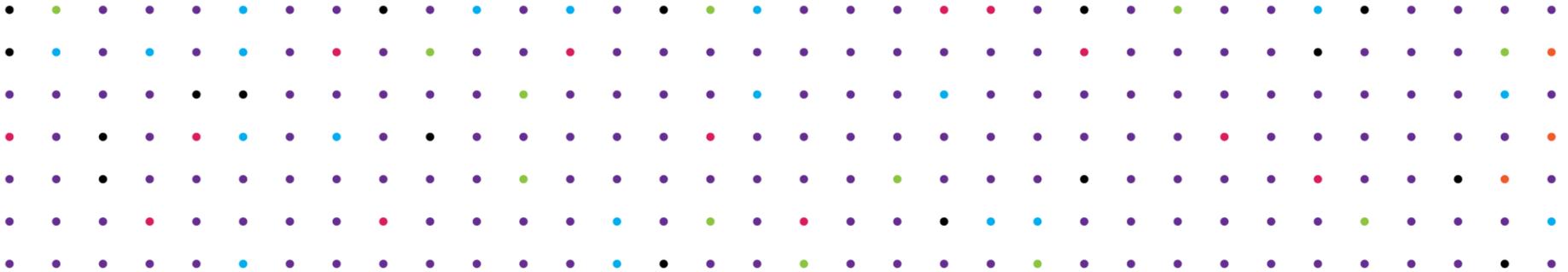


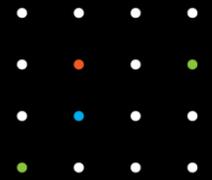
STRATEGIC INITIATIVES

METRO MICRO SOFTWARE SERVICES



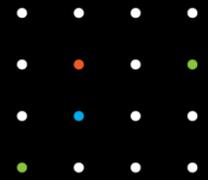
Operations, Safety, and Customer Experience Committee
February 19, 2026

RECOMMENDATION



A. AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. PS124278(2)000, Metro Micro Software Services with Spare Labs, Inc. in support of Metro Micro enhancements and the 2026 FIFA World Cup software platform for shuttle services in the firm-fixed price of \$386,150.00 increasing the total contract value from \$61,250.01 to \$447,400.01.

ISSUE AND DISCUSSION



ISSUE

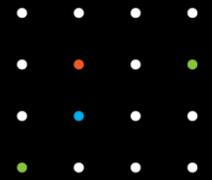
Metro Micro Software Services Contract No. PS124278(2)000 was awarded to Spare Labs, Inc. in the amount of \$0.01 to configure and customize an on-demand micro transit software platform supporting Metro Micro operations with limited contract modification authority. As Metro continues to refine and improve the Metro Micro service model, additional software configuration is required for deviated fixed routing that will also support the World Cup Games Enhanced Transit Services (WCGETS).

Modification No. 2 seeks to enhance Metro Micro's software to 1) support predefined fixed routes, enabling a blended model of on-demand and fixed routing, 2) allow for integrated text and voice communication, and for 3) a three-month software subscription for the WCGETS fleet.



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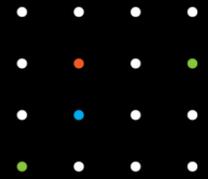
BACKGROUND



- Metro Micro is an on-demand, shared ride transit service that utilizes a mobile application for drivers and customers to provide flexible point-to-point transportation based on customer demand.
- The software Contract No. PS124278(2)000 was awarded to Spare Labs, Inc. to provide a driver application, rider application, operations dashboard, and KPI and reporting functions to support Metro Micro operations.
- The Scope authorizes other types of additional work based on emerging needs on a permanent or temporary basis, which may require enhancements to the software platform.



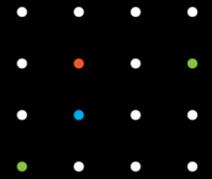
DISCUSSION



- The current Metro Micro software contract provides the following functions to support dynamic routing and scheduling:
 1. Driver / Vehicle assignment management, dynamically adjusted in real time
 2. Turn-by-turn driver navigation based on dynamic routing
 3. Text communication between dispatch and drivers
 4. A dispatch control center to monitor and manage overall operations
 5. Performance dashboards to track KPIs and operational statistics
- This contract modification enhances the operating model by adding predefined fixed routes, enabling a blended on-demand and fixed-route service to better address recurring high-demand periods, such as school start and dismissal times.
- The Metro Micro software, with the predefined fixed route enhancement, provides the necessary requirements for the WCGETS operations.
- This modification also incorporates integrates voice communication; and expands the software subscription to include the WCGETS fleet of 330 vehicles.



NEXT STEPS



Upon Board Approval, Metro will execute Modification No. 2 with Spare Labs, Inc.