Authorize sole source contract with INIT for Hop® Mobile Applications & Website Development Services

Hop Mobile Apps

1. Overview of current state
2. Review proposed solution

Hop Websites

3. Overview of current state
4. Review proposed solution

Overview: Existing Mobile Solutions
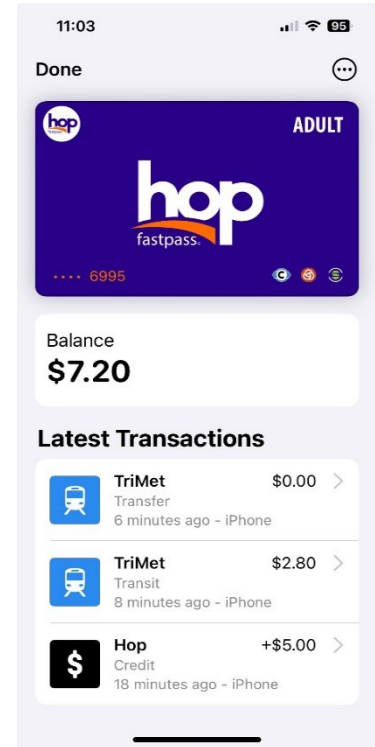## Built/Maintained by Strategic Mapping

Hop Mobile Apps
$11.1 Million in Revenue in FY24.

$2 Million in Autoload Revenue in FY24
(Managed across Apps and Website).

Risks: Support contract with vendor ends
spring 2026. No significant code upgrades
since launch in 2017. Concerns around
security compliance, compatibility with
future Android and iOS operating system
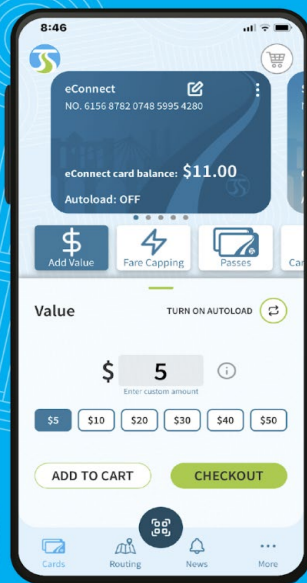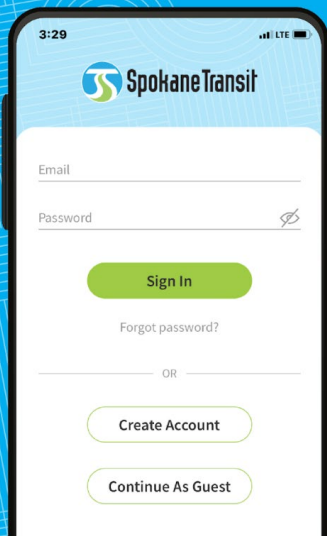updates, usability on newer phones and
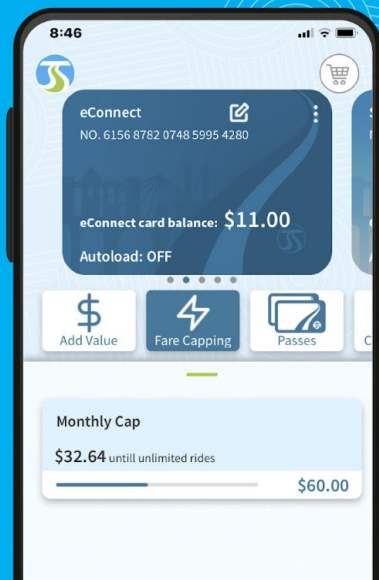continued support.

Virtual Hop Cards

New: Mobile Apps
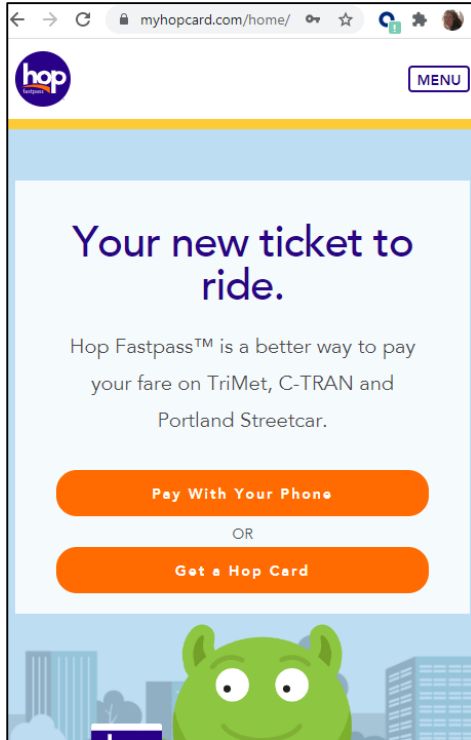## Contract with INIT to build/maintain

Build on Mobile Apps delivered to Spokane Transit provides assurance for long-term support.

Proven in production. Already integrated with a version of the INIT backend services.

Received buy-in from Google & Apple to collaborate on development of Hop virtual cards.

Overview: Existing Hop Customer & Institutional Websites
Contract w/ INIT to maintain

MyHopCard.Com
$2.6 Million in Revenue in FY24.

Risks: Deprecated code that depends on third-party security patches. The original code language was selected in 2014.

Institutional Website
$15.7 Million in Revenue in FY24.

Risks: deprecated codebase.

Challenges: User interface is difficult for institutions to navigate.

New: Websites
Contract with INIT to build/maintain

Welcome back,
Sophia

- My cards
- Notifications 6
- Order history
- Payment settings
- Account settings
- Pay for vanpool
- Renew LIFT ⧉

My ORCA cards

Link card 🔗 | Transfer balance ⇄ | Unlink card ✂ | Lock card 🔒 | Unlock card 🔓 | Replace card ⊟

FULL ACCESS

9840 0010 2122 7445 322 ✏

orca
ADULT

E-PURSE

Balance $5.00

AUTOLOAD: OFF

PASSES

- No active passes

Manage this card ▾

Build on websites delivered to Seattle's ORCA solution.

Proven in production. Already integrated with a version of the INIT backend services.

Modern, secure codebase.

Significant work was invested in the user experience flows.

TRIMET