



*City of Arts & Innovation*

# City Council Memorandum

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**TO: HONORABLE MAYOR AND CITY COUNCIL**      **DATE: JULY 6, 2021**

**FROM: PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT**      **WARDS: ALL**

**SUBJECT: END-USER SOFTWARE LICENSE, TRAINING AND IMPLEMENTATION SUPPORT AGREEMENT WITH TRANSTRACK SYSTEMS INC., FOR THE WEB-BASED TRANSTRACK MANAGER™; APPLICATION USED BY THE SPECIAL TRANSPORTATION DIVISION OF THE PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT; IN THE AMOUNT OF \$75,380 FOR FISCAL YEAR 2021/22**

## **ISSUE:**

Approve the End-User Software License, Training and Implementation Support Agreement with TransTrack Systems, Inc, of Cedar Rapids, Iowa, for the web-based TransTrack Manager™ application used by the Special Transportation Division in the amount of \$75,380 for Fiscal Year 2021/22.

## **RECOMMENDATION:**

That the City Council:

1. Approve the End-User Software License, Training and Implementation Support Agreement with TransTrack Systems, Inc, for the web-based TransTrack Manager™ application used by the Special Transportation Division in the amount of \$75,380 for Fiscal Year 2021/22; and
2. Authorize the City Manager, or his designee, to execute the End-User Software License, Training and Implementation Support Agreement with TransTrack Systems, Inc., for the web-based TransTrack Manager™ application, including making minor and non-substantive changes and including the annual renewals as set forth in the agreement.

## **BACKGROUND:**

In December 2005, the Riverside County Transportation Commission (RCTC) approved a sole source agreement with TransTrack Systems, Inc., for the web-based data management system, TransTrack Manager™. As part of the agreement, RCTC provides basic licenses to

the public transit providers it oversees, the City of Riverside Special Transportation Division being one of those providers. RCTC requires the transit operators to report monthly ridership and financial data through TransTrack Manager™. Additionally, the Short Range Transit Plan funding projections and requests are made within the system. TransTrack is an important tool in assisting Staff review the transit operators' performance to ensure compliance with the farebox recovery ratio and other key performance indicators.

In Fiscal Year 2020/21, RCTC allocated State Transit Assistance funds to the City of Riverside Special Transportation Division to cover the cost of upgrading the current TransTrack Manager™ application. The project was included in the Fiscal Year 2020/21 Short Range Transit Plan approved by the City Council on December 15, 2020.

## **DISCUSSION:**

The City of Riverside Special Transportation Division would benefit from upgrading its basic TransTrack Manager™ user license to efficiently aggregate data from multiple sources for enhanced monitoring and reporting of key performance statistics. The upgrade offers a single solution capable of consolidating, displaying, and reporting key performance statistics by:

1. Aggregating and providing tools to manage transit information such as safety and security, customer complaints/commendations, training, and certifications to reduce/eliminate the need for tracking data manually within spreadsheets;
2. Producing reports required for internal and external reporting requirements (e.g., Board, Federal National Transit Database Reporting);
3. Consolidating information from multiple data sources, including fare collection systems, finance systems, and optional Computer Aided Dispatch/Automatic Vehicle Location and Automatic Passenger Counting systems; and
4. Displaying data in a variety of formats for reporting and analysis.

The TransTrack Manager™ application performs as a system consolidator or data warehouse focused exclusively on key transit agency information. Summary data may be imported from an existing system or entered directly into the TransTrack Manager™ application at either the summary or transaction level.

TransTrack Manager™ provides timely access to important information such as hours and miles of service, farebox revenues, ridership, costs, road calls, missed trips, safety incidents, accidents, and schedule adherence. Because key performance and operational data is accessible through one database, the City of Riverside Special Transportation Division will achieve significant operational efficiency by:

1. Eliminating repetitive data entry processes;
2. Reducing the time spent cross-referencing and reconciling the same data from multiple sources;

3. Automating financial processes (e.g., cost and revenue allocations) and operational processes (e.g., incident reporting) to consistently collect, analyze, and report performance data;
4. Streamlining monthly, quarterly, and annual management reporting production processes;
5. Improving management access to transit information for ongoing operational decision-making; and
6. Consolidate data from multiple sources.

The one-time cost of the upgrade under the End-User Software License, Training and Implementation Support Agreement with TransTrack Systems, Inc., for the web-based TransTrack Manager™ application is \$75,380 for Fiscal Year 2021/22. Annual renewals for use of the upgraded license will be contingent upon the Special Transportation's ability to appropriate sufficient funds through its annual allocation of Local Transportation Funds.

The Purchasing Manager concurs that this agreement may proceed under Exception 403.

**FISCAL IMPACT:**

The total fiscal impact of this recommendation is \$75,380. The total cost of the upgrade will be funded by State Transit Assistance, while the annual support services will be funded by Local Transportation Funds received each year upon approval of the City of Riverside's Short Range Transit Plan. The initial payment of \$75,380 for Fiscal Year 2021/22 and subsequent annual payments will be paid using Special Transit Fund, Software Maintenance/Support Account No. 5200200-424310.

Prepared by:	Adolfo Cruz, Parks, Recreation and Community Services Director
Certified as to availability of funds:	Edward Enriquez, Chief Financial Officer/Treasurer
Approved by:	Rafael Guzman, Assistant City Manager
Approved as to form:	Kristi J. Smith, Interim City Attorney

Attachment:	End-User Software License, Training and Implementation Support Agreement
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