STATEMENT OF WORK
REGIONAL RIDESHARE SYSTEM DEVELOPMENT AND SUPPORT SERVICES
(FY 15 TO FY 17)

INTRODUCTION

The Los Angeles County Metropolitan Transportation Authority (Metro) is seeking the services of Trapeze Group and Inland Transportation Services, Inc. to provide rideshare system development and support services for the three-county region composed of Metro, the Orange County Transportation Authority (OCTA), and the Ventura County Transportation Commission (VCTC), also known as the County Transportation Commissions (CTCs). The rideshare system and support services provided under this contract will ensure the partner CTCs are able to continue offering a cost effective service to regulated worksites and commuters in need of rideshare services.

PROJECT OVERVIEW

Since 2003, the regional partners have provided worksites regulated by the Southern California Air Quality Management District (AQMD) and the Ventura County Air Pollution Control District (VCAPCD) support with implementing their Employer Commute Reduction Programs (ECRP), more specifically, assistance with their employee surveying process and reporting of their Average Vehicle Ridership (AVR). In addition, commuters have benefitted from the regional rideshare system by accessing online carpool and vanpool matching, transit options, and bicycling information.

The regional rideshare system uses a software package called RidePro and is licensed by Trapeze Group. In order to operate an efficient system across the region and be able to communicate the needs of each CTC, the partners have relied on ITS to manage the system and communicate directly with Trapeze on behalf of the counties. This project will allow the CTCs the continued use of RidePro with regional management from ITS for the next three years. The costs of the project will be divided by the three partner agencies according to the 2010 Census population split (Metro 72%, OCTA 22%, and VCTC 6%).

SCOPE OF WORK

Section 1: Services Provided by Trapeze Group

Trapeze will be responsible for providing Metro (licensee) and OCTA and VCTC (sublicensees) with the software, maintenance, and hosting required to continue supporting regulated worksites and commuters within each of their counties. The services provided will be aligned to the *Software License and Maintenance Agreement* between Trapeze and Metro, which has been included as Attachment B to the Memorandum of Understanding (MOU).

<u>Task 1. RidePro License</u>

The gross licenses for RidePro will include RidePro Admin, RidePro Web, and RidePro AVR.

1. Each CTC license includes the right for up to five administrative staff logins and will include commuter registrants living and/or working in Los Angeles, Orange, and Ventura counties.
2. The licenses will be limited by the database sizes as measured by the count of active registered commuters.

<u>Task 2. RidePro Maintenance</u>

Ongoing maintenance will be required to ensure the appropriate operation of RidePro Admin,

RidePro Web, and RidePro AVR.

1. In the event that an error is detected or the RidePro software becomes inaccessible, Trapeze will provide reasonable support services, Monday through Friday (except during major holidays) from 8am to 8pm EST. Trapeze will also provide access to its software support website.
2. Maintenance fees will be assessed on a fiscal year basis, from July 1 to June 30, covering a 12-month term.
3. Fees are based on a three-year commitment and may increase (less than 5%) in Year 2 and Year 3.

Task 3. RidePro Hosting

Trapeze will be using BlueBridge Networks Data Center (Cleveland, Ohio) to host the RidePro database for the three-county region. A specific description of the hosting services provided by BlueBridge is included in Attachment B (*Software License and Maintenance Agreement* between Trapeze and Metro).

1. Hosting services will include: Database software required for hosting RidePro and the regional rideshare database, database security, and data center server operation.
2. The database will be accessible to the CTCs and fully operational 24 hours a day, seven days a week, except during periods of scheduled maintenance.

Task 4. Transition Implementation Fees

In addition to the ongoing tasks required for the continued use of RidePro, there will be a one-time task necessary for the establishment of the regional rideshare system database under the direction of Metro, OCTA, and VCTC.

1. Trapeze will obtain a copy of the current database (RidePro3), move it to Trapeze servers, and generate logins for staff users.
2. Modify the web site address to reference the individual CTCs.
3. Reconfigure email function of the database so that the messages are disseminated appropriately.
4. Manage and oversee the transition and provide necessary support.

Section 2: Services Provided by Inland Transportation Services, Inc.

ITS will be responsible for managing the regional rideshare database on behalf of and in partnership with the CTCs and will represent the needs of the CTCs in communicating with Trapeze. ITS will also ensure that the CTCs are informed of the software upgrades available from Trapeze and throughout the industry.

Task 1. Manage and Coordinate the Regional Rideshare Database

ITS staff will ensure that the regional rideshare database is functioning appropriately and in accordance with the *Software License and Maintenance Agreement* from Trapeze (Attachment B). ITS will also coordinate communication between the CTCs and assist in resolving inconsistencies or issues that may arise as a result of implementing a regional rideshare database.

1. Facilitate collaborative policy decisions relating to operational and procedural functionality of the regional rideshare system.
2. Provide liaison between Trapeze and the CTCs and the various regulatory agencies in the region, including AQMD, VCAPCD, and the City of Santa Monica.
3. Produce monthly rideshare services reports in collaboration with and as specified by the CTCs, which will include database activity and summary of problems. Current reports will be modified to be reflective of new needs.
4. Purge aged records on a monthly basis as described below:
    - Metro and OCTA – All records with no login or activity within 15 months,
    - VCTC – Every six months delete records over 24 months.

Task 2. Provide Technical Support Services to CTC Staff

Provide assistance with troubleshooting of problems related to functionality of the RidePro software. Provide training or instructional materials (in coordination with Trapeze) on new programs and functions to CTC staff. ITS will also manage the testing and installation of enhancements, and ensure that they comply with the various regulatory agencies in the region, including AQMD, VCAPCD, and the City of Santa Monica.

1. Monitor the database functionality on a daily basis, including error logs, system downtime, determine appropriate steps to resolve issues, and communicate these to Trapeze and the CTCs.
2. Provide technical support to online/telephone inquiries from CTCs on a daily basis and assess source of reported problems, determine appropriate actions, and facilitate resolution by appropriate CTC staff or with Trapeze.
3. Provide RidePro training to new CTC employees possibly at CTC offices, ITS office in Riverside, CA or by webinar. In addition, provide support training to existing CTC staff regarding ongoing RidePro developments and enhancements.
4. Coordinate the testing and installation of product enhancements, including customized programming authorized by CTCs.

<u>Task 3. Provide Ongoing Evaluation of RidePro and Recommendations</u>

Evaluate the functionality and features of RidePro and determine if they are meeting the needs of the CTCs. Also, ITS will research and maintain a working knowledge of other industry related software programs and inform the CTCs on the latest industry trends and potential enhancements, which may be incorporated into the regional rideshare system.

1. Attend the annual Trapeze User Conference and prepare a written report as to the latest developments and enhancements.
2. Attend the annual ACT National Conference in order to evaluate other industry ridematching and AVR software programs. Prepare overview of the software programs, highlighting deficiencies and potential enhancements for consideration.
3. Provide ongoing evaluation of ridematching and AVR software programs by participating in demonstrations, online research and discussions with various software vendors and user clients.