

T Transportation Committee
Meeting date: September 10, 2012
For the Council Meeting of September 26, 2012

ADVISORY INFORMATION

Date: August 30, 2012
Subject: Purchase Software Licenses and Project Support from Trapeze Group
District(s), Member(s): All
Policy/Legal Reference: Council Procurement Procedure 3-4-3a
Staff Prepared/Presented: Arlene McCarthy, Director MTS (651)602-1754
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Division/Department: Metropolitan Transportation Services (MTS)

Proposed Action

That the Metropolitan Council authorize the Regional Administrator, contingent upon approval of Business Item 2012-263 – 2012 Unified Capital Program Amendments, to award and execute a sole source contract with Trapeze Group for PASS-MDT, PASS-IVR and PASS-SMS/EMAIL software licensing and project support in an amount not to exceed \$2,200,000.

Background

The Metropolitan Emergency Services Board (MESB) notified the Council in early 2012 of the need for Metro Mobility to reduce voice airtime on the 800 MHz trunked public safety radio system. Metro Mobility has implemented some short-term solutions including radio reprogramming, driver and dispatcher training and use of navigational equipment, with a modest improvement in airtime usage. MESB has established a deadline of December 2012 for the Metropolitan Council to select and begin implementation of a moderate-term solution to further reduce voice communication airtime usage.

The Council hired a consultant to identify and analyze moderate and long-term solutions that would reduce Metro Mobility voice airtime usage. MTS staff has analyzed the solutions proposed and is confident that implementation of Automatic Vehicle Locator (AVL), Mobile Data Computer (MDC) and Interactive Voice Response (IVR) systems will meet the demands of the MESB, improve dial-a-ride service efficiency and improve overall customer experience.

Rationale

AVL/MDC/IVR technology has the ability to advance MTS dial-a-ride services to an improved level of service efficiency and customer satisfaction while also significantly reducing talk time on the 800 MHz trunked radio system. MTS proposes adding this technology to a large and stable proprietary infrastructure already in place with the Trapeze PASS reservation, scheduling and dispatch software. The software licenses proposed integrate fully with the existing infrastructure and allow for:

1. Up to a 70% reduction in voice airtime usage on the 800 MHz radio system.
2. Real-time location and activity reporting from all vehicles in service.

3. GPS driven data reporting to improve accuracy of performance statistics and automate data entry into system.
4. Individualized customer notifications based on real-time information.
5. Automated trip reminders with interactive features available to customers.

Funding

This contract will be supported by a combination of \$1,003,851 in Section 5307 Federal Formula funds and \$1,196,149 of Regional Transit Capital funds. A placeholder amount of \$1.5 M was placed in the Authorized Capital Program with BI 2007-254. If approved, BI 2012-263 adds \$2.5 M to the project for a total budget of \$4.0 M. Up to \$2.2 M will be used for Trapeze software licensing and support.

Known Support / Opposition

No known opposition.