

Legislation Text

File #: 15-12802, Version: 1

CATS Mobile Ticket Sales Application

Action:

Approve a contract in the amount of \$250,000 with Passport Labs, Inc. for Transit Mobile Payment Application services for a term of one year.

Staff Resource(s):

John Lewis, CATS
Reenie Askew, Innovation and Technology

Explanation

- The Charlotte Area Transit System (CATS) initiated a pilot program in 2017 with Passport Labs, Inc. for development and implementation of a mobile ticket sales application, the CATS Pass Mobile App.
- The mobile ticketing app allows riders to purchase CATS tickets on their mobile devices for real-time or future use on light rail, bus, or streetcar services. Key benefits of the mobile ticketing solution include:
 - Reduced paper use and cost for paper tickets and reduced cash handling costs;
 - Easy to use mobile application supported across multiple phone platforms;
 - Ability to support promotional transit ticketing, including special ticket programs with community partners (e.g. college and university student transit ticket offerings); and
 - Improved ridership data collection, including more detailed data on location of ticket purchase and usage.
- Waiver of a competitive solicitation process for services may be granted on a limited basis when deemed appropriate and in the city's best interest. A waiver has been approved for this contract.
- This contract will provide for a one-year contract while CATS completes a competitive solicitation for a long-term Mobile Ticketing Application Solution.

Charlotte Business INclusion

Per Charlotte Business INclusion Policy: Part C: Section 2.1(a) The city shall not establish Subcontracting Goals for Contracts where: (a) there are no subcontracting opportunities identified for the Contract; or (b) there are no SBEs or MWBEs certified to perform the scopes of work that the city regards as realistic opportunities for subcontracting.

This contract meets the provisions of (a) - No subcontracting opportunities.

Fiscal Note

Funding: CATS Operating Budget