

**INDIAN RIVER COUNTY, FLORIDA**

**M E M O R A N D U M**

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**TO:** Jason E. Brown  
County Administrator

**THROUGH:** Phillip J. Matson, AICP  
Community Development Director

**FROM:** Brian Freeman, AICP  
MPO Staff Director

**DATE:** March 5, 2021

**SUBJECT:** Senior Resource Association Fixed Route Computer Aided Dispatch/Automatic Passenger Counting & Demand Response Scheduling System

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It is requested that the information herein presented be given formal consideration by the Board of County Commissioners at its regular meeting of March 16, 2021.

**DESCRIPTION, CONDITIONS, & ANALYSIS**

Indian River County is the Designated Recipient of state and federal transit funding for the Sebastian-Vero Beach urbanized area. Those funds are passed through to the Senior Resource Association (SRA), Indian River County's designated transit service provider, which operates the GoLine (fixed route) and the Community Coach (demand response) transit services.

On October 16, 2020, SRA issued a Request for Proposals (RFP) for qualified vendors to provide a new Integrated Computer Aided Dispatch/Automated Vehicle Locator/Automatic Passenger Counter (CAD/AVL/APC) system. This software is an essential component for the efficient operation of a public transportation system. Among its many functions, the software is used to schedule "door-to-door" (Community Coach trips), maintain a database of all Community Coach clients, track the real-time GPS location of all transit vehicles, count all GoLine passenger boardings for required ridership reports, and provide a mobile smartphone app for transit users.

Three proposals were received, reviewed, and scored by an RFP Review Committee comprised of SRA and County staff. Demonstrations by all three proposing firms were held, and a final ranking was developed. The final rankings established by the committee are listed below. (RouteMatch, the current vendor, did not submit a proposal.)

<u>Ranking</u>	<u>Proposer</u>
1	Transloc/Ecolane
2	Connexionz/CTS
3	Engie/RideCo

The RFP Review Committee scored Transloc/Ecolane the highest based on its combination of software capability and value. In particular, it will provide an enhanced customer experience allowing Community Coach clients the option to self-schedule trips and a smartphone app for GoLine passengers to use for trip planning.

Federal Transit Administration (FTA) Section 5307 grant funds will be used to pay for the technology update. The five-year cost for the system is \$679,389 (or an average cost of \$135,878). Those costs include initial hardware/software setup costs (which are considered capital expenses) as well as annual maintenance fees (which are considered operating expenses).

Because SRA receives the funds necessary for this purchase via the County as a pass-through agency, SRA has requested approval of the ranking and ultimate purchase.

**FUNDING**

Grant funds from the Federal Transit Administration’s (FTA) Section 5307 program will be used to pay for the technology update. Through the Section 5307 program, FTA covers 100% of all capital expenses and 50% of all operating expenses. Sufficient funds are available in the County’s existing Section 5307 grants to cover the expenses associated with the technology update.

**RECOMMENDATION**

Staff recommends the Board approve the committee’s final rankings and concur with SRA’s selection of Transloc/Ecolane to provide the system.