium ▼</p> <p>Route Zone Miles <input type="text"/></p> <p>Cost Per Mile 0.75</p> <p>Cost Per Hour 2</p> </div>

Scope of Work	Comments
	<p>these parameters provide a more granular and specific approach to efficiency and transit system obligations and goals.</p>
<p>ii.</p>	<p>Proposers should specify the range of parameters that can be user set and how the proposer will assist the transit system in the initial setting of these parameters to ensure maximum scheduling efficiency in daily operations.</p> <p>TripMaster’s Auto Scheduler automatically batches all bookings for a travel day. The system is based on actual street networks in the service area by x- and y- coordinates, parameters associated with network segments as established in the GIS system, physical barriers, speed parameters, time of day, and appropriate dwell times for the boarding and alighting of passengers.</p> <p>The end user will create a default scheduling profile to determine specific measurable perimeters for the automated scheduling engine to take in to consideration. The settings pertaining to this specification include; how long a passenger can be on the vehicle, how early the passenger can be dropped off or how much time, after the scheduled return ride is allowed for pickup. In addition the system will determine the appropriate time of arrival to load the passenger or unload the passenger to ensure a late arrival does not happen.</p> <p>The licensee will create "Schedule Profiles" to be used when running the Auto Scheduler. These profiles define, among other factors:</p> <ul style="list-style-type: none"> • How long a passenger can be on the vehicle • How early a passenger can be dropped off prior to their appointment • How long a passenger can wait for pickup after an appointment • How much time to designate for boarding preparation • Additional time windows to load passengers with special assistances or mobility methods.

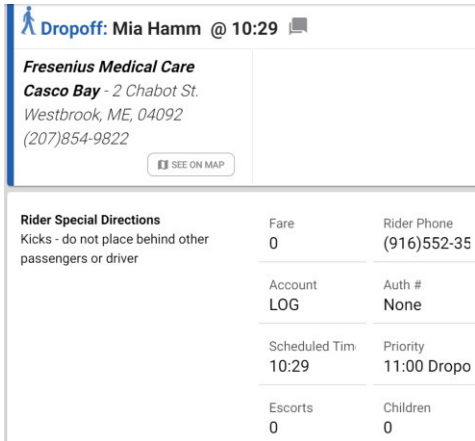
Scope of Work	Comments
	<p>TripMaster allows an unlimited number of Schedule Profiles to be configured and applied to riders and rides. Upon considering the Schedule profiles for each ride within that day's schedule, the Auto Scheduler will determine optimal route efficiency.</p> <p>The transportation provider will create a default Schedule Profile with general parameters the Auto Scheduler will take into consideration for passengers, trips, and routes. In coordination with how long passengers can be on the vehicle ("Max Ride Duration,") the transportation provider may specify to add the "direct drive time" to the earliest pickup and last drop-off, to determine the route's most beginning and end.</p> <p>The Auto Scheduler includes a built-in statistical analysis of the proposed schedule. After completing the optimization process, users are shown a detailed report with before and after results in several categories, including:</p> <ul style="list-style-type: none"> • Average miles per ride • Average priority window violation • Total priority time variance • Total deadhead miles • Total service duration • Total unassigned rides <p>After reviewing the statistical report, the user may make changes to the schedule, run the Auto Scheduler again, and continue this process, if necessary, until satisfied. Even after the user has accepted the Auto Scheduler results, they may still make changes to the schedule. The Auto Scheduler automatically excludes riders who are locked onto trips or marked as will-calls.</p>

Scope of Work	Comments	
	<p>Users configure Auto Scheduler settings under the Schedule Profile Master, including time windows, load time, and different weights for speed or distance, and the Auto Scheduler uses Esri’s Real Street Network data to optimize routing.</p> <p>The Auto Scheduler allows the end user to schedule trips with filter options; for example, assigning first scheduling priority to wheelchair assignments or specific accounts.</p> <p>TripMaster will provide the end user with the ability to re-schedule trips in a particular way to optimize schedules differently. When selecting one of the options shown in the figure below, the system will display comparable statistics to review the before and after picture.</p> 	
i.	Data Ownership, Retention, and Access	
i.	<p>All system data shall be owned by Concord Kannapolis Area Transit, with the rights and ability to access all data, export it to other applications, and allow access to third parties for integration purposes on a perpetual royalty-free basis. Concord Kannapolis Area Transit shall be able to upload/download as much data as desired in transactions with the system. The proposer shall not apply any usage restriction for fee. The proposer shall not modify the data structure without consent. For any approved modification to the data structure, Concord Kannapolis Area Transit shall be given notice 60 days in advance, in order to make corresponding accommodations/modifications. The proposer</p>	<p>Under the contractual terms between CTS Software and each transit agency, all data will be owned by the agency. CTS Software never archives data. All data will always be available to each transit agency without having to contact CTS Software to retrieve it.</p>

Scope of Work	Comments
<p>shall provide a comprehensive data archive, backup, and recovery plan and the services, equipment, and systems necessary to implement that plan. Historical data shall be stored in a larger database and shall retain and allow access to historical data for at least five (5) years from the date of upload.</p>	
<p>j.</p>	<p>Reporting</p>
<p>i.</p>	<p>Standard Reports – software shall be capable of generating a range of management, service and eligibility reports necessary to permit sufficient oversight of the paratransit service. Software will also provide reports that meet NTD and state requirements and include real time reporting. The software system shall support real time web based operational supervision and on time performance reporting. All reports can be run on demand and exportable into csv, pdf, excel, word, etc., preferable as well as geospatial data compatible with GIS. System shall also have the ability to run a certain report or reports on a set schedule and delivered to an email address in a particular format, i.e., monthly reports on revenue, dead head hours, miles, and ridership totals, etc. sent to the user’s email address.</p> <p>All reports are created by queries run through SQL and displayed in Active Reports Web Viewer. All reports and other documents are exportable to formats including Excel, PDF, and Word. Our detailed training sessions cover all reports thoroughly.</p> <p>Standard reports include:</p>  <p>TripMaster already has all reports listed in this RFP including; NC VUD, NC Ops Stat, and the necessary integrations with NC Tracks, ModivCare (formerly LogistiCare), and One Call.</p>

Scope of Work	Comments
	
<p>ii.</p>	<p>Ad-Hoc Reports – system shall be capable of permitting the user to create, format, and print user-defined reports based on any data element contained in the database. Proposer must be willing to aid staff in creating ad-hoc reports including fixed route comparability reporting.</p> <p>Trip Master is equipped with one of the most detailed, powerful reporting engines in the industry, including customizable pre-designed system reports. The custom reporting interface does not require knowledge of Crystal report queries or other reporting methodologies.</p> <p>Each custom report created can be saved for future use, and there is no limit to the number of custom reports that can be created. All reports are created by queries run, on the back end, through SQL, and displayed in Active Reports Web Viewer. All reports and other documents are exportable to formats including Excel, PDF, and Word. Our detailed training sessions cover all reports thoroughly.</p>
<p>iii.</p>	<p>Event based reporting – when a function is performed, the location of the vehicle shall be reported along with any data relevant to the performance of the particular function.</p> <p>Our breadcrumb style vehicle location maps are a great help in assessing service deficiencies. Vehicle tracking is extremely accurate and is readily available for a 30-day period. In the situation</p>

Scope of Work		Comments
		tracking data is required beyond 30-days in a one-off situation, CTS Software can pull that information. This display includes vehicle, driver, location, speed and duration of time a specific location.
k.	Hardware	
i.	System must be offeror or third-party hosted and may or may not require hardware or software installation on City of Concord's servers. Vendor, as soon as practical after notice to proceed, shall provide a complete list of technical specifications for each workstation that will generate best performance in the software's runtime environment.	CTS Software is proposing that all hardware is procured by the licensee. For in-office workstations, in short, as long as there is an internet connection and a computer TripMaster will can be accessed and utilized. On the following page, we have provided some specifics for optimal performance.
l.	Communications	
i.	It shall be the proposer's responsibility to recommend the available and most appropriate communication protocols for use in mobile data communication. These methods may include but may not necessarily be limited to wireless communication networks maintained by existing cellular carriers. It shall be Concord Kannapolis Area Transit's discretion as to which method to use.	CTS Software meets and/or exceeds this specification.
m.	Display Functionality	
i.	The driver must be able to log-on to the system by entering their employee identification. The software will validate the log-on information.	Please refer to the comments on Page 35-36 Section a.x
ii.	All driver screens shall display the current system time, the time should be able to be depicted by a twenty-four (24) hour clock, or alternatively an AM/PM designation.	ParaScope does display the time of day but the time is only available in military time.
iii.	Basic Controls Software will also provide users with the ability to: switch between a "day"	This is dependent on the device settings.

Scope of Work	Comments
	mode graphics display and a “night” mode graphics display that have been optimized for the ambient lighting expected under those conditions; adjust volume; and adjust backlighting of display.
iv.	<p>Manifest screen must provide drivers with an overview of their manifest sufficiently detailed to understand trip origins, destinations, and sequence, with the current trip at the top.</p> <p>ParaScope displays all trip information for the entire day. The next days trips information is also available to the driver as a preview only mode. All trip updates including add-ons and cancelations will automatically fall in-line according to times and all trip updates deliver a notification window to provide the details as to what change occurred to the driver.</p> <p>While drivers perform pickups and drop-offs throughout the day, the manifest and Daily Schedule screens update in real-time.</p> <p>With each status update, TripMaster captures the arrival time, boarding time, drop-off time, and odometer readings automatically. This eliminates the need for manual data entry, and increases accuracy of collected data.</p>
v.	<p>The driver must be able to access the passenger/trip information screen from the Manifest Screen. The passenger/trip information screen shall have detailed information about each stop (pick-up or drop-off).</p> <p>The driver can select any job on the manifest to view its details. Below is an example of the driver’s screen view:</p> 

Scope of Work		Comments																
n.	Passenger-facing functionality																	
i.	A passenger-portal should be available, whether through mobile app or online.	<p>The TripPortal app is compatible with both iOS and Android platforms. TripPortal can also be accessed by visiting www.requestmyrides.com</p> <p>TripMaster also offers a unique scheduling feature for facilities such as hospitals, group homes, assisted living facilities, and others. At these facilities, providers can select and enroll “Rider Delegates,” people who can log into the TripPortal and make ride requests on behalf of those who are in each facility.</p>																
ii.	Passengers should have access to scheduled and/or request trip times, unplanned trip requests, and functionality to schedule and/or request a trip.	<p>Convenience and time saving are also attributes of TripPortal, CTS’s rider portal. This online tool cuts down on the need to take reservations over the phone. TripPortal allows riders to easily self-serve by managing their ride requests from a computer or smartphone. The TripPortal app is compatible with both iOS and Android platforms. Simply enter an email address and click “Invite to Portal” to give riders access to use an intuitive, one-page wizard to enter the date, time, and places they want to go. Riders can also check their reservation status to see if it is pending, accepted, or rejected and a rejection reason.</p> <table border="1" data-bbox="835 1071 1995 1226"> <tbody> <tr> <td>08/31/2022</td> <td>CTS Transit Inc.</td> <td>↓ Dropoff 1:00 PM</td> <td>**Home** 27 Goudy St South Portland, ME 04106</td> <td>SeaWorld Orlando 7007 Sea World Drive Orlando, FL 32821</td> <td>N/A</td> <td>Requested</td> <td>⋮</td> </tr> <tr> <td>08/31/2022</td> <td>CTS Transit Inc.</td> <td>↑ Pickup 2:00 PM</td> <td>SeaWorld Orlando 7007 Sea World Drive Orlando, FL 32821</td> <td>**Home** 27 Goudy St South Portland, ME 04106</td> <td>N/A</td> <td>✓ Approved</td> <td>⋮</td> </tr> </tbody> </table>	08/31/2022	CTS Transit Inc.	↓ Dropoff 1:00 PM	**Home** 27 Goudy St South Portland, ME 04106	SeaWorld Orlando 7007 Sea World Drive Orlando, FL 32821	N/A	Requested	⋮	08/31/2022	CTS Transit Inc.	↑ Pickup 2:00 PM	SeaWorld Orlando 7007 Sea World Drive Orlando, FL 32821	**Home** 27 Goudy St South Portland, ME 04106	N/A	✓ Approved	⋮
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iii.	Passenger Application must be fully accessible to users with disabilities and shall comply with the Web Content Accessibility Guidelines (WCAG) 2.1	TripMaster meets and/or exceeds this specification.																
o.	Communication Functionality																	

Scope of Work		Comments
i.	Software shall be capable of providing visual and audible alerts to indicate incoming messages and shall be capable of sending a message and notifying the driver of the success or failure of the transaction.	TripMaster with ParaScope, the Mobile Data Terminal interface, provides the end-user to send alerts and/or messages directly to the drivers. All messages that are sent and received by dispatch are recorded in the Mobile Message Center for historical tracking.
ii.	The driver must be able to acknowledge incoming messages (as deemed necessary).	Each message created to send to the drivers has multiple types of messages such as; normal message, priority message, yes/no response, or numeric. This allows for a quick single selection by the driver to respond without having to manually type a message back.
iii.	The unit shall also be capable of allowing the driver to respond to a message. Staff must have the ability to turn this feature on/off.	Each message created to send to the drivers has multiple types of messages such as; normal message, priority message, yes/no response, or numeric. This allows for a quick single selection by the driver to respond without having to manually type a message back. Turning this functionality off is just a matter of eliminating the canned messages so the drivers do not have an option to select.

9. Required Forms and Signatures

REQUEST FOR PROPOSALS ACKNOWLEDGEMENT FORM

The Firm/Agency hereby certifies receipt of the Request for Proposals package for the City of Concord, North Carolina, "Demand-Response Scheduling/Dispatching System"

This form should be completed upon receipt and review of the City's Request for Proposals package and emailed to the City prior to proposal submission. Please email the completed Request for Proposals Acknowledgement Form to the attention of:

Concord Kannapolis Area Transit
45 Transit Court NW
Concord, NC 28025
Attention: Jaime Tippet Poe

Email: tippetpoej@concordnc.gov

Fax: 704.920.6901

Date: 09 / 27 / 2022

Authorized Signature: 

Title: Director of Business Development

Company Name: Foxster Opco, LLC. dba CTS Software

Please check the appropriate space provided below and provide the requested information:

We plan to submit a Proposal in response to "Cabarrus County Long Range Public Transportation Master Plan".

Primary Contact Name: Derek Platow

Contact E-mail address: derek.platow@cts-software.com

Contact phone: 9105120624 Fax number: 8662444351

Secondary Contact Name: Jeff Neese

Contact E-mail address: jeff.neese@cts-software.com

Contact phone: 3367077263 Fax number: 8662444351

We do not plan to submit a Proposal in response to "Demand-Response Scheduling/Dispatching System."

Reason: _____

ADDENDA RECEIPT CONFIRMATION FORM

Demand-Response Scheduling/Dispatching System RFP

ADDENDUM #:

DATE:

_1

9/20/2022

I certify that this proposal complies with the General and Specific Specifications and Conditions issued by the City except as clearly marked in the attached copy of all addenda for this RFP. It is the responsibility of the Firm/Agency to be sure they have reviewed all the addenda associated with this RFP.

Derek Platow
(Please Print Name)

09 / 28 / 2022
Date



Authorized Signature

Director of Business Development
Title

Foxster Opco, LLC. dba CTS Software
Company Name

PROPOSAL SUBMISSION FORM

Demand-Response Scheduling/Dispatching System RFP

This Proposal is submitted by:

Firm/Agency : Foxster Opco, LLC. dba CTS Software

Signed: 

Name: (Typed) Derek Platow

Address: PO Box 57

City/State/Zip: Swansboro, NC. 28584

Telephone: 800-704-0064
(Area Code) Telephone Number

Facsimile: 866-244-4351
(Area Code) Telephone Number

It is understood by the Firm/Agency that the City reserves the right to reject any and all proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and rebid this RFP. Proposals will be considered valid for ninety (90) calendar days from the date of Proposal submission.

Foxster Opco, LLC. dba CTS Software
Service Provider

09 / 28 / 2022
Date

Derek Platow
Name (Please type or print name)


Authorized Signature

REQUIRED FEDERAL THIRD-PARTY CONTRACT PROVISIONS FOR FTA FUNDED CONTRACTS

City of Concord/Concord Kannapolis Area Transit (Rider) FEDERAL THIRD PARTY CONTRACT PROVISIONS

Materials & Supplies Contracts Over \$250,000

1. **General**

The work performed under this contract will be financed, in part, by grants provided under programs of the Federal Transit Administration. Compliance with and citations to federal law, regulation, and guidance references include, but are not limited to, the Master Agreement FTA MA (17), dated October 1, 2011; FTA Circular 4220.1F, dated November, 2008, updated February 2011; "Best Practices Procurement Manual", updated March 13, 1999 with revisions through October 2005; 49 CFR Part 18 (State and Local Governments) and 49 CFR Part 19 (Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations) and any subsequent amendments or revisions thereto.

**THE FOLLOWING MAY BE USED SYNONYMOUSLY:
"BIDDER" AND "CONTRACTOR"
"PURCHASER", "PROCURING AGENCY" AND "OWNER"**

2. **Federal Changes**

Contractor shall at all times comply with all applicable Federal Transit Administration (FTA) regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Master Agreement between Purchaser and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

3. **Conflict of Interest**

No employee, officer, board member, or agent of the Owner shall participate in the selection, award, or administration of a contract supported by Federal Transit Administration (FTA) funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when the employee, officer, board member, or agent, any member of his or her immediate family, his or her partner, or an organization that employs, or is about to employ any of the above, has a financial or other interest in the firm selected for award.

4. **Civil Rights**

(1) **Nondiscrimination-** In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6101 et seq., section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12101, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any business, employee or applicant from participation, program benefits, business opportunities or employment because of race, color, creed,

national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

(a) The third party contractor and all lower tiers shall comply with all provisions of FTA Circular 4701.1A, "Title VI and Title VI Dependent Guidelines for Federal Transit Administration recipients", May 13, 2007.

(2) **Equal Employment Opportunity** - The following equal employment opportunity requirements apply to the underlying contract:

(a) Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(3) **Nondiscrimination on the Basis of Age** – The Contractor agrees to comply with all applicable requirements of the Age Discrimination Act of 1975, as amended, 42 U.S.C. §§ 6101 *et seq.*, and with implementing U.S. Health and Human Services regulations, "Nondiscrimination on the Basis of Age in Programs or Activities Receiving Federal Financial Assistance, 45 C.F.R. Part 90, which prohibit discrimination against individuals on the basis of age.

The Age Discrimination in Employment Act (ADEA) 29 U.S.C. §§ 621 through 634 and with implementing U.S. Equal Employment Opportunity Commission (U.S. EEOC) regulations, "Age Discrimination in Employment Act," 29 C.F.R. Part 1625, which prohibits discrimination against individuals on the basis of age.

(4) Nondiscrimination on the Basis of Sex - The Contractor agrees to comply with all applicable requirements of Title IX of the Education Amendments of 1972, as amended, 20 U.S.C. §§ 1681 *et seq.*, and with implementing U.S. DOT regulations, "Nondiscrimination on the Basis of Sex in Education Programs or Activities Receiving Federal Financial Assistance," 49 C.F.R. Part 25, that prohibit discrimination on the basis of sex.

(5) Access for Individuals with Disabilities - The Contractor agrees to comply with 49 U.S.C. § 5301(d), which states the Federal policy that elderly individuals and individuals with disabilities have the same right as other individuals to use public transportation services and facilities, and that special efforts shall be made in planning and designing those services and facilities to implement transportation accessibility rights for elderly individuals and individuals with disabilities. The Contractor also agrees to comply with all applicable provisions of section 504 of the Rehabilitation Act of 1973, as amended, with 29 U.S.C. § 794, which prohibits discrimination on the basis of

disability; with the Americans with Disabilities Act of 1990 (ADA), as amended, 42 U.S.C. §§ 12101 *et seq.*, which requires that accessible facilities and services be made available to individuals with disabilities; and with the Architectural Barriers Act of 1968, as amended, 42 U.S.C. §§ 4151 *et seq.*, which requires that buildings and public accommodations be accessible to individuals with disabilities. In addition, the Contractor agrees to comply with applicable Federal regulations and directives and any subsequent amendments thereto, except to the extent the Federal Government determines otherwise in writing, as follows:

- (1) U.S. DOT regulations "Transportation Services for Individuals with Disabilities (ADA)" 49 C.F.R. Part 37;
- (2) U.S. DOT regulations "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27;
- (3) Joint U.S. Architectural and Transportation Barriers Compliance Board (U.S. ATBCB) U.S. DOT regulations, "Americans with Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 36 C.F.R. Part 1192 and 49 C.F. R. Part 38;
- (4) U.S. DOJ regulations "Nondiscrimination on the Basis of Disability in State and Local Government Services," 28 C.F.R. Part 35;
- (5) U.S. DOJ regulations "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities." 28 C.F.R. Part 36;
- (6) U.S. GSA regulations "Accommodations for the Physically Handicapped," 41 C.F.R. Subpart 101-19;
- (7) U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630;
- (8) U.S. Federal Communications Commission regulations "Telecommunications Relay Services and Related Customer Premises Equipment for the Hearing and Speech Disabled," 49 C.F.R. Part 64, Subpart F;
- (9) U.S. Architectural and Transportation Barriers Compliance Board regulations, "Electronic and Information Technology Accessibility Standards." 36 C.F.R. Part 1194;
- (10) FTA regulations, "Transportation of Elderly and Handicapped Persons," 49 C.F.R. part 609; and
- (11) Federal civil rights and nondiscrimination directives implementing the foregoing Federal laws and regulations, except to the extent the Federal Government determines otherwise in writing.

(6) **Access to Services for Persons with Limited English Proficiency.** The Contractor agrees to comply with Executive Order No. 13166, "Improving Access to Services for Persons with Limited English Proficiency," 42 U.S.C. § 2000d-1 note, and U.S. DOT Notice, "DOT Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficiency (LEP) Persons," 70 *Fed. Reg.* 74087, December 14, 2005, except to the extent that the Federal Government determines otherwise in writing.

(7) **Environmental Justice.** The Contractor agrees to comply with the policies of Executive Order No. 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," 42 U.S.C. § 4321 note; and DOT Order 5620.3, "Department of Transportation Actions To Address Environmental Justice in Minority Populations and Low-Income Populations," 62 *Fed. Reg.* 18377 *et seq.*, April 15, 1997, except to the extent that the Federal Government determines otherwise in writing.

(8) **Drug or Alcohol Abuse-Confidentiality and Other Civil Rights Protections.** To the extent applicable, the Contractor agrees to comply with the confidentiality and other civil rights protections of the Drug Abuse Office and Treatment Act of 1972, as amended, 21 U.S.C. §§ 1101 *et seq.*, with the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970, as amended, 42 U.S.C. §§ 4541 *et seq.*, and with the Public Health Service Act of 1912, as amended, 42 U.S.C. §§ 290dd through 290dd-2, and any amendments thereto.

(9) **Other Nondiscrimination Laws.** The Contractor agrees to comply with applicable provisions of other Federal laws and regulations, and follow applicable directives prohibiting discrimination, except to the extent that the Federal Government determines otherwise in writing.

(10) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

5. Contracting with Disadvantaged Business Enterprises

a. This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, *Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs* and with section 1101(b) of SAFETEA-LU, 23 U.S.C. § 101.

b. The contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the **Procuring Agency** deems appropriate. Each subcontract the contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).

The successful bidder/offeror will be required to report its DBE participation obtained through race-neutral means throughout the period of performance.

c. The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from the Procuring Agency. In addition, these may apply:

- **the contractor may not hold retainage from its subcontractors; or**
- **is required to return any retainage payments to those subcontractors within 30 days after the subcontractor's work related to this contract is satisfactorily completed; or**
- **is required to return any retainage payments to those subcontractors within 30 days after incremental acceptance of the subcontractor's work by the Procuring Agency and contractor's receipt of the partial retainage payment related to the subcontractor's work.**

d. The contractor must promptly notify the **Procuring Agency** whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of the **Procuring Agency**.

6. **Energy Conservation**

The Contractor agrees to comply with mandatory standards and policies relating to energy efficiency that are contained in the state energy conservation plans issued in compliance with the Energy Policy and Conservation Act, 42 U.S.C. Sect. 6321 et seq.

7. **Recycled Products**

The Recycled Products requirement applies to all contracts for items designated by the EPA, when the purchaser or contractor procures \$10,000 or more of one of these items during the fiscal year, or has procured \$10,000 or more of such items in the previous fiscal year, using Federal funds. New requirements for "recovered materials" will become effective May 1, 1996. These regulations apply to all procurement actions involving items designated by the EPA, where the procuring agency purchases \$10,000 or more of one of these items in a fiscal year, or when the cost of such items purchased during the previous fiscal year was \$10,000. These requirements flow down to all contractor and subcontractor tiers.

To the extent possible the contractor agrees to comply with U. S. Environmental Protection Agency (U.S. EPA), "Comprehensive Procurement Guidelines for Products Containing Recovered Materials," 40 CFR Part 247, which implements section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended, 42 U.S.C. 6962. The contractor agrees to provide competitive preference for products and services that conserve natural resources, protect the environment and are energy efficient, except to the extent that the Federal Government determines otherwise in writing.

8. **Debarment and Suspensions**

This contract is a covered transaction for purposes of 2 CFR Part 1200, which adopts and supplements the provisions of U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 CFR Part 180. As such, the contractor is required to verify that none of the contractor, its principals, as defined at 2 CFR 180.995, or affiliates, as defined at 2 CFR 180.905, are excluded or disqualified as defined at 2 CFR 180.940, 180.935 and 180.945.

The contractor is required to comply with 2 CFR 180, Subpart C and must include the requirement to comply with 2 CFR 180, Subpart C in any lower tier covered transaction it enters into.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by the **Procuring Agency**. If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to **Procuring Agency**, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 CFR 180, Subpart C while this offer is valid and throughout the

period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

The Procuring Agency agrees and assures that its third party contractors and lessees will review the "Excluded Parties Listing System" at <http://epls.gov/> before entering into any subagreement, lease or third party contract.

The Procuring Agency will be reviewing all third party contractors under the Excluded Parties Listing System at <http://epls.gov/> before entering into any contracts.

The requisite Debarment and Suspension Certification is included as ATTACHMENT B (attach additional statement if necessary) and must be executed for contracts of \$25,000 or more and prior to the award of the contract.

9. Termination or Cancellation of Contract

The Contractor agrees:

- (1) To comply with the requirements of 49 U.S.C. chapter 53 and other applicable Federal laws and regulations now in effect or later that affect its third party procurements,
- (2) To comply with U.S. DOT third party procurement regulations, specifically 49 C.F.R. § 18.36 or 49 C.F.R. §§ 19.40 – 19.48, and other applicable Federal regulations that affect its third party procurements as may be later amended,
- (3) To follow the most recent edition and any revisions of FTA Circular 4220.1F, "Third Party Contracting Guidance," except as FTA determines otherwise in writing, and
- (4) That although the FTA "Best Practices Procurement Manual" provides additional third party contracting guidance, the Manual may lack the necessary information for compliance.

The City of Concord, by written notice, may terminate this contract, in whole or in part, when it is in the best interest of the project or the City of Concord. If this contract is terminated, the Owner shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination. The Contractor shall promptly submit its termination claim to the City of Concord to be paid. If the Contractor has any property in its possession belonging to the City of Concord, the Contractor will account for the same, and dispose of it in the manner the City directs.

The Owner may terminate this contract in whole or in part, for the Owner's convenience or because of the failure of the Contractor to fulfill the contract obligations. The Owner shall terminate by delivering to the Contractor a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, the Contractor shall (1) immediately discontinue all services affected (unless the notice directs otherwise), and (2) deliver to the Owner all equipment (property of Owner), data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this contract, whether completed or in process. If the termination is for the convenience of the Owner shall make an equitable adjustment in the contract price but shall allow no anticipated profit on unperformed services.

If the termination is for failure of the Contractor to fulfill the contract obligations, the Owner may complete the work by issuing another contract or otherwise and the Contractor shall be liable for any additional cost incurred by the Owner.

If, after termination for failure to fulfill contract obligations, it is determined that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Owner.

10. No Federal Government Obligations to Third Parties

The Purchaser and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

11. False or Fraudulent Statements or Claims

(1) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its activities in connection with this Project. Accordingly, upon execution of the underlying contract or agreement the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this contract work is being performed. In addition to other penalties that may apply, the Contractor also acknowledges that if it makes a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986, as amended, on the Contractor to the extent the Federal Government deems appropriate.

(2) The Contractor also acknowledges that if it makes a false, fictitious, or fraudulent claim, statement, submission, certification, assurance or representation to the Federal Government or includes a false, fictitious, or fraudulent statement or representation in any agreement involving a project authorized under 49 U.S.C. chapter 53 or any other Federal statute, the Federal Government reserves the right to impose on the Contractor the penalties of 18 U.S.C. § 1001 or other applicable Federal statute to the extent the Federal Government deems appropriate.

(3) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

12. Access to Records and Reports

The following access to records requirements apply to this Contract:

Where the Purchaser is not a State but a local government and is the FTA Recipient or a subgrantee of the FTA Recipient in accordance with 49 C. F. R. 18.36(i), the Contractor agrees to provide the Purchaser, the FTA Administrator, the Comptroller General of the United States or any of their authorized representatives access to any

books, documents, papers and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts and transcriptions. Contractor also agrees, pursuant to 49 C. F. R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor's records and construction sites pertaining to a major capital project, defined at 49 U.S.C. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5307, 5309 or 5311.

The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The Contractor agrees to maintain all books, records, accounts and reports required under this contract for a period of not less than three (3) years after that date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Contractor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives have disposed of all such litigation, appeals, claims or exceptions related thereto. Reference 49 C.F.R. 18.39 (i)(11).

The State of North Carolina, Office of the State Auditor, now requires that all records now be retained for five (5) years after that date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Contractor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives have disposed of all such litigation, appeals, claims or exceptions related thereto.

13. Incorporation of Federal Transit Administration (FTA) Terms

The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F, dated November 1, 2008, updated February 2011 are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any City of Concord requests which would cause City of Concord to be in violation of the FTA terms and conditions.

14. Fly America

The Contractor agrees to comply with 49 U.S.C. 40118 (the "Fly America" Act) in accordance with the General Services Administration's regulations at 41 CFR Part 301-10, which provide that recipients and subrecipients of Federal funds and their contractors are required to use U.S. Flag air carriers for U.S. Government-financed international air travel and transportation of their personal effects or property, to the extent such service is available, unless travel by foreign air carrier is a matter of necessity, as defined by the Fly America Act. The Contractor shall submit, if a foreign air carrier was used, an appropriate certification or memorandum adequately explaining why service by a U.S. flag air carrier was not available or why it was necessary to use a foreign air carrier and shall, in any event, provide a certificate of compliance with the Fly America requirements. The Contractor agrees to include the requirements of this section in all subcontracts that may involve international air transportation.

15. Cargo Preference

46 U.S.C. 55305 and 46 CFR Part 381 impose cargo preference requirements in contracts and subcontracts in which equipment, materials or commodities may be transported by ocean vessel in carrying out the project. If the Contractor has knowledge of or anticipates any equipment, materials or commodities that may be shipped by ocean vessel, the Contractor is obligated to inform the Owner, so that additional requirements and clauses may be attached to this Contract.

16. National Intelligent Transportation Systems Architecture and Standards

To the extent applicable, the Contractor agrees to conform to the National Intelligent Transportation Systems (ITS) Architecture and Standards as required by SAFETEA-LU § 5307(c), 23 U.S.C. § 512 note, and follow the provisions of FTA Notice, "FTA National ITS Architecture Policy on Transit Projects," 66 *Fed. Reg.* 1455 *et seq.*, January 8, 2001, and any other implementing directives FTA may issue at a later date, except to the extent FTA determines otherwise in writing. (*applicable to ITS projects*)

17. Buy America

Buy America - The contractor agrees to comply with 49 U.S.C. 5323(j) and 49 C.F.R. Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 C.F.R. 661.7, and include final assembly in the United States for 15 passenger vans and 15 passenger wagons produced by Chrysler Corporation, and microcomputer equipment and software. Separate requirements for rolling stock are set out at 49 U.S.C. 5323(j)(2)(C) and 49 C.F.R. 661.11. Rolling stock must be assembled in the United States and have a 60 percent domestic content.

The contractor agrees to comply with 49 U.S.C. 5323(j) and 49 C.F.R. Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 C.F.R. 661.7, and include final assembly in the United States for 15 passenger vans and 15 passenger wagons produced by Chrysler Corporation, and microcomputer equipment and software. Separate requirements for rolling stock are set out at 49 U.S.C. 5323(j)(2)(C) and 49 C.F.R. 661.11. Rolling stock must be assembled in the United States and have a 60 percent domestic content.

A bidder or offeror must submit to the FTA recipient the appropriate Buy America certification (below) with all bids or offers on FTA-funded contracts, except those subject to a general waiver. Bids or offers that are not accompanied by a completed Buy America certification must be rejected as nonresponsive. This requirement does not apply to lower tier subcontractors.

18. Lobbying

Byrd Anti-Lobbying Amendment, 31 U.S.C. 1352, as amended by the Lobbying Disclosure Act of 1995, PL 104-65 (2 U.S.C. §1601,et seq.). Contractors who apply or bid for an award of \$250,000 or more shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in

connection with obtaining any Federal contract, grant or any other award covered by 31 U.S. C. 1352. Each tier shall comply with Federal statutory provisions to the extent applicable prohibiting the use of Federal assistance funds for activities designed to influence congress to a State legislature on legislation or appropriations, except through proper official channels. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

The requisite "Lobbying Certification" is included as ATTACHMENT A (attach Standard Form-LLL if necessary) and must be executed for contracts of \$250,000 or more and prior to the award of the contract.

19. Clean Air Act

(a) The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to Section 306 of the Clean Air Act as amended, 42 U.S.C. § 7606, and other applicable provisions of the Clean Air Act, as amended, 42 U.S.C. §§ 7401 through 7671q. The Contractor agrees to report any violation to the Purchaser and understands and agrees that the Purchaser will, in turn, report each violation as required to assure notification to the State and/or FTA and the appropriate EPA Regional Office.

(b) The Contractor also agrees to include these requirements in each subcontract exceeding \$250,000 financed in whole or in part with Federal Assistance provided by FTA.

20. Clean Water

(a) The Contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to Section 508 of the Clean Water Act, as amended, 33 U.S.C. § 1368, and other applicable requirements of the Clean Water Act, as amended, 33 U.S.C. §§ 1251 through 1377, The Contractor agrees to report each violation as required to assure notification to FTA and the appropriate EPA Regional Office.

(b) The Contractor also agrees to include these requirements in each subcontract exceeding \$250,000 financed in whole or in part with Federal assistance provided by FTA.

21. Disputes, Breaches, Defaults, or Other Litigation. [Sec 39, a]]

a) FTA Interest. FTA has a vested interest in the settlement of any violation of federal law, regulation, or requirement, or any disagreement involving the Award, the accompanying Underlying Agreement, and any Amendments thereto including, but not limited to, a default, breach, major dispute, or litigation, and FTA reserves the right to concur in any settlement or compromise.

b) Notification to FTA; Flow Down Requirement. If a current or prospective legal matter that may affect the Federal Government emerges, the Recipient must promptly notify the FTA Chief Counsel and FTA Regional Counsel for the Region in which the Recipient is located. The Recipient must include a similar notification requirement in its Third Party Agreements and must require

each Third Party Participant to include an equivalent provision in its sub agreements at every tier, for any agreement that is a “covered transaction” according to 2 C.F.R. §§ 180.220 and 1200.220.

- i. The types of legal matters that require notification include, but are not limited to, a major dispute, breach, default, litigation, or naming the Federal Government as a party to litigation or a legal disagreement in any forum for any reason.
- ii. Matters that may affect the Federal Government include, but are not limited to, the Federal Government’s interests in the Award, the accompanying Underlying Agreement, and any Amendments thereto, or the Federal Government’s administration or enforcement of federal laws, regulations, and requirements.
- iii. Additional Notice to U.S. DOT Inspector General. The Recipient must promptly notify the U.S. DOT Inspector General in addition to the FTA Chief Counsel or Regional Counsel for the Region in which the Recipient is located, if the Recipient has knowledge of potential fraud, waste, or abuse occurring on a Project receiving assistance from FTA. The notification provision applies if a person has or may have submitted a false claim under the False Claims Act, 31 U.S.C. § 3729 et seq., or has or may have committed a criminal or civil violation of law pertaining to such matters as fraud, conflict of interest, bid rigging, misappropriation or embezzlement, bribery, gratuity, or similar misconduct involving federal assistance. This responsibility occurs whether the Project is subject to this Agreement or another agreement between the Recipient and FTA, or an agreement involving a principal, officer, employee, agent, or Third-Party Participant of the Recipient. It also applies to subcontractors at any tier. Knowledge, as used in this paragraph, includes, but is not limited to, knowledge of a criminal or civil investigation by a Federal, state, or local law enforcement or other investigative agency, a criminal indictment or civil complaint, or probable cause that could support a criminal indictment, or any other credible information in the possession of the Recipient. In this paragraph, “promptly” means to refer information without delay and without change. This notification provision applies to all divisions of the Recipient, including divisions tasked with law enforcement or investigatory functions.

c) Federal Interest in Recovery. The Federal Government retains the right to a proportionate share of any proceeds recovered from any third party, based on the percentage of the federal share for the Underlying Agreement. Notwithstanding the preceding sentence, the Recipient may return all liquidated damages it receives to its Award Budget for its Underlying Agreement rather than return the federal share of those liquidated damages to the Federal Government, provided that the Recipient receives FTA’s prior written concurrence.

d) Enforcement. The Recipient must pursue its legal rights and remedies available under any third party agreement or any federal, state, or local law or regulation.

ATTACHMENT A

Not applicable



CERTIFICATION REGARDING LOBBYING

(To be submitted with all bids or offers exceeding \$250,000; must be executed prior to Award)

The undersigned _____ certifies, to the best of his or her knowledge and belief, that:
(Contractor)

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any persons for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding to any Federal contract, the making of any Federal

grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*.)]
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transactions imposed by 31, U.S.C. 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$250,000 for each such failure.

[Note: Pursuant to 31 U.S.C. 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 for each such expenditure or failure.]

The Contractor, _____, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Section A 3801 *et seq.*, apply to this certification and disclosure, if any.

Date

Signature of Contractor's Authorized Official

Name and Title of Contractors Authorized Official

Subscribed and sworn to before me this ___ day of _____, 20___, in the State of _____;
and the County of _____.

Notary Public _____

My Appointment Expires _____

ATTACHMENT B

Not applicable



**CERTIFICATION REGARDING DEBARMENT, SUSPENSION,
INELIGIBILITY and VOLUNTARY EXCLUSION
LOWER TIER COVERED TRANSACTION**

(To be submitted with all bids or offers exceeding \$25,000.)

- (1) The prospective lower tier participant (Bidder/Contractor) certifies, by submission of this bid or proposal, that neither it nor its principals is presently debarred, suspended, proposed for

debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

- (2) The prospective Bidder/Contractor also certifies by submission of this bid or proposal that all subcontractors and suppliers (this requirement flows down to all subcontracts at all levels) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (3) Where the prospective lower tier participant (Bidder/Contractor) is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this bid or proposal.

The lower tier participant (Bidder/Contractor), _____, certifies or affirms the truthfulness and accuracy of this statement of its certification and disclosure, if any.

SIGNATURE _____

TITLE _____

COMPANY _____

DATE _____

State of _____

County of _____

Subscribed and sworn to before me this ____ day of _____, 20__.

Notary Public _____

My Appointment Expires _____

ATTACHMENT C

Not applicable

**CERTIFICATE OF COMPLIANCE
FOR PROCUREMENT OF STEEL, IRON, OR MANUFACTURED PRODUCTS**

(To be submitted with all bids exceeding \$250,000. A bid, which does not include this certification or the certification under Attachment D, will not be eligible for award.)

The bidder or offeror hereby certifies that it will meet the requirements of 49 U.S.C. 5323(j)(1) and the applicable regulations in 49 CFR Part 661.5.

DATE _____

SIGNATURE _____

TITLE _____

COMPANY _____

State of _____

County of _____

Subscribed and sworn to before me this ____ day of _____, 20__.

Notary Public _____

My Appointment Expires _____

Prepared for:
Concord Kannapolis Area Transit
Jaime Tippet Poe
45 Transit Court NW.
Concord, NC. 28025

Prepared by:
Derek Platow
derek.platow@cts-software.com
PO Box 57
Swansboro, NC. 28584
910-512-0624



by
CTS Software

Cost Proposal

Request for quotes

RFP: 090622

Demand-Response
Scheduling/Dispatching System

CONNECTING COMMUNITY



Concord Kannapolis Area Transit



Cost Proposal

Pricing provided includes a 5-vehicle fleet and 15 licenses to access TripMaster with Intelligent Automated Scheduling, ParaScope (driver application) with pre- and post-trip inspections, mapping/AVL, and reporting, electronic fare collection, portal for passenger trip bookings and training. CTS Software is proposing one (1) onsite visit for in-person training totaling 5 days based on the scope and size of the project. Optional modules and features are listed but not included in the quantity nor cost totals. These options include preventative vehicle maintenance, cameras and software integration, map overlay capabilities and fixed route solutions.

TripMaster is proposing our Subscription Cost Proposal model which is designed for projects that do not have a large capital budget. This cost proposal eliminates the one-time purchase price for software (except for training) and just has a monthly service fee based on the number of vehicles, number of licenses, and number of monthly trips booked.

This cost proposal will allow for scalable pricing for other agencies that “piggy-back” off this RFP. Every module being offered is listed as a line item for clarity and flexibility.



For: Concord Kannapolis Area Transit, NC		5	Vehicles	15	Licenses
Software	Quantity	Description			
TripMaster Software Base	Lot	Daily Operational Management, Reservation Management, Mapping, Billing and Reporting			
TripScheduler Software Module	5	Scheduling Profile Settings, Batch Scheduling, Same Day Scheduling			
<i>ParaScope Tablet Application</i>	5	Electronic Manifests, Real-time Vehicle Tracking, Mobile Message Send/Receive, pre- and post-trip inspections			
TripReminder Module	Lot	Agency Specific Name and Number, Night Before and On The Way Call/Text Reminder			
TripMaintenance Module	-	Track repair orders, service due dates based on intervals and manage vendors			
TripPortal Module	Lot	Portal for riders to book reservations and for delegates to book reservations			
TripPass Module	Lot	Digital fare collection interface. 1000 QR cards and an in-office QR code scanner			
TripView Module	-	Live streaming in-vehicle video and audio solution with event based notifications.			
TripRoute Module	-	Fixed Route, Flex Route, Flag Stop, Time Point management and GTFS Feed support			
Monthly Fee	Unit Price	Unit	Quantity	Amount	
License Fee	\$50.00	License	15	\$750.00	
Vehicle Fee	\$60.00	Vehicle	5	\$300.00	
TripScheduler Module Vehicle Fee	\$10.00	Vehicle	5	\$50.00	
ParaScope Tablet Application Vehicle Fee	\$15.00	Vehicle	5	\$75.00	
TripReminder Fee (1,000 Calls/Texts)	\$40.00	Lot	2	\$80.00	
Where's My Ride Vehicle Fee (TripReminder Required)	\$10.00	Vehicle	5	\$50.00	
TripMaintenance Module Vehicle Fee	\$7.00	Vehicle	0	\$0.00	
TripPortal Module Fee	\$225.00	Lot	1	\$225.00	
TripPass Module Fee	\$250.00	Lot	1	\$250.00	
TripView Module Vehicle Fee (4-Camera Install)	\$110.00	Vehicle	0	\$0.00	
TripRoute Module Management Fee (GTFS Fixed Route)	\$25.00	Route	0	\$0.00	
Estimated Time of Arrival (ETA) Vehicle Fee	\$5.00	Vehicle	5	\$25.00	
Map Overlay / Shapefile Management Fee	\$50.00	Lot	0	\$0.00	
			Monthly Fee Total	\$1,805.00	
Implementation Fees	Unit Price	Unit	Quantity	Amount	
Data Acquisition, Conversion and Install	\$1,000.00	Lot	1	Included	
GTFS Feed Development	\$1,550.00	Lot	0	\$0.00	
Remote System Set-up	\$750.00	Lot	1	\$750.00	
Onsite Training	\$700.00	Day	5	\$3,500.00	
Onsite Travel Expenses	\$3,000.00	Trips	1	\$3,000.00	
Remote Retraining	\$150.00	Hour	0	\$0.00	
TripPass Design, 1000 Passes, In-office Scanner	\$595.00	Lot	1	\$595.00	
			Implementation Total	\$7,845.00	



General Notes and Assumptions

1. All pricing and information provided herein is based on information provide,
 - a. All prices are in US dollars.
 - b. Quote is valid for 60 days from the issued date and is completely confidential.
 - c. All applicable sales/use taxes are additional and payment of such is the sole responsibility of the prime contractor.
 - d. The Products provided pursuant to any Purchase Order will be delivered to the Licensee.
 - e. Responsibility to all risk of loss to the Products, damage and need for replacement hardware will be with the Licensee.

2. The pricing provided assumes that CTS Software will provide:
 - a. All related software
 - b. Hosting services
 - c. Training
 - d. Ongoing Maintenance and Support

3. The pricing provided in this proposal assumes that the Licensee will provide:
 - a. Space, power, a network connection and any necessary IT installation and configuration for all required computer hardware.
 - b. A high-speed internet connection
 - c. Computer hardware
 - d. Tablet Hardware for *ParaScope* (Tablet, Power Supply, Protective Case and Mount)



SUN Clinic Transportation Request

Dear Concord Kannapolis Area Transit Committee,

Thank you for your time and consideration in providing transportation to our Substance Use Network (SUN) clients. The SUN clinic is part of the SUN Project, a collaboration with the Cabarrus Partnership for Children and Cabarrus Health Alliance (CHA).

The Clinic provides comprehensive compassionate care for mothers and babies by providing prenatal care with specialized training in addiction, medicated assisted treatment, licensed mental health and substance use providers, case management services, and individual recovery supports, among many others. The SUN Clinic provides services to approximately 20 unique clients, seven of which are Cabarrus County residents, totaling 25 clinic visits per month. Of those seven Cabarrus SUN clients, four mothers disclosed transportation as a grave barrier in succeeding throughout the program and staying committed to a healthier lifestyle for themselves and their babies. Based on transportation boundaries and flexibility additional clients may be eligible for services.

On behalf of the SUN Clinic, we are seeking assistance from Rider Transit to provide low-cost transportation services for our SUN clients. We estimate that each SUN client and their child(ren) will take two trips per week, totaling 40 trips per week. Our ask is that the initial three months of proposed transportation costs be covered by Rider Transit and then reevaluated, based on utilization, to transition expense to CHA. Cabarrus Health Alliance will work closely with Rider Transit and Cabarrus County Transportation Services (CCTS) to ensure seamless appointment-making and data collection to deliver robust future evidence of its successful implementation.

We thank you for your dedication to our community and serving our families!

Cabarrus Health Alliance-SUN Clinic



Bid Tabulation Sheet Summary - Country Club Culvert Replacement - City of Concord Project No. 2021-043 Bid No. 2561
Bids Received November 18, 2022, 10:00 AM

CONTRACTOR: Carolina Siteworks, Inc. ADDRESS: PO Box 280 China Grove, NC 28023	Kemp Sigmon Constr. Co., Inc. PO Box 1270 Claremont, NC 28610	Litman Excavating 124 Unionville Indian Trail Rd W Indian Trail, NC 28079	Performance Managed Construction, Inc. PO Box 501 Concord, NC 28026	United of Carolinas, Inc 1008 N. Tryon St. Charlotte, NC 28206	Mountaineer Contractors, Inc. P.O. Box 606 Kingwood, WV 26537	Sealand Contractors Corp. 12210 Bree Drive Midland, NC 28107
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Item No.	Sect. No.	Description	Estimated Quantity	Unit	Unit Cost	Total Cost	Unit Cost	Total Cost	Unit Cost	Total Cost	Unit Cost	Total Cost	Unit Cost	Total Cost	Unit Cost	Total Cost
Base Bid																
Culvert Replacement																
1	800	Mobilization	1	LS	\$ 12,500.00	\$ 12,500.00	\$ 72,000.00	\$ 72,000.00	\$ 115,000.00	\$ 115,000.00	\$ 79,000.00	\$ 79,000.00	\$ 85,000.00	\$ 85,000.00	\$ 106,730.00	\$ 106,730.00
2	801	Construction Surveying	1	LS	\$ 8,625.00	\$ 8,625.00	\$ 20,000.00	\$ 20,000.00	\$ 19,000.00	\$ 19,000.00	\$ 15,000.00	\$ 15,000.00	\$ 15,800.00	\$ 15,800.00	\$ 26,190.00	\$ 26,190.00
3	SP-01	Traffic Control	1	LS	\$ 14,013.00	\$ 14,013.00	\$ 20,000.00	\$ 20,000.00	\$ 25,000.00	\$ 25,000.00	\$ 15,000.00	\$ 15,000.00	\$ 25,000.00	\$ 25,000.00	\$ 11,245.00	\$ 11,245.00
4	SP-02	Comprehensive Grading	1	LS	\$ 167,241.00	\$ 167,241.00	\$ 120,000.00	\$ 120,000.00	\$ 115,000.00	\$ 115,000.00	\$ 272,000.00	\$ 272,000.00	\$ 300,000.00	\$ 300,000.00	\$ 218,552.00	\$ 218,552.00
5	SP-03	Select Material	4600	TN	\$ 23.19	\$ 106,674.00	\$ 15.00	\$ 69,000.00	\$ 35.00	\$ 161,000.00	\$ 37.00	\$ 170,200.00	\$ 38.00	\$ 174,800.00	\$ 43.50	\$ 200,100.00
6	SP-04	Borrow Excavation	100	CY	\$ 22.50	\$ 2,250.00	\$ 5.00	\$ 500.00	\$ 27.50	\$ 2,750.00	\$ 25.00	\$ 2,500.00	\$ 32.00	\$ 3,200.00	\$ 110.00	\$ 11,000.00
7	SP-05	Rock Removal	100	CY	\$ 0.01	\$ 1.00	\$ 250.00	\$ 25,000.00	\$ 200.00	\$ 20,000.00	\$ 150.00	\$ 15,000.00	\$ 397.00	\$ 39,700.00	\$ 120.00	\$ 12,000.00
8	225	Undercut Excavation	100	CY	\$ 25.00	\$ 2,500.00	\$ 10.00	\$ 1,000.00	\$ 30.00	\$ 3,000.00	\$ 20.00	\$ 2,000.00	\$ 66.00	\$ 6,600.00	\$ 110.00	\$ 11,000.00
9	300	Foundation Conditioning Material, Minor Structures	100	TN	\$ 37.50	\$ 3,750.00	\$ 10.00	\$ 1,000.00	\$ 57.50	\$ 5,750.00	\$ 40.00	\$ 4,000.00	\$ 66.00	\$ 6,600.00	\$ 77.00	\$ 7,700.00
10	300	Foundation Conditioning Geotextile	400	SY	\$ 3.00	\$ 1,200.00	\$ 10.00	\$ 4,000.00	\$ 8.00	\$ 3,200.00	\$ 2.00	\$ 800.00	\$ 5.00	\$ 2,000.00	\$ 4.00	\$ 1,600.00
11	SP-07	12' X 11' Precast R.C. Culvert	156	LF	\$ 2,483.00	\$ 387,348.00	\$ 2,225.00	\$ 347,100.00	\$ 1,950.00	\$ 304,200.00	\$ 2,200.00	\$ 343,200.00	\$ 2,731.00	\$ 426,036.00	\$ 3,435.00	\$ 535,860.00
12	SP-08	Precast Modular Block Gravity Retaining Wall, Strong Stone	1250	SF	\$ 172.50	\$ 215,625.00	\$ 250.00	\$ 312,500.00	\$ 145.00	\$ 181,250.00	\$ 150.00	\$ 187,500.00	\$ 200.00	\$ 250,000.00	\$ 295.00	\$ 368,750.00
13	SP-09	Non-standard Toewall	7.5	CY	\$ 1,638.00	\$ 12,285.00	\$ 1,000.00	\$ 7,500.00	\$ 975.00	\$ 7,312.50	\$ 750.00	\$ 5,625.00	\$ 1,000.00	\$ 7,500.00	\$ 2,945.00	\$ 22,087.50
14	610	Surface Course S 9.5B	260	TN	\$ 83.10	\$ 21,606.00	\$ 110.00	\$ 28,600.00	\$ 195.50	\$ 50,830.00	\$ 150.00	\$ 39,000.00	\$ 150.00	\$ 39,000.00	\$ 112.00	\$ 29,120.00
15	610	Intermediate Course I 19.0C	160	TN	\$ 81.60	\$ 13,056.00	\$ 105.00	\$ 16,800.00	\$ 195.50	\$ 31,280.00	\$ 175.00	\$ 28,000.00	\$ 130.00	\$ 20,800.00	\$ 112.00	\$ 17,920.00
16	610	Base Course B 25.0C	100	TN	\$ 132.10	\$ 13,210.00	\$ 105.00	\$ 10,500.00	\$ 189.75	\$ 18,975.00	\$ 175.00	\$ 17,500.00	\$ 130.00	\$ 13,000.00	\$ 112.00	\$ 11,200.00
17	620	Asphalt Binder for Plant Mix	30	TN	\$ 842.00	\$ 25,260.00	\$ 750.00	\$ 22,500.00	\$ 673.16	\$ 20,194.80	\$ 700.00	\$ 21,000.00	\$ 900.00	\$ 27,000.00	\$ 673.16	\$ 20,194.80
18	520	Aggregate Base Course	550	TN	\$ 65.60	\$ 36,080.00	\$ 45.00	\$ 24,750.00	\$ 55.00	\$ 30,250.00	\$ 40.00	\$ 22,000.00	\$ 48.00	\$ 26,400.00	\$ 45.00	\$ 24,750.00
19	607	Incidental Milling	100	SY	\$ 12.50	\$ 1,250.00	\$ 50.00	\$ 5,000.00	\$ 41.12	\$ 4,112.00	\$ 40.00	\$ 4,000.00	\$ 29.00	\$ 2,900.00	\$ 65.00	\$ 6,500.00
20	654	Asphalt Plant Mix, Pavement Repair	15	TN	\$ 242.00	\$ 3,630.00	\$ 200.00	\$ 3,000.00	\$ 86.25	\$ 1,293.75	\$ 200.00	\$ 3,000.00	\$ 225.00	\$ 3,375.00	\$ 265.00	\$ 3,975.00
21	846	2'-6" Concrete Curb & Gutter	580	LF	\$ 33.00	\$ 19,140.00	\$ 32.00	\$ 18,560.00	\$ 34.00	\$ 19,720.00	\$ 40.00	\$ 23,200.00	\$ 25.00	\$ 14,500.00	\$ 70.00	\$ 40,600.00
22	848	6" Concrete Driveway	96	SY	\$ 113.00	\$ 10,736.00	\$ 95.00	\$ 9,025.00	\$ 131.96	\$ 12,536.20	\$ 100.00	\$ 9,500.00	\$ 52.00	\$ 4,940.00	\$ 195.00	\$ 18,525.00
23	858	Adjustment of Manholes	1	EA	\$ 1,875.00	\$ 1,875.00	\$ 1,000.00	\$ 1,000.00	\$ 3,181.80	\$ 3,181.80	\$ 3,000.00	\$ 3,000.00	\$ 500.00	\$ 500.00	\$ 1,980.00	\$ 1,980.00
24	858	Adjustment of Valve Boxes	1	EA	\$ 250.00	\$ 250.00	\$ 1,000.00	\$ 1,000.00	\$ 905.00	\$ 905.00	\$ 1,000.00	\$ 1,000.00	\$ 400.00	\$ 400.00	\$ 1,850.00	\$ 1,850.00
25	SP-10	Stream Pump Around Operation	1	LS	\$ 48,131.00	\$ 48,131.00	\$ 30,000.00	\$ 30,000.00	\$ 43,691.54	\$ 43,691.54	\$ 50,000.00	\$ 50,000.00	\$ 40,000.00	\$ 40,000.00	\$ 69,420.00	\$ 69,420.00
26	876	Rip Rap, Class B	120	TN	\$ 62.50	\$ 7,500.00	\$ 75.00	\$ 9,000.00	\$ 52.00	\$ 6,240.00	\$ 50.00	\$ 6,000.00	\$ 85.00	\$ 10,200.00	\$ 70.00	\$ 8,400.00
27	876	Rip Rap, Class 2	260	TN	\$ 75.00	\$ 19,500.00	\$ 75.00	\$ 19,500.00	\$ 65.00	\$ 16,900.00	\$ 60.00	\$ 15,600.00	\$ 85.00	\$ 22,100.00	\$ 70.00	\$ 18,200.00
28	876	Geotextile for Drainage	600	SY	\$ 3.75	\$ 2,250.00	\$ 5.00	\$ 3,000.00	\$ 10.00	\$ 6,000.00	\$ 5.00	\$ 3,000.00	\$ 5.00	\$ 3,000.00	\$ 4.00	\$ 2,400.00
29	SP-12	Coir Fiber Matting	540	SY	\$ 6.25	\$ 3,375.00	\$ 5.00	\$ 2,700.00	\$ 10.00	\$ 5,400.00	\$ 5.00	\$ 2,700.00	\$ 7.00	\$ 3,780.00	\$ 13.00	\$ 7,020.00
30	1605	Temporary Silt Fence	150	LF	\$ 6.50	\$ 975.00	\$ 4.00	\$ 600.00	\$ 2.30	\$ 345.00	\$ 4.00	\$ 600.00	\$ 5.00	\$ 750.00	\$ 8.00	\$ 1,200.00
31	1610	Stone for Erosion Control, Class B	50	TN	\$ 62.50	\$ 3,125.00	\$ 75.00	\$ 3,750.00	\$ 33.50	\$ 1,675.00	\$ 50.00	\$ 2,500.00	\$ 55.00	\$ 2,750.00	\$ 70.00	\$ 3,500.00
32	1610	Sediment Control Stone	15	TN	\$ 38.00	\$ 570.00	\$ 75.00	\$ 1,125.00	\$ 32.00	\$ 480.00	\$ 50.00	\$ 750.00	\$ 55.00	\$ 825.00	\$ 90.00	\$ 1,350.00
33	SP-13	Storm Drain Inlet Protection	4	EA	\$ 375.00	\$ 1,500.00	\$ 500.00	\$ 2,000.00	\$ 289.10	\$ 1,156.40	\$ 250.00	\$ 1,000.00	\$ 300.00	\$ 1,200.00	\$ 700.00	\$ 2,800.00
34	SP-14	Safety Fence	900	LF	\$ 1.25	\$ 1,125.00	\$ 4.00	\$ 3,600.00	\$ 1.73	\$ 1,557.00	\$ 2.00	\$ 1,800.00	\$ 4.00	\$ 3,600.00	\$ 3.60	\$ 3,240.00
35	1631	Matting for Erosion Control (Biodegradable Netting)	1500	SY	\$ 4.50	\$ 6,750.00	\$ 3.00	\$ 4,500.00	\$ 2.25	\$ 3,375.00	\$ 2.00	\$ 3,000.00	\$ 6.00	\$ 9,000.00	\$ 5.00	\$ 7,500.00
36	1660	Seeding and Mulching	1.1	AC	\$ 3,125.00	\$ 3,437.50	\$ 3,150.00	\$ 3,465.00	\$ 2,200.00	\$ 2,420.00	\$ 5,000.00	\$ 5,500.00	\$ 3,200.00	\$ 3,520.00	\$ 4,350.00	\$ 4,785.00
Storm Sewer																
37	305	18" RCP Storm Pipe (Class III)	119	LF	\$ 89.00	\$ 10,591.00	\$ 80.00	\$ 9,520.00	\$ 94.92	\$ 11,295.48	\$ 80.00	\$ 9,520.00	\$ 93.00	\$ 11,067.00	\$ 139.00	\$ 16,541.00
38	305	24" RCP Storm Pipe (Class III)	154	LF	\$ 116.00	\$ 17,864.00	\$ 110.00	\$ 16,940.00	\$ 93.78	\$ 14,442.12	\$ 90.00	\$ 13,860.00	\$ 123.00	\$ 18,942.00	\$ 175.00	\$ 26,950.00
39	305	24" RCP Storm Pipe (Class IV)	72	LF	\$ 129.00	\$ 9,288.00	\$ 120.00	\$ 8,640.00	\$ 111.18	\$ 8,004.96	\$ 110.00	\$ 7,920.00	\$ 130.00	\$ 9,360.00	\$ 190.00	\$ 13,680.00
40	310	24" P.C. Cross Pipe End Section	1	EA	\$ 3,258.00	\$ 3,258.00	\$ 1,500.00	\$ 1,500.00	\$ 4,357.14	\$ 4,357.14	\$ 4,000.00	\$ 4,000.00	\$ 3,250.00	\$ 3,250.00	\$ 5,580.00	\$ 5,580.00
41	840	Masonry Drainage Structures, Std. 840.01	6	EA	\$ 3,353.00	\$ 20,118.00	\$ 4,000.00	\$ 24,000.00	\$ 2,057.04	\$ 12,342.24	\$ 2,500.00	\$ 15,000.00	\$ 3,200.00	\$ 19,200.00	\$ 5,960.00	\$ 35,760.00
42	840	Masonry Drainage Structures, Std. 840.01 - Additional Depth	13.2	LF	\$ 440.00	\$ 5,808.00	\$ 300.00	\$ 3,960.00	\$ 353.89	\$ 4,671.35	\$ 500.00	\$ 6,600.00	\$ 500.00	\$ 6,600.00	\$ 480.00	\$ 6,336.00
43	840	Masonry Drainage Structures, Std. 840.05	2	EA	\$ 3,670.00	\$ 7,340.00	\$ 2,500.00	\$ 5,000.00	\$ 7,125.81	\$ 14,251.62	\$ 3,500.00	\$ 7,000.00	\$ 5,300.00	\$ 10,600.00	\$ 7,040.00	\$ 14,080.00
44	840	Masonry Drainage Structures, Std. 840.32	2	EA	\$ 3,017.00	\$ 6,034.00	\$ 4,000.00	\$ 8,000.00	\$ 6,071.63	\$ 12,143.26	\$ 2,500.00	\$ 5,000.00	\$ 3,565.00	\$ 7,130.00	\$ 5,125.00	\$ 10,250.00
45	840	Masonry Drainage Structures, Std. 840.32 - Additional Depth	0.8	LF	\$ 440.00	\$ 352.00	\$ 300.00	\$ 240.00	\$ 868.50	\$ 694.80	\$ 350.00	\$ 280.00	\$ 500.00	\$ 400.00	\$ 2,400.00	\$ 1,920.00
46	840	Frame with Grate and Hood, Std 840.03 Type F	1	EA	\$ 818.00	\$ 818.00	\$ 1,000.00	\$ 1,000.00	\$ 891.77	\$ 891.77	\$ 1,000.00	\$ 1,000.00	\$ 860.00	\$ 860.00	\$ 2,200.00	\$ 2,200.00
47	840	Frame with Grate and Hood, Std 840.03 Type G	1	EA	\$ 818.00	\$ 818.00	\$ 1,000.00	\$ 1,000.00	\$ 1,443.53	\$ 1,443.53	\$ 1,000.00	\$ 1,000.00	\$ 860.00	\$ 860.00	\$ 1,500.00	\$ 1,500.00
48	840	Frame with Grate and Hood, Std 840.03 Type E	4	EA	\$ 765.00	\$ 3,060.00	\$ 1,000.00	\$ 4,000.00	\$ 1,395.58	\$ 5,582.32	\$ 1,000.00	\$ 4,000.00	\$ 812.00	\$ 3,248.00	\$ 1,400.00	\$ 5,600.00
49	840	Frame with Cover, Std 840.54	2	EA	\$ 435.00	\$ 870.00	\$ 400.00	\$ 800.00	\$ 1,095.30	\$ 2,190.60	\$ 1,000.00	\$ 2,000.00	\$ 511.00	\$ 1,022.00	\$ 1,100.00	\$ 2,200.00
50	SP-15	Flowable Fill for Storm Pipe Abandonment	5	CY	\$ 621.00	\$ 3,105.00	\$ 750.00	\$ 3,750.00	\$ 1,994.56	\$ 9,972.80	\$ 350.00	\$ 1,750.00	\$ 320.00	\$ 1,600.00	\$ 995.00	\$ 4,975.00
Guardrail																
51	863	Steel Beam Guardrail	162.5	LF	\$ 68.00	\$ 11,050.00	\$ 53.70	\$ 8,726.25	\$ 88.55	\$ 14,389.38	\$ 20.00	\$ 3,250.00	\$ 65.00	\$ 10,562.50	\$ 65.00	\$ 10,562.50
52	863	Steel Beam Guardrail, Shop Curved	25	LF	\$ 38.00	\$ 950.00	\$ 30.00	\$ 750.00	\$ 28.75	\$ 718.75	\$ 30.00	\$ 750.00	\$ 36.00	\$		

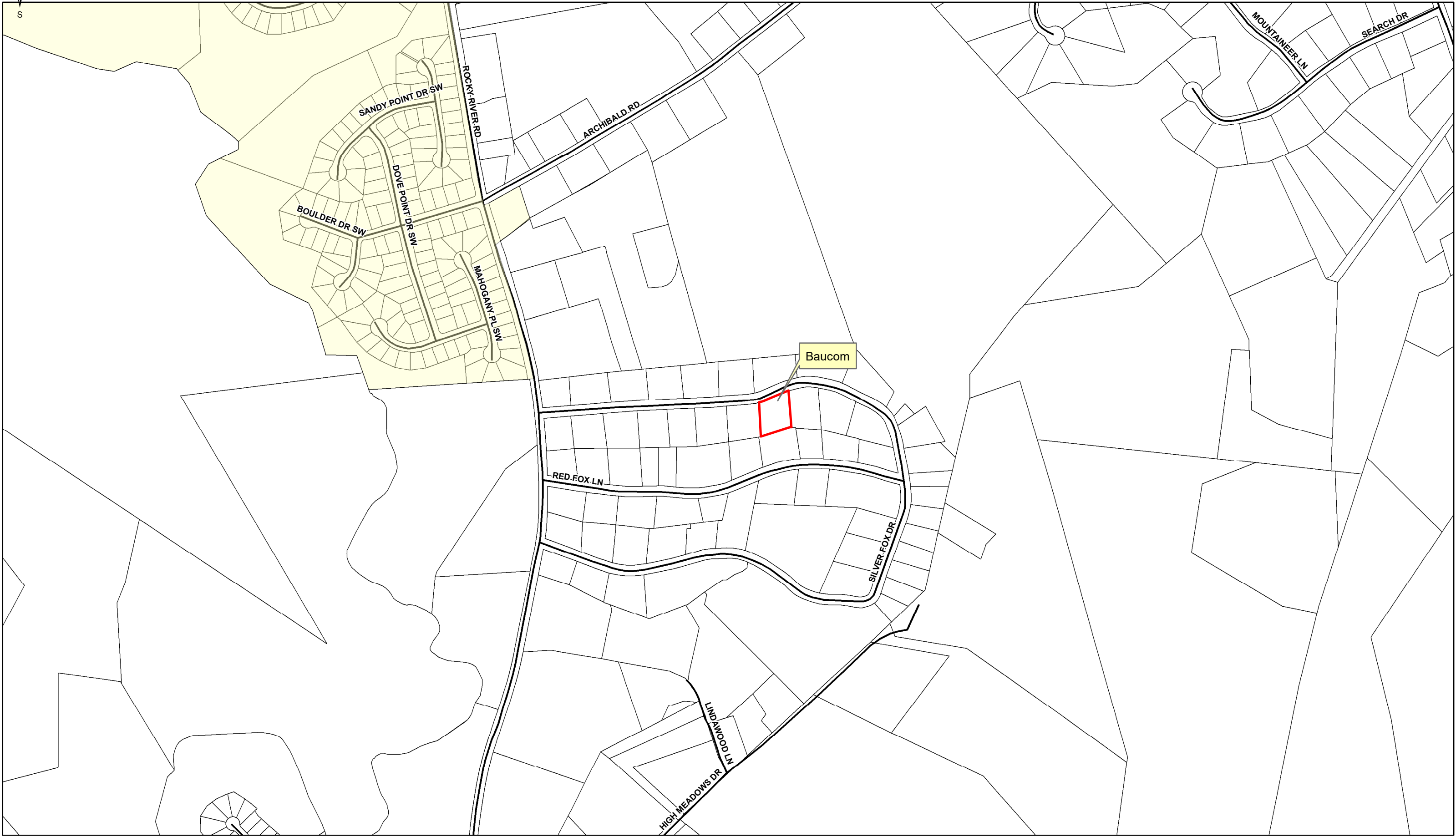
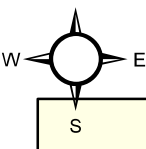
City of Concord, North Carolina
Preliminary Application – Extension of Concord Utilities outside Concord City Limits
(Please type or print in black ink)

1. Name of development: N/A Single family home
 2. Name and address of owner(s)/developer(s): Walter Baucom
895 Silver Fox Concord NC
 3. Owner(s)/developer(s) telephone: 803-322-3615 " N/A
 4. Name and address of surveyor/engineer: N/A
 5. Surveyor/engineer's telephone: N/A Fax: N/A
 6. Name, telephone and fax number, and address of agent (if any): N/A
 7. Name and address of person to whom comments should be sent: Walter Baucom
6732 Huntley Rd char NC 28227
 8. Telephone number of person to whom comments should be sent: 803-322-3615
Fax: _____
 9. Location of property: 895 Silver Fox Concord NC
 10. Cabarrus County P.I.N.#: 55276906330000
 11. Current zoning classification: _____
 12. Total acres: _____ Total lots proposed: _____
 13. Brief Description of development: Single family home
 14. Proposed Construction Schedule already built
 15. Type of Service requested water tap for 3/4
domestic
- 11-7-22
Date
- [Signature]
Signature of Owner/Agent
- Walter Baucom
Name (printed)

NOTE: By affixing his or her signature hereto, the owner/developer acknowledges understanding of and agreement to comply with all provisions of the Concord City Code section 62.

Staff Use Only:	
Received by: _____	Date: _____

Preliminary Application



City of Concord, North Carolina
Preliminary Application – Extension of Concord Utilities outside Concord City Limits
(Please type or print in black ink)

1. Name of development: _____
2. Name and address of owner(s)/developer(s): Mardan Enterprises, LLC

3. Owner(s)/developer(s) telephone: 704-746-5683 Fax: _____
4. Name and address of surveyor/engineer: James Land Surveying
and Mapping, 8355 Hwy 27E, Coats NC 27521
5. Surveyor/engineer's telephone: 704-791-4218 Fax: _____
6. Name, telephone and fax number, and address of agent (if any): _____

7. Name and address of person to whom comments should be sent: Mardan
Enterprises, LLC, Mark McCormick, PO Box 1321
Concord NC 28026
8. Telephone number of person to whom comments should be sent: 704-309-2848
Fax: _____
9. Location of property: 380 Patience Dr, Concord NC 28025
10. Cabarrus County P.I.N.#: 5641-00-1839
11. Current zoning classification: A0
12. Total acres: .977 Total lots proposed: 1
13. Brief Description of development: Single family home.
14. Proposed Construction Schedule 12-16-2022
15. Type of Service requested Water line Tap

11-11-2022
Date

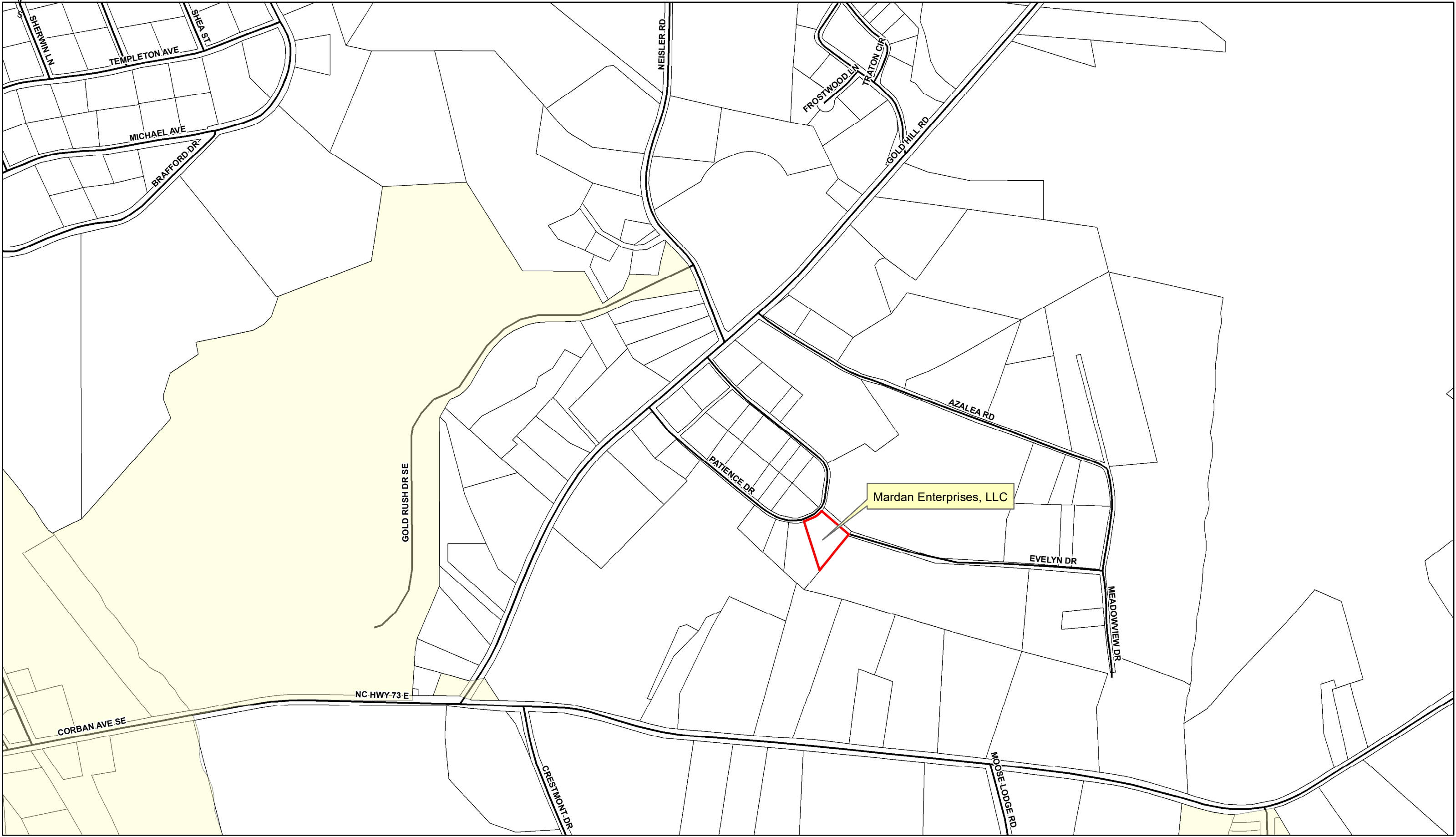
Mark McCormick
Signature of Owner/Agent

Mark McCormick
Name (printed)

NOTE: By affixing his or her signature hereto, the owner/developer acknowledges understanding of and agreement to comply with all provisions of the Concord City Code section 62.

Staff Use Only:	
Received by: _____	Date: _____

Preliminary Application



Preliminary Application – Extension of Concord Utilities outside Concord City Limits
(Please type or print in black ink)

1. Name of development: _____
2. Name and address of owner(s)/developer(s): Mark M^cCormick
3. Owner(s)/developer(s) telephone: 704 309-2848 Fax: _____
4. Name and address of surveyor/engineer: James Land Surveying and Mapping, 8355 Hwy 27E, Coats NC 27521
5. Surveyor/engineer's telephone: 704-791-4218 Fax: _____
6. Name, telephone and fax number, and address of agent (if any): _____
7. Name and address of person to whom comments should be sent: Mark M^cCormick, PO Box 1321, Concord NC 28026
8. Telephone number of person to whom comments should be sent: 704-309-2848
Fax: _____
9. Location of property: 2101 NC Hwy 73 E, Concord NC 28025
10. Cabarrus County P.I.N.#: 5641-00-5282
11. Current zoning classification: AD
12. Total acres: 5.5 Total lots proposed: 1
13. Brief Description of development: Single Family Home
14. Proposed Construction Schedule: 10-15-2022 - 4-1-2023

15. Type of Service requested: 1" Water line Tap

11-08-2022
Date

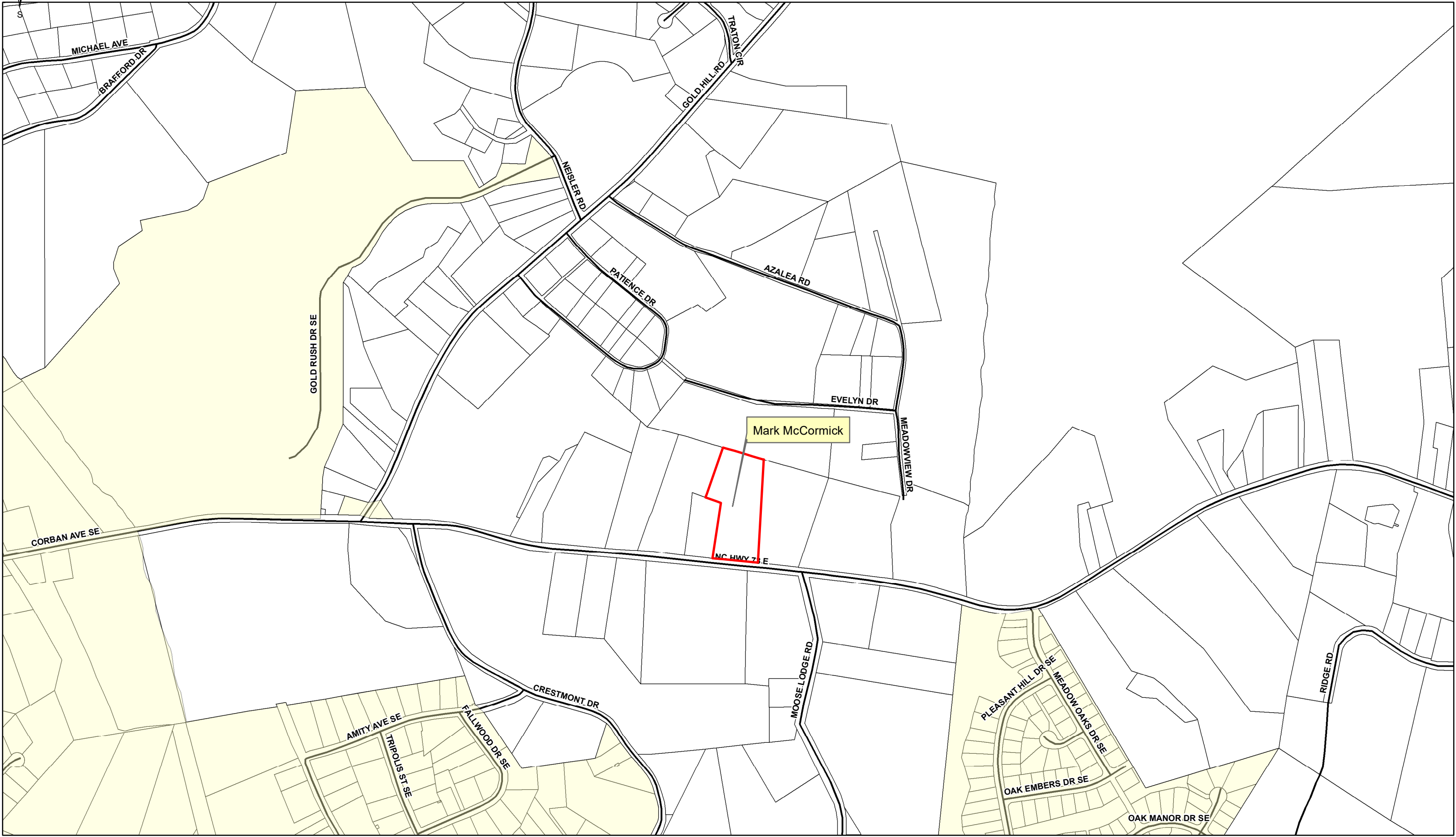
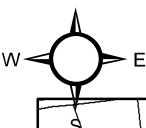
Mark M^cCormick
Signature of Owner/Agent

Mark M^cCormick
Name (printed)

NOTE: By affixing his or her signature hereto, the owner/developer acknowledges understanding of and agreement to comply with all provisions of the Concord City Code section 62.

Staff Use Only:	
Received by: _____	Date: _____

Preliminary Application





STATE OF NORTH CAROLINA
OFFICE OF THE GOVERNOR

ROY COOPER
GOVERNOR

November 1, 2022

Keith Eury, Major
Concord Police Department
P.O. Box 308
Concord, NC 28026-0308

Dear Major Eury:

It is my honor to inform you that your organization has been selected to receive a grant this year as part of the North Carolina Governor's Crime Commission 2022 grant award process. Commission members reviewed each completed application to select the projects that will best serve North Carolina. Your project, PROJ015701 - Local Law Enforcement Block Grant, has been approved and you should receive your grant award agreement electronically in the coming weeks.

North Carolina is fortunate to have organizations like yours working to make your community a better and safer place. Thank you for all that you do and for your commitment to public safety across North Carolina.

With kind regards, I am

Very truly yours,



Roy Cooper

RAC/cf/swh

ORD. #

AN ORDINANCE TO AMEND FY 2022-2023 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 9th day of June, 2022, adopt a City budget for the fiscal year beginning July 1, 2022 and ending on June 30, 2023, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
100-4603200	Police Grants	\$407,864	\$432,364	\$24,500
Total				\$24,500

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
4310-5800429	Grant Expenditures	\$21,510	\$46,010	\$24,500
Total				\$24,500

Reason: To appropriate the 2022 North Carolina Governor's Crime Commission Local Law Enforcement Block Grant award.

Adopted this 8th day of December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

PROMISSORY NOTE

\$300,000.00

December ___, 2022

FOR VALUE RECEIVED, the undersigned, STRATEGIC TC PROPERTIES, LLC, a Georgia limited liability company (the “Borrower”), promises to pay to the order of the CITY OF CONCORD, NORTH CAROLINA, a municipal corporation duly organized and validly existing under the laws of the State of North Carolina (the “Lender”), without grace, at the office of Lender at 35 Cabarrus Avenue W, Concord, North Carolina 27601 or at such other place as Lender may designate to Borrower in writing from time to time, the principal sum of THREE HUNDRED THOUSAND AND NO/100 DOLLARS (\$300,000.00), together with interest on so much of the principal balance of this Note as may be outstanding and unpaid from time to time at the rate or rates per annum indicated below.

The unpaid principal balance of this Note shall bear interest at a rate equal to 0.00%, calculated on the basis of a 360-day year and actual days elapsed, compounding annually (the “Interest Rate”).

No payments of principal or interest shall be due on this Note during the period beginning on December ___, 2022 and ending on December ___, 2053 (the “Maturity Date”). The entire remaining balance and accrued interest balance of this Note shall be due and payable on the Maturity Date in the form of a balloon payment.

During the existence of any Event of Default, as defined below, under this Note, the unpaid principal balance of this Note shall bear interest on each day until paid at the interest rate otherwise in effect under this Note plus, in Lender’s discretion, up to an additional two percentage points (2.0%), but only to the extent that payment of such interest on such principal or interest is enforceable under applicable law. All payments or prepayments on this Note shall be applied, first, to any interest accrued on this Note through the date of such payment or prepayment and then, to principal.

Borrower may prepay the principal balance of this Note at any time in whole or in part without premium or penalty.

Borrower will from time to time furnish to Lender, if requested by Lender, information regarding the financial condition and property of Borrower as Lender may reasonably require.

The occurrence of any one or more of the following events will constitute a default by Borrower hereunder (hereinafter referred to as an “Event of Default”): (i) Borrower fails to pay when due any amount payable under this Note or otherwise fails to perform or breaches a covenant in this Note that is not cured within sixty (60) days after written notice thereof from Lender; (ii) any statement, representation or warranty made by Borrower or on Borrower’s behalf proves to have been untrue, incorrect, misleading or incomplete in any material respect as of the date made; or (iii) Borrower becomes insolvent or makes an assignment for the benefit of creditors, or an action is brought by Borrower seeking its dissolution or liquidation of its assets or seeking the appointment of a trustee, interim trustee, receiver or other custodian for any of its

property, or Borrower commences a voluntary case under the Federal Bankruptcy Code, or a reorganization or arrangement proceeding is instituted by Borrower for the settlement, readjustment, composition or extension of any of its debts upon any terms, or an action or petition is otherwise brought by Borrower seeking similar relief or alleging that it is insolvent or unable to pay its debts as they mature.

Upon the occurrence and during the continuance, beyond any applicable cure period, of an Event of Default, Lender, at its option, upon written demand, may declare this Note immediately due and payable, whereupon all outstanding principal and accrued interest shall become immediately due and payable.

In no event shall the amount or rate of interest due and payable under this Note exceed the maximum amount or rate of interest allowed by applicable law and, in the event any such excess payment is made by Borrower or received by Lender, such excess sum shall be credited as a payment of principal (or if no principal shall remain outstanding, shall be refunded to Borrower). It is the express intent hereof that Borrower shall not pay and Lender shall not receive, directly or indirectly or in any manner, interest in excess of that which may be lawfully paid under applicable law. All interest (including all charges, fees or other amounts deemed to be interest) that is paid or charged under this Note shall, to the maximum extent permitted by applicable law, be amortized, allocated and spread on a pro rata basis throughout the actual term of this Note and any extension or renewal hereof.

This Note shall be governed by and construed and enforced in accordance with the laws of the State of North Carolina (without giving effect to its conflicts of law rules). Whenever possible, each provision of this Note shall be interpreted in such manner as to be effective and valid under applicable law, but if any provision of this Note shall be prohibited by or invalid under applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of such provision or the remaining provisions of this Note.

Words importing the singular number hereunder shall include the plural number and vice versa, and any pronoun used herein shall be deemed to cover all genders. Without limiting the generality of the foregoing, should more than one person execute this Note as maker, the word "Borrower" as used herein shall include all such persons collectively and each such person individually, and each Borrower shall be jointly and severally liable hereunder. The word "Lender" as used herein shall include transferees, successors and assigns of Lender, and all rights of Lender hereunder shall inure to the benefit of its transferees, successors and assigns. All obligations of Borrower hereunder shall bind such Person's heirs, legal representatives, successors and assigns.

[Signatures to follow]

IN WITNESS WHEREOF, Borrower has executed this Note under seal as of the date first above written.

STRATEGIC TC PROPERTIES, LLC,
a Georgia limited liability company

By: Aventurine One, LLC,
a Kentucky limited liability company
Its: Manager

By: _____
Caryn A. Winter, Managing Member

NORTH CAROLINA
CABARRUS COUNTY

**STORMWATER CONTROL MEASURE (SCM), ACCESS EASEMENT AND
MAINTENANCE AGREEMENT**

THIS STORMWATER CONTROL MEASURE (SCM), ACCESS EASEMENT AND MAINTENANCE AGREEMENT (“Agreement”), made this _____ day of _____, 2022, by Niblock-Richardson Development II, LLC, a North Carolina limited liability company, whose principal address is 759 Concord Parkway N., Suite 20, Concord, NC 28027 (hereinafter “Grantor”), with, to, and for the benefit of the City of Concord, a municipal corporation of the State of North Carolina, whose address is P.O. Box 308, Concord North Carolina 28026-0308, (hereinafter “Grantee” or “City”).

W I T N E S S E T H:

WHEREAS, THE CITY COUNCIL ACCEPTED THIS STORMWATER CONTROL MEASURE (SCM), ACCESS EASEMENT AND MAINTENANCE AGREEMENT ON _____.

WHEREAS, Grantor is the owner in fee simple of certain real property situated in the City of Concord, County of Cabarrus, North Carolina, and more particularly described as follows: 12.370 Acres North of Poplar Tent Road, also known as Cumberland Subdivision, Phase 2, Concord, NC, Cabarrus County Property Identification Number (PIN): 5610-59-8709. Being the land being conveyed to Grantor by deed recorded in Book and Page 16201/7 in the Office of the Register of Deeds for Cabarrus County (hereinafter referred to as the “Property”); and

WHEREAS, Grantor desires to develop and/or redevelop all or portions of the Property; and

WHEREAS, the Property is located within the planning jurisdiction of the City of Concord, and is subject to certain requirements set forth in the City of Concord Code of Ordinances Chapter 60, the Concord Development Ordinance, (hereafter “CCDO”), and the Concord Technical Standards Manual (hereafter “Concord Manual”); and

WHEREAS, conditions for development and/or redevelopment of the Property includes (i) the construction, operation and maintenance of an engineered stormwater control structure, namely a Wet Detention Basin, as provided in the CCDO and the Concord Manual (the “Stormwater Control Measure” or “SCM”), (ii) Grantor’s dedication of a non-exclusive access easement to the City, as described in this

Agreement, for inspection and maintenance of the Stormwater Control Measure; and (iii) the assumption by Grantor of certain specified maintenance and repair responsibilities; and

WHEREAS, this Agreement and the easement created herein are established in accordance with the requirements of N.C.G.S. Sec 143-211 *et. seq.*, Article 4 of the CCDO and Article I of the Concord Manual; and

WHEREAS, Grantor has full authority to execute this Agreement so as to bind the Property and all current and future owners and/or assigns.

NOW, THEREFORE, for valuable consideration, including the benefits Grantor may derive there from, the receipt and sufficiency of which is hereby acknowledged, Grantor hereby dedicates, bargains, grants and conveys unto Grantee, and its successors and assigns, a perpetual, and irrevocable right and non-exclusive easement in gross (of the nature and character and to the extent hereinafter set forth) in, on, over, under, through and across those portions of the Property shown on the attached **Exhibit “A” titled “SCM Pond Maintenance & Access Easements for Cumberland Phase 2 prepared for Niblock-Richardson Development II, LLC” and labeled “SCM Pond Maintenance Easement 1.183 Acres 51,528 SF”**, for the purpose of inspection and maintenance of the Stormwater Control Measure (hereinafter referred to as “SCM Easements”). Within the SCM Easements Grantor shall conduct best management practices as more fully set forth herein and in the CCDO and Concord Manual. Also within the SCM Easements, Grantor shall construct, maintain, repair and reconstruct the Stormwater Control Measure or SCM, which include (i) the SCM and any other stormwater quantity and/or quality control devices and/or structures, described on the plans approved by the City of Concord and filed at the A.M. Brown Operations Center, 850 Warren Coleman Blvd., Concord, NC 28025; and (ii) access to the aforesaid SCM across that portion of the Property shown on the attached **Exhibit “A” titled “SCM Pond Maintenance & Access Easements for Cumberland Phase 2 prepared for Niblock-Richardson Development II, LLC” and labeled “SCM Pond Access Easement 1.429 Acres 62,233 SF”**, for the purpose of permitting City access, inspection and, in accordance with the terms of paragraph 4 of this Agreement, maintenance and repair of the SCM, as more fully set forth herein and in the CCDO and Concord Manual. Except as set forth herein, nothing contained in this Agreement shall be deemed to be a gift or dedication of any portion of Grantor’s Property to the general public or for any public use or purpose whatsoever, and further, except as specifically provided herein for the benefit of the City, no rights, privileges or immunities of Grantor shall inure to the benefit of any third-party, nor shall any third-party be deemed to be a beneficiary of any of the provisions contained herein.

The additional terms, conditions, and restrictions of this Agreement are:

1. The requirements pertaining to the SCM Easements are more fully set forth in the current adopted and published editions of the following four (4) documents: (i) Article 4 of the CCDO, (ii) Article I, Section 1 of the Concord Manual, (iii) the Inspection and Maintenance Plan attached as **Exhibit “B”** and (iv) as provided in the N.C. Dept. of Environment and Natural Resources (DENR) Stormwater Best Management Practices (BMP) Manual (the “NCDENR Manual”), all of which are incorporated herein by reference as if set forth in their entirety below. Grantor agrees to abide by all applicable codes including, but not limited to, those set forth above. All provisions required by the CCDO Section 4.4.6.B.1 are incorporated herein by reference, and Grantor agrees to abide by said provisions. Grantor further agrees that Grantor shall perform the following, all at its sole cost and expense:

- a. All components of the SCM and related improvements within the SCM Easements are to be kept in good working order.

b. The components of the SCM and related improvements within the SCM Easements shall be maintained by Grantor as described in “**Exhibit B**”, the Wet Detention Basin Inspection and Maintenance Plan.

2. Upon completion of the construction of the SCM, Grantor’s N.C. registered professional engineer shall certify in writing to the Concord Director of Water Services that the SCM and all components are constructed and initially functioning as designed. Annual inspection reports (hereinafter referred to as “Annual Report(s)”) are required each year and shall be made by Grantor on the written schedule provided to Grantor in advance by the City. The Annual Report(s) shall describe the condition and functionality of the SCM, and shall describe any maintenance performed thereon during the preceding year. The Annual Report(s) shall be submitted with the signature and seal of Grantor’s N.C. registered professional engineer conducting the inspection. If necessary, the City will provide a letter describing the maintenance necessary to keep the SCM and all components and structures related to the SCM functioning as designed and with reasonable timeframes in which to complete the maintenance. If the Annual Report(s) recommends maintenance actions, the repairs shall be made within a reasonable time as defined by the City.

Grantor and Grantee understand, acknowledge and agree that the attached Inspection and Maintenance Plan describes the specific actions needed to maintain the SCM.

3. Grantor represents and warrants that Grantor is financially responsible for construction, maintenance, repair and replacement of the SCM, its appurtenances and vegetation, including impoundment(s), if any. Grantor agrees to perform or cause to be performed the maintenance as outlined in the attached Inspection and Maintenance Plan and as provided in the NC DENR Manual. Grantor and any subsequent transferee of Grantor or succeeding owner of the Property shall give the City written notice of the transfer of a fee or possessory interest in the Property listing the transferee’s name, address of the Property, transferee’s mailing address and other contact information. Grantor and any subsequent transferee of Grantor or succeeding owner of the Property shall not be responsible for errors or omissions in the information about the transferee provided to the City caused by acts or omissions of the transferee. The transferee shall give the City written notice of the acceptance and any future transfer of an interest in the Property listing the transferee’s name, address of the Property; transferee’s mailing address and other contact information. Upon the conveyance of the Property by Grantor to any transferee acquiring the Property by means of a conveyance document containing the language set forth in paragraph 9 below, Grantor is released from any further covenants or other obligations set forth in this Agreement.

4. If Grantor fails to comply with these requirements, or any other obligations imposed herein, in the City of Concord Code of Ordinances, CCDO, the Concord Manual or approved Inspection and Maintenance Plan, the City of Concord may perform (but is not obligated to perform) such work as Grantor is responsible for and recover the costs thereof from Grantor.

5. This Agreement gives Grantee the following affirmative rights:

Grantee, its officers, employees, and agents may, but is not obligated, to enter the SCM Easements whenever reasonably necessary for the purpose of inspecting same to determine compliance herewith, to maintain same and make repairs or replacements to the SCM, its appurtenances and condition(s) as may be necessary or convenient thereto in the event Grantor defaults in its obligations and to recover from Grantor the cost thereof, and in addition to other rights and remedies available to it, to enforce by proceedings at law or in equity the rights, covenants, duties, and other obligations herein imposed in this Agreement.

6. Grantor shall neither obstruct nor hinder the passage of vehicular traffic and pedestrians within the paved portion of the access easement granted herein by Grantor to Grantee.

7. Grantor shall, in all other respects, remain the fee owners of the Property and areas subject to the SCM Easement, and may make all lawful uses of the Property not inconsistent with this Agreement and the Easements granted herein.

8. Grantee neither waives nor forfeits the right to act to ensure compliance with the terms, conditions and purposes of the SCM Easement and this Agreement by a prior failure to act.

9. Grantor agrees:

a. That a reference to the deed book and page number of this document in a form substantially similar to the following statement in at least a 12 point bold face font on the first page of the document: **“Notice: The Property is subject to a Stormwater Control Measure (SCM), Access Easement and Maintenance Agreement enforced by the City of Concord and State of North Carolina recorded in the Cabarrus County Registry at DB _____ PG ____.”** shall be inserted by Grantor in any subsequent deed or other legal instrument by which Grantor may be divested of either the fee simple title to or possessory interests in the subject Property. The designation Grantor and Grantee shall include the parties, their heirs, successors and assigns; and

b. That the following statement shall be inserted in any deed or other document of conveyance:

“Title to the property hereinabove described is subject to the following exceptions:

That certain Stormwater Control Measure (SCM), Access Easement and Maintenance Agreement dated _____, 2022 with and for the benefit of the City of Concord, recorded in Book _____, Page _____ in the Cabarrus County Registry, North Carolina, creating obligations of payment and performance on the part of Grantor which Grantee hereby assumes and agrees to perform and pay as part of the consideration of this conveyance and accept further that this conveyance is made subject to any and all enforceable restrictions and easements of record (if applicable).”

In the event that such conveyance is other than by deed, the above terms of “grantor/grantee” may be substituted by equivalent terms such as “landlord/tenant.”

TO HAVE AND TO HOLD the aforesaid rights, privileges, and easements herein granted to Grantee, its successors and assigns forever and Grantor do covenant that Grantor is seized of said premises in fee and has the right to convey the same, that except as set forth below the same are free from encumbrances and that Grantor will warrant and defend the said title to the same against claims of all persons whosoever.

Title to the Property hereinabove described is subject to all enforceable deeds of trust, liens, easements, covenants and restrictions of record.

The covenants agreed hereto and the conditions imposed herein shall be binding upon Grantor and its agents, personal representatives, heirs and assigns and all other successors in interest to Grantor and shall continue as a servitude running in perpetuity with the above-described land.

THE CONCORD CITY COUNCIL APPROVED THIS AGREEMENT AND SCM ACCESS EASEMENT AND ACCEPTED THE SCM ACCESS EASEMENT AT THEIR MEETING OF _____, 2022 AS ATTESTED TO BELOW BY THE CITY CLERK. CONCORD CITY COUNCIL APPROVAL OF THIS AGREEMENT AND THE SCM ACCESS EASEMENT IS A CONDITION PRECEDENT TO ACCEPTANCE BY THE CITY.

IN WITNESS WHEREOF, the parties have caused this instrument to be duly executed day and year first above written.

GRANTOR:

Niblock-Richardson Development II, LLC, a North Carolina limited liability company

By: _____
Name: _____
Title: _____

STATE OF _____
COUNTY OF _____

I, _____, a Notary Public of the aforesaid County and State, do hereby certify that _____ personally appeared before me this day and acknowledged that he/she is the Manager/Member of Niblock-Richardson Development II, LLC, a North Carolina limited liability company, and that he being authorized to do so, executed the foregoing on behalf of the company.

WITNESS my hand and notarial seal, this the _____ day of _____, 2022.

Notary Public
My commission expires: _____

GRANTEE:

City of Concord, a municipal corporation

By: _____
Lloyd Wm. Payne, Jr., City Manager

ATTEST:

Kim J. Deason, City Clerk
[SEAL]

APPROVED AS TO FORM

VaLerie Kolczynski, City Attorney

**STATE OF NORTH CAROLINA
COUNTY OF CABARRUS**

I, _____, a Notary Public of the aforesaid County and State, do hereby certify that Kim J. Deason personally appeared before me this day and acknowledged that she is the City Clerk of the City of Concord and that by authority duly given and as the act of the municipal corporation, the foregoing STORMWATER CONTROL MEASURE (SCM), ACCESS EASEMENT AND MAINTENANCE AGREEMENT was approved by the Concord City Council at its meeting held on _____ and was signed in its name by its City Manager, sealed with its corporate seal and attested by her as its City Clerk.

WITNESS my hand and notarial seal, this the _____ day of _____, 2022.

Notary Public _____
My commission expires: _____



MEMORADUM

DATE: Thursday, October 27,2022
 TO: Sue Hyde, Director of Engineering
 FROM: Gary Stansbury, Construction Manager
 SUBJECT: Infrastructure Acceptance
 PROJECT NAME: Accent Drive SE 2-Inch Water Main
 PROJECT NUMBER: 2018-033
 DEVELOPER: GT Properties of NC, INC.
 FINAL CERTIFICATION - LOT NUMBERS: 8,9,10
 INFRASTRUCTURE TYPE: Water
 COUNCIL ACCEPTANCE DATE: Thursday, December 08, 2022
 ONE-YEAR WARRANTY DATE: Friday, December 08, 2023

Water Infrastructure	Quantity
2-inch in LF	235.00
2-inch Valves	1



MEMORADUM

DATE: Thursday, October 27, 2022
TO: Sue Hyde, Director of Engineering
FROM: Gary Stansbury, Construction Manager
SUBJECT: Infrastructure Acceptance
PROJECT NAME: Odell Drive Water
PROJECT NUMBER: 2019-050
DEVELOPER: SHIFA 1, LLC
FINAL CERTIFICATION - LOT NUMBERS: 1-4
INFRASTRUCTURE TYPE: Water
COUNCIL ACCEPTANCE DATE: Thursday, December 08, 2022
ONE-YEAR WARRANTY DATE: Thursday, December 07, 2023

Water Infrastructure	Quantity
2-inch in LF	328.00
2-inch Valves	2

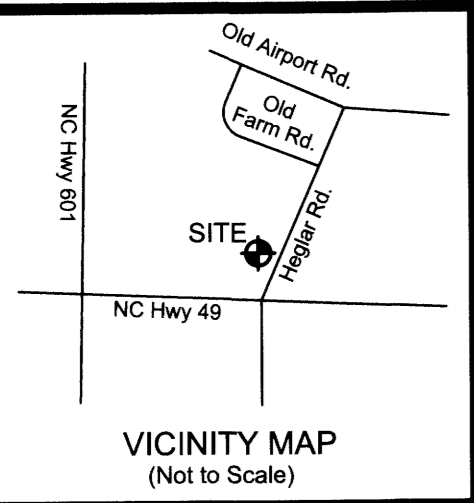


MEMORADUM

DATE: Tuesday, November 2, 2022
 TO: Sue Hyde, Director of Engineering
 FROM: Gary Stansbury, Construction Manager
 SUBJECT: Roadway Acceptance
 PROJECT NAME: Bedford Farms Phase 4
 PROJECT NUMBER: 2017-046
 DEVELOPER: Niblock-Richardson Development II, LLC
 COUNCIL ACCEPTANCE DATE: Thursday, December 8, 2022
 ONE-YEAR WARRANTY DATE: Thursday, December 7, 2023

Street	Length in LF	ROW in FT	Plat
Kingsley Drive NE	962.00	50.00	PH 4
Langley Drive SE	1018.00	50.00	PH 4
Sutherly Place SE	757.00	50.00	PH 4
Total	2737.00		

See Sheet 2 of 2 for line and curve tables and certifications



LEGEND
CP - CALCULATED POINT
ST - SIGHT TRIANGLE (10 x 70 & 30 x 30 @ ALL INTERSECTIONS)
SB - SETBACK
PSDE - PUBLIC STORM DRAINAGE EASEMENT
PDE - PRIVATE STORM DRAINAGE EASEMENT
COS - COMMON OPEN SPACE



R. Scott Dyer
7/23/2020

NOW OR FORMERLY
Alan G. Misenheimer & Wf. Ana Maria
Deed Bk. 7478, Pg. 285
PIN #5549195551
Cabarrus Co. Registry

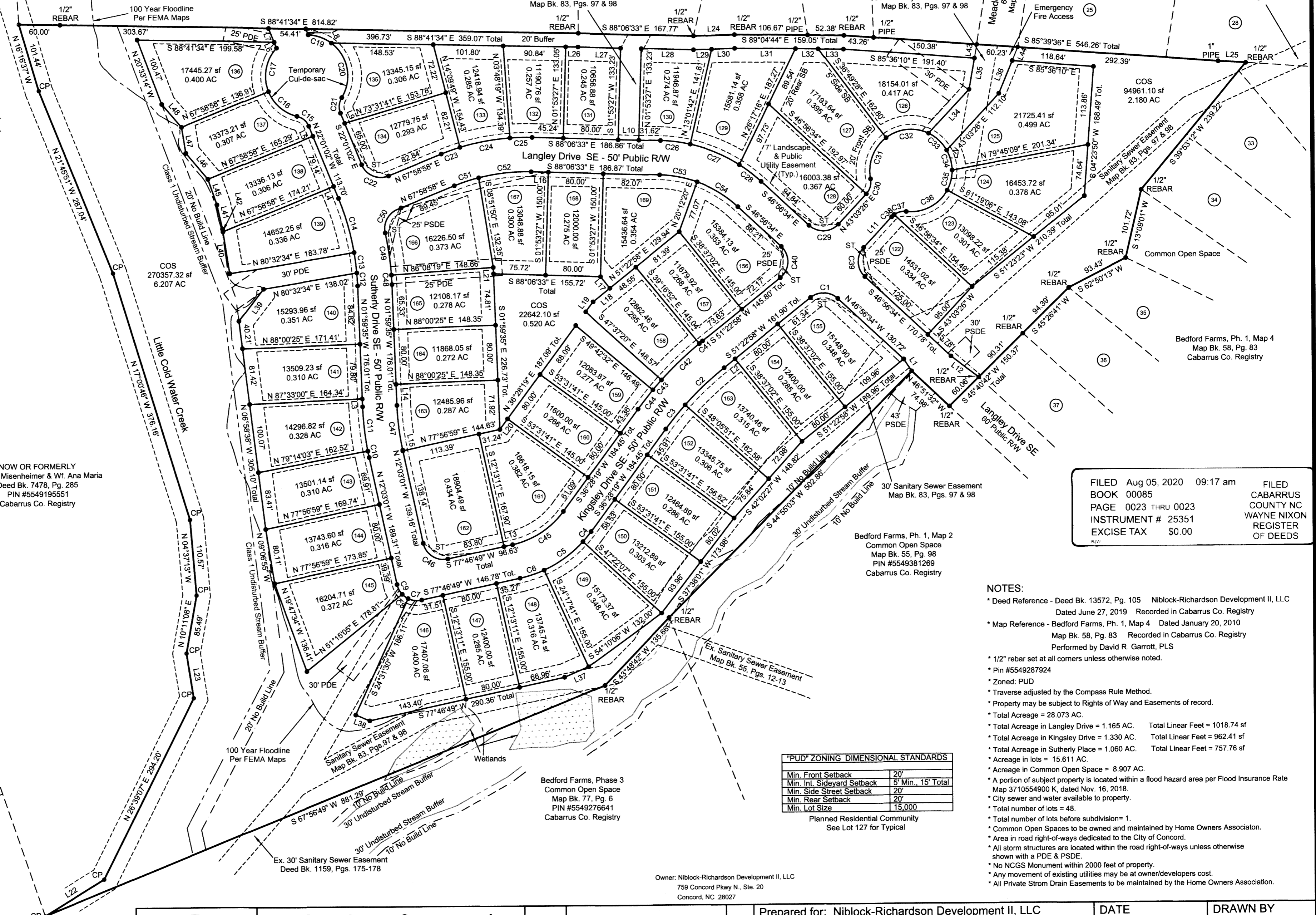
NOW OR FORMERLY
Rocky Lane Canupp & Wf. Pattie H.
Deed Bk. 582, Pg. 194
PIN #5549176978
Cabarrus Co. Registry

NOW OR FORMERLY
John B. Barnhardt, Sr. & Wf. Martha H.
Deed Bk. 532, Pg. 548
PIN #5549294798
Cabarrus Co. Registry

Old Farm, Sect. #1
Map Bk. 14, Pg. 58
Cabarrus Co. Registry

Old Farm, Sect. #1
Map Bk. 14, Pg. 58
Cabarrus Co. Registry

Ex. 30' Sanitary Sewer Easement
Deed Bk. 1159, Pgs. 175-178



FILED Aug 05, 2020 09:17 am
BOOK 00085
PAGE 0023 THRU 0023
INSTRUMENT # 25351
EXCISE TAX \$0.00
FILED CABARRUS COUNTY NC
WAYNE NIXON
REGISTER OF DEEDS

- NOTES:
* Deed Reference - Deed Bk. 13572, Pg. 105 Niblock-Richardson Development II, LLC
Dated June 27, 2019 Recorded in Cabarrus Co. Registry
* Map Reference - Bedford Farms, Ph. 1, Map 4 Dated January 20, 2010
Map Bk. 58, Pg. 83 Recorded in Cabarrus Co. Registry
Performed by David R. Garrott, PLS
* 1/2" rebar set at all corners unless otherwise noted.
* Pin #5549287924
* Zoned: PUD
* Traverse adjusted by the Compass Rule Method.
* Property may be subject to Rights of Way and Easements of record.
* Total Acreage = 28.073 AC.
* Total Acreage in Langley Drive = 1.165 AC. Total Linear Feet = 1018.74 sf
* Total Acreage in Kingsley Drive = 1.330 AC. Total Linear Feet = 962.41 sf
* Total Acreage in Sutherland Place = 1.060 AC. Total Linear Feet = 757.76 sf
* Acreage in lots = 15.611 AC.
* Acreage in Common Open Space = 8.907 AC.
* A portion of subject property is located within a flood hazard area per Flood Insurance Rate
Map 3710564900 K, dated Nov. 16, 2018.
* City sewer and water available to property.
* Total number of lots = 48.
* Total number of lots before subdivision = 1.
* Common Open Spaces to be owned and maintained by Home Owners Association.
* Area in road right-of-ways dedicated to the City of Concord.
* All storm structures are located within the road right-of-ways unless otherwise
shown with a PDE & PSDE.
* No NCGS Monument within 2000 feet of property.
* Any movement of existing utilities may be at owner/developers cost.
* All Private Storm Drain Easements to be maintained by the Home Owners Association.

Table with 2 columns: 'PUD' ZONING DIMENSIONAL STANDARDS and values. Includes setbacks (20', 5' Min., 15' Total, 20') and lot size (15,000).



NORSTAR LAND SURVEYING, INC.
552-B Newell Street NW
Concord, NC 28025
Ph 704 721 6651
Fax 704 721 6653
Firm Lic. # C-2294

Table with 3 columns: DATE, REVISION, BY. Includes a row for the current date and revision.

Prepared for: Niblock-Richardson Development II, LLC
Bedford Farms, Phase 4
City of Concord Township No. 11 Cabarrus County, NC
RECORD PLAT

Table with 2 columns: DATE, DRAWN BY, SCALE, CHECKED BY, NLS NO., SHEET. Includes date March 17, 2020, drawn by S. Kimrey, checked by S. Dyer, sheet 1 of 2.

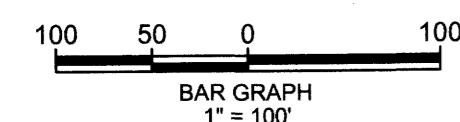




Table with 3 columns: Line, Bearing, Distance. Lists lines L1 through L48 with their respective bearings and distances.

Table with 5 columns: Curve, Radius, Arc, Chord, Chord Bearing. Lists curves C1 through C54 with their respective radii, arcs, chords, and chord bearings.

Certificate of Final Plat Approval

I hereby certify that this plat is in compliance with the City of Concord Code of Ordinances. This final plat for Bedford Farms, Phase 4 Subdivision was approved by the Concord Planning & Zoning Commission/Administrator with the concurrence of the Development Review Committee at their meeting on 8/4/20, 2020.

Review Officers Certificate

State of North Carolina County of Cabarrus I, Greg D. Belk, Review Officer of Cabarrus County, certify that the map or plat to which this certification is affixed, meets all statutory requirements for recording. 8-5-2020

Certificate of Fee Payment

I hereby certify that all fees for Bedford Farms, Phase 4 Subdivision have been paid, or that the fees are not applicable. 8/4/20

Certificate of Acceptance of Offer of Dedication

I hereby certify that the City Council accepted the offer of dedication shown on this plat at a meeting of the City Council on April 9, 2020. 8-4-2020

Certificate of Streets, Water and Sewer System Approval and Other Improvements

I hereby certify that all publically maintained streets, storm drainage systems, water and sewer systems and other publically maintained improvements and any privately maintained water quality "Best Management Practice" shown on this plat have been designed and installed, or their installation guaranteed, in an acceptable manner and according to specification and standards of Concord and the State of North Carolina. 8/4/20

Certificate of Ownership and Offer of Dedication

I hereby certify that I am the owner of the property shown and described hereon, which is located in the subdivision jurisdiction of the City of Concord, and that I hereby submit this plan of subdivision with my free consent, establish minimum building setback lines, and dedicate to public use all areas shown on this plat as streets, sidewalks, greenways, rights of way, easements, and/or open space and/or parks, except any of those uses specifically indicated as private, and I further dedicate all sanitary sewer, stormwater drainage and water lines that are located in any public utility easement or right of way and certify that I will maintain all such areas until accepted by the City of Concord, and further that I hereby guarantee that I will correct defects or failure of improvements in such area for a period of one year commencing after final acceptance of required improvements. Any streets indicated as private shall be open to public use, but shall be privately maintained. Said dedication shall be irrevocable provided dedications of easements for storm drainage, whether indicated as private or public, are not made to the City of Concord but are irrevocably made to the subsequent owners of any and all properties shown hereon for their use and benefit unless specifically designated a drainage easement to the City of Concord. 7/24/20

Certificate of Conformity with Plans and Specifications City of Concord, Bedford Farms, Phase 4, Langley Drive SE, Kingsley Drive SE, and Sutherly Drive SE

I hereby, to the best of my knowledge, and belief, certify that all street, storm drainage, water and sewer work to be performed on this subdivision has been checked by me or my authorized representative and conforms with lines, grades, cross-sections, dimensions, and material requirements which are shown on and indicated in the plans which have been reviewed and approved by the Concord Subdivision Administrator or the North Carolina Dept. of Transportation.

I also acknowledge that falsification of the above certifications may subject me to civil suit and/or criminal prosecution under the General Statutes, including but not limited to, GS 14-100 and GS 136-102.6 and the Code of Ordinances of the City of Concord.

Donald L. Munday 017327 07/23/20 Professional Engineer License No. Date

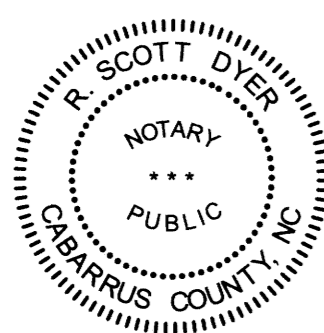


North Carolina Cabarrus County

I, R. Scott Dyer, a Notary Public for said county and state, do hereby certify that Donald L. Munday personally appeared before me this day and acknowledged the due execution of the foregoing instrument.

Witness my hand and official seal this the 23rd day of July, 2020.

R. Scott Dyer, Notary Public My commission expires 11/01/2021.



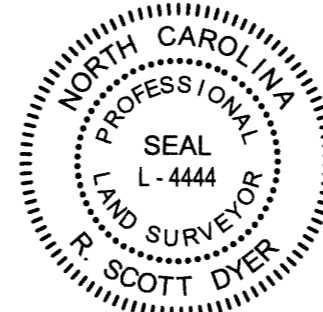
I hereby certify that the electric distribution system has been designed and installed in an acceptable manner and in accordance with the Code of Ordinances of the City of Concord. N/A

Director of Electric Systems Date

I, R. Scott Dyer, certify that this plat was drawn under my supervision from an actual survey made under my supervision (deed description recorded in Book 13572, page 105, etc.); that the boundaries not surveyed are clearly indicated as drawn from information found in Book N/A, page N/A; that the ratio of precision as calculated is 1:123.612; that this plat was prepared in accordance with G.S. 47-30 as amended. Witness my original signature, registration number and seal this 23rd day of July, A.D., 2020.

- I also certify to one or more of the following as indicated: X A. That this plat is of a survey that creates a subdivision of land within the the area of county or municipality that has an ordinance that regulates parcels of land; B. That this plat is of a survey that is located in such portion of a county or municipality that is unregulated as to an ordinance that regulates parcels of land; C. That this plat is of an existing parcel(s) of land; D. That this plat is of a survey of another category, such as the recombination of existing parcels, a court-ordered survey or other exception to the definition of subdivision; E. That the information available to this surveyor is such that I am unable to make a determination to the best of my professional ability as to provisions contained in A through D above.

R. Scott Dyer, PLS #4444

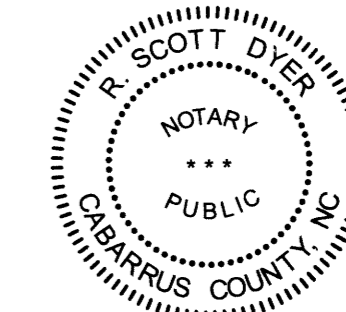


North Carolina Cabarrus County

I, R. Scott Dyer, a Notary Public for said county and state, do hereby certify that William Higloce personally appeared before me this day and acknowledged the due execution of the foregoing instrument.

Witness my hand and official seal this the 24th day of July, 2020.

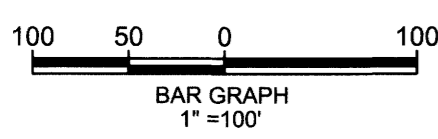
R. Scott Dyer, Notary Public My commission expires 11/01/2021.



Owner: Niblock-Richardson Development II, LLC 759 Concord Pkwy N., Ste. 20 Concord, NC 28027

FILED Aug 05, 2020 09:17 am FILED CABARRUS COUNTY NC WAYNE NIXON REGISTER OF DEEDS

Record Plat information including NorStar Land Surveying, Inc. contact info, Bedford Farms, Phase 4, City of Concord, Township No. 11, Cabarrus County, NC, DATE March 17, 2020, DRAWN BY S. Kimrey, SCALE 1" = 100', CHECKED BY S. Dyer, NLS NO. 18147, SHEET 2 OF 2.



ORD. #

AN ORDINANCE TO AMEND FY 2022-2023 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 9th day of June, 2022, adopt a City budget for the fiscal year beginning July 1, 2022 and ending on June 30, 2023, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	Revenues		(Decrease) Increase
		Current Budget	Amended Budget	
100-4343352	Developer Contributions	0	109,086	109,086
	Total			109,086

Account	Title	Expenses/Expenditures		(Decrease) Increase
		Current Budget	Amended Budget	
4190-5194000	Contract Services	74,159	183,245	109,086
	Total			109,086

Reason: To appropriate a developer contribution that will be used to complete required stormwater control measures that the developer did not complete.

Adopted this 8th day of December 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

ORD. #

AN ORDINANCE TO AMEND FY 2022-2023 BUDGET ORDINANCE

WHEREAS, the City Council of the City of Concord, North Carolina did on the 9th day of June, 2022, adopt a City budget for the fiscal year beginning July 1, 2022 and ending on June 30, 2023, as amended; and

WHEREAS, it is appropriate to amend the expense/expenditures and the revenue accounts in the funds listed for the reason stated;

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of Concord that in accordance with the authority contained in G.S. 159-15, the following accounts are hereby amended as follows:

Account	Title	<u>Revenues</u>		(Decrease) Increase
		Current Budget	Amended Budget	
100-4351000	Sale of Fixed Assets	21,000	33,819	12,819
Total				12,819

Account	Title	<u>Expenses/Expenditures</u>		(Decrease) Increase
		Current Budget	Amended Budget	
4130-5521000	Software – Capital	0	12,819	12,819
Total				12,819

Reason: To appropriate proceeds from the sale of fixed assets to provide funding for an online time entry package.

Adopted this 8th day of December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

CAPITAL RESERVE FUND ORDINANCE

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 18-22 Chapter 159 of the General Statutes of North Carolina, the following Capital Reserve Fund ordinance is hereby adopted/amended:

SECTION 1. The purpose authorized is to accumulate funds for future projects and capital outlay that are listed in the Capital Improvement Plan Listing or the City’s Operating Budget. Funds will be accumulated until such time the City Council designates the funds for projects. The General Fund will serve as the funding source for the Capital Reserve Fund upon City Council approval and withdrawals must be approved by City Council through an ordinance.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the fund.

SECTION 3. The following revenues are anticipated to be available/expenditures anticipated to be expended to the City of Concord for this fund & the following amounts are appropriated for the project:

Fund 285 General Capital Reserve Fund

		<u>Budget</u>	<u>Amended Budget</u>	<u>Inc (Dec)</u>
8150-5987000	To Project Fund	\$11,095,652	\$1,572,000	(\$9,523,652)
8150-5983000	To General Fund	\$7,373,700	\$4,280,700	(\$3,093,000)
285-4501100	From General Fund	\$31,031,178	\$20,620,332	(\$10,410,846)
285-4501400	From Capital Project	\$1,050,000	\$0	(\$1,050,000)
285-4361000	Investment Earnings	\$2,323,861	\$1,168,055	(\$1,155,806)

SECTION 4. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the capital reserve fund and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 5. Within five (5) days after adopted, copies of this capital reserve fund amendments/adoption shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out the purpose of this fund.

SECTION 6. The Finance Director is directed to report on the financial status of this fund in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 8th day of December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

ORD.

PARKS & CAPITAL RESERVE FUND ORDINANCE
AMENDED

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 18-22 Chapter 159 of the General Statutes of North Carolina, the following Capital Reserve Fund ordinance is hereby amended:

SECTION 1. The purpose authorized is to accumulate funds for future capital projects and capital outlay. Funds will be accumulated until such time the City Council designates the funds for projects or capital outlay. These funds may only be designated for projects that are listed in the City’s Capital Improvement Plan or capital outlay approved in the City’s operating budget ordinance. The General Fund will serve as the funding source for the Capital Reserve Fund upon City Council approval and withdrawals must be approved by City Council through an ordinance.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the project/projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues & expenditures are anticipated to be available to the City of Concord for this fund:

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
8100-5987000	Transfer to Proj Fund	3,732,852	1,337,775	(2,395,077)
280-4501100	Transfer fm Gen Fund	4,207,980	1,812,903	(2,395,077)

SECTION 4. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the capital reserve fund and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 5. Within five (5) days after adopted, copies of this capital reserve fund amendments/adoption shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out the purpose of this fund.

SECTION 6. The Finance Director is directed to report on the financial status of this fund in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 8th day of December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

**CAPITAL PROJECT ORDINANCE AMENDMENT
Parks & Recreation Projects-McEachern-Hospital Phase and Hector Henry-Cannon Crossing**

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby adopted/amended:

SECTION 1. The projects authorized are the projects included for the McEachern-Hospital Phase and Hector Henry-Cannon Crossing.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the completion of the projects:

SECTION 4. The following amounts are appropriated for the project:

Expenses/Expenditures

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
420-4354100	Contributions	94,251	0	(94,251)
420-4501100	Transfer from Gen Fund	3,585,575	1,064,783	(2,520,792)
420-4603000	Grant Proceeds	1,398,960	928,960	(470,000)
420-4501280	Transfer from P&R Reserve	3,955,708	3,727,883	(227,825)
420-4501285	Transfer from Gen Cap Reserve	10,230,192	9,095,595	(1,134,597)
8300-5811018	McEachern-Hospital Phase	1,223,179	1,336,903	113,724
8300-5811019	Hector Henry-Cannon Crossing	408,051	898,181	490,130
8300-5811054	Mountain Bike Trail Prkg	195,000	0	(195,000)
8300-5811096	HHH-Mills at Rocky River	329,785	0	(329,785)
8300-5811068	Future Projects-P&R	24,638	113,758	89,120
8311-5811010	Hector Henry-Riverwalk	2,839,507	0	(2,839,507)
8312-5811012	McEachern: Cabarrus-Fink	1,776,147	0	(1,776,147)

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the project agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adoption, copies of this capital projects ordinance shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy, and shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 8th day December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

Valerie Kolczynski, City Attorney

**CAPITAL PROJECT ORDINANCE
Upfit Cab Co Facility & NC 3/Cabarrus Ped Imp**

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby ordained:

SECTION 1. The project authorized is the Upfit Cab Co Facility and the NC 3 & Cabarrus Ped Imp.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues are anticipated to be available to the City of Concord for the project:

<u>Revenues</u>				
Account	Title	Current Budget	Amended Budget	(Decrease) Increase
423-4501100	Transfer from Gen Fund	24,777,682	23,458,289	(1,319,393)
423-4338600	CMAQ Grant	1,894,176	1,849,073	(45,103)
423-4324250	Vehicle License-Addl \$5	3,834,387	3,024,207	(810,180)
423-4357300	Federal Aid	569,600	2,112,600	1,543,000
423-4402750	NCDOT Share	3,000,000	3,024,000	24,000
423-4603000	Grant Proceeds	343,000	0	(343,000)
423-4603400	Future Grants	1,200,000	0	(1,200,000)
				(2,150,676)

SECTION 4. The following amounts are appropriated for the project:

<u>Expenses/Expenditures</u>				
Account	Title	Current Budget	Amended Budget	(Decrease) Increase
8600-5585000	PIP Infrastructure	582,517	199,118	(383,699)
8600-5811228	Traffic Mgmt Center	3,671,754	3,668,825	(2,929)
8600-5811256	Spring/Chstnt/Broad Im	817,618	0	(817,618)
8600-5811258	Union St S Sidewalk Ext	920,780	831,689	(89,091)
8600-5811278	Brown Center Rd Expan	800,000	0	(800,000)
8600-5811279	Upfit Cab Co Facility	1,292,978	1,369,002	76,024
8600-5811294	NC 3 & Cabarrus Ped	0	24,000	24,000
8600-5811500	Weddingtn Rd HS Reim	157,363	0	(157,363)
				(2,150,676)

SECTION 5. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 6. Within five (5) days after adopted, copies of this grant project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 7. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 8th day of December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

ORD.

**CAPITAL PROJECT ORDINANCE
Utility Project Reserves**

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby ordained:

SECTION 1. The project authorized and amended is utility project reserves.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the project/projects within the terms of the plans and specifications for the projects. The purpose authorized is to accumulate funds for future projects and capital outlay that are listed in the Capital Improvement Plan listing or the City’s Operating Budget. Funds will be accumulated until such time the City Council designates the funds for projects. The Electric/Water/Wastewater Funds will serve as the funding source for the Utility Capital Reserve Fund upon City Council approval and withdrawals must be approved by City Council through an ordinance.

SECTION 3. The following revenues/expenditures are anticipated to be available to the City of Concord for the project:

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
282-4501610	Transfer from Electric	\$41,632,690	\$8,496,628	\$(33,136,062)
8120-5987000	Transfer to Proj Fund	\$34,336,062	\$1,200,000	\$(33,136,062)

SECTION 4. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 5. Within five (5) days after adopted, copies of this grant project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 6. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 8th day of December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

CAPITAL PROJECT ORDINANCE

Water Projects

BE IT ORDAINED by the City Council of the City of Concord, North Carolina that pursuant to Section 13.2 Chapter 159 of the General Statutes of North Carolina, the following project ordinance is hereby ordained:

SECTION 1. The projects authorized and amended are various Water Projects.

SECTION 2. The City Manager is hereby authorized to proceed with the implementation and amendments of the projects within the terms of the plans and specifications for the projects.

SECTION 3. The following revenues/expenditures are anticipated to be available to the City of Concord for the project:

Account	Title	Current Budget	Amended Budget	(Decrease) Increase
429-4501620	Transfer from Water	36,005,079	28,336,765	(7,668,314)
429-4402150	System Devlpmnt Fees	6,862,000	4,261,080	(2,600,920)
429-4601000	Bond Proceeds	25,248,250	12,700,000	(12,548,250)
429-4501400	Transfer from Cap Proj	50,489	0	(50,489)
8700-5811315	US29 RR Brdg Ln Relo	99,300	0	(99,300)
8700-5811082	Future Projects	97,628	3,518,845	3,421,217
8700-5811321	US Hwy 29 Water Tank	5,850,000	0	(5,850,000)
8700-5811322	Poplar Tent 24" Ext	4,139,640	0	(4,139,640)
8700-5811324	NC Hwy 49 30" Ext	6,032,000	0	(6,032,000)
8700-5811332	Resuf Clearwell 2 Hillgr	130,000	0	(130,000)
8700-5811334	Hillgrv Filter/Wastevalv	300,000	430,000	130,000
8700-5811336	Spring/Chestnut/Broad	280,000	0	(280,000)
8700-5811337	Hwy 49 Line Ext	13,448,250	4,500,000	(8,948,250)
8700-5811343	Gnrl Srv Dr Parallel Ln	540,000	0	(540,000)
8700-5811345	Hwy 73 Wdng Poplr Tnt	400,000	0	(400,000)

SECTION 4. Accounting records are to be maintained by the Finance Department of the City of Concord in such manner as (1) to provide all information required by the grant agreement and other agreements executed or to be executed with the various parties involved with the project; and (2) to comply with the Local Government Budget and Fiscal Control Act of the State of North Carolina.

SECTION 5. Within five (5) days after adopted, copies of this grant project amendment shall be filed with the City Manager, Finance Director, and City Clerk for direction in carrying out this project.

SECTION 6. The Finance Director is directed to report on the financial status of this project in accordance with the existing City policy. She shall also report to the City Manager any unusual occurrences.

Duly adopted by the City Council of the City of Concord, North Carolina this 8th day of December, 2022.

CITY COUNCIL
CITY OF CONCORD
NORTH CAROLINA

William C. Dusch, Mayor

ATTEST: _____
Kim Deason, City Clerk

VaLerie Kolczynski, City Attorney

Tax Report for Fiscal Year 2022-2023

FINAL REPORT

October

Property Tax Receipts- Munis

2022 BUDGET YEAR	1847292.58
2021	25001.22
2020	3654.68
2019	2778.99
2018	825.9
2017	246.73
2016	196.04
2015	87.52
2014	301.59
2013	309.57
Prior Years	1173.54
Interest	5,352.20
Refunds	
	<u>1,887,220.56</u>

Vehicle Tax Receipts- County

2022 BUDGET YEAR	492,333.06
2021	
2020	
2019	
2018	
2017	
2016	
Prior Years	
Penalty & Interest	6,278.55
Refunds	
	<u>498,611.61</u>

Fire District Tax - County

2021 BUDGET YEAR	10,166.43
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Less: Collection Fee from County

Net Ad Valorem Collections	<u>2,395,998.60</u>
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423:Vehicle Tag Fee-Transportation Impr Fund	36,686.93
100:Vehicle Tag Fee	148,971.15
292:Vehicle Tag Fee-Transportation Fund	36,691.70
Less Collection Fee - Transit	
Net Vehicle Tag Collection	<u>222,349.78</u>

Privilege License	-
Prepaid Privilege Licenses	
Privilege License interest	
Total Privilege License	<u>-</u>

Oakwood Cemetery current	3,075.00
Oakwood Cemetery endowment	-
Rutherford Cemetery current	2,816.68
Rutherford Cemetery endowment	1,033.32
West Concord Cemetery current	1,050.00
West Concord Cemetery endowment	-
Total Cemetery Collections	<u>7,975.00</u>

Total Collections	<u>\$ 2,626,323.38</u>
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Current Year	
Original Scroll	
Levy	
Penalty	
Adjustments	
Public Service	
Levy	
Penalty	
Discoveries/Annex	24,270.20
Discovery Penalty	3,056.71
Total Amount Invoiced - Monthly	<u>27,326.91</u>
Total Amount Invoiced - YTD	67,333,737.21

Current Year	
Less Abatements (Releases)	
Real	9,330.67
Personal	
Discovery	
Penalty - all	
Total Abatements	<u>9,330.67</u>

Adjusted Amount Invoiced - monthly	17,996.24
Adjusted Amount Invoiced - YTD	67,277,236.25

Current Levy Collected	1,847,292.58
Levy Collected from previous years	34,575.78
Penalties & Interest Collected	5,352.20
Current Month Write Off - Debit/Credit	-
Total Monthly Collected	<u>1,887,220.56</u>
Total Collected - YTD	11,593,342.58

Total Collected - net current levy -YTD 11,331,921.70

Percentage of Collected -current levy 16.84%

Amount Uncollected - current year levy 55,945,314.55

Percentage of Uncollected - current levy 83.16%

100.00%

CITY OF CONCORD

Summary of Releases, Refunds and Discoveries for the Month of October 2022

RELEASES		
CITY OF CONCORD	\$	9,330.67
CONCORD DOWNTOWN	\$	165.46

REFUNDS		
CITY OF CONCORD	\$	-
CONCORD DOWNTOWN	\$	-

DISCOVERIES							
CITY OF CONCORD							
TaxYear	Real	Personal	Total	Rate	Calculated	Penalties	
2016	0	0	0	0.0048	0.00	0.00	
2017	0	25,430	25,430	0.0048	122.06	73.24	
2018	0	56,126	56,126	0.0048	269.40	134.72	
2019	0	84,752	84,752	0.0048	406.81	162.71	
2020	0	213,259	213,259	0.0048	1,023.64	307.10	
2021	0	436,339	436,339	0.0048	2,094.43	418.89	
2022	166,197	4,074,189	4,240,386	0.0048	20,353.85	1,960.05	
Total	166,197	4,890,095	5,056,292		\$ 24,270.20	\$ 3,056.71	
DOWNTOWN							
TaxYear	Real	Personal	Total	Rate	Calculated	Penalties	
2017	0	0	0	0.0023	0.00	0.00	
2018	0	0	0	0.0023	0.00	0.00	
2019	0	0	0	0.0023	0.00	0.00	
2020	0	0	0	0.0023	0.00	0.00	
2021	0	0	0	0.0023	0.00	0.00	
2022	0	0	0	0.0023	0.00	0.00	
Total	0	0	0		\$ -	\$ -	

City of Concord
Portfolio Holdings
Monthly Investments to Council
Report Format: By CUSIP / Ticker
Group By: Security Type
Average By: Cost Value
Portfolio / Report Group: All Portfolios
As of 10/31/2022

Description	CUSIP/Ticker	Face Amount/Shares	Cost Value	Maturity Date	YTM @ Cost	% of Portfolio	Settlement Date	Cost Price	Days To Maturity
Commercial Paper									
CP TOYOTA MTR CR CORP 0 11/10/2022	89233HLA0	5,000,000.00	4,959,950.00	11/10/2022	1.089	1.34	N/A	99.199	10
CP CREDIT SUISSE FBNY 0 11/18/2022	2254EBLJ8	5,000,000.00	4,949,505.56	11/18/2022	3.010	1.34	N/A	98.990111	18
CP BARTON CAP SA 0 11/30/2022	06945MLW4	5,000,000.00	4,962,669.44	11/30/2022	3.043	1.34	N/A	99.253389	30
CP ING US FUNDING LLC 0 12/22/2022	4497W1MN3	5,000,000.00	4,957,716.67	12/22/2022	3.570	1.34	N/A	99.154333	52
CP CEDAR SPRING CAP CO LLC 0 12/28/2022	15060YMU1	5,000,000.00	4,951,045.83	12/28/2022	3.827	1.34	N/A	99.020917	58
CP CROWN POINT CAPITAL CO 0 1/20/2023	2284K1NL3	5,000,000.00	4,942,998.61	1/20/2023	4.562	1.34	N/A	98.859972	81
CP MOUNTCLIFF FDG 0 1/31/2023	62455BNX9	5,000,000.00	4,915,000.00	1/31/2023	3.459	1.33	N/A	98.3	92
CP BARCLAYS BKPLC 0 2/6/2023	06744GMP4	5,000,000.00	4,936,708.33	2/6/2023	4.710	1.33	N/A	98.734167	98
Sub Total / Average Commercial Paper		40,000,000.00	39,575,594.44		3.407	10.70		98.939844	55
FFCB Bond									
FFCB 0.14 5/18/2023-21	3133EMZP0	5,000,000.00	4,997,000.00	5/18/2023	0.170	1.35	N/A	99.94	199
FFCB 0.32 8/10/2023-21	3133EL3E2	5,000,000.00	5,000,000.00	8/10/2023	0.320	1.35	N/A	100	283
FFCB 0.19 9/22/2023-21	3133EMLE0	5,000,000.00	5,000,000.00	9/22/2023	0.190	1.35	N/A	100	326
FFCB 0.31 11/30/2023-21	3133EMHL9	5,000,000.00	5,000,000.00	11/30/2023	0.310	1.35	N/A	100	395
FFCB 0.23 1/19/2024	3133EMNG3	5,000,000.00	4,997,850.00	1/19/2024	0.244	1.35	N/A	99.957	445
FFCB 0.25 3/1/2024-21	3133EMSD5	5,000,000.00	4,990,000.00	3/1/2024	0.317	1.35	N/A	99.8	487
FFCB 0.33 4/5/2024-22	3133EMVD1	3,470,000.00	3,467,918.00	4/5/2024	0.354	0.94	N/A	99.94	522
FFCB 0.46 8/19/2024-21	3133EM2U5	5,000,000.00	5,000,000.00	8/19/2024	0.460	1.35	N/A	100	658
FFCB 0.43 9/10/2024-20	3133EL6V1	5,000,000.00	5,000,000.00	9/10/2024	0.430	1.35	N/A	100	680
FFCB 0.63 10/21/2024-22	3133ENBM1	4,189,000.00	4,172,244.00	10/21/2024	0.768	1.13	N/A	99.6	721
FFCB 0.97 12/9/2024-22	3133ENGN4	5,000,000.00	5,000,000.00	12/9/2024	0.970	1.35	N/A	100	770
FFCB 0.71 4/21/2025-22	3133EMWH1	5,000,000.00	5,000,000.00	4/21/2025	0.710	1.35	N/A	100	903
FFCB 0.53 9/29/2025-21	3133EMBH4	5,000,000.00	5,000,000.00	9/29/2025	0.530	1.35	N/A	100	1,064
FFCB 1.21 12/22/2025-22	3133ENHU7	5,000,000.00	5,000,000.00	12/22/2025	1.210	1.35	N/A	100	1,148
FFCB 0.625 6/16/2026-21	3133EMKV3	5,000,000.00	5,000,000.00	6/16/2026	0.625	1.35	N/A	100	1,324
FFCB 0.94 9/28/2026-22	3133EM6E7	5,000,000.00	5,000,000.00	9/28/2026	0.940	1.35	N/A	100	1,428
FFCB 1.55 3/30/2027-23	3133ELUN2	5,000,000.00	5,000,000.00	3/30/2027	1.550	1.35	N/A	100	1,611
FFCB 1.4 3/10/2028-22	3133EMSW3	5,000,000.00	5,000,000.00	3/10/2028	1.400	1.35	N/A	100	1,957
FFCB 1.5 3/23/2028-22	3133EMUB6	5,000,000.00	5,000,000.00	3/23/2028	1.500	1.35	N/A	100	1,970
FFCB 1.04 1/25/2029-22	3133EMNL2	5,000,000.00	4,986,250.00	1/25/2029	1.076	1.35	N/A	99.725	2,278
FFCB 1.55 3/15/2029-22	3133EMSX1	5,000,000.00	4,960,000.00	3/15/2029	1.658	1.34	N/A	99.2	2,327
Sub Total / Average FFCB Bond		102,659,000.00	102,571,262.00		0.755	27.73		99.914899	1,033
FHLB Bond									
FHLB 0.3 9/29/2023-21	3130AK3S3	5,000,000.00	5,000,000.00	9/29/2023	0.300	1.35	N/A	100	333
FHLB 0.22 10/5/2023-21	3130AKAF3	5,000,000.00	4,992,500.00	10/5/2023	0.270	1.35	N/A	99.85	339
FHLB 0.3 11/27/2023-21	3130AKGL4	5,000,000.00	5,000,000.00	11/27/2023	0.300	1.35	N/A	100	392
FHLB 0.3 2/9/2024-21	3130AMHP0	5,000,000.00	5,000,000.00	2/9/2024	0.300	1.35	N/A	100	466
FHLB 2.5 2/13/2024	3130AFW94	520,000.00	554,662.30	2/13/2024	0.225	0.15	N/A	106.665827	470
FHLB 0.45 4/29/2024-21	3130ALYE8	5,000,000.00	5,000,000.00	4/29/2024	0.450	1.35	N/A	100	546
FHLB 0.375 5/24/2024-21	3130AMPB2	5,000,000.00	5,000,000.00	5/24/2024	0.375	1.35	N/A	100	571
FHLB 0.4 5/24/2024-21	3130AMEP3	5,000,000.00	5,000,000.00	5/24/2024	0.400	1.35	N/A	100	571
FHLB 0.4 6/7/2024-21	3130AMKX9	5,000,000.00	5,000,000.00	6/7/2024	0.400	1.35	N/A	100	585
FHLB 0.5 7/15/2024-21	3130AMXL1	5,000,000.00	5,000,000.00	7/15/2024	0.500	1.35	N/A	100	623
FHLB 0.5 7/29/2024-21	3130ANCU2	5,000,000.00	5,000,000.00	7/29/2024	0.500	1.35	N/A	100	637
FHLB 0.45 8/27/2024-20	3130AJZH5	5,000,000.00	5,000,000.00	8/27/2024	0.450	1.35	N/A	100	666
FHLB 1.27 1/27/2025-23	3130AQMJ9	5,000,000.00	5,000,000.00	1/27/2025	1.270	1.35	N/A	100	819

FHLB 0.4 7/15/2025-21	3130AKM29	5,000,000.00	4,999,000.00	7/15/2025	0.405	1.35	N/A	99.98	988
FHLB 0.5 10/20/2025-21	3130AKNK8	5,000,000.00	4,999,000.00	10/20/2025	0.504	1.35	N/A	99.98	1,085
FHLB Step 12/30/2025-21	3130AKLH7	5,000,000.00	5,000,000.00	12/30/2025	0.636	1.35	N/A	100	1,156
FHLB Step 1/29/2026-21	3130AKRA6	5,000,000.00	5,000,000.00	1/29/2026	1.002	1.35	N/A	100	1,186
FHLB 0.53 2/17/2026-21	3130AKWS1	5,000,000.00	4,995,000.00	2/17/2026	0.550	1.35	N/A	99.9	1,205
FHLB 0.8 3/10/2026-21	3130ALFS8	5,000,000.00	5,000,000.00	3/10/2026	0.800	1.35	N/A	100	1,226
FHLB Step 4/29/2026-21	3130ALZA5	5,000,000.00	5,000,000.00	4/29/2026	1.432	1.35	N/A	100	1,276
FHLB 0.825 8/17/2027-21	3130AJXH7	5,000,000.00	4,986,250.00	8/17/2027	0.866	1.35	N/A	99.725	1,751
FHLB 2.32 11/1/2029-22	3130AHEU3	5,000,000.00	5,000,000.00	11/1/2029	2.320	1.35	N/A	100	2,558
Sub Total / Average FHLB Bond		105,520,000.00	105,526,412.30		0.666	28.53		100.008318	901
FHLMC Bond									
FHLMC 0.25 6/26/2023	3137EAES4	920,000.00	921,196.00	6/26/2023	0.205	0.25	N/A	100.13	238
FHLMC 0.25 9/8/2023	3137EAEW5	2,120,000.00	2,120,844.05	9/8/2023	0.236	0.57	N/A	100.039854	312
FHLMC 0.3 12/14/2023-21	3134GXEW0	5,000,000.00	5,000,000.00	12/14/2023	0.300	1.35	N/A	100	409
FHLMC 3 6/28/2024-22	3134GXWZ3	5,000,000.00	5,000,000.00	6/28/2024	3.000	1.35	N/A	100	606
FHLMC 0.45 7/29/2024-22	3134GWFS0	2,250,000.00	2,250,000.00	7/29/2024	0.450	0.61	N/A	100	637
FHLMC 1.5 2/12/2025	3137EAEP0	1,305,000.00	1,296,987.51	2/12/2025	1.715	0.35	N/A	99.386016	835
FHLMC Step 6/30/2025-22	3134GXVT8	5,000,000.00	5,000,000.00	6/30/2025	3.676	1.35	N/A	100	973
FHLMC 0.375 7/21/2025	3137EAEU9	1,315,000.00	1,215,559.70	7/21/2025	3.063	0.33	N/A	92.438	994
FHLMC 0.375 9/23/2025	3137EAEX3	1,570,000.00	1,405,668.10	9/23/2025	4.166	0.38	N/A	89.533	1,058
FHLMC 0.8 7/14/2026-21	3134GV5T1	5,000,000.00	5,000,000.00	7/14/2026	0.800	1.35	N/A	100	1,352
Sub Total / Average FHLMC Bond		29,480,000.00	29,210,255.36		1.793	7.90		99.161348	780
FNMA Bond									
FNMA 0.3 8/10/2023-22	3135G05R0	4,000,000.00	3,973,000.00	8/10/2023	0.731	1.07	N/A	99.325	283
FNMA 0.31 8/17/2023-22	3136G4K51	5,000,000.00	5,000,000.00	8/17/2023	0.310	1.35	N/A	100	290
FNMA 2.875 9/12/2023	3135G0U43	1,170,000.00	1,263,483.00	9/12/2023	0.221	0.34	N/A	107.99	316
FNMA 0.3 10/27/2023-21	3136G46A6	5,000,000.00	5,000,000.00	10/27/2023	0.300	1.35	N/A	100	361
FNMA 0.25 11/27/2023	3135G06H1	3,705,000.00	3,707,833.90	11/27/2023	0.223	1.00	N/A	100.076557	392
FNMA 0.28 12/29/2023-21	3135GABN0	5,000,000.00	5,000,000.00	12/29/2023	0.280	1.35	N/A	100	424
FNMA 2.5 2/5/2024	3135G0V34	1,500,000.00	1,590,870.00	2/5/2024	0.225	0.43	N/A	106.058	462
FNMA 1.75 7/2/2024	3135G0V75	1,510,000.00	1,571,618.47	7/2/2024	0.361	0.42	N/A	104.080727	610
FNMA 0.455 8/27/2024-21	3136G4Y72	5,000,000.00	5,000,000.00	8/27/2024	0.455	1.35	N/A	100	666
FNMA 1.625 10/15/2024	3135G0W66	2,380,000.00	2,454,218.36	10/15/2024	0.577	0.66	N/A	103.119202	715
FNMA 0.5 12/16/2024-21	3135G06M0	5,000,000.00	4,989,850.00	12/16/2024	0.560	1.35	N/A	99.797	777
FNMA 1.625 1/7/2025	3135G0X24	1,055,000.00	1,072,574.78	1/7/2025	1.060	0.29	N/A	101.665856	799
FNMA 0.625 4/22/2025	3135G03U5	1,360,000.00	1,268,407.71	4/22/2025	3.017	0.34	N/A	93.265273	904
FNMA 0.5 6/17/2025	3135G04Z3	2,290,000.00	2,132,848.52	6/17/2025	2.922	0.58	N/A	93.137496	960
FNMA 0.7 7/14/2025-21	3136G4YH0	5,000,000.00	5,000,000.00	7/14/2025	0.700	1.35	N/A	100	987
FNMA 0.55 8/19/2025-22	3136G4H63	5,000,000.00	5,000,000.00	8/19/2025	0.550	1.35	N/A	100	1,023
FNMA 0.58 8/25/2025-22	3136G4J20	5,000,000.00	5,000,000.00	8/25/2025	0.580	1.35	N/A	100	1,029
FNMA 0.375 8/25/2025	3135G05X7	920,000.00	839,132.00	8/25/2025	3.521	0.23	N/A	91.21	1,029
FNMA 0.73 10/29/2026-21	3136G46F5	5,000,000.00	5,000,000.00	10/29/2026	0.730	1.35	N/A	100	1,459
FNMA 0.8 11/4/2027-22	3135GA2L4	5,000,000.00	5,000,000.00	11/4/2027	0.800	1.35	N/A	100	1,830
Sub Total / Average FNMA Bond		69,890,000.00	69,863,836.74		0.670	18.89		100.023219	795
Local Government Investment Pool									
NCCMT LGIP	NCCMT599	81,716.16	81,716.16	N/A	3.060	0.02	N/A	100	1
NCCMT LGIP	NCCMT481	22,677,109.79	22,677,109.79	N/A	3.060	6.13	N/A	100	1
NCCMT LGIP	NCCMT271	159,674.41	159,674.41	N/A	3.060	0.04	N/A	100	1
Sub Total / Average Local Government Investment Pool		22,918,500.36	22,918,500.36		3.060	6.20		100	1
Money Market									
PINNACLE BANK MM	PINNACLE	214,969.49	214,969.49	N/A	0.210	0.06	N/A	100	1
Sub Total / Average Money Market		214,969.49	214,969.49		0.210	0.06		100	1
Total / Average		370,682,469.85	369,880,830.69		1.222	100		99.803497	761