



September 8, 2022

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Amendment to Agreement for Trapeze Software Group, Inc.
DriverMate Licenses

Overview

On March 14, 2016, the Orange County Transportation Authority Board of Directors approved a software license and maintenance agreement with Trapeze Software Group, Inc. An amendment is required for the purchase of additional DriverMate software licenses for the OC ACCESS paratransit service.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-5-3822 between the Orange County Transportation Authority and Trapeze Software Group, Inc., in the amount of \$385,319, for the purchase of DriverMate software licenses. This will increase the maximum obligation of the agreement to a total contract value of \$735,169.

Discussion

Trapeze Software Group, Inc. (Trapeze) has provided proprietary trip scheduling, routing, and dispatching software modules to approximately 600 transit agencies in North America. In the Southern California region, these agencies include Long Beach Transit, Los Angeles Access Services, Omnitrans, Orange County Transportation Authority (OCTA) and Riverside Transit Agency.

OCTA currently utilizes Trapeze software products for the operation and management of the OC ACCESS paratransit service. Trapeze software modules are used to schedule trips, administer the eligibility process, operate the Interactive Voice Response system, and generate operating, trip, and financial reporting data for the OC ACCESS service. To improve the administration and operation of the OC ACCESS service, staff is requesting approval to purchase additional Trapeze DriverMate licenses to equip the existing subcontractor fleet

and accommodate expected increases to the fleet as service continues to recover from the coronavirus (COVID-19) pandemic.

OCTA provides approximately 1.5 million passenger trips annually on the OC ACCESS paratransit service. The OCTA-owned vehicles operated through an agreement with First Transit, Inc. (First Transit) are equipped with mobile data terminals (MDT) that provide communication between the First Transit dispatcher and the operators. Contact between dispatchers and operators is vital to maintain a smooth-running operation. Dispatchers need immediate notification of a passenger loading and a no-show or late cancellation to manage a schedule in real time. Operators need to be able to receive information about traffic conditions, pertinent passenger booking information such as the type of mobility aid a customer may be using, and to efficiently report no-shows and cancellations.

With the implementation of Trapeze DriverMate, smartphones, tablets, or other handheld devices may be used in lieu of MDT equipment to connect a subcontracted vehicle with the First Transit dispatch center and OCTA administration. In 2020, OCTA purchased 50 DriverMate licenses for the subcontracted fleet. As service continues to recover from the effects of the COVID-19 pandemic, use of subcontracted vehicles will continue to increase to meet service demand. The purchase of additional DriverMate licenses will allow more subcontracted vehicles to perform service increasing the potential to improve on-time performance while enhancing the customer's overall trip experience.

Procurement Approach

This procurement was originally handled in accordance with the policies and procedures as approved by OCTA's Board of Directors (Board) for a sole source procurement. On March 14, 2016, the Board approved the award of software license and maintenance agreement with Trapeze, in the amount of \$349,850. This agreement has been previously amended as shown on Attachment A.

Contracts Administration and Materials Management's staff conducted a price review of the additional DriverMate licenses. Trapeze's proposed pricing is lower than the OCTA project manager's independent cost estimate. Also, based on research performed of the Toledo Area Regional Transit Authority's contract, executed in February 2022 for the same software license, Trapeze's proposed per license fee to OCTA is lower than the price paid by that agency. Additionally, the proposed per license fee is lower than the same license purchased by OCTA in 2020; therefore, the pricing is deemed fair and reasonable.

Fiscal Impact

Funding is included in OCTA's Fiscal Year 2022-23 Budget, Operations Division, Paratransit Services Department, Account No. 2147-7669-D4302-11M, and will be funded through the Local Transportation Funds.

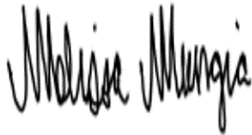
Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 4 to Agreement No. C-5-3822 between the Orange County Transportation Authority and Trapeze Software Group, Inc., in the amount of \$385,319, for the purchase of DriverMate software licenses. This will increase the maximum obligation of the agreement to a total contract value of \$735,169.

Attachment

A. Trapeze Software Group, Inc, Agreement No. C-5-3822 Fact Sheet

Prepared by:



Melissa Mungia
Section Manager, Paratransit
Services
(714) 560-5581

Approved by:



Johnny Dunning, Jr.
Chief Operating Officer,
Operations
(714) 560-5710



Pia Veasapen
Director, Contracts Administration
and Materials Management
(714) 560-5619