



Council Report

Report Number: PUR2022-002
Meeting Date: January 25, 2022
Title: 2022-04-SS Single Source for Software Enhancements for Transit Scheduling
Author and Title: Ashley Wykes, Buyer

Recommendation(s):

That Report PUR2022-002, **2022-04-SS Single Source for Software Enhancements for Transit Scheduling**, be received;

That Tripspark/Trapeze be awarded the single source purchase of Scheduling Enhancements to Existing Transit Software in an amount of \$137,844 not including HST;

That subject to receipt of the required documents, the Mayor and Clerk be authorized to execute the agreements to award the contract; and

That the Procurement Division be authorized to issue a purchase order.

Department Head: _____

Financial/Legal/HR/Other: _____

Chief Administrative Officer: _____

Background:

In 2017, a request for proposal was awarded to Tripspark/Trapeze for Scheduling Software for Transit Limo Services. Since that time, Transit has been utilizing the NovusDR scheduling Demand Response and DriverMate software to its fullest extent. There is now a need to expand the features of this software to include notification enhancements and a passenger portal to increase efficiencies with scheduling and enable after-hours trip booking capabilities.

By adding these additional software capabilities, it will improve the customer experience by increasing communication, and reducing delays and angst. The addition of the automated customer communication during the trip will keep our riders informed for the trip duration. The addition of the Passenger Portal will allow customers to see available trip time slots, book trips after hours and review upcoming trips. Our aging and mobility challenged clients will greatly benefit from this technology all while not increasing operational or labour costs for the City.

Rationale:

The City currently uses scheduling software from Tripspark/Trapeze for the Limo Service. The enhancements being considered for this single source will complement the existing NovusDR scheduling Demand Response and DriverMate technology currently used within the software. These projects fall under the category of updates and are designed to seamlessly connect with the Demand Response infrastructure system already in place.

Other Alternatives Considered:

No other alternative is being considered as the City currently utilizes the software from Tripspark/Trapeze for Limo transit scheduling. The Purchasing Policy allows for single source purchases of goods that were not included in the initial procurement and for reasons of function or service, one vendor is recommended.

Alignment to Strategic Priorities

The purchase of the software enhancements are in line with the following Strategic Priorities:

An Exceptional Quality of Life

With the enhanced software it will enable the municipality to provide a more responsive, inclusive and informed customer experience for our mobility challenged customers. The greatest impact will be realized under the following two criteria as access to medical appointment transportation will be improved while providing additional opportunity to book trips and access the City's LIMO Service

- Improve the health and well-being of residents
- Increase access to transportation options

Good Government

The additional software portals/options will help increase efficiency and effectiveness of service delivery. The software will increase our customer service hours and help the department find efficiencies by reducing telephone bookings all the while providing an immediate and interactive customer communication experience.

Financial/Operation Impacts:

The budget for the software enhancement was approved in the 2021 capital budget as per the chart below:

Capital Project Number	Project Budget	Other Committed Funds	Capital Project Balance	Purchase Amount (excluding HST)	HST Payable	Total Purchase	Project Balance
921212001	\$148,000	\$0	\$148,000	\$137,844	\$2,426	\$140,270	\$7,730

Any surplus will be dealt with by the Treasury Department according to the Capital Close policy.

Consultations:

Manager of Fleet and Transit
IT Supervisor - Applications

Department Head email: brobinson@kawarthalakes.ca

Department Head: Bryan Robinson

Department File: 2022-04-SS