

Consulting Services Agreement Non-Public Work

<p><i>PROJECT TITLE</i> Redmond On-Demand Microtransit Shuttle</p>	<p><i>EXHIBITS</i> <i>(List all attached exhibits - Scope of Work, Work Schedule, Payment Schedule, Renewal Options, etc.)</i> Exhibit A - Scope of Work Exhibit A-1 - Fee Exhibit B - Advertising Guidelines Exhibit C - Circuit's Response to RFP Requirements Exhibit D - Map</p>
<p><i>CONTRACTOR</i> Circuit Transit Inc.</p>	<p><i>CITY OF REDMOND PROJECT ADMINISTRATOR</i> <i>(Name, address, phone #)</i> City of Redmond Mary L'Heureux mlheureux@redmond.gov (425) 556-2490</p>
<p><i>CONTRACTOR'S CONTACT INFORMATION</i> <i>(Name, address, phone #)</i> Daniel Kramer daniel@ridecircuit.com (562) 252-6680</p>	<p><i>BUDGET OR FUNDING SOURCE</i> Regional Mobility Grant Funds City Matching Funds from Budget Account 100.80900.00410.54313</p>
<p><i>CONTRACT COMPLETION DATE</i> Q1 2028, 2 years from performance start date to be determined</p>	<p><i>MAXIMUM AMOUNT PAYABLE</i> \$866,984</p>

Consulting Services Agreement, Non-Public Work
City of Redmond, standard form

THIS AGREEMENT is entered into on _____, 2025 between the City of Redmond, Washington, hereinafter called "the CITY", and the above person, firm or organization, hereinafter called "the CONSULTANT".

WHEREAS, the CITY desires to accomplish the above-referenced project; and

WHEREAS, the CITY does not have sufficient staff or expertise to meet the required commitment and therefore deems it advisable and desirable to engage the assistance of a CONSULTANT to provide the necessary services for the project; and

WHEREAS, the CONSULTANT has represented to the CITY that the CONSULTANT is in compliance with the professional registration statutes of the State of Washington, if applicable, and has signified a willingness to furnish consulting services to the CITY, now, therefore,

IN CONSIDERATION OF the terms and conditions set forth below, or attached and incorporated and made a part hereof, the parties agree as follows:

1. Retention of Consultant - Scope of Work. The CITY hereby retains the CONSULTANT to provide professional services as defined in this agreement and as necessary to accomplish the scope of work attached hereto as Exhibit A and incorporated herein by this reference as if set forth in full. The CONSULTANT shall furnish all services, labor and related equipment necessary to conduct and complete the work, except as specifically noted otherwise in this agreement.

2. Completion of Work. The CONSULTANT shall not begin any work under the terms of this agreement until authorized in writing by the CITY. The CONSULTANT shall complete all work required by this agreement according to the schedule attached as Exhibit A and incorporated herein by this reference as if set forth in full. A failure to complete the work according to the attached schedule, except where such failure is due to circumstances beyond the control of the CONSULTANT, shall be deemed a breach of this agreement. The established completion time shall not be extended because of any delays attributable to the CONSULTANT, but may be extended by the CITY, in the event of a delay attributable to the CITY, or because of unavoidable delays caused by circumstances beyond the control of the CONSULTANT. All such extensions shall be in writing and shall be executed by both parties.

3. Payment. The CONSULTANT shall be paid by the CITY for satisfactorily completed work and services satisfactorily rendered under this agreement as provided in Exhibit C, attached hereto and incorporated herein by this reference as if set forth in full. Such payment shall be full compensation for work performed or services rendered and for all labor, materials, supplies, equipment, and incidentals necessary to complete the work specified in the Scope of Work attached. The CONSULTANT shall be entitled to invoice

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the CITY no more frequently than once per month during the course of the completion of work and services by the CONSULTANT. Invoices shall detail the work performed or services rendered, the time involved (if compensation is based on an hourly rate) and the amount to be paid. The CITY shall pay all such invoices within 30 days of submittal, unless the CITY gives notice that the invoice is in dispute. In no event shall the total of all invoices paid exceed the maximum amount payable set forth above, if any, and the CONSULTANT agrees to perform all services contemplated by this agreement for no more than said maximum amount.

4. Changes in Work. The CONSULTANT shall make such changes and revisions in the complete work provided by this agreement as may be necessary to correct errors made by the CONSULTANT and appearing therein when required to do so by the CITY. The CONSULTANT shall make such corrective changes and revisions without additional compensation from the CITY. Should the CITY find it desirable for its own purposes to have previously satisfactorily completed work or parts thereof changed or revised, the CONSULTANT shall make such revisions as directed by the CITY. This work shall be considered as Extra Work and will be paid for as provided in Section 5.

5. Extra Work.

A. The CITY may, at any time, by written order, make changes within the general scope of the agreement in the services to be performed. If any such change causes an increase or decrease in the estimated cost of, or the time required for, performance of any part of the work or services under this agreement, whether or not changed by the order, or otherwise affects any other terms or conditions of the agreement, the CITY shall make an equitable adjustment in the (1) maximum amount payable; (2) delivery or completion schedule or both; and (3) other affected terms, and shall modify the agreement accordingly.

B. The CONSULTANT must submit any "proposal for adjustment" under this clause within 30 days from the date of receipt of the written order to make changes. However, if the CITY decides that the facts justify it, the CITY may receive and act upon a proposal submitted before final payment of the agreement.

C. Failure to agree to any adjustment shall be a dispute under the Disputes clause of this agreement, as provided in Section 13. Notwithstanding any such dispute, the CONSULTANT shall proceed with the agreement as changed.

D. Notwithstanding any other provision in this section, the maximum amount payable for this agreement shall not be increased or considered to be increased except by specific written amendment of this agreement.

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6. Ownership of Work Product. Any and all documents, drawings, reports, and other work product produced by the CONSULTANT under this agreement shall become the property of the CITY upon payment of the CONSULTANT'S fees and charges therefore. The CITY shall have the complete right to use and re-use such work product in any manner deemed appropriate by the CITY, provided, that use on any project other than that for which the work product is prepared shall be at the CITY'S risk unless such use is agreed to by the CONSULTANT.

7. Independent Contractor. The CONSULTANT is an independent contractor for the performance of services under this agreement. The CITY shall not be liable for, nor obligated to pay to the CONSULTANT, or any employee of the CONSULTANT, sick leave, vacation pay, overtime or any other benefit applicable to employees of the CITY, nor to pay or deduct any social security, income tax, or other tax from the payments made to the CONSULTANT which may arise as an incident of the CONSULTANT performing services for the CITY. The CITY shall not be obligated to pay industrial insurance for the services rendered by the CONSULTANT.

8. Indemnity. The CONSULTANT agrees to hold harmless, indemnify and defend the CITY, its officers, agents, and employees, from and against any and all claims, losses, or liability, for injuries, sickness or death of persons, including employees of the CONSULTANT, or damage to property, arising out of any willful misconduct or negligent act, error, or omission of the CONSULTANT, its officers, agents, subconsultants or employees, in connection with the services required by this agreement, provided, however, that:

A. The CONSULTANT'S obligations to indemnify, defend and hold harmless shall not extend to injuries, sickness, death or damage caused by or resulting from the sole willful misconduct or sole negligence of the CITY, its officers, agents or employees; and

B. The CONSULTANT'S obligations to indemnify, defend and hold harmless for injuries, sickness, death or damage caused by or resulting from the concurrent negligence or willful misconduct of the CONSULTANT and the CITY, or of the CONSULTANT and a third party other than an officer, agent, subconsultant or employee of the CONSULTANT, shall apply only to the extent of the negligence or willful misconduct of the CONSULTANT.

9. Insurance. The CONSULTANT shall provide the following minimum insurance coverages:

A. Worker's compensation and employer's liability insurance as required by the State of Washington;

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B. General public liability and property damage insurance in an amount not less than a combined single limit of two million dollars (\$2,000,000) for bodily injury, including death, and property damage per occurrence.

C. Professional liability insurance, if commercially available in CONSULTANT'S field of expertise, in the amount of two million dollars (\$2,000,000) or more against claims arising out of work provided for in this agreement.

The amounts listed above are the minimum deemed necessary by the CITY to protect the CITY'S interests in this matter. The CITY has made no recommendation to the CONSULTANT as to the insurance necessary to protect the CONSULTANT'S interests and any decision by the CONSULTANT to carry or not carry insurance amounts in excess of the above is solely that of the CONSULTANT.

All insurance shall be obtained from an insurance company authorized to do business in the State of Washington. Excepting the professional liability insurance, the CITY will be named on all insurance as an additional insured. The CONSULTANT shall submit a certificate of insurance to the CITY evidencing the coverages specified above, together with an additional insured endorsement naming the CITY, within fifteen (15) days of the execution of this agreement. The additional insured endorsement shall provide that to the extent of the CONSULTANT'S negligence, the CONSULTANT'S insurance shall be primary and non-contributing as to the City, and any other insurance maintained by the CITY shall be excess and not contributing insurance with respect to the CONSULTANT'S insurance. The certificates of insurance shall cover the work specified in or performed under this agreement. No cancellation, reduction or modification of the foregoing policies shall be effective without thirty (30) days prior written notice to the CITY.

10. Records. The CONSULTANT shall keep all records related to this agreement for a period of three years following completion of the work for which the CONSULTANT is retained. The CONSULTANT shall permit any authorized representative of the CITY, and any person authorized by the CITY for audit purposes, to inspect such records at all reasonable times during regular business hours of the CONSULTANT. Upon request, the CONSULTANT will provide the CITY with reproducible copies of any such records. The copies will be provided without cost if required to substantiate any billing of the CONSULTANT, but the CONSULTANT may charge the CITY for copies requested for any other purpose.

11. Notices. All notices required to be given by either party to the other under this Agreement shall be in writing and shall be given in person or by mail to the addresses set forth in the box for the same appearing at the outset of this Agreement. Notice by mail shall be deemed given as of the date the same is deposited in the United States mail, postage prepaid, addressed as provided in this paragraph.

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12. Project Administrator. The Project Administrator shall be responsible for coordinating the work of the CONSULTANT, for providing any necessary information for and direction of the CONSULTANT'S work in order to ensure that it meets the requirements of this Agreement, and for reviewing, monitoring and approving the quality and quantity of such work. The CONSULTANT shall report to and take any necessary direction from the Project Administrator.

13. Disputes. Any dispute concerning questions of fact in connection with the work not disposed of by agreement between the CONSULTANT and the CITY shall be referred for resolution to a mutually acceptable mediator. The parties shall each be responsible for one-half of the mediator's fees and costs.

14. Termination. The CITY reserves the right to terminate this agreement at any time upon ten (10) days written notice to the CONSULTANT. Any such notice shall be given to the address specified above. In the event that this agreement is terminated by the City other than for fault on the part of the CONSULTANT, a final payment shall be made to the CONSULTANT for all services performed. No payment shall be made for any work completed after ten (10) days following receipt by the CONSULTANT of the notice to terminate. In the event that services of the CONSULTANT are terminated by the CITY for fault on part of the CONSULTANT, the amount to be paid shall be determined by the CITY with consideration given to the actual cost incurred by the CONSULTANT in performing the work to the date of termination, the amount of work originally required which would satisfactorily complete it to date of termination, whether that work is in a form or type which is usable to the CITY at the time of termination, the cost of the CITY of employing another firm to complete the work required, and the time which may be required to do so.

15. Non-Discrimination. The CONSULTANT agrees not to discriminate against any customer, employee or applicant for employment, subcontractor, supplier or materialman, because of race, creed, color, national origin, sex, religion, honorable discharged veteran or military status, familial status, sexual orientation, age, or the presence of any sensory, mental, or physical disability or the use of a trained dog or service animal by a person with a disability, except for a bona fide occupational qualification. The CONSULTANT understands that if it violates this provision, this Agreement may be terminated by the CITY and that the CONSULTANT may be barred from performing any services for the CITY now or in the future.

16. Compliance and Governing Law. The CONSULTANT shall at all times comply with all applicable federal, state, and local laws, rules, ordinances, and regulations. This Agreement shall be governed by and construed in accordance with the laws of the State of Washington.

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17. Subcontracting or Assignment. The CONSULTANT may not assign or subcontract any portion of the services to be provided under this agreement without the express written consent of the CITY. Any sub-consultants approved by the CITY at the outset of this agreement are named on separate Exhibit attached hereto and incorporated herein by this reference as if set forth in full.

18. Non-Waiver. Payment for any part of the work or services by the CITY shall not constitute a waiver by the CITY of any remedies of any type it may have against the CONSULTANT for any breach of the agreement by the CONSULTANT, or for failure of the CONSULTANT to perform work required of it under the agreement by the CITY. Waiver of any right or entitlement under this agreement by the CITY shall not constitute waiver of any other right or entitlement.

19. Litigation. In the event that either party deems it necessary to institute legal action or proceedings to enforce any right or obligation under this agreement, the parties agree that such actions shall be initiated in the Superior Court of the State of Washington, in and for King County. The parties agree that all questions shall be resolved by application of Washington law and that parties to such actions shall have the right of appeal from such decisions of the Superior Court in accordance with the law of the State of Washington. The CONSULTANT hereby consents to the personal jurisdiction of the Superior Court of the State of Washington, in and for King County. The prevailing party in any such litigation shall be entitled to recover its costs, including reasonable attorneys fees, in addition to any other award.

20. Taxes. The CONSULTANT will be solely responsible for the payment of any and all applicable taxes related to the services provided under this agreement and if such taxes are required to be passed through to the CITY by law, the same shall be duly itemized on any billings submitted to the CITY by the CONSULTANT.

21. City Business License. The CONSULTANT has obtained, or agrees to obtain, a business license from the CITY prior to commencing to perform any services under this agreement. The CONSULTANT will maintain the business license in good standing throughout the term of this Agreement.

22. Entire Agreement. This agreement represents the entire integrated agreement between the CITY and the CONSULTANT, superseding all prior negotiations, representations or agreements, written or oral. This agreement may be modified, amended, or added to, only by written instrument properly signed by both parties hereto. These standard terms and conditions set forth above supersede any conflicting terms and conditions on any attached and incorporate exhibit. Where conflicting language exists, the CITY'S terms and conditions shall govern.

IN WITNESS WHEREOF, the parties hereto have executed this agreement as of the day and year first above written.

CONSULTANT:

DocuSigned by:

755DE23C08F64BF

By: James Mirras

Title: COO / Co-Founder

CITY OF REDMOND:

Angela Birney, Mayor
DATED: _____

ATTEST/AUTHENTICATED:

City Clerk, City of Redmond APPROVED

AS TO FORM:

Office of the City Attorney

EXHIBIT A – SCOPE OF WORK

Circuit shall provide, operate, and manage a fully turnkey, end-to-end microtransit solution in accordance with the Scope of Work defined herein, furnishing the vehicles, drivers, technology, maintenance, and operational management necessary for the Redmond On-Demand Microtransit Shuttle, and all capabilities outlined below in Circuit's RFP Response (Exhibit C), within a geo-fenced coverage area as shown below in Exhibit D.

On-demand service will be hailed using an app and call center. The coverage area and details of the service are subject to change based on utilization and decisions made by Circuit Transit Inc. and the City. Please note that any changes to Operating Hours may impact the total cost of the program.

The City may elect to scale service up to increase or adjust Service Hours, subject to mutual agreement between the parties. To request the increased service level, the City must provide written notice at least two (2) weeks prior to the start of the upcoming month, and no later than the fifteenth (15th) day of the preceding month, to allow for necessary planning and coordination. Please note that any changes to the Hours of Operation, number of vehicles, and/or Service Hours may impact the total cost of the Services.

Program Purpose & Goals

The primary objectives of the service are to:

- Provide a safe, clean, reliable, and efficient public on demand service throughout the boundaries of the service area(s).
- Provide a safe and pleasing passenger experience with capable, qualified, and courteous drivers that will serve as ambassadors. Allow users to get to their destination within the service area without the need to drive, park or even own a personal vehicle.

Product Overview

For the purpose of this solicitation, the MicroTransit service is characterized by the following:

- Dynamic routing with flexible start and end of route within designated zones.
- Technology-enabled: app-based service request within a geofenced area and real-time vehicle tracking features.
- Fully electric vehicles.
- Shared mobility with pooled rides.
- Local branding and/or advertising to offset operating cost

Consultant Responsibilities

Circuit shall provide accessible, efficient, and environmentally sustainable transportation within the zone described in Exhibit D, utilizing a fleet of all-electric vehicles. Depending on funding, the City may pursue additional service areas to be served as part of this solicitation and resulting contract. Passengers can request a door-to-door service for trips originating and ending within the geofenced service area or first/last mile connection to the closest transit stop within the service area.

Changes and Amendments

Any requested change in the Scope of Work, additional services or special requests will require fifteen (15) days minimum notice, and ninety (90) days for any indefinite service reduction greater than 10%, and a Change Order to be executed and signed by both parties unless otherwise mutually agreed to in writing.

Holidays

Service will be closed on Thanksgiving, Christmas Day and New Years Day. The day before and after each of the listed Holidays will operate on normal service hours.

Employee Wages

Circuit is not subject to any local wage requirements that vary from State statutory requirements by entering into this Agreement.

Extraordinary Costs

In the event that the costs of providing the services outlined in this Agreement increase by more than 5% due to circumstances beyond the control of Circuit, including but not limited to, changes in applicable laws or regulations, significant market fluctuations, material shortages, or increased insurance and/or labor costs, Circuit Transit Inc. may request an adjustment to the service fees. Circuit Transit Inc. shall provide written notice of the extraordinary cost increase, including supporting documentation, to the City. The parties shall negotiate in good faith to determine an appropriate adjustment to the service fees or other mutually acceptable resolution.

Assignment

Neither Party may assign, transfer, delegate, or subcontract this Agreement without the other Party's prior written consent, such consent not to be unreasonably withheld. Notwithstanding the foregoing, City consents to Contractor/Service Provider's assignment of its rights to receive payments or accounts receivable due under this Agreement to Silicon Valley Bank, a division of First-Citizens Bank & Trust Company ("SVB"), in connection with a revolving line of credit or other financing facility. Any such assignment shall be strictly limited to Contractor/Service Provider's rights to payment and shall not modify any other rights or obligations under this Agreement but shall be subject to assignee assuming all obligations of Contractor/Service Provider under this Agreement related to the rights assigned.

Piggyback Clause

It is understood and agreed by Circuit Transit Inc. and the City that any governmental entity may purchase the services specified herein in accordance with the prices, terms, and conditions of this Agreement. It is also understood and agreed that each local entity will establish its own contract with Circuit, be invoiced therefrom and make its own payments to Circuit Transit Inc. in accordance with the terms of the contract established between the new governmental entity and Circuit. It is also hereby mutually understood and agreed that the City is not a legally bound party to any contractual agreement made between Circuit Transit Inc. and any local entity.

Service Design

Any requested change to the Service Design will require mutual agreement and a subsequent Change Order to be executed by both parties. Changes to the Service Design may result in financial changes to the existing Agreement based on the nature of and impact of the change requested.

Term

The Performance Period of this Agreement will be for a minimum of two (2) years, from the agreed upon Performance Date until the Performance End Date listed below. This Agreement may be extended by one additional two-year term (the “Option Year Renewal”) upon the mutual consent of the Parties in writing within 90 days prior to expiration.

Performance Start Date: Q1 2026, exact date to be determined

Performance End Date: Q1 2028, 2 years from performance start date

Price Escalation – Option Year Renewal

Upon the City’s timely exercise of any Option Year Renewal, all recurring Service Fees then in effect under this Exhibit A-1 (including the Monthly Cost for Services and any other recurring charges) shall automatically increase by three percent (3%) effective on the first day of the applicable Option Year and on the first day of each subsequent Option Year exercised.

Vehicles

Circuit shall supply the vehicle types and quantities, while operating according to the operating status designation, as listed in Table 1 below. All vehicles shall be properly licensed and maintained in good working order for the duration of the Performance Period.

Table 1 - Vehicles

Type	Quantity	Status
ADA WAV GEM	One (1)	Active
VW ID. Buzz	Two (2)	Active

Vehicle Repairs & Maintenance

Circuit will adhere to a structured preventative maintenance plan to mitigate the need for any potential further repairs and maintenance. However, Circuit Transit Inc. and the City agree that there will be unexpected repairs and maintenance at times throughout the Performance Period and it shall be Circuit's sole responsibility to work with any necessary licensed technician, both internal and external, to perform such repairs and optimize up time of the vehicles.

When repairs and/or maintenance are not able to be performed outside of the Hours of Operation, Circuit Transit Inc. will use best efforts to minimize the impact to Service Hours and does not imply service will be impacted at all during the time needed for repair. Those efforts could include, but are not limited to, expediting and prioritizing maintenance work, sending the vehicle to an outside repair shop to expedite the work, increasing the scheduled Service Hours on other vehicles in the fleet, procuring temporary, unbranded, rental vehicles or sourcing replacement vehicles from adjacent locations.

Coverage Area

Service will be provided within the geo-fenced area displayed in Exhibit D, subject to any additional service parameters or zones that would determine vehicle availability, and user demand for rides relative to the total supply of vehicles available.

Hours of Operation

Service will run seven (7) days per week during the Hours of Operation. These services will include a total of eighty-four (84) weekly operating hours, to be allocated during the designated Hours of Operation as outlined in Table 2 below. Hours of Operation is defined as the hours the City wants the service to be available on a weekly basis.

Table 2 - Hours of Operation

Hours of Operation			
Day	Open	Close	Hours
Monday	TBD	TBD	12
Tuesday	TBD	TBD	12
Wednesday	TBD	TBD	12
Thursday	TBD	TBD	12
Friday	TBD	TBD	12
Saturday	TBD	TBD	12
Sunday	TBD	TBD	12
WEEKLY HOURS OF OPERATION			84

Service Hours

Service Hours are defined as the total hours of all drivers, measured from when a driver starts their shift to when the driver ends their shift, subtracting any unpaid hours. Circuit Transit Inc. will determine the scheduling, staging, and dispatch of drivers and vehicles in order to optimize efficiency, safety, rider experience, and compliance (including vehicle charging cycles and legally required meal and rest breaks). During the Hours of Operation, Circuit Transit Inc. will target a total of 172 weekly Service Hours.

Charging & Storage

The City shall, at its sole cost and expense, provide Circuit Transit Inc. with: (i) access to electric vehicle charging infrastructure; (ii) coverage of all ongoing electricity costs necessary for the charging of the vehicles used in service under this Agreement; and (iii) secure vehicle storage, including designated parking for the on-duty driver. These resources shall be made available for Circuit’s unrestricted use throughout the Term of this Agreement.

Hiring & Employee Expectations

- a. Employment**

Status

All drivers providing Services under this Agreement shall be employees of Circuit Transit Inc. and not of the City. Circuit Transit Inc. retains sole and exclusive responsibility for the hiring, onboarding, management, training, supervision, compensation, and, where necessary, termination of its employees. At no time shall the City be considered the employer, co-employer, or joint employer of any Circuit Transit Inc. personnel.
- b. Licensing**

and

Qualifications

All drivers shall be properly licensed to operate the vehicles assigned to the Service and shall comply with all applicable federal, state, and local laws and regulations related to the operation of passenger vehicles. Circuit Transit Inc. shall ensure that each driver maintains a valid driver’s license and meets all regulatory and internal safety, training, and conduct standards.
- c. Background**

Checks

and

Training

Circuit shall be responsible for conducting pre-employment background checks, drug screenings (where required), and other applicable due diligence for all drivers in accordance with industry practices and applicable laws. All drivers shall undergo comprehensive training covering safe vehicle operation, customer service, ADA compliance, emergency procedures, and any project-specific protocols prior to deployment.
- d. Workforce**

Conduct

Circuit shall require its employees to perform their duties in a professional, courteous, and responsible manner consistent with community standards, the City’s expectations, and Circuit’s internal policies. Circuit Transit Inc. shall promptly address any substantiated complaints or misconduct involving its personnel.
- e. Right**

to

Accept

Tips

Circuit’s drivers may accept voluntary tips or gratuities from passengers. Circuit Transit Inc. shall have no obligation to track, report, or remit such tips unless otherwise required by applicable law. The City shall not impose any restrictions or conditions on driver gratuities.
- f. Compliance**

with

Labor

and

Employment

Laws

Circuit shall comply with all applicable employment-related laws and regulations, including but not limited to wage and hour laws, workers’ compensation, unemployment insurance, and any other federal, state, or local labor laws.
- g. City**

Communications

and

Authority

Limitations

The City agrees not to direct, supervise, or assign work to any Circuit Transit Inc. employee, including drivers, without prior written authorization from Circuit’s designated representative. All service-related directions shall be communicated through the Circuit Transit Inc. project manager or designee.

Operational Details

Any requested change to the Operational Details as agreed to herein will require mutual agreement and a subsequent Change Order to be executed by both parties. Changes to the Operational Details may result in financial changes to the existing Agreement based on the nature of and impact of the change requested.

a. App, Tech & Request System

As described above, Circuit Transit Inc. will provide on-demand shuttle services using all-electric cars within a geo-fenced coverage area as shown below in Exhibit D. On-demand service will be hailed using an app or call center. The coverage area and details of the service are subject to change based on utilization and decisions made by Circuit Transit Inc. and the City.

b. Circuit Connect

Service may utilize Circuit Connect's system of virtual, fixed stops. Stop locations will be mutually agreed upon between the City and Circuit.

c. Branding

The City will have rights to branding on the vehicle(s) contracted, aka "Default Branding". The City will provide vehicle wrap design files on Circuit Transit Inc. provided templates for vehicle branding at the cost referenced in Exhibit A-1.

d. WAV Service

Service will consist of one (1) WAV vehicle in service throughout the service area

e. Data Reporting

Circuit will provide a monthly data report including:

- Operating data by hour, day, week and month
 - Requests
 - Passengers
 - Rides
 - Cancellations
- Operating data by day, week and month
 - WAV completed rides
 - No Show %
 - Avg Pax / Trip
 - AVG Wait Time
 - AVG Trip Time
 - AVG Response Time
 - Total Trip Miles
 - AVG User Rating
 - Gallons of Gas Saved
 - Passenger Miles Traveled
- Additional Operating Data, various formats and timeframes
 - Unique users
 - AVG User Age
 - Top pickup and drop off locations / addresses
 - Connection Rate

f. Pets

Pets are allowed to accompany a passenger per Circuit's standard Terms and Conditions. However, the driver of the vehicle and other existing passengers reserve the right to refuse service if they are uncomfortable with the pet, within reason.

EXHIBIT A-1 – FEE

Start-up Cost for Vehicle Wraps:	\$	8,000 (One-time upfront cost)
Monthly Cost for Services:	\$	35,791*

*(includes ADA GEM upgrade of \$140 per month)

ESTIMATED TOTAL: **\$ 866,984** (2-Year Estimated Cost for Services)

Services Cost include: Vehicles, Paid W-2 Drivers, Management, Training, Insurance, Maintenance, Phones, App Hosting and Usage, Web Fees, and Basic Marketing Materials.

Vehicle Wraps include: Artwork, printing, installation, and removal. The Parties acknowledge that the total cost for standard vehicle wraps is estimated at \$2,000 per vehicle. In the event actual costs exceed this amount, the City shall be responsible for payment of the cost difference. Circuit Transit Inc. will notify the City in advance if it becomes aware that wrap costs may exceed \$2,000, and the City agrees to cover any such overages upon invoicing.

Billing: The upfront costs will be billed at contract signing. Circuit Transit Inc. will send monthly invoices at the beginning of each month for services provided the previous month. Payment is due (ACH, Wire, or credit card) within 30 days of the end of the month of service.

The monthly invoice will include:

- Month of service
- Summary of services provided
- Amount due

Please note any changes to the Services, including, but not limited to, vehicles, the vehicle operating hours, coverage area, and/or data reporting may impact the total amount of the Contract. If the scope of services should change, modifications to the Statement of Work or a new Statement of Work may be necessary.

Advertising and City Branding

At the onset of Services, vehicles are to include City branding (e.g., logos, colors, wraps, messaging), the costs associated with the design, production, installation, and removal of such branding shall be charged to the City and itemized. Such City-branded space shall not be deemed available for third-party advertising unless otherwise agreed to in writing by both Parties.

Third-party advertising shall not be implemented under this Agreement unless and until mutually agreed upon in writing by the Parties. In the event the Parties mutually agree to permit third-party advertising on or within the vehicles or the service platform, the following terms shall apply:

Circuit may lease space not utilized by the City's branding or collateral to generate third-party advertising revenue. Net Advertising Revenue shall be shared with the City based on a 50/50 split, and shall be applied as a credit on future invoices.

“Net Advertising Revenue” means the gross revenue collected from third-party advertising, less all costs and expenses incurred by Circuit Transit Inc. in connection with advertisement sales, including, but not limited to: design, production, installation and removal costs, and commissions paid to media sales representatives.

Circuit will maintain monthly accounting records of all Advertising Revenue collected and the City’s 50% share thereof. Credits will be applied in the month in which Circuit Transit Inc. receives payment for advertising sales, and will be reflected on the corresponding invoice. All advertising must comply with the guidelines set forth in Exhibit B – Advertising Guidelines (below).

Fares

The Parties agree that the Services provided under this Agreement shall be fare-free at the outset of operations.

In the future, if the Parties mutually agree in writing to institute passenger fares, they will do so by written amendment that specifies at a minimum: fare amounts and categories (including any discounts/exemptions), the effective date, and any operational changes. Circuit Transit Inc. shall be responsible for deploying and managing the fare payment system, including via its mobile app utilizing credit and/or debit card payments. Any fare revenue collected (“Net Fare Revenue”) shall be split, with 50% of the Net Fare Revenue allocated to the City and 50% retained by Circuit. The City’s share of the Net Fare Revenue shall be applied as a credit on future invoices. Net Fare Revenue means all gross ridership revenue that is collected from the passengers for the services less all costs and expenses, including but not limited to sales taxes or other taxes imposed by law, Circuit Transit Inc. administrative expenses, credit card processing fees and other billing related charging by third parties imposing similar processing charges.

Any decision to implement or modify a fare structure shall be subject to mutual agreement and an amendment to this Agreement.

EXHIBIT B – ADVERTISING GUIDELINES

1. In its agreement with its advertising contractors, Circuit Transit Inc. will reserve the right to reject any advertisement, commercial or noncommercial.
2. All advertising and promotional materials, including, without limitation, any vehicle “wraps” (collectively “**Advertising**”) must conform to the following criteria:
 - A. Defamatory Advertising. No Advertising will be permitted that falsely disparages any person, product, or company, or that is likely to damage the reputation of any person, product, or company.
 - B. Advertising Condoning Criminal Conduct. No Advertising will be permitted that is likely to incite or produce imminent unlawful activity.
 - C. Obscene Advertising. No Advertising will be permitted that contains obscene matter or matter harmful to minors.
 - D. False Advertising. No Advertising will be permitted that contains false or grossly misleading information.
 - E. Tobacco and Firearms. No Advertising will be permitted that promotes the sale of tobacco or tobacco products, electronic cigarettes, or firearms.
 - F. Existing Laws. All Advertising must conform to applicable federal, state, and local statutes, laws, ordinances, rules and regulations.
3. The City may make demand upon Circuit Transit Inc. for the removal of any Advertising, commercial or noncommercial, that does not conform to this policy. Such demand will be in writing and will state reasonable grounds for the demand. Circuit Transit Inc. will consider and act promptly upon the demand in accordance with this policy.

EXHIBIT C – CIRCUIT’S RESPONSE TO RFP REQUIREMENTS



BID RESPONSE

Responding To:

Bid/Project Number: RFP 10876-25

Bid/Project Title: Redmond On-Demand Microtransit Shuttle

Closing Date: 07/21/2025, 2pm PST

Submitted By:

Name of Company Submitting Response:
Circuit Transit Inc.

Printed Name of Person Submitting Response:
Daniel Kramer


Email:
daniel@ridecircuit.com

Signature of Person Submitting Response:

DocuSigned by:
Daniel Kramer
D55F1C5304C84DB...

~~Date~~ 2025

Attach Your Bid/Proposal:



Remember to sign your bid/proposal

Attach all pages of your response here

Redmond On-Demand Microtransit Shuttle



Redmond
WASHINGTON



Prepared for: City of Redmond, Washington

Attn: Purchasing Division, M/S: 3NFN

Date: July 21st, 2025

Prepared by: Circuit Transit Inc.

Circuit Transit, Inc.

501 East Las Olas Blvd
Fort Lauderdale, FL 33301

July 21st, 2025

City of Redmond, Washington
Purchasing Division, M/S: 3NFN
15670 NE 85th Street, PO Box 97010
Redmond, WA 98073-9710

RE: RFP 10876-25: Redmond On-Demand Microtransit Shuttle

Dear evaluation committee members,

Thank you for the opportunity to submit a proposal for on-demand microtransit shuttle services in the City of Redmond - we admire and celebrate your desire for new, innovative transit solutions! Circuit is thrilled to present this proposal to partner with the City of Redmond on the Redmond On-Demand Microtransit Shuttle program. We understand that with the historic opening of the 2 Line light rail service, Redmond is at a pivotal moment. Your challenge—and opportunity—is to bridge the first-and-last-mile gap, ensuring that this significant investment in regional transit is accessible, equitable, and fully integrated into the fabric of your vibrant community. We understand that the City requires a provider who is experienced, innovative, and is able to grow with the city.

Circuit is not just a service provider; we are the nation's leading operator of shared, on-demand, all-electric microtransit services. With over 13 years of experience, we have provided more than 10 million rides across 40+ markets. Our mission aligns perfectly with Redmond's vision: to create connected, sustainable, and people-first mobility solutions.

Our success in neighboring Bellevue with the highly popular "BellHop" service—which has provided over **180,000 rides** since August 2023—serves as a direct blueprint for what we can achieve together in Redmond. Our understanding of this project is deeply informed by your comprehensive planning documents, including the WSDOT Regional Mobility Grant application and the 2050 Redmond Plan. We see this shuttle not merely as a vehicle, but as a vital tool to:

- **Connect Communities:** Provide crucial links for residents in areas with infrequent transit to the Downtown Redmond Station and the broader Sound Transit network.
- **Support Economic Vitality:** Offer seamless mobility for the 99,000 employees and thousands of visitors who power Redmond's economy, connecting them to workplaces, hotels, and local businesses.
- **Enhance Equity:** Serve diverse populations, including residents of low-income and affordable housing, by providing reliable and accessible transportation options.

- **Achieve Sustainability Goals:** Implement a 100% electric, zero-emission service that supports Redmond's commitment to environmental stewardship.

This proposal outlines a turnkey, tailored, and data-driven approach. We offer a proven local operational model, an unmatched all-electric fleet, a commitment to hiring locally, and a collaborative spirit that has helped ensure the long-term sustainability of programs like the BellHop. We are confident that Circuit is the ideal partner to help you realize your vision for a more connected, accessible, and sustainable future.

Thank you for taking the time to read our proposal and we would love to discuss any further specifics on service design that arise throughout this process or answer any questions that you have.





Sincerely,


A handwritten signature in cursive script that reads "D. Kramer".

Daniel Kramer

VP of Business Development, West
Circuit Transit Inc.

daniel@ridecircuit.com

Evaluation Matrix		
Redmond's Requirements	Circuit's Response	Section Reference
Project Understanding: Demonstrate project understanding including how the team plans to address the challenges unique to program 20 Points	 Our project team has reviewed this RFP document, the original grant application, the Redmond 2050 plan and is acutely familiar with the area due to our nearby microtransit program in Bellevue. We are uniquely equipped to help deliver this program for the City of Redmond.	1.0: Project Understanding
Relevant Project Experience: Demonstrate vendor team experience with relevant programs similar in scope and size, to what Redmond is seeking. 15 Points	 Circuit has over a decade of experience providing EV microtransit services specifically to cities - pioneering this approach in 2016 in San Diego. We have provided 3 relevant case studies to Redmond: Bellevue, DART, and Chula Vista.	3.0 Relevant Project Experience
Team Qualifications: Show a comprehensive organization chart (or similar explanation of team member roles and responsibilities) including summary of each firm on the team (office locations, number of staff and area of expertise) and resumes of key team members. Team member qualifications and roles, particularly Program Manager qualifications, are important. Include the percentage of time availability for the Program Manager and the team for this program in relation to other active projects. 15 Points	 Circuit has assigned a dedicated, experienced team of professionals to ensure the successful implementation and operation of the Redmond On-Demand Microtransit Shuttle. This will include a Redmond Operations Supervisor who dedicates 100% of his time to the success of the program. Our "Local-First" approach for hiring Driver Ambassadors will be complemented by the strategic oversight and robust support of our national leadership team, which brings decades of combined experience in microtransit, shared mobility, and transportation logistics.	4.0 Proposed Project Team
Program Approach: Develop an approach tailored to meeting the unique goals of this program and addressing anticipated challenges. 25 Points	 Building on our robust understanding of what Redmond's needs, we have recommended a mixed fleet approach that will be better	2.0 Program Approach

Include a proposed program scope of work showing the major tasks correlated to a schedule.	equipped to handle the climate of the Pacific Northwest. Our service design and best-in-class operations powered by our proprietary technology will deliver Redmond an efficient and easy to use service.	
Proposed schedule and costs: Please provide a detailed schedule of when program tasks and milestones will be completed, in addition to a corresponding budget that aligns with the schedule timeline. <p style="text-align: right;">25 Points</p>	 <p>We have provided a full breakdown of our implementation schedule and referenced specific tasks as relevant to that stage. Additionally, we have provided not-to-exceed 2 year cost proposals for multiple different fleet make-ups which we are happy to finalize with the city following selection.</p>	2.2 Implementation Schedule; 5.0 Cost Proposal

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July 17, 2025

City of Redmond, Washington
Purchasing Division, M/S: 3NFN
15670 NE 85th Street - PO Box 97010
Redmond, WA 98073-9710

Re: Letter of Support for Circuit

To Whom It May Concern:

On behalf of Visit Bellevue, the official destination management organization for the City of Bellevue, we are pleased to express our strong support for Circuit Transportation, the operator of our BellHop transportation program.

Launched in 2023, Bellhop provides free-to-use, on-demand, electric shuttle services that enhance the mobility within Bellevue's urban core. This program has quickly become a vital component of our city's multimodal transportation network, serving over 8,000 passengers each month. From visitors to residents and downtown employees, Bellhop provides convenient, zero-emission access to enhance access to Bellevue's attractions, services, and businesses.

Circuit's innovative model has been instrumental in Bellhop's success and has provided the city with an effective alternative to single-occupancy vehicle travel. The program fully supports Bellevue's transportation, environmental, and economic development goals. As the city plans to welcome 35,000 new housing units and 70,000 new jobs by 2044, services like Bellhop will be critical in managing growth while ensuring equitable access and reducing congestion.

Visit Bellevue is part of a public development authority committed to promoting economic vitality through tourism marketing, destination development, and visitor experience. Central to this mission is ensuring that Bellevue remains a connected, welcoming, and accessible city. Our partnership with Circuit allows us to realize this vision while directly advancing the goal of our Destination Stewardship program, particularly reducing greenhouse gas emissions and improving accessibility.

As Bellevue City Councilmember and Visit Bellevue liaison Jared Nieuwenhuis affirms:

"Circuit offers more than just first-mile, last-mile convenience—it's a catalyst for community connection, local commerce, and sustainability. As other cities consider adopting this innovative service, they should see it as an investment in mobility equity, reduced congestion, and a more vibrant urban experience."



11100 NE 6th Street
Bellevue, WA 98004



info@visitbellevuewa.com
visitbellevuewa.com



(877) 425-2075



Circuit and the BellHop program support our broad community goals to reduce drive-alone travel and enhance overall mobility in our city. We strongly recommend Circuit to other communities looking to make an investment in community-focused sustainability and mobility solutions.

Yours in Hospitality,

A handwritten signature in black ink, appearing to read "B. M. Jones".

Brad M. Jones
Executive Director, Visit Bellevue



11100 NE 6th Street
Bellevue, WA 98004



info@visitbellevuewa.com
visitbellevuewa.com



(877) 425-2075

Technical Proposal



1.0 Project Understanding

1.1 Redmond's Vision for Connected Mobility

The City of Redmond is on the cusp of a transportation transformation. The arrival of the Sound Transit 2 Line light rail service in Downtown is more than just new infrastructure; it represents a fundamental shift in how the community connects, grows, and thrives. Circuit fully understands that the success of this monumental investment hinges on effectively solving the first-and-last-mile challenge. We align with your vision, as articulated in the RFP, to create a seamless, multimodal transportation ecosystem.

We recognize that this program will be a cornerstone of Redmond's strategy to "Organize Around Light Rail" and implement a "full suite of transit options appropriate to the land use context." It is designed to be a flexible, responsive service that complements fixed-route transit, activates a new shared parking program, and supports the city's projected growth from 77,000 residents today to 152,000 by 2050. Circuit's proposal is built upon this understanding—that the Redmond On-Demand Microtransit Shuttle must be a strategic asset that enhances livability, supports economic growth, and champions environmental sustainability.

1.2 Key Challenges and Opportunities

Circuit has thoroughly analyzed the unique challenges and opportunities facing Redmond, as identified in the city's past planning documents:

- **Parking and Access Constraints:** The Downtown Redmond Station will open without dedicated public parking, and the nearby 377-space Redmond Transit Center already operates at 99% capacity. This creates a significant barrier for residents in surrounding neighborhoods and adjacent communities like Woodinville and Duvall who wish to access the regional light rail system.
 - **Circuit's Opportunity:** Our on-demand service is the critical link that makes the City's proposed shared parking program viable. By providing reliable, on-demand connections from designated shared parking areas to the light rail station, we unlock hundreds of existing private parking stalls and effectively expand park-and-ride capacity without costly new construction.
- **First/Last-Mile Gaps:** Many of Redmond's residential neighborhoods, particularly to the north and east of Downtown, have infrequent or non-existent transit service, with 30-minute headways being common even during peak hours. This service gap makes transit an impractical choice for a large portion of the community.
 - **Circuit's Opportunity:** Microtransit is purpose-built to fill these gaps. Our dynamic, on-demand model provides the flexibility to serve low-to-medium density areas where fixed-route buses are inefficient. We can connect

residents directly from their neighborhoods to the Downtown transit hub, transforming a 30-minute wait into a convenient, on-demand ride.

- **Supporting a Dynamic Economy:** Redmond is a major employment hub with 99,000 jobs and a robust tourism sector. Connecting employees and visitors from the light rail station to sprawling corporate campuses, hotels, and small businesses is essential for economic vitality and reducing traffic congestion on key corridors like SR 520 and I-405.
 - **Circuit's Opportunity:** Our service can function as a dedicated circulator for the Downtown core, providing a premium travel experience for visitors arriving via light rail and a reliable commute option for employees. This directly supports the goals of Redmond's Tourism Strategic Plan by making the city more accessible and appealing to regional visitors.

1.3 Aligning with the Redmond 2050 Plan

In preparation for this RFP, we also conducted a review of the Redmond 2050 Comprehensive Plan's Transportation Element. We've outlined below a few of the key goals that your EV microtransit program can directly influence and how selecting Circuit will help achieve them.

- **Goal: Achieve Aggressive Sustainability and GHG Reduction Targets.** A core objective of the 2050 plan is to achieve a 71% reduction in greenhouse gas (GHG) emissions from the transportation sector and to "encourage a shift to more efficient and zero emission vehicles". An all-electric microtransit service is a direct and highly visible strategy to meet this goal by replacing single-occupancy vehicle trips with a shared, zero-emission alternative.
 - **How Circuit Delivers:** Circuit is the nation's leading operator of exclusively all-electric microtransit fleets. In Bellevue alone, our BellHop service has already prevented over **50 metric tons of GHG emissions** in its first year of operation. We bring unparalleled expertise in electric fleet management, charging strategy, and maintenance, making us the most reliable partner to help Redmond meet its ambitious climate goals.
- **Goal: "Organize Around Light Rail" with First/Last-Mile Connectivity.** The plan's vision is to "Implement transit to connect people in all Redmond neighborhoods to centers, light rail, and other neighborhoods, considering a full suite of transit options". This requires solving the critical first-and-last-mile gap to ensure the new light rail stations are fully utilized.
 - **How Circuit Delivers:** Circuit specializes in providing these essential connections. Our service in partnership with Dallas Area Rapid Transit (DART) sees over **45% of all rides starting or ending at a DART transit**

station, proving our model's effectiveness in increasing public transit ridership. By connecting Redmond's neighborhoods and shared parking locations to the Downtown Station, we will directly support the city's strategy to build a truly transit-oriented community.

By understanding Redmond's unique context, we are prepared to deliver a service that is designed with the diverse fabric of the community in mind.

2.0 Program Approach

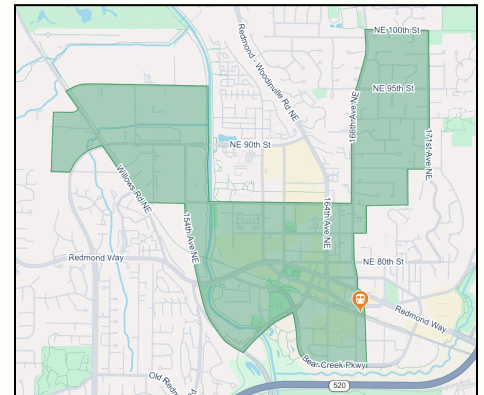
Circuit proposes a comprehensive, turnkey program that is tailored to meet the unique goals of the City of Redmond. Our approach is built on four pillars: a reliable and efficient **Service Plan**, a seamless **Implementation Plan**, a world-class **Operations Management Plan**, and a steadfast commitment to **Collaboration and Quality Assurance**.

2.1 Turnkey Service Plan

Circuit will provide a complete, end-to-end microtransit solution, furnishing the vehicles, drivers, technology, maintenance, and operational management necessary for the Redmond On-Demand Microtransit Shuttle. The service will be on-demand, allowing riders to book trips in real-time via our proprietary rider app.

2.1.1 Service Area and Hours

- **Service Area:** We will operate within the approximately 1.5-square-mile service area defined by the City in Attachment C of the RFP.
- **Hours of Operation:** In alignment with our understanding of the program, the service will operate **12 hours per day, 7 days per week**. We are open to adjusting these hours based upon the city's preference or changes in budget.



2.1.2 Proposed Vehicle Fleet

Circuit operates one of the nation's **largest fleets of all-electric microtransit vehicles** and will provide a fleet specifically suited to Redmond's needs, promoting the City's sustainability goals and providing the best vehicles for the area. Based on our direct operational experience in the Pacific Northwest climate, we recommend a mixed fleet for optimal performance, reliability, and accessibility - this will include 1 GEM e6 and 2 Volkswagen ID.Buzz (Bellevue recently moved from GEMs to a mixed fleet).

Recommended Vehicle Types	
Volkswagen ID.Buzz	GEM e6 (w/ WAV Option)
	
Seating Capacity and Specs	Seating Capacity and Specs
<ul style="list-style-type: none"> • 230+ miles per charge • Seating for 5-6 passengers (VW no longer offers 7 passenger version) • Length 195 inches. Width 87 inches. Height 75 inches. 	<ul style="list-style-type: none"> • 78 mi per charge • Seating for 5 passengers or 3 passengers with 1 wheelchair position • Length 173 inches. Width 55.5 inches. Height 73 inches.
Safety and Comfort	Safety and Comfort
<p>Safety:</p> <ul style="list-style-type: none"> • Lane Keep Assist & Adaptive Cruise Control (IQ.Drive suite) • Forward Collision Warning with Autonomous Emergency Braking • Rear Traffic Alert & Blind Spot Monitoring • Park Assist Plus with 360° cameras • Multiple airbags with reinforced passenger protection • Emergency Assist (driver inactivity intervention) <p>Comfort:</p> <ul style="list-style-type: none"> • Dual-zone Climate Control • Built-in USB ports • Low step-in height & large sliding side doors • Quiet electric drivetrain for reduced cabin noise • Flexible rear cargo/seating layout 	<p>Safety:</p> <ul style="list-style-type: none"> • Street-legal on roads up to 35 mph • Three-point seat belts, street tires, enclosed cabs and an automotive glass windshield that offers protection from the elements. • Regenerative braking, hill control, back-up warning signals and a back-up camera • Safety features that are approved by the US Department of Transportation. • Promotes Vision Zero Safety with low speed promoting safety for pedestrians & cyclists <p>Comfort:</p> <ul style="list-style-type: none"> • Adjustable bucket seats with back and side bolster support • Each passenger has their own door and window. • Seat a 6'8" passenger comfortably in the spacious cab with 43" of available legroom. • Durable, non-slip flooring. • GEM's door seal design and weather resistant seats for a weather-tight cab.

2.2 Implementation Plan and Schedule

Our experienced launch team will ensure a seamless and efficient implementation, targeting a service start date of **January 2026**. We will work in close partnership with City staff to meet every milestone. For the sake of brevity - we have provided a simplified Implementation schedule for the city's review:

Project Stage	Major Milestones	Core Activities	Responsible Party
Phase 1: Kickoff & Project Award <i>Weeks 1 - 3</i>	<ul style="list-style-type: none"> ✓ Task 0 - Project Management ✓ Project Kickoff with Circuit and the City project team ✓ Define what success looks like in this program ✓ New Vehicles ordered 	<p>Circuit and the City have an in-depth project kick-off and onboarding process to define the service goals, objectives and expectations. Against these, we'll jointly determine a set of KPIs to measure project success based on pilot goals.</p> <p>Vehicles are ordered immediately following contract signature to ensure quick delivery.</p>	<p>Circuit:</p> <ul style="list-style-type: none"> • Daniel Kramer, Project Lead • Mark Iannoni, Partnerships Manager • Conrad Hoernke Area Operations Manager <p>The City of Redmond:</p> <ul style="list-style-type: none"> • Project Manager • Project Team
Phase 2: System Development & Driver Hiring <i>Weeks 2 - 6</i>	<ul style="list-style-type: none"> ✓ Task 1 - Program Name, Logo and Branding Support ✓ Task 3 - Launch and Maintenance of Shuttle Operations ✓ Platform configuration completed ✓ Completed environment set-up ✓ Multi-channel outreach for drivers from Redmond ✓ Start pre-launch marketing plan 	<p>Set up services in Circuit's platform based on identified parameters.</p> <p>Optimize algorithms around the City service parameters.</p> <p>Set up an online web portal for the City and establish key contacts/accounts.</p> <p>Interview and hire drivers quickly to be fully trained prior to launch.</p> <p>Begin marketing plan, canvassing local business, senior centers, and working directly with city staff, MoveRedmond, and other organizations to build a cohesive marketing push.</p>	<p>Circuit:</p> <ul style="list-style-type: none"> • Mark Iannoni, Partnerships Manager • Daniel Kramer, Project Lead • Tucker Costello, Head of Technology <p>The City of Redmond:</p> <ul style="list-style-type: none"> • Project Manager
Phase 3: Training and Vehicle Setup <i>Weeks 6 - 10</i>	<ul style="list-style-type: none"> ✓ Task 3 - Launch and Maintenance of Shuttle Operations ✓ Training plan finalized and sessions scheduled ✓ Vehicles ready for launch ✓ In-vehicle device setup and installation completed 	<p>All drivers are trained and made ready for launch.</p> <p>Conduct training sessions</p> <p>Ready vehicles for launch, including device setup and installation.</p>	<p>Circuit:</p> <ul style="list-style-type: none"> • Daniel Kramer, Project Lead • Conrad Hoernke Area Operations Manager • Justin Lott, Head of Service Operations

2.3 Operations Management Plan

90% of a successful transportation service is strong local operations and genuine community engagement. Circuit's operational excellence is a key differentiator, combining local, on-the-ground expertise with robust national support systems.

2.3.1 Local Management and National Support

A dedicated local team will manage the day-to-day success of the Redmond program, including a **Partnerships Manager** as the primary point of contact for the City, a **Local Market Manager** overseeing service delivery, and a Local **Supervisor** providing on-the-ground support to drivers. For more information on our excellent Market Manager, Conrad Hoernke, please reference the [Project team section](#) below. This team will be supported by Circuit's national experts in operations, fleet management, safety, and technology.

2.3.2 Driver Recruitment and Training

Circuit's approach to service excellence is built around our **Driver Ambassador Program**—a comprehensive system for hiring, training, and supporting our operators to be the face of the community they serve. Our practices are designed to ensure the highest standards of safety, professionalism, and customer service. Importantly, with a large local driver pool of **over 20 Driver Ambassadors in nearby Bellevue**, Circuit's staffing in Redmond will always be supported for any unexpected call outs or absences.



1. Local Recruitment and Rigorous Screening

We are extremely confident that we'll be able to find and retain drivers due to our unmatched benefits and compensation plans. Our process begins with a "Local-First" hiring strategy that prioritizes recruiting and hiring drivers from within the Redmond community. This practice ensures riders are served by knowledgeable community ambassadors who are familiar with the area. We have over a decade of experience in sourcing qualified local candidates through online job platforms and partnerships with local workforce development centers.

All candidates undergo a rigorous screening process to ensure safety and professionalism. To qualify, candidates must be at least 21 years of age, possess an active driver's license for a minimum of three years, and have a clean driving record free of accidents or major tickets. Furthermore, all potential hires must successfully pass a Motor Vehicle Record check and a background check before receiving an offer of employment.

2. Comprehensive, In-House Training

Circuit's training program is developed and maintained by our corporate operations and safety teams, who have extensive experience in electric microtransit. Our program is split into two distinct phases: classroom instruction and hands-on, in-vehicle training.

- **Classroom Training:** This initial phase provides drivers with the foundational knowledge needed for the role. Key modules include:
 - **Vehicle & Safety Protocols:** Safe operation of our all-electric vehicles, maximizing battery efficiency, daily maintenance checks, accident reporting, and emergency procedures.
 - **Customer Service Excellence:** Detailed instruction on passenger relations, company policies, ADA compliance and handling requests, and effective communication.
 - **Technology & Operations:** Proficient use of the driver-facing app and all relevant service technology.
- **Hands-On & Ongoing Training:** Following classroom instruction, new Driver Ambassadors receive extensive hands-on training, including supervised ride-alongs with local managers. This development is continuous, supported by ongoing performance reviews and monthly ride-alongs that provide touchpoints for feedback and coaching. We foster a feedback loop where our local drivers—as members of the community—are encouraged to share their expertise to help improve the service.

This proven system ensures that our Driver Ambassadors are not only safe and efficient operators but also courteous and helpful guides, ready to provide Redmond's residents and visitors with a world-class microtransit experience. Importantly,

2.3.3 Fleet Management and Maintenance

Circuit guarantees a safe, reliable, and pristine fleet of all-electric vehicles for the Redmond On-Demand Microtransit Shuttle. Our approach to fleet management is built on a decade of EV-specific operational experience and combines proactive, technology-driven maintenance with a commitment to providing a superior rider experience.

1. A Proactive, Technology-Driven Maintenance Program

Our vehicle maintenance program is designed to maximize uptime and ensure vehicle safety and longevity. This is achieved through the integration of two advanced software platforms:

- **Fleetio for Preventative Maintenance:** We use Fleetio's management software for real-time monitoring of vehicle health, including mileage and battery status. The system automates the scheduling of all routine and preventative maintenance based on manufacturer recommendations and actual vehicle usage, ensuring adherence to all required service intervals. All inspection findings and service

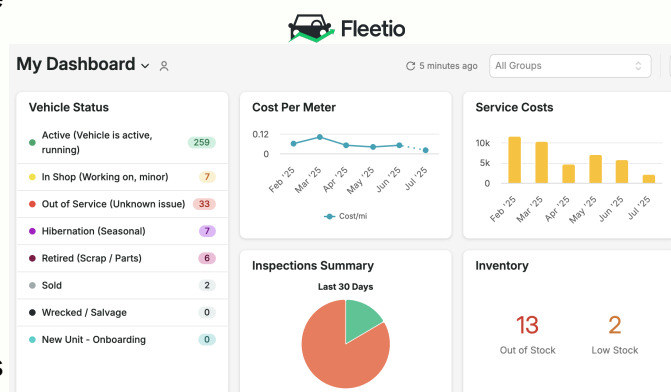
activities are logged, creating a detailed maintenance history for each vehicle.

- **Samsara for Safety Monitoring:** All vehicles are equipped with Samsara's AI-powered camera system. This allows our management team to monitor driver behavior and review any on-road incidents, helping us identify any vehicle issues that may arise from operational use and proactively address them.

2. Multi-Level Inspection and Servicing Schedule

Our preventative maintenance schedule is a meticulous, multi-layered process that includes:

- **Daily Pre- and Post-Trip Inspections:** Before and after every shift, Driver Ambassadors conduct and log a thorough inspection of their vehicle, covering critical safety components and cleanliness.
- **Weekly In-Depth Inspections:** Our local maintenance team conducts weekly checks on all critical systems, including brakes, steering, and suspension.
- **Regular Servicing:** Vehicles undergo comprehensive servicing every 4,000-5,000 miles in accordance with manufacturer specifications.
- **Appearance and Cleanliness:** To ensure a positive rider experience, vehicles are cleaned daily. We conduct weekly deep cleanings and perform regular audits to maintain the highest standards of vehicle appearance.



3. Fleet Acquisition and Management

Circuit leverages our robust vehicle acquisition and leasing channels across the United States to guarantee quick turnaround for a fleet that is tailored specifically to the needs of the Redmond service. We have relationships with industry leading EV OEM Partners such as KIA, Tesla, Ford, & Toyota; this includes strong existing relationships with local dealerships and external service providers within Washington. Our close relationships with our partners allow us to launch services quickly at competitive rates, and enable us to support a variety of fleet configurations as the service needs evolve in the future. This comprehensive approach ensures that the Redmond On-Demand Microtransit Shuttle is supported by a fleet that is consistently safe, reliable, and professional in its presentation.

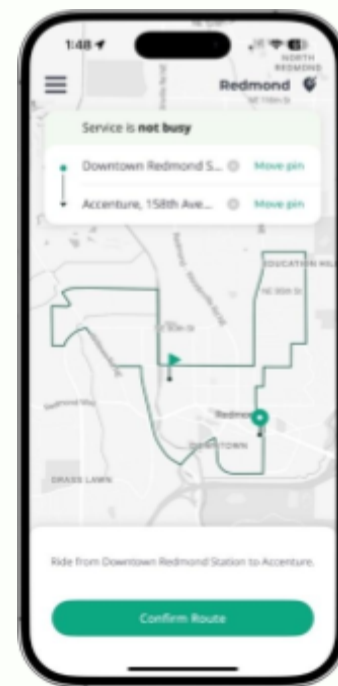
2.4 Transit Technology

The service will be designed for ease of use and accessibility for all members of the community. Riders can hail a shuttle using our intuitive **smartphone app**, which provides real-time vehicle tracking and an estimated time of arrival. Our app maintains a 4.9/5 star rating on the Apple App Store, one of the highest in the industry.

2.4.1 Rider Application

Circuit's proprietary mobile application available for iOS and Android phones allows rides to be requested on-demand anywhere within a geofenced location. It is designed to be as user-friendly as possible and make requesting a ride simple and straightforward.

When opening the app, the user will be shown their nearest location to view the coverage map, the location's hours of operation, how busy the service currently is, and add payment methods if required for their location. Once a ride is requested, Circuit's app allows users to view the location of the assigned car while it is on its way to pick them up - **It displays the vehicle's real-time location and alerts the user when the driver is close to the pick-up point.**



Dynamic Pooling Algorithm

Circuit's technology employs a pooling algorithm to **identify the most optimally suited Driver Ambassador based on multiple factors including, passengers in vehicle and in request, vehicle route and distance to request, location of next drop-off, ADA requirements and more.** As noted, all requests are integrated into the dynamic pooling system regardless of the method that the trip is booked, allowing the algorithm to account for them just as it does for app-based requests. Hailed rides are manually recorded by drivers and then integrated into the pooling system, ensuring that these off-app requests are also efficiently managed and assigned. The driver app provides real-time updates and routes the driver in the most optimal path to pick up all riders in the queue, enhancing efficiency and reducing wait times.

Multimodal Integration and API Compatibility

Our technology seamlessly integrates with broader transit ecosystems, enabling multi-modal API integrations with a dedicated service-feed. Circuit's platform can integrate with other solutions, displaying our dedicated service feed and enhancing riders' transit experience by ensuring smooth, reliable connections with other transit services in the area. To the right is an example of our current integration with DART in West Dallas.



The Rider Experience

The Rider experience is at the center of everything Circuit does, from making sure that our app is as easy to learn and use to ensuring that our vehicles are in the best

operational condition. We take pride in our ability to deliver an exceptional rider experience, given by one of our Driver Ambassadors that is hired directly from the local community they serve. Circuit's services all live within the RideCircuit mobile app, **allowing for seamless use between nearby programs rather than separate applications for each** (an experience that negatively affects riders adoption of a new service). This also means that with Circuit's existing presence in nearby Bellevue - we already have a pool of riders who we can advertise the new Redmond service to!

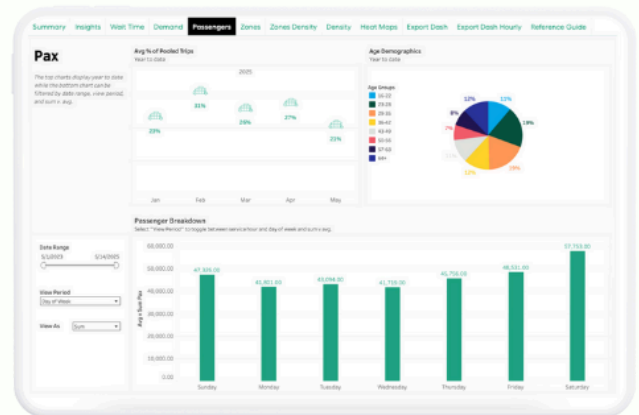
Requesting a Ride

Requesting a ride within the Circuit app is extremely simple and user-friendly. It can be completed in 4 key steps:

1. **Enter your desired pick-up & drop off location.**
2. **Select how many passengers are in your group.**
 - a. *Click yes to the ADA option if anyone in your party has a mobility related disability or is in a wheelchair.*
3. **Click "Request" to display your estimated wait time and driver location.**
4. **Get in once your Circuit vehicle arrives and enjoy the ride!**

2.4.2 City Data Dashboard

Circuit will provide Redmond's City Management with secure, real-time access to a cloud-based dashboard that is filterable by time period. The dashboard will include—but is not limited to—the following performance metrics required in the RFP:



Highlighted On-Demand Metrics:

- Total Ride Requests
- Total Passengers
- Total Number of Completed Trips & Completed Ride Rate
- Trips starting or ending at transit stations and designated shared parking areas
- Seat availability, Trips per hour per vehicle
- Number of Share Trips (Pooling percentage)
- Average Wait Time, Average Ride Duration, Average Ride Rating
- Average Pickup Walking Distance (if virtual stops enabled)
- Real-Time Vehicle Locations, Missed Trips, Average Ride Assignment Time
- Ride-level metadata including origin/destination addresses, coordinates, timestamps, ID, price, distance, passenger count, and wheelchair accessibility

These data points directly match and exceed the Report Requirements within the RFP, ensuring that City staff have full visibility into system operations.

Customizable Chart-Builder

To provide full transparency and easy reporting and exports for the city, we also have an aspect of the portal that will allow any staff member logged into the platform to customize their own chart by metric, dates, and time. These can be quickly exported for usage in presentations, reports or for external data analysis.

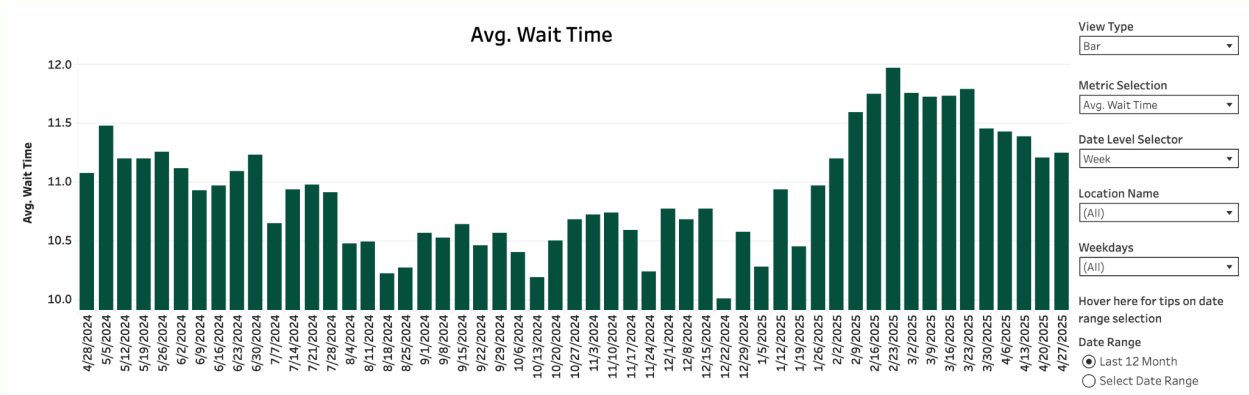


Chart building tool to be made available to Redmond

Monthly Reports and Custom Analysis

In addition to dashboard access, Circuit could deliver at the city's request:

- Monthly reports summarizing performance against KPIs
- Service optimization insights (e.g., stop-level heatmaps, route efficiency metrics)
- Special Event performance summaries
- Ad-hoc reports upon request to support grant applications, community presentations, or planning initiatives

All reports can be customized to support strategic goals such as the City's goal to reduce vehicle miles traveled by single occupancy vehicles.

2.5 Collaboration, Branding, and Marketing Support

Circuit is a collaborative partner. We understand the City will lead the development of the program name, logo, and branding. Our in-house marketing and partnership teams will provide full support, advising on best practices based on our experience in over 40 markets. We will:

- **Advise on Branding:** Share insights on what resonates with communities for vehicle wraps, app design, and promotional materials.
- **Support Launch Communications:** Partner with the City, MoveRedmond, and One Redmond to develop a comprehensive launch and promotional plan to drive early adoption and awareness.



- **Secure Program Sustainability:** As we did in Bellevue by working with stakeholders to secure additional funding from Amazon and the City, we will actively support Redmond in identifying and engaging potential partners to ensure the long-term success of the program.

Circuit stands as a dedicated collaborative partner, committed to working hand-in-hand with the City of Redmond. We recognize that the City will spearhead the crucial development of the program's name, logo, and overall branding. In support of this, our robust in-house marketing and partnership teams will provide comprehensive assistance. This support will encompass strategic advice and guidance, drawing upon best practices honed through our extensive experience in successfully operating in over 40 diverse markets.



- **Securing Program Sustainability for Long-Term Success:** Circuit is deeply committed to the long-term viability and success of the program in Redmond. We will actively support the City in identifying and engaging potential partners to secure additional funding and resources, mirroring our successful endeavors in Bellevue. In Bellevue, we meticulously collaborated with key stakeholders, including Amazon and the City itself, to secure additional funding that ensured the sustained success of their program. We will apply this proactive and collaborative approach in Redmond, working diligently to identify and foster relationships with potential partners who can contribute to the program's enduring success.

2.6 Quality Assurance

Data-driven decision-making is central to our management approach. We will provide the City with detailed, transparent reports and maintain rigorous quality control.

- **Key Metrics Reporting:** We will provide monthly reports on all key metrics outlined in the Scope of Work, including: total trips, trips starting/ending at transit stations and shared parking areas, average wait time, seat availability, trips per hour per vehicle, and number of shared trips. We will provide the City with a real-time data dashboard to monitor these KPIs - more information in [section 2.4.2](#).
- **Quality Control:** We employ a multi-faceted QA/QC program that includes:
 - Regular rider surveys to gather direct feedback.
 - Performance monitoring through our operations dashboard.
 - Ride-alongs and performance reviews for all Driver Ambassadors.
- **Continuous Improvement:** We are committed to constantly improving our service. In Bellevue, **we dramatically increased our wait time accuracy by over 70%** in response to feedback, a testament to our technological agility and partner-focused

approach.

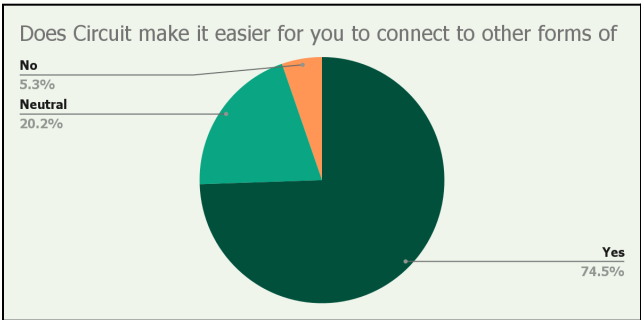
Circuit delivers advanced data analytics and robust reporting capabilities to ensure transparency, operational excellence, and alignment with the City of Redmond's service goals. Our analytics suite is purpose-built for transit management, empowering the City to monitor service quality, optimize mobility operations, and make data-informed decisions in real time.

Rider Feedback & Continuous Improvement

Circuit collects rider feedback seamlessly through our mobile app, enabling riders to rate their trips and leave comments after every ride. This real-time feedback is aggregated in our dashboard and informs ongoing service adjustments.

To complement quantitative analytics, we also administer regular rider surveys capturing:

- Demographic data and travel behavior
- Mode shift trends
- Satisfaction and equity metrics
- Feedback specific to fixed-route vs. on-demand experiences



This integrated qualitative feedback loop ensures services are responsive to community needs and aligned with Redmond's goals for inclusive, high-quality, and modern mobility solutions.

3.0 Relevant Project Experience

3.1 Overview of Circuit's National and Local Expertise

- **Proven Performance:** Our services consistently achieve industry-leading passenger per vehicle hour (PPVH) counts, averaging 4-7, with an average cost per rider of \$10 or less—significantly more efficient than industry benchmarks.
- **Built for City Partnerships:** While we have direct experience working as a service provider for major transit agencies in the United States, our local operations teams are purpose-built to deliver exceptional personalized service for cities - we're the one of the largest providers of City-contracted microtransit services in the U.S.
- **100% Electric Fleet Management:** We are one of the few providers who have exclusively managed all-electric mixed fleets across multiple states, giving us unparalleled expertise in EV operations, charging strategy, and maintenance.
- **Local Presence:** We currently operate the highly successful BellHop service in neighboring Bellevue, giving us critical local knowledge of the regional transportation landscape, labor market, and user expectations.

Nationally Recognized Industry Leader

We are the industry leader in services designed for Cities



The city-funded microtransit movement began in 2016 when San Diego backed Circuit's vision. Today, hundreds of cities have followed suit.

Each year:

- Our 550+ local employee drivers deliver over 2 million memorable rides from coast to coast
- Our fleet techs, work around the clock to enable our 100% electric fleet to travel over 3 million miles.



3.2 Case Study: City of Bellevue, WA ("BellHop")

Client	Visit Bellevue, City of Bellevue, Amazon
Contact	Brad Jones bjones@visitbellevuewa.com
Service Type	On-demand EV Microtransit
Duration	Aug 2023 - Present
Fleet	8 All-Electric Vehicles
Performance	180,000+ rides, 7.73 Pax/Hour, ~11-min avg. wait time, 4.88/5 avg. driver rating



Relevance to Redmond: The BellHop program is a direct local analog to the proposed Redmond shuttle and validates a model we are confident we can replicate and enhance in Redmond. Launched to support tourism and reduce downtown congestion, the service has been a resounding success, leading to multiple extensions and securing additional funding from partners like the City of Bellevue and Amazon. This project demonstrates our ability to not only meet and exceed KPIs in the Eastside market but also to act as a strategic partner in building a sustainable, long-term program. We also recently transitioned the fleet to include SUVs rather than only GEMs which was a huge success.

3.3 Case Study: (DART) West Dallas, TX

Client	Dallas Area Rapid Transit (DART), Toyota Mobility Foundation
Contact	Jennifer Hall jhall@dart.org
Service Type	On-demand EV Microtransit
Duration	Nov 2022 - Present
Fleet	5 All-Electric Vehicles
Performance	4,500+ monthly ridership, 45% of trips to or from Transit Hub



Relevance to Redmond: This project is a direct testament to our ability to partner successfully with a major public transit authority to solve the first/last-mile challenge. The West Dallas service was specifically designed to enhance transportation accessibility for underserved residents and connect them to the broader DART network. A testament to our success in this is that **over 45% of all on-demand rides start or end at DART stations**, proving our effectiveness at bridging the gap to mass transit and increasing regional transit ridership.

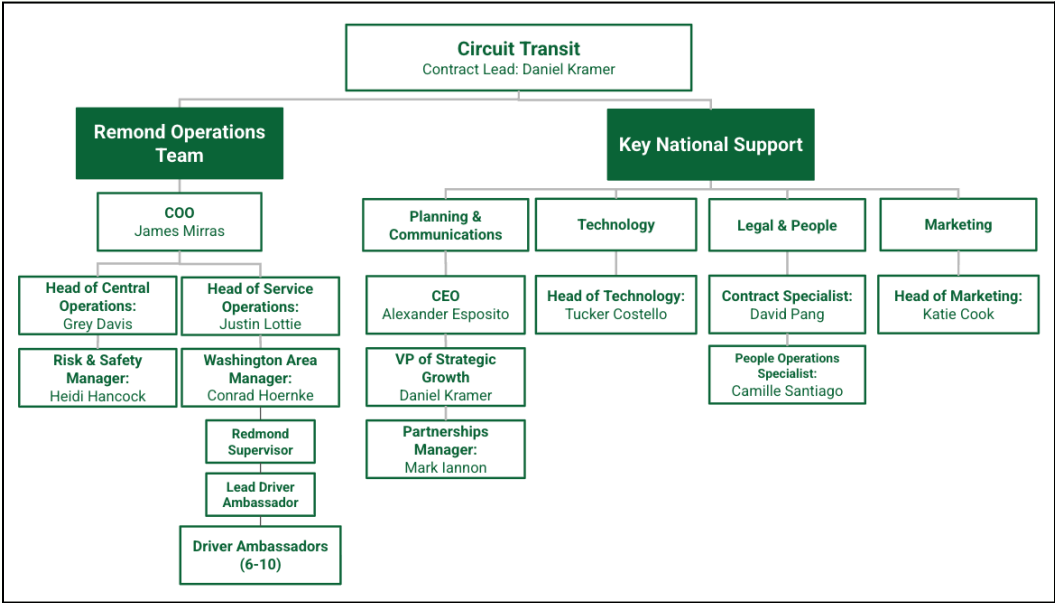
3.4 Case Study: Chula Vista, CA

Client	City of Chula Vista
Contact	Dennis Gakunga DGakunga@chulavistaca.gov
Service Type	On-demand, free for residents 55+
Duration	Jun 2021 - Present
Fleet	6 All-Electric Vehicles (including ADA vans)
Performance	3,500+ monthly ridership, ~10-minute avg. wait time



Relevance to Redmond: The Chula Vista program highlights our expertise in serving specific community needs and ensuring equitable access. The service was initially designed for seniors, improving their access to essential services like grocery stores and doctor's appointments. Critically, this program features a **bilingual call center for booking**, ensuring residents without smartphones or with limited English proficiency can easily access the service. This demonstrates our capability to provide tailored additions to our service design that can help expand access to all members of the Redmond community.

4.0 Proposed Project Team



Circuit is headquartered in Fort Lauderdale, Florida at 501 East Las Olas Blvd. We have over 550 driver ambassadors across the U.S. and a corporate team of ~50.

Time Commitments by Key Redmond Team members:

- Redmond Supervisor: 100%
- Conrad Hoernke: 75% through first months of programs then 50%
- Justin Lottie: 25% through first months of program, then in a support/advisory role
- Mark Iannoni: On-call 100% of the time; shares responsibility with a few other programs.

Daniel Kramer - Director of West Coast Business Development



Daniel has led the designing and launching of services throughout the West Coast, as well as assisted in national quality control since joining Circuit in 2017. Daniel has over 7 years of experience in on-demand microtransit using electric fleets. Daniel will be the project manager throughout contracting and lead the Circuit team on how best to

improve upon the existing foundation of the program and expand services. He will be the project manager and main point of contact throughout the contracting process before transferring ownership to Conrad & Mark.

Conrad Hoernke - Washington Operations Manager



Conrad was brought onboard to supervise the launch of Circuit's Bellevue market, BellHop. He quickly flourished in the role and was given the title of Market Manager after a few short months. In his time with Circuit, he has become a stronger leader while honing his operational expertise. Conrad has 5 years of operations experience, ranging from military logistics to microtransit. He has several professional certifications, including the esteemed Certified Tourism Ambassador certificate and the Rising Star Award at the 2024 Bellevue Destination Awards. Conrad has been an integral addition to the Circuit team and is extremely prepared to lead the Redmond program and supervise the new team.

Mark Iannon - Dedicated Partnerships Manager



Mark will be the dedicated partnerships manager for the Redmond service. He will serve as an integral part of regular connection between the Redmond team and the Circuit team, ensuring transparency into the success of the program and holding us accountable for success. Mark will be the lead contact throughout the duration of the contract for all additional requests as well as lead data presentations on the performance of the program. He will work closely with the Redmond team to ensure that the operations are continuously on-track to meet and exceed the expected KPIs.

James Mirras - Co-Founder and COO



James oversees all national operations and will work closely with Daniel and Mark to plan and set up operations, hiring processes, tech improvements, reporting processes, metrics, and any additional requests of Redmond. James is the head of Operations and Finance. He has a total of 11+ years of experience in transportation services similar to those requested by this RFP. His attention to detail, people skills, and strong work ethic helped create a solid foundation that the company has been able to grow from. James moves between the company's locations, focusing on business development, management training, vendor relations and overall strategy.

Justin Lottie - Head of Service Operations



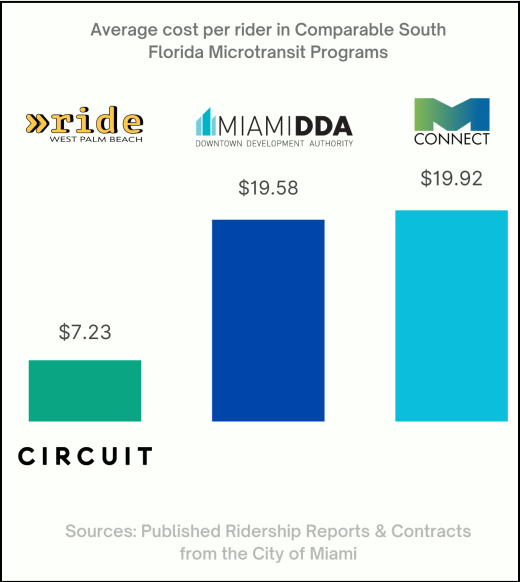
Justin oversees service operations for Circuit across the United States. He has over 13 years of experience inclusive of supply chain management with a focus on multi-modal transportation as well as

distribution solutions and several years in the on-demand start-up space positively influencing operational performance and innovation. He’s spent the last several years in the rideshare and shared mobility industries where he has developed an interest in sustainability and gained invaluable experience. Justin will help to directly oversee Conrad and all day to day operations including driver training, and the implementation of vehicle inspection & safety programs.

5.0 Cost Proposal

5.1 Budget Tracking

Circuit’s approach to budget management is founded on over a decade of direct operational experience. Having delivered more than 10 million rides across 40+ markets, we have developed a sophisticated understanding of our true operational costs. For the City of Redmond, this means we can provide a firm, not-to-exceed budget that aligns with the estimate of \$864,000 for the initial two-year term. By precisely managing our fixed costs, our system ensures the majority of the budget is dedicated to on-the-road service, maximizing the total number of vehicle hours provided to the Redmond community. This approach offers the City a predictable, transparent, and high-value partnership, eliminating financial uncertainty and guaranteeing the maximum possible service for your investment - it’s why Circuit consistently **leads the industry in cost-per-rider performance**, delivering higher quality service that uses the funding spent on transportation more efficiently.



5.2 Projected Costs

While we understand the below options differ from the City’s WSDOT application, we are confident that both options provide the same if not better service than the original fleet size. The two fleet options that we have put together are based on our experience in Bellevue and beyond, where we learned that mixed fleets with more vehicle hours on the road are most important to deliver a successful service. Both of these options below include a call center for any residents to call to book a ride.

Fleet Option #1: Recommended

Fleet	1 GEM*, 2 ID.Buzz
Monthly Cost	\$35,651

Budgeted Vehicle Wraps (1-time cost)	\$8,000
2 Year Cost	\$863,624

*Opportunity to upgrade to ADA GEM

Fleet Option #2

Fleet	3 ID.Buzz
Monthly Cost	\$35,609
Budgeted Vehicle Wraps (1-time cost)	\$9,000
2 Year Cost	\$863,616

Additional Service Costs and Upgrades

ADA GEM upgrade	+\$140 per month
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If selected, Circuit can integrate this cost into the overall cost of the contract and align operations to ensure that we remain within the City's budget.

6.0 Required Statements

6.1 Business Name and License

- **Business Name:** Proposals are made in the official name of the firm, Circuit Transit, Inc., a corporation incorporated in the State of Florida.
- **Business License:** Circuit Transit, Inc. understands and agrees to obtain a City of Redmond business license as a requirement for performing these services prior to the commencement of any work.

6.2 Proposal Validity Period

This proposal shall be valid for 90 calendar days from the proposal due date.

6.3 Subcontracting

This proposal does not contain any subcontractors and we confirm that all aspects of this service from operations and maintenance to driver employment, will be self-performed by our dedicated, W2-employed team.

6.4 Insurance

We agree that we will maintain insurance as outlined in the Consulting Services Agreement (Attachment B).

Resumes

DANIEL KRAMER

daniel@ridecircuit.com | (562) 252-6680

SUMMARY

Daniel is the Director of Business Development (West) and works with clients to develop first/last mile transportation programs. His commercial real estate background and sales experience have been key to developing our private developer and municipal products, which has led to valuable pilot projects. He is an integral part in launching service in west coast markets - assisting in managing operations, and focusing on national quality control.

PROFESSIONAL EXPERIENCE

Circuit Transit Inc. Director of Business Development (West)	<i>Los Angeles, CA</i>	Oct 2017 - present
Pizza Rock Restaurant Group Real Estate Manager	<i>Long Beach, CA</i>	Jan 2017 - Aug 2018
KZ Companies Real Estate Associate	<i>Irvine, CA</i>	July 2015 - Sept 2016
Marcus & Millichap Broker	<i>Long Beach, CA</i>	May 2014 - July 2015

EDUCATION

The University of Arizona Bachelor of Arts - Communications	<i>Tucson, AZ</i>	Graduated 2014
Harvard Business School Online Certificate - Sustainable Business Strategy		Completed Nov 2019

CONRAD HOERNKE

conrad.hoernke@ridecircuit.com | (805) 901-9443

SUMMARY

Conrad Hoernke has been the dedicated Market Manager for Circuit’s Greater Seattle Area Operations since August 2023, and will be a key point of contact throughout the Redmond program. Currently overseeing ~20 direct reports, he has earned the respect of his team and the community by leveraging his 5+ years of managerial experience in operations. Deeply committed to operational excellence, Conrad has ensured the success of the Bellhop program in Bellevue by regularly analyzing the team’s work towards meeting the pre-established KPIs and creating internal pilot programs to boost employee morale and strengthen procedures.

PROFESSIONAL EXPERIENCE

Circuit Transit Inc. Bellevue Market Manager	<i>Bellevue, WA</i>	Aug 2023 - present
GXO Supervisor, Supply Chain Operations	<i>Des Moines, WA</i>	Oct 2022 - Aug 2023
Logmet Quality Assurance Inspector	<i>El Segundo, CA</i>	Sept 2019 - Oct 2022
Charles Meisner, Inc. Broker	<i>Upland, CA</i>	May 2014 - July 2015

EDUCATION

Temple City High School	Graduated 2010
NTMA Training Centers Mechanical Inspection Quality Assurance Measuring Machine Operator’s Training	Completed Dec 2019

MARK IANNON

mark.iannon@ridecircuit.com | 518.928.3323

SUMMARY

Mark Iannon is located in San Diego, and works directly with existing clients within the region to ensure Circuit is exceeding the expectations of the service contract through constant communication and data analysis that lead to action and improvement. He has a Master's degree in Organizational Management and 12+ years of Operations Leadership. He has extensive experience delivering creative and innovative solutions that maintain customer loyalty by fostering long-term relationships with clients.

PROFESSIONAL EXPERIENCE

Circuit Transit Partner Success Manager	<i>San Diego, CA</i>	2022 - present
Wheels Senior Operations Manager	<i>San Diego, CA</i>	2020-2022
Anything Auto Operations Manager	<i>San Diego, CA</i>	2015-2020

EDUCATION

Ashford University <i>Chandler, AZ</i>	MA Organizational Management	2010-2012
Johnson & Wales University <i>Providence, RI</i>	BS Organizational Management	2002-2006

JAMES MIRRAS

james@ridecircuit.com | (631) 903-4448

SUMMARY

James Mirras is Co-Founder and COO/CFO of Circuit. James received his BS in Finance from University of Florida. Prior to Circuit, James worked for Morgan Stanley (NYSE: MS) in New York City as an intern then associate on the repurchase agreement trading desk. After nearly 3 years at Morgan Stanley, James set off to manage Circuit (then, Hamptons Free Ride) Finance and Operations full time. His attention to detail, people skills and strong work ethic helped create a solid foundation that the company has been able to grow from. James will leverage these skills and experience, including implementing nationwide operations as well as the Circuit NR pilot program, to ensure a smooth transition and expansion of the pilot program into a sustainable longer term service.

With over 14 years of experience in transportation operations, he has led the development of our operational strategy and standardization for scalability, including training programs, handbooks, policies, and our COVID 19 response. This combined with his financial expertise has allowed Circuit to achieve its current scale and plan for future growth.

PROFESSIONAL EXPERIENCE

Circuit Transit Inc. COO / CFO / Co-Founder	<i>New York, NY</i>	2010 - present
Morgan Stanley Associate	<i>New York, NY</i>	2009-2012

EDUCATION

University of Florida B.S. Finance	<i>Gainesville, FL</i>	2005 - 2009
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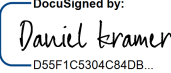
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daniel@ridecircuit.com		Viewed: 7/21/2025 12:48:19 PM
Director		Signed: 7/21/2025 12:49:24 PM
Circuit Transit Inc.		
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Electronic Record and Signature Disclosure:
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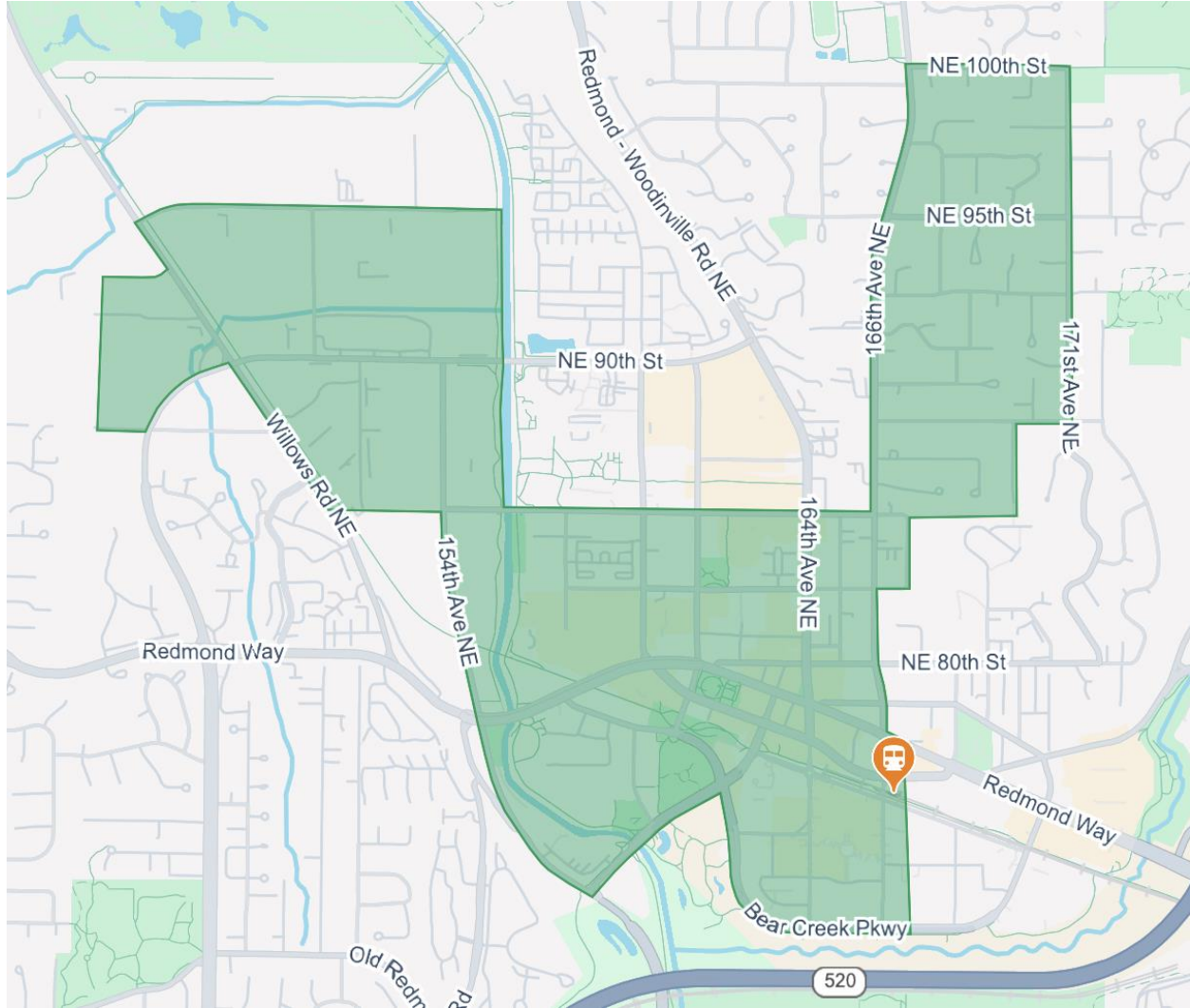
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Payment Events	Status	Timestamps

EXHIBIT D – MAP

The coverage area and details of the service are subject to change based on utilization and decisions made by Circuit Transit Inc. and the City.



Certificate Of Completion

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Subject: Signature Required: City of Redmond Service Agreement for RFP 10876-25

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Signatures: 1

Envelope Originator:

Certificate Pages: 2

Initials: 0

Jodi Daub

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15670 Ne 85th St

Envelopeld Stamping: Enabled

Redmond, WA 98052

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jldaub@redmond.gov

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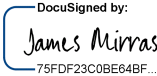
James Mirras

james@ridecircuit.com

COO & Co-Founder

Security Level: Email, Account Authentication
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Agent Delivery Events

Status

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Intermediary Delivery Events

Status

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Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Daniel Kramer

daniel@ridecircuit.com

Director

Circuit Transit Inc.

Security Level: Email, Account Authentication
(None)

COPIED

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Francesca Liburdy

fliburdy@redmond.gov

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