

Date: September 25, 2024

To: Board of Directors

From: Sam Desue, Jr.



Subject: **RESOLUTION NO. 24-09-48 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A MODIFICATION OF THE CONTRACT WITH TRAPEZE SOFTWARE GROUP FOR PARATRANSIT SCHEDULING SOFTWARE LICENSING AND MAINTENANCE**

1. Purpose of Item

This Resolution requests that the TriMet Board of Directors (Board) authorize the General Manager or his designee to execute a modification of the contract with Trapeze Software Group (Trapeze) for Paratransit Scheduling Software Licensing and Maintenance (Modification).

2. Type of Agenda Item

- Initial Contract
- Contract Modification
- Other _____

3. Type of Contract Procurement

- Low Bid / Invitation to Bid (ITB)
- Request for Proposals (RFP) (inc. CM/GC)
- Request for Qualifications (RFQ) (Personal Services)
- Other (inc. sole source)

4. Reason for Board Action

Board authorization is required for all Modifications causing contract amounts to exceed amounts previously authorized by the Board.

5. Type of Action

- Resolution
- Ordinance 1st Reading
- Ordinance 2nd Reading
- Other _____

6. Background

Pursuant to requirements of the Americans with Disabilities Act (ADA), TriMet’s LIFT Program provides accessible paratransit service to customers who are unable to ride fixed route service because of a disability. As required by the ADA, TriMet LIFT provides an on-demand, shared-ride transit service within TriMet’s fixed route service area.

In 1994, TriMet purchased software from On-Line Data Products to automate scheduling and

dispatching of LIFT rides in accordance with ADA guidelines. Trapeze subsequently acquired On-Line Data Products and has extended and enhanced the software over time. TriMet's LIFT Program uses the Trapeze software for customer data, reservations, scheduling, eligibility certification, Interactive Voice Response (IVR), and dispatching LIFT rides. LIFT is heavily reliant upon this software to manage its daily business and maintain compliance with the ADA.

At its July 28, 2021 meeting, the Board approved Resolution No. 21-07-42, which authorized a four-year contract with Trapeze in the amount of \$1,360,931. Since that contract was executed, TriMet has implemented additional software modules to increase the effectiveness of paratransit service delivery. New modules include Viewpoint, an analytics tool; Trip Broker, which simplifies transferring a trip to be fulfilled by a partner organization; and Driver Mate, an improved operator interface.

Separate from the Trapeze contract, adding these modules has increased the annual maintenance cost for the Trapeze software from \$340,225 per year to \$625,000 per year. This will result in total software maintenance costs of \$2,500,000 over the four-year period from July 2021 through July 2025.

Costs for initial licensing and maintenance of the new modules were originally included in separate implementation contracts. This Modification would unify Trapeze maintenance costs under a single contract. If the Modification described in this Resolution is approved, TriMet will modify its existing sole source contract with Trapeze, increasing the current \$1,369,931 contract amount by \$2,500,000, for a new total contract amount of \$3,869,931. The Modification also will extend the current contract termination date for four years, from July of 2025 to July of 2029.

7. Description of Procurement Process

Pursuant to Resolution No. 21-07-42, the Board authorized a sole-source contract with Trapeze to allow TriMet's continued use of the scheduling software licenses and maintenance needed to carry out LIFT operations. Contracting with a different vendor would be prohibitively expensive in terms of cost for the software itself and costs associated with changing to a different vendor. Furthermore, the scheduling software is proprietary, and Trapeze is the only vendor through which TriMet can purchase these licenses and the associated software maintenance. Therefore, a Modification to continue this sole-source contract is necessary and appropriate.

8. Diversity

As shown below, Trapeze provided workforce diversity statistics for the entire company broken out by job classification:

Job Classification	# of Employees	Percent Female	Percent Minority
Administrative Support Workers	31	58%	16%
Executive/Senior Managers	4	0%	0%
Mid-Level Managers	20	35%	15%
Professionals	51	24%	8%
Sales Workers	20	25%	15%
Technicians	144	21%	16%

Given the proprietary nature of the software licenses and maintenance services that are subject to the contract, there are no opportunities for subcontracting any of the work.

9. Financial/Budget Impact

The Modification will increase the total value of the contract to \$3,466,916 over an eight-year term. Licensing and Maintenance fees for each fiscal year will be reflected in TriMet's annual Adopted Budget.

10. Impact if Not Approved

If this contract is not approved, TriMet would be forced to seek an alternative scheduling software system for its LIFT program, which may cause disruptions in the service and would severely hinder the LIFT Program's ability to remain in compliance with the ADA. Pricing obtained from Trapeze is considered fair and reasonable compared to other transit scheduling software providers, and seeking an alternative scheduling software system is not likely to result in the acquisition of a superior product.

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TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A
MODIFICATION OF THE CONTRACT WITH TRAPEZE SOFTWARE GROUP
FOR PARATRANSIT SCHEDULING SOFTWARE LICENSING AND
MAINTENANCE**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a Modification of the contract with Trapeze Software Group (Trapeze) for Paratransit Scheduling Software Licensing and Maintenance (Modification); and

WHEREAS, by Resolution No. 22-05-35, dated May 25, 2022, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring the Board to authorize goods and services contracts obligating TriMet to pay in excess of \$1,000,000; and

WHEREAS, the total amount of the Modification will exceed the amount of \$1,000,000 and the amount previously approved by the Board;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Modification shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute the Modification to increase the maximum contract amount to \$3,869,931, and extend the contract termination date to July 2029.

Dated: September 25, 2024


Presiding Officer

Attest:


Recording Secretary

Approved as to Legal Sufficiency:


Legal Department