

Business Item

Transportation Committee



Committee Meeting Date: June 27, 2022

For the Metropolitan Council: July 13, 2022

Business Item: 2022-179

Metro Mobility/Transit Link Software Enhancements, Contract 22P194

District(s), Member(s):	All
Policy/Legal Reference:	FM 14-2 – Expenditures for the Procurement of Goods, Services, and Real Estate Policy
Staff Prepared/Presented:	Charles Carlson, Executive Director, 651-602-1761 Gerri Sutton, Director Contracted Services 651-602-1672
Division/Department:	Metropolitan Transportation Services

Proposed Action

That the Metropolitan Council authorize the Regional Administrator to execute a sole source contract 22P194 with Trapeze Software Group, Inc., for software enhancements in an amount not to exceed \$1,500,000.

Background

The Council's dial-a-ride service, Metro Mobility and Transit Link, rely on Trapeze software to manage service beginning with customer certification to reservation-taking, scheduling and dispatching rides. Trapeze is a legacy system that has been in use since 1994. The current contract with Trapeze Software Group, Inc., was initiated in 2012. This replacement contract will allow the Council to update terms in the agreement to reflect current practices and expectations for a period of five years.

Trapeze is a proprietary software structure comprised of a core reservation and dispatch system with optional modules that manage various additional facets of administrative tasks as well as operational enhancements. As the operating environment evolves the Council must adapt to changing needs that can often be facilitated by software. A recent example of this is the web-based scheduling tool that was implemented, allowing Metro Mobility customers to schedule and cancel rides at any time without calling the reservations line.

Metropolitan Transportation Services (MTS) is currently exploring several software modules to streamline administrative functions and improve operations and customer experience. These enhancements include; real time traffic information for drivers; web-based vehicle monitoring for dispatch; management of service infractions; replacement of on-board mobile data computers with less expensive tablets.

This contract with Trapeze Software Group, Inc., will allow MTS to add these features efficiently and save significant staff time having agreed to fundamental contract language in advance.

Rationale

The execution of professional, technical service contract in excess of \$500,000 requires Council approval.

Thrive Lens Analysis

This action furthers the Thrive outcomes of Equity and Stewardship. Metro Mobility and Transit Link customers depend on these services to reach jobs, attend medical appointments, school and social events. Software enhancements, such as real-time traffic information for drivers, allow contractors to improve the customer experience (equity) while improving productivity (stewardship).

Funding

Purchases made under this agreement are either currently available or will be included in future Council authorized capital and operating budgets. Software purchases may use a combination of authorized state, federal, and regional funding sources.

Small Business Inclusion

An approved Sole Source is being utilized for this procurement. The Office of Equity and Equal Opportunity did not establish a small business goal for this project.

