



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: JANUARY 7, 2025**
FROM: PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT **WARDS: ALL**

SUBJECT: SERVICE AGREEMENT AMENDING AGREEMENT FOR TOTAL SUPPORT AND MAINTENANCE PROGRAM WITH TRAPEZE SOFTWARE GROUP, INC. FOR THE ROUTEMATCH TS™ SOFTWARE USED BY THE SPECIAL TRANSPORTATION DIVISION IN FISCAL YEAR 2023-24 IN THE AMOUNT OF \$130,117.25 AND AN ADDITIONAL SEVEN MONTHS OF SUPPORT UNTIL JANUARY 31, 2025, IN THE AMOUNT OF \$71,727.13

ISSUE:

Approve the Service Agreement Amending Agreement for Total Support and Maintenance Program with Trapeze Software Group, Inc. of Dallas, Texas, for the RouteMatch TS™ Software used by the Special Transportation Division in the amount of \$130,117.25 for Fiscal Year 2023-24 and an additional seven months of support until January 31, 2025, in the amount of \$71,727.13.

RECOMMENDATIONS:

That the City Council:

1. Approve the Service Agreement Amending Agreement for Total Support and Maintenance Program with Trapeze Software Group, Inc. of Dallas, Texas, for the RouteMatch TS™ Software used by the Special Transportation Division in the amount of \$130,117.25 for Fiscal Year 2023-24 and an additional seven months of support until January 31, 2025, in the amount of \$71,727.13; and
2. Authorize the City Manager, or his designee, to execute the Service Agreement Amending Agreement for Total Support and Maintenance Program with Trapeze Software Group, Inc. for RouteMatch TS™ Software, including making minor and non-substantive changes.

BACKGROUND:

RouteMatch TS™ Software scheduling/dispatching provides the following programs:

1. Optimized and cost-efficient operations and resource management due to automated scheduling and the use of a Geographic Information System (GIS) for routing;
2. Improved customer service by streamlining and simplifying trip booking and information requests; and
3. Reduced errors by maintaining complete and accurate records of client and operational data.

Since the original purchase in 2006, three additional modules were added to the RouteMatch TS™ Software to enhance the efficiency of the system, and to provide a higher level of service for our customers: (1) Mobile Data, (2) Notification System, and (3) Interactive Voice Response. As additional modules were purchased, additional service fees were incorporated into the service agreement.

On July 2020, RouteMatch TS™ Software Inc. was acquired by Uber Technologies, Inc.

On July 6, 2022, TripSpark Technologies, whose parent company is the Trapeze Software Group, Inc. of Dallas, Texas, acquired RouteMatch TS™ Software Inc. from Uber Technologies, Inc.

As a result of RouteMatch's transition through two owners in the past four years, the software program has become antiquated when compared to other similar programs available in the industry.

As a result of potential advances in technology and challenges in receiving the adequate support from our current vendor a Request for Proposal (RFP) was issued to assess whether or not the City was receiving the service that was the most effective and efficient utilizing current technology to schedule and manage transportation services for the senior and disabled population of Riverside.

DISCUSSION:

On January 24, 2006, the City Council approved the purchase of the RouteMatch TS™ Software and licensing agreement based on a competitive procurement process conducted by the County of Merced. This was done in accordance with Purchasing Resolution No. 20942. Section 201(g).

RouteMatch TS™ Software has been a vital tool for the efficient operation of the Transportation Program. However, with this second change in ownership, the Special Transportation Division noticed that the level of service that the City was accustomed to receiving diminished.

In the fall of 2023, the Special Transportation Division of the Parks, Recreation and Community Services Department issued a Request for Proposal No. 2334 (RFP) for a new transportation scheduling software that incorporates the ability to capture and store all recorded video surveillance for a one-year period per State Governmental Code 34090.8(b). The RFP was issued to determine whether or not, the City was receiving a service that was the most effective and efficient utilizing current technology to schedule and manage transportation services for the senior and disabled population of Riverside. On August 6, 2024, the Council awarded RFP No. 2334 for Transportation Scheduling Software to Ecolane USA, Inc.

In order to successfully transition from the current RouteMatch TS™ Software to the new Ecolane Software, it was necessary to renew the Service Agreement with Trapeze Software Group, Inc. for continued support services. This renewal will cover Fiscal Year 2023-24 at a cost of \$130,117.25 and provide seven additional months of support services for RouteMatch TS™ Software, at a cost of \$71,727.13, until January 31, 2025.

With over 18 years of accumulated data within the RouteMatch TS™ Software system, the extension of services will ensure that all data and critical information are properly migrated to the new Ecolane scheduling software. The additional overlap between the two systems is essential to prevent any data loss and maintain service continuity during the transition period.

The delay in finalizing the Amending Service Agreement is due to the name change and the internal processes required to obtain the legal status of the entity. Purchasing Resolution No. 24101 section 1104 Change Order states, “Modifications to a Purchase Order shall be made only by Change Order, except that minor variances of \$200 or less, where the variance is due to sales tax or freight charges may be processed without a Change Order. Subject to the availability of funds, Change Orders may be utilized for purposes of (5) modifying contract completion time or the term of a Contract, and when b) Any Change Order which causes the contract price to exceed the authorization in section 203 hereof, if the Contract and/or Purchase Order was not previously approved by the Awarding Entity.”

The Purchasing Manager concurs that the recommendation is in accordance with Purchasing Resolution No. 24101.

STRATEGIC PLAN ALIGNMENT:

Riverside Connect contributes to **Strategic Priority 6 - Infrastructure, Mobility & Connectivity**, which ensures safe, reliable infrastructure that benefits the community and facilitates connection between people, place, and information.

The transportation service provided by Riverside Connect aligns with the Infrastructure, Mobility and Connectivity Priority, and contributes to **Strategic Goal 6.1** in addressing the transportation needs of the Senior and Disabled residents of Riverside.

This action aligns with the following Cross-Cutting Threads:

1. **Community Trust** – The Special Transportation Division of the Parks, Recreation and Community Services Department operates the Riverside Connect Program. Riverside Connect benefits the City’s diverse populations, and results in greater public good.
2. **Equity** – Riverside Connect ensures that equitable transportation is available to all seniors and disabled residents within the City limits of Riverside.
3. **Fiscal Responsibility** – Riverside is a prudent steward of public funds and ensures responsible management of the City’s financial resources while providing quality public services to all.
4. **Innovation** - This software’s innovative capabilities and amenities have worked for the Division and its residents.

5. **Sustainability and Resiliency** – Riverside Connect is committed to meeting the transportation needs of the present without compromising the needs of the future and ensuring the City’s capacity to persevere, adapt and grow during good and difficult times.

FISCAL IMPACT:

The total fiscal impact of this action is \$201,844.38. The total cost of the annual support services will be funded by Local Transportation Funds and State Transportation Funds received each year upon approval of the City of Riverside’s Short Range Transit Plan. Sufficient funding is budgeted and available in the fund and accounts as listed in the table below.

Fund	Program	Account	Amount
Special Transit	Software Maintenance/Support	5200200-424310	\$129,550.00
	Professional Services	5200200-421000	\$72,294.38
Total			\$201,844.38

Prepared by: Ron Profeta, Transit Manager
 Approved by: Pamela M. Galera, Parks, Recreation and Community Services Director
 Certified as to availability of funds: Kristie Thomas, Finance Director/Assistant Chief Financial Officer
 Approved by: Kris Martinez, Assistant City Manager
 Approved as to form: Jack Liu, Interim City Attorney

Attachment: RouteMatch TS™ Software Amending Agreement