



PASS Mobile Application Module

Presented to: Organizational, Services &
Performance Monitoring Committee
January 7, 2025

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Project Overview

- GCRTA currently utilizes Trapeze PASS Software applications to manage its Demand Response Transit Services for Scheduling & Dispatch.
- GCRTA is seeking to purchase and implement the Trapeze PASS Mobile Application Module for its Demand Response Customers.
- Over 4,000 active Paratransit Clients took 670,000 passenger trips in 2024.

Paratransit Mobile App Justification

GCRTA will launch a mobile app for Paratransit customers

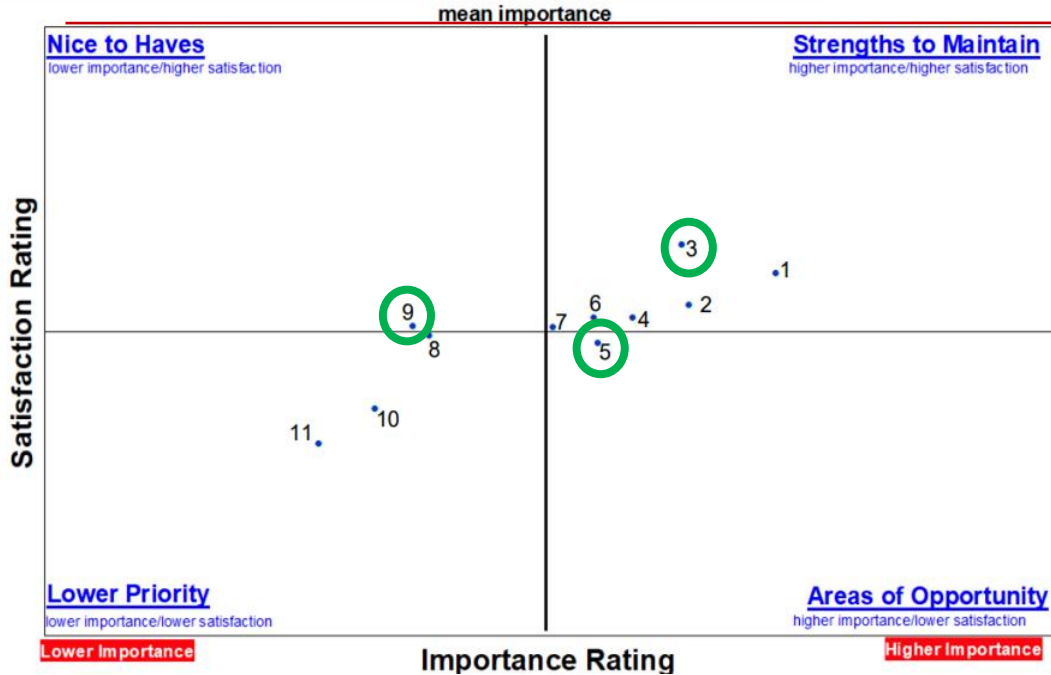
- Allows customers to schedule, cancel, and track vehicle location
- Increases customers confidence and perceived safety
- Improves the Customer Experience
- Will improve Reservation and Dispatch Call Centers

Operational Priorities

- Leverage Scheduling Technology
- Improve the Customer Service Experience
- Modernize Communication Technology
- Increase on-time performance (OTP)
- Reduce on-board travel times (OBT)

Key Driver Analysis

Improvements in the "Areas of Opportunity" will most efficiently move the needle by bringing customers more satisfaction in what they value.



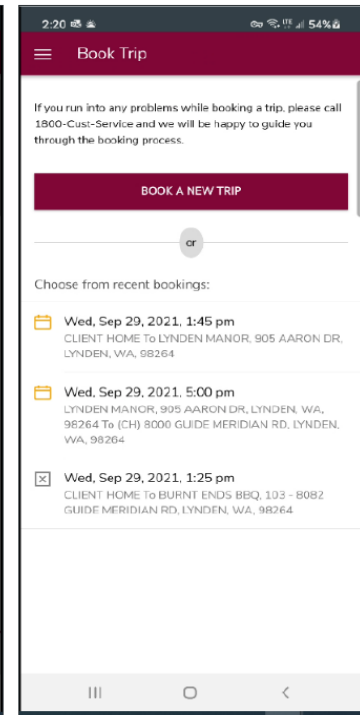
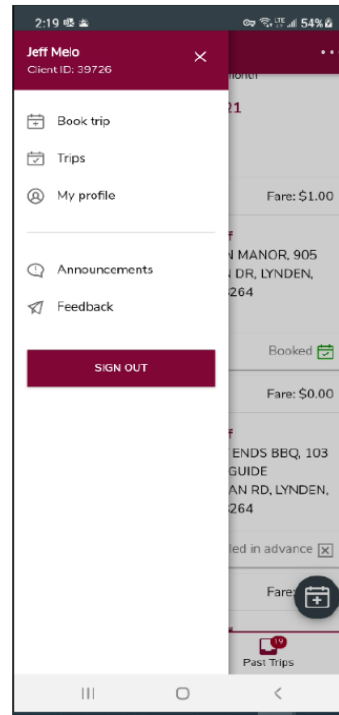
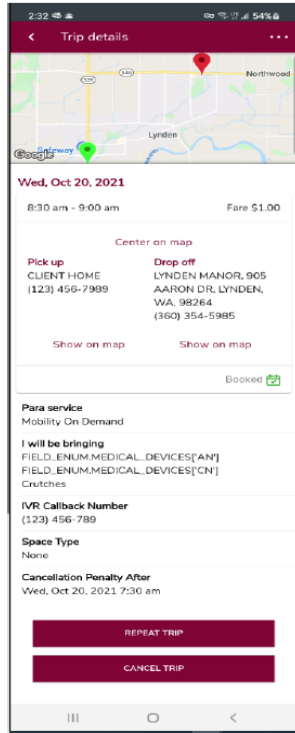
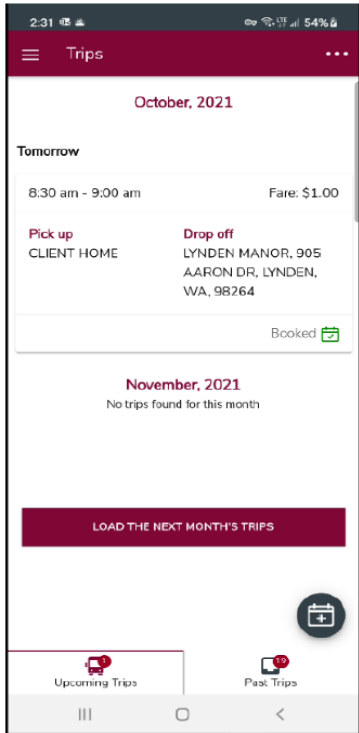
Legend

1. Safety on the vehicle
2. Operators driving safely
3. Safety while boarding
4. Vehicle cleanliness
5. Vehicles arriving on time
6. Travel time
7. Operators being friendly & helpful
8. Paratransit being priced fairly
9. Ease & convenience of scheduling a trip
10. Vehicle comfort
11. Concerns & complaints being resolved quickly

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Pass Mobile App



Greater Cleveland Regional Transit Authority



Paratransit Strategic Roadmap

- Web scheduling upgrade project (estimated late summer)
- Paratransit App Implementation (late 2025)

Procurement Overview

Non-competitive purchase with Trapeze Software Group, Inc.

- R.C. 306.43 (H)
 - Trapeze is the developer and original provider of the Authority's PASS software
 - Proprietary Software

Procurement Overview

- Procurement requested a proposal August 16, 2024
- A proposal was received October 4, 2024
- A 0% DBE goal was assigned to this project
- Proposal was reviewed by representatives from Paratransit, Information Technology and Procurement.

Procurement Overview

Firm's Experience

- Pioneers in providing intelligent transportation systems
- Serving transit for over thirty (30) years
- Over forty (40) offices worldwide
- Support 135+ large transit agencies across North America

Procurement Overview

Trapeze Software Clients

- GCRTA, Central Ohio Transit Authority (COTA), Capital Area Transit Authority (CATA), Southwest Ohio Regional Transit Authority (SORTA), Dallas Area Rapid Transit (DART), Massachusetts Bay Transportation Authority (MBTA), Maryland Transit Authority (MTA), Nashville Metropolitan Transit Authority (WeGo) and Pace Suburban Bus (Suburban Chicago), among many others.

Procurement Overview

Precursor – Upgrade to v.21 (required)

- Included in Maintenance Agreement
- Will run in parallel.

Trapeze Pass – App proposed costs are:

Item	Description	Price (USD)
1	License Fees	\$73,972
2	Implementation Services	\$96,950
	Total Cost	\$170,922

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Procurement Overview

Recommendation:

- Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award for Trapeze PASS Mobile Application Module and services to Trapeze Software Group, Inc. in a negotiated contract amount not to exceed \$170,922.00.

Questions

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