

chaostheor 
imagination is our landscape

COUNTY OF HAWAII

STATEMENT OF QUALIFICATION AND INTEREST

PS #5140 | MAY 8, 2024



CHAOS THEORY STUDIOS, LLC | 117 W. DENNY WAY #214, SEATTLE, WA 98121
CHRISTOPHER STEVENS, MANAGING PARTNER | CHRIS@CHAOSTHEORY.COM | 206.618.5437

May 8, 2024

Dear County of Hawaii Transit and Information Technology teams,

At Chaos Theory, we are passionate about making connections. Connections between people, connections between ideas, connections between cultures, connections between families and friends. And we recognize that regional mobility is a critical infrastructure component in making and maintaining connections within a community.

Given the importance of providing transit riders with simple and reliable mobility tools, we have developed our Transit Technology practice with the goal of supporting and improving transit and mobility systems with emerging technologies, great user experience, and world class visual design - capabilities that we have used to build the Community Transit website, and to support other regional agencies, including Sound Transit.

We are excited by the potential opportunity to support the County of Hawaii as a regional mobility manager providing service to the Big Island. We look forward to bringing our expertise in UX design, web technologies, and transit data systems to a future transit project that we can dream up together.

Mahalo,

A handwritten signature in black ink, appearing to read 'Chris Stevens', written in a cursive style.

Christopher Stevens
Managing Partner
206.618.5437

(1) Company Details

Chris Stevens, managing partner, can be reached at:

- Email: chris.stevens@chaostheorystudios.com
- Phone: 206-618-5437
- Website: <https://www.chaostheory.com>

Principal Place of Business:

Seattle Office
117 W Denny Way, #214
Seattle, WA 98121

Additional Locations:



Everett Office
2320 Rucker, Hartley West Unit
Everett, WA 98201





(2) Company Age and Team Makeup

Age of the firm: Chaos Theory was founded in July, 2021.

Average number of employees over the past five years: 15

(3) Key Personnel

	<p>CHRIS STEVENS Managing Partner/Account Management Lead</p> <p>Chris has over three decades of experience in design and development of websites, mobile applications, technology platforms, and interactive experiences. He has led transit agency projects for Sound Transit and Community Transit.</p>
	<p>PHIL TAPIA Managing Partner/Technical Director</p> <p>Phil has over two decades of experience leading technical teams for web, mobile and platform development. He has led transit agency projects for Sound Transit and Community Transit.</p>

	<p>PAOLA REYES Creative Director</p> <p>Over the past two decades Paola has led design teams to create award-winning work for clients including The BMW Group, Amazon, Penguin Random House, Houghton Mifflin Harcourt, Nickelodeon, Philips, and many others. Paola has supported the development work of the Chaos Theory team on the Community Transit website.</p>
	<p>JAYME HEWITT Director of Production</p> <p>Jayme was formerly a website Product Manager at Community Transit before joining Chaos Theory to lead our production efforts. She brings a broad familiarity with transit technology and transit agencies to our team, as well as boundless enthusiasm!</p>
	<p>JENNIFER HILL Senior Project Manager</p> <p>With over two decades of experience in creative and technical project management, Jen has expertise in all aspects of guiding a project team to a successful end result. She has managed UX design projects for Universal Studios, technical projects for Microsoft and The Gates Foundation, and many other clients.</p>
	<p>BRIAN HARPER Development Lead</p> <p>Brian has experience across all aspects of software architecture, engineering, and testing. As our Development Lead, he guides the project team in defining product architecture, developing effective solutions, and delivering excellent results.</p>

(4) Recent Projects and References

Reference: Community Transit

Project Title: Community Transit Website Redesign

Name/Address of Client: Community Transit
2312 W. Casino Road

Everett, WA 98204

Contact:

Brian Vallene
Sr. Manager – Digital Experience
Office: 425.521.5355 | Mobile: 425.248.9817
brian.vallene@commtrans.org

Services/Work Performed:

We provided website development services to create core transit information tools, including stop and route search, bus finding, trip planning and related functionality, as well as the navigation, and all visual and content elements of the Community Transit website (<https://www.communitytransit.org/>).

Through this effort we improved trip planning and bus finding functionality, simplified the user experience and website navigation, and improved performance for route and stop search. The new website and trip planner provide a more user-friendly and streamlined experience on mobile devices, making it easier to access information about the services Community Transit provides. Brian Vallene, our contact at Community Transit noted that: “We’ve joined the 2020s in terms of our technology. And users continue to comment how they love the modern interface.”

Dates of Work:

July 1, 2021 - March 1, 2023
(with ongoing support to present)

Reference:

Tangerine Travel

Project Title:

Tangerine Travel Technology Solutions

Name/Address of Client:

Tangerine Travel
10808 NE 145th St
Bothell, WA 98011

Contact:

Angie Lepley
Founder and CEO
Office: 206.498.8267
Email: angie@tangerinetravel.com

Services/Work Performed:

We provide strategic technology leadership, integration and custom solutions for internal and external travel booking and management systems. Our work is core to the success of global travel programs for enterprise customers handling transient, non-employee, large groups, meetings, events and VIP non disclosure clientele.

Through this effort we have created bespoke solutions for travel booking & management, automated systems that support ticketing and quality control, web, mobile and AI customer tools that provide next generation capabilities across air, car, sea & rail. Our technology solutions enable Tangerines clients and millions of travelers worldwide to get where they are going quickly, safely and reliably.

Dates of Work: July 1, 2021 - present

Reference: UNICEF

Project Title: Project Giga

Name/Address of Client: UNICEF
3 United Nations Plaza
New York, NY 10017

Contact: Claire Holroyd
UNICEF Project Giga Team Lead (former)
Mobile: 858.997.9245
Email: c.m.holroyd@gmail.com

Services/Work Performed:

Chaos Theory partnered with UNICEF for their Giga initiative (<https://giga.global/>), which aims to connect every school to the internet and bridge the digital divide. With the complex web of multinational organizations, corporate interested, and internet service providers, UNICEF's Project Connect (<https://projectconnect.unicef.org/about>) faced a daunting challenge of mapping the connectivity of every school in the world in real-time. Together, we designed a platform to bring disparate types of data into one systemic, scalable solution.

The platform allowed the UNICEF Project Connect team to simplify an incredibly complex process, by creating a single "source of truth" database that ingested and normalized data and information from a very large number of providers and data formats. This database enabled them to gracefully manage the process of mapping schools internet connectivity.

The system to date has already mapped over two million school geolocations across 138 countries. That is over one third of the schools in the world. Almost 350,000 of the schools' connectivity information has been mapped and over 46% of these are of schools that don't currently have connectivity. This system is enabling UNICEF to raise funds and work with governments and ISPs to get these schools connected to the internet. "I think their human-centered approach of starting with discovering what's meaningful and creative and then moving into the technologies that actually support that discovery made everybody happy," Claire remarked. "We felt like we had a thorough understanding of where we were and where we wanted to go with a clear path forward and the tech to build it."

Dates of Work: October 12, 2021 - November 2, 2021

(5) Any promotional or descriptive literature which the individual or firm desires to submit

Please see attached Capabilities deck.