

Clause 6 in Report No. 2 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on February 18, 2016.

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York Region Transit (YRT/Viva) Driver Management System  
Contract Award

Committee of the Whole recommends adoption of the following recommendations contained in the report dated January 21, 2016 from the Commissioner of Transportation Services:

1. Recommendations

It is recommended that:

1. Council approve the award of the contract for implementation of York Region Transit (YRT/Viva) driver management system to Trapeze Software Inc., pursuant to the Direct Purchase provisions of the Purchasing Bylaw on the following terms:
  - a) The term of the agreement be for eight years, commencing on March 1, 2016 through December 31, 2023 to align with the term of the current support and maintenance contract.
  - b) The Region pay Trapeze Software Inc. an upset limit of \$491,356, excluding taxes, for the software licenses, system implementation and training services.
  - c) The Region pay Trapeze Software Inc. an additional \$242,651, excluding taxes, for annual software support and maintenance over the duration of the eight year contract.
2. Council authorize the Commissioner of Transportation Services to execute the agreement on behalf of the Region.

## 2. Purpose

This report seeks Council approval for the award of contract for the implementation of York Region Transit (YRT/Viva) driver management system to Trapeze Software Inc. (Trapeze). The report also seeks approval for the payment of annual software support and maintenance to Trapeze Software Inc., for the duration of 8 years effective March 1, 2016, which aligns with the term of current support and maintenance contract.

In seeking the authority, this report also requests approval of a Direct Purchase pursuant to the provisions of Section 9 of the Purchasing Bylaw, on the basis that the paramount consideration is compatibility with the existing driver management system implemented for other contractors and there is only one entity reasonably capable of providing the deliverables.

## 3. Background

Trapeze Software Inc. is an industry-recognized supplier of Transit scheduling and other related software

Trapeze Software Inc. is the supplier of various scheduling software systems widely used by many Transit agencies worldwide. Some software application examples include generation of transit schedules, work assignments for buses, work force management for drivers and payroll.

The scheduling software supplied by Trapeze Software Inc. has been in use by YRT/Viva since the amalgamation of public transit services in 2001. In January 2005, Council approved the Trapeze suite of products as the standard scheduling and traveller information system to be used by YRT/Viva. Since then, Council has approved the purchase of additional modules, pursuant to the Direct Purchase provisions of the Purchasing Bylaw, to better manage YRT/Viva services.

Trapeze Software Inc. has been providing reliable and consistent service to YRT/Viva since the initial implementation in 2001. Purchase of additional licenses and continued use of software systems supplied by Trapeze Software Inc. will ensure reliable and high quality transit services to our customers.

Driver management system has been in use by a few of YRT/Viva's operations and maintenance (O&M) contractors since 2005, and provides the following benefits

Driver management system allows YRT/Viva operations and maintenance contractors to assign work assignments and better manage driver performance, work assignments, timekeeping, payroll and other tasks.

Trapeze's driver management system includes the following modules:

- Work force management for drivers – optimize productivity of drivers
- Employee attendance and timekeeping – tracks employees attendance and work hours
- Work shift selection – allows drivers to select their work shift for operating their bus
- Driver work assignment – allows the contractors to assign service routes to drivers
- Operations dispatching – monitors and tracks bus and driver assignments
- Payroll – tracks and controls driver working hours and produces input to payroll
- Reporting – generates various reports to track employee performance, work hours, payroll and other transaction history

#### 4. Analysis and Options

Under the new operations and maintenance contracts, all contractors must use driver management system

The implementation of the driver management system supplied by Trapeze Software Inc. is required as the new YRT/Viva operations and maintenance contracts include a mandatory provision that all contractors use the system.

Driver management system provides many benefits such as consistency and uniformity in dealing with drivers among all contractors.

Additional licenses and implementation services are required due to changes in contractors and purchase of new vehicles/drivers for expansion of services

YRT/Viva has renewed or awarded new operations and maintenance contracts in the last few years, and will be renewing the north and the south-east division

York Region Transit (YRT/Viva)  
Driver Management System Contract Award

contracts in 2016. Addition of new buses and expansion of services requires hiring of new drivers by the contractors.

Due to projected service growth with vivaNext rapidway expansion, Viva Network Expansion Plan, Spadina Subway extension, frequent transit network and Metrolinx-supported Regional Express Rail, additional vehicles and drivers will be required hence, additional licenses for the driver management system.

In June 2015, Council approved a software support and maintenance contract to 2023

Trapeze suite of products used by YRT/Viva are proprietary in nature and staff require continuous support from Trapeze Software Inc. to maintain its daily operations. YRT/Viva has an existing support and maintenance contract with Trapeze. Software support and maintenance contracts for proprietary systems are common in information the technology industry to maintain continuity of services being provided to customers. Under the existing agreement, Trapeze Software Inc. provides the following services to YRT/Viva:

- Ensures the software operates in conformity with the descriptions and specifications of the software
- Provides telephone support, in the form of technical assistance and advice on the use and configuration of the software, if any error is detected by YRT/Viva
- Corrects software deficiencies within a timeframe as agreed between YRT/Viva and Trapeze based on severity of the deficiency
- Provides YRT/Viva with minor upgrades to the software at no additional charge
- Makes other generic developments such as reports, interfaces and configuration changes available to YRT/Viva
- Provides 24/7 support

Implementation of driver management system at YRT/Viva's operations and maintenance contractors will require an amendment to the existing support and maintenance agreement with Trapeze Software Inc. at an additional cost.

## Link to key Council-approved plans

Technology implementation and advancement are an integral component of managing the Department's technology needs in a safe and efficient manner. Continued use and support of existing systems align with the following 2015 to 2019 Strategic Plan goals:

- Continue to deliver and sustain critical infrastructure – through technology systems used to collect data and model systems
- Manage the Region's finances sensibly – working to optimize decision making to ensure programs are managed and audited efficiently and within corporate guidelines
- Strengthen organizational capacity – through implementation of best practices, continuous improvement and efficient use of existing systems

Continued use and support of existing systems also aligns with the YRT/Viva 2016-2020 Strategic Plan:

- Use the most effective vehicle scheduling methods to ensure efficient fleet use
- Use innovative service planning methods to ensure the most effective matching of service delivery methods to customer demand

Implementation of driver management system supports these goals by creating process automation and operational efficiency that help to provide a reliable transportation service.

## 5. Financial Implications

The estimated cost for the additional driver management system licenses, implementation services and maintenance and support cost is \$734,007, excluding taxes

Table 1 provides a summary of the cost of software licenses and implementation for driver management system.

**Table 1**  
**Trapeze Driver Management System**  
**Licenses and Implementation Services**

Description	Miller Cost	TOK Cost
Licenses	\$111,949	\$ 58,307
Implementation	84,975	84,975
Training and go live support	25,575	25,575
Other support services	50,000	50,000
<b>Subtotal</b>	<b>272,499</b>	<b>218,857</b>
<b>Total Cost</b>		<b>\$ 491,356</b>

Table 2 provides a summary of the estimated software maintenance and support costs to be paid from March 1, 2016 to December 31, 2023.

**Table 2**  
**Trapeze Driver Management System Maintenance and Support**

Description	Miller Cost	TOK Cost
Maintenance and Support	\$ 166,607	\$ 76,044
<b>Total Cost</b>		<b>\$ 242,651</b>

These costs are consistent with comparable transit agencies. Sufficient capital and operating funding is contained in the 2016 to 2023 Business Plan and Budget for this project.

6. Local Municipal Impact

Implementation and continued use of driver management system for all YRT/Viva operations and maintenance contractors will ensure timely, safe and reliable customer service to York Region residents.

## 7. Conclusion

Trapeze Software Inc. has been providing reliable and consistent service to YRT/Viva since initial installation in 2001. Compatibility with the existing driver management system and continued use of existing interfaces with other software systems is of paramount consideration and therefore, a competitive procurement process may not be a practical nor financially feasible option.

It is recommended that Trapeze Software Inc. be awarded the contract for the licenses and implementation of driver management system be approved for a total cost of \$491,356 excluding taxes.

It is also recommended that the Region pay Trapeze Software Inc. for annual software support and maintenance an additional \$242,651 excluding taxes and the duration of contract be eight years, from March 1, 2016 to December 31, 2023.

For more information on this report, please contact Rajeev Roy, Director, Business Planning and Technology at ext. 75682.

The Senior Management Group has reviewed this report.

January 21, 2016

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Accessible formats or communication supports are available upon request