Staff Report
City of Manhattan Beach

TO: Honorable Mayor Cohen and Members of the City Council

THROUGH: Geoff Dolan, City Manager

FROM: Richard Gill, Parks & Recreation Director
Bruce Moe, Finance Director
Eve Kelso, Recreation Services Manager

DATE: June 16, 2009

SUBJECT: Consideration of the Budgeted Purchase of Paratransit Software for the Parks & Recreation Department from RouteMatch in the Amount of $34,963 using Proposition A Local Transportation Funds

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RECOMMENDATION:
Staff recommends that the City Council award RFP #779-09 to RouteMatch for the purchase of paratransit software in the amount of $34,963 using Proposition A Local Transportation Funds.

FISCAL IMPLICATION:
$35,000 is budgeted in the Proposition A Local Transportation funds to purchase the requested paratransit software solution. These funds are restricted in use to transportation related purposes and support the City's Dial-A-Ride program. If this purchase is approved, funding for future maintenance, support and hosting will be budgeted accordingly (approximately $10,000 annually beginning in FY 2010-2011, also out of Proposition A funds).

DISCUSSION:
The City's Dial-A-Ride transportation program provides curb-to-curb, demand-response transportation service for seniors ages 55 or older and persons of any age who are disabled. The program averages 12,000 trips annually and is open seven days a week. Of the fleet of three Dial-A-Ride buses and one van, three units are typically in operation during weekdays and four for special events. Paratransit software should automate customer trip requests, scheduling, routing, dispatch management, and the mandated Proposition A Local Transportation reporting.

There are many reasons to replace the City's Paratransit software. Most importantly, the existing paratransit software solution is no longer supported by the vendor; the company filed bankruptcy. There is no recourse when the software experiences problems and the system crashes. On occasion, schedules have been lost impacting customers' rides. Dispatch staff cannot keep up with the demand of manual scheduling while the software issues are addressed by Information Systems. Furthermore, the current solution does not provide the National Transit Database (NTD) reporting data required by the Metropolitan Transit Authority which brings in approximately $14,000

annually to the City's Proposition A Fund. This task is being done manually by staff and requires 20 hours per week for compilation and data analysis.   The new solution will require approximately half of the staff time.

Staff posted RFP #779-09 on the City's website and sent bid requests to a total of five vendors. Three responses were received, below is a comparison of the solutions:

Specification	Transit Computing	RouteMatch	Trapeze
Computer assisted scheduling	Yes	Yes	Yes
National Transit Database reporting	Not addressed	Yes	Yes
Integrated GIS scheduling and routing	Yes	Yes	Yes
Helpdesk response time	2 days	Same day	Same day
Capable of integrating future technologies	No	Yes	Yes
In business for more than five years	No	Yes	Yes
Cost	$15,100	$34,963	$41,250

The low bidder, Transit Computing, is new to the marketplace, has only been deployed to one agency located in the Midwest, and offered vague responses to the RFP. Staff has concerns regarding this company's stability and ability to service our account. The other two solutions met the City's specifications, RouteMatch and Trapeze. As such, staff recommends award to RouteMatch based on the specifications and low bid of $34,963. If this purchase is approved, deployment is expected within 60 to 90 days.