City Clerk's Department • Bureau du Greffier

January 21, 2019

[redacted]

Re: Request for access to information under Part 2 of *The Freedom of Information and Protection of Privacy Act*: Application Number 18 10 933

[redacted]

I have now had an opportunity to consider your request for the following request, received October 22, 2018:

> *All bids/proposals responsive to the Software to Replace Handi-Transit Scheduling and CM System (65-2016) procurement, and all relevant scoring information. If the information exists electronically, whole or in-part, I would like to receive the information in that way. Please advise of any costs associated with this request.*

On December 20, 2018, I wrote to you advising that a 30-day extension was required to complete a consultation with third parties since the records you requested may contain information the disclosure of which might affect their business interests. After considering the representations of the third parties and all relevant circumstances, access to these records is granted in part. The responsive records identified for this request were proposals submitted by Giro, RouteMatch, and Trapeze:

- Access to the Giro proposal is refused under section 18(1)(a)(b)(c)(i)(ii)(iv).
- Access to the RouteMatch proposal is granted in part, with severing under section 18(1)(b).
- Access to the Trapeze proposal is granted in part, with severing under section 18(1)(a)(b)(c)(i)(ii)(iv).

A copy of section 18 is enclosed which provides more information about each subsection mentioned. In short, the proponents provided representations indicating that information within the proposals (as listed above), if disclosed, would harm their business interests. You will be given access to copies of the RouteMatch and Trapeze, with severing applied, unless those third parties make a complaint to the Manitoba Ombudsman within 21 days of them being notified of my access decision. Section 59(1) of the *Act* provides that you may make a complaint about this decision to the Manitoba Ombudsman. You have 60 days from the receipt of this letter to make a complaint on the prescribed form to the Manitoba Ombudsman (mail: 750-500 Portage Avenue, Winnipeg, MB, R3C 3X1; telephone: 204-982-9130 or 1-800-665-0531).

If you have any questions, please call me at (204) 986-3141.

Sincerely,

Denise Jones

Access and Privacy Coordinator

DIVISION 3: MANDATORY EXCEPTIONS TO DISCLOSURE

BUSINESS INTERESTS OF THIRD PARTIES

Disclosure harmful to a third party's business interests

18(1) The head of a public body shall refuse to disclose to an applicant information that would reveal

(a) a trade secret of a third party;
(b) commercial, financial, labour relations, scientific or technical information supplied to the public body by a third party, explicitly or implicitly, on a confidential basis and treated consistently as confidential information by the third party; or
(c) commercial, financial, labour relations, scientific or technical information the disclosure of which could reasonably be expected to
    (i) harm the competitive position of a third party,
    (ii) interfere with contractual or other negotiations of a third party,
    (iii) result in significant financial loss or gain to a third party,
    (iv) result in similar information no longer being supplied to the public body when it is in the public interest that similar information continue to be supplied, or
    (v) reveal information supplied to, or the report of, an arbitrator, mediator, labour relations officer or other person or body appointed to resolve or inquire into a labour relations dispute.

Tax return information

18(2) The head of a public body shall refuse to disclose to an applicant information about a third party that was collected on a tax return or for the purpose of determining tax liability or collecting a tax.

Exceptions

18(3) Subsections (1) and (2) do not apply if

(a) the third party consents to the disclosure;
(b) the information is publicly available;
(c) an enactment of Manitoba or Canada expressly authorizes or requires the disclosure; or
(d) the information discloses the final results of a product or environmental test conducted by or for the public body, unless the test was done for a fee paid by the third party.

Disclosure in the public interest

18(4) Subject to section 33 and the other exceptions in this Act, a head of a public body may disclose a record that contains information described in subsection (1) or (2) if, in the opinion of the head, the private interest of the third party in non-disclosure is clearly outweighed by the public interest in disclosure for the purposes of

(a) public health or safety or protection of the environment;
(b) improved competition; or
(c) government regulation of undesirable trade practices.

City Clerk's Department • Bureau du Greffier

January 22, 2019

[redacted]

Re: Request for access to information under Part 2 of *The Freedom of Information and Protection of Privacy Act*: Application Number 18 10 933

[redacted]

In my letter dated January 21, 2019, I failed to mention and provide an access decision on the "relevant scoring information" portion of your request. This was an unintentional oversight. This letter serves as an addendum to my January 21, 2019, letter.

Our search identified "165-2016 Report 1a" as responsive to the "relevant scoring information" portion of your request. The report itemizes and tallies the scoring of each proposal. Access to this report is refused in full under section 28(1)(a)(c)(ii). It is not reasonable to sever the excepted information in this case, because, once the excepted information is severed, the remainder of the record is not meaningful.

Disclosure harmful to economic and other interests of a public body

28(1) The head of a public body may refuse to disclose information to an applicant if disclosure could reasonably be expected to harm the economic or financial interests or negotiating position of a public body or the Government of Manitoba, including the following information:

(a) a trade secret of a public body or the Government of Manitoba;

(c) information the disclosure of which could reasonably be expected to

(ii) prejudice the competitive position of

a public body or the Government of Manitoba

Section 28 is a discretionary exception intended to protect the City from harm to its economic interests. The information requested constitutes a trade secret under FIPPA and, if disclosed, the information would harm the City's competitive position.

You have 60 days from the receipt of this letter to make a complaint on the prescribed form to the Manitoba Ombudsman (mail: 750-500 Portage Avenue, Winnipeg, MB, R3C 3X1; telephone: 204-982-9130 or 1-800-665-0531).

If you have any questions, please call me at (204) 986-3141.

Sincerely,

Denise Jones

Access and Privacy Coordinator

Technical Proposal for City of Winnipeg

Request for Proposal No. 165-2016 Supply and Installation of Software to Replace Handi-Transit Scheduling and Client Management System

Submitted By:

RouteMatch Software
96 Spadina Ave, Suite 502
Toronto, Ontario
M5V2J6
(905) 467-0503
www.routematch.ca

Submitted On:

June 1, 2016

Valid for 90 Days

Confidentiality Notice

The information contained in this proposal is intended only for evaluation by The City of Winnipeg (The City) or its agents for the purpose of consideration of a contract with RouteMatch Software, Inc. for software and services as described in this cost proposal. RouteMatch Software considers all information contained herewith to represent trade secrets and confidential business information. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, or by any information or retrieval system, except as expressly related to the evaluation process performed by The City and permitted in writing by RouteMatch Software.

Any questions regarding confidentiality should be sent to Attention, Richard Jo, Director of Business and Legal Affairs, RouteMatch Software, Inc., 1201 West Peachtree Street, Suite 3300, Atlanta, GA 30309.

Table of Contents

FORM A: PROPOSAL
(See B7.3)

1. Contract Title

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND CLIENT MANAGEMENT SYSTEM

2. Proponent

RouteMatch Software, Inc.
Name of Proponent

Usual Business Name of Proponent as it appears on Invoice (if different from above)

96 Spadina Ave. – Suite 502
Street

Toronto	Ontario	M5V2J6
City	Province	Postal Code

(Mailing address if different)

rob.bryans@ routematch.com
Email Address of Proponent

404-898-1145
Facsimile Number

1201 W. Peachtree Street NW, Ste. 3300
Street or P.O. Box

Atlanta	Georgia (USA)	30309
City	Province	Postal Code

84444 6906 RP0001
GST Registration Number (if applicable)

(Choose one)

The Proponent is:

☐ a sole proprietor

☐ a partnership

☑ a corporation

carrying on business under the above name.

3. Contact Person

The Proponent hereby authorizes the following contact person to represent the Proponent for purposes of the Proposal.

Rob Bryans	Director of Sales and Business Development
Contact Person	Title

(404) 973-2886	404-898-1145
Telephone Number	Facsimile Number

4. Definitions

All capitalized terms used in the Contract shall have the meanings ascribed to them in the General Conditions and D4.

5.	Offer	The Proponent hereby offers to perform the Work in accordance with the Contract for the price(s), in Canadian funds, set out on Form B: Prices, appended hereto.
6.	Execution of Contract	The Proponent agrees to execute and return the Contract no later than seven (7) Calendar Days after receipt of the Contract, in the manner specified in C4.
7.	Commencement of the Work	The Proponent agrees that no Work shall commence until he/she is in receipt of a notice of award from the Award Authority authorizing the commencement of the Work.
8.	Contract	The Proponent agrees that the Request for Proposal in its entirety shall be deemed to be incorporated in and to form a part of this offer notwithstanding that not all parts thereof are necessarily attached to or accompany this Proposal.
9.	Addenda	The Proponent certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract:

No.		Dated
	1	April 28, 2016
	2	May 4, 2016
	3	May 18, 2016

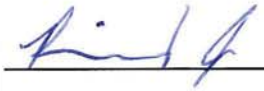
10.	Time	This offer shall be open for acceptance, binding and irrevocable for a period of one hundred and twenty (120 Calendar Days following the Submission Deadline.

11. Signatures

The Proponent or the Proponent"s authorized official or officials have signed this

24th day of May, 2016.

Signature of Proponent or
Proponent's Authorized Official or Officials



Richard Jo, Director of Business and Legal Affairs
(Print here name and official capacity of individual whose signature appears above)

(Print here name and official capacity of individual whose signature appears above)

Winnipeg

Corporate Finance Department
Materials Management Division

165-2016 ADDENDUM 1

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND CLIENT MANAGEMENT SYSTEM

ISSUED: April 28, 2016
BY: Josie Fernandes
TELEPHONE NO. 204 - 986-5329

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

FORM N: Scheduling System Functional Requirements and Specifications

Replace: Form N: Scheduling System Functional Requirements and Specifications with **Form N (R1): Scheduling System Functional Requirements**

Corporate Finance Department
Materials Management Division

165-2016 ADDENDUM 2

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND CLIENT MANAGEMENT SYSTEM

ISSUED: May 4, 2016
BY: Josie Fernandes
TELEPHONE NO. 204 - 986-5329

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART B – BIDDING PROCEDURES

Revise: B2.1 to read:

B2.1 **The Submission Deadline is 12:00 noon. Winnipeg time, June 1, 2016.**

Monroe Transit

ADDENDUM NO. 2

TO: All Vendors

FROM: Marc Keenan, Monroe Transit General Manager

SUBJ: RFP No. MTS - ITSBA: Intelligent Transportation Systems Base Architecture

DATE: May 22, 2016

This Addendum No. 1 modifies the Request for Proposals only in the manner and to the extent as stated herein:

ITEM ONE: QUESTIONS & ANSWERS:

1. **How many concurrent users will be in the system at peak hours?**

   A.1 We will have 16 concurrent users during peak hours.

2. **The vehicle list has 24 vehicles, are all of these fixed route? If so, how many paratransit vehicles do you have as well?**

   A.2 We have 21 fixed route and 3 paratransit vehicles.

3. Section B, subset IV, letter C states "Hanover and Luminator Destination Signs, GFI Odyssey Fareboxes, on-board security camera systems, module-based multiplex vehicle control systems." Can you provide a list of what is required, and what is the make/model of each hardware item on each bus? Will hardware need to be provided for any of these or is it just integration with what is currently there? Also, can you list if they are J1708 capable buses? Just adding onto the current list of vehicles you have should work.

   A.3 I will send this information NLT 5/24/16.

4. **Section B, subset IV, letter D is in reference to automated passenger counters. Even though it's an optional piece, would MTS desire to capture passenger counts and fare collections manually through the mobile tablet on the vehicle?**

   A.4 Yes, unless there is another option. Other options may be recommended.

5. **Can you please clarify that this RFP is requesting dispatching software for fixed route and paratransit operations?**

   A.5 The RFP is more extensive than just a dispatching software system. This request is seeking a system that tracks vehicle location via mapping; allows for automatic vehicle announcements; provides on-time performance information, etc. Details are described in the attached RFP.

6. **Can you also let me know if there is an existing software that is currently being used for dispatching of the fixed route and paratransit operations and if so what operating system it is?**

   A.6 We currently are using Doublemap on the fixed route service and Novus on our paratransit service. We plan on continuing usage of the Novus system on our paratransit service.

7. **Please see below Solicitation Schedule. Please note. We extended the questions submission through Friday, May 27, 2016.**

Activity	Date
Request for Proposal (RFP) issued	May 10, 2016
Advertisement in media	May 10, 2016
Questions will be received NLT	May 27, 2016
RFP due date	Jun 6, 2016 NLT 1pm
Interviews, if necessary	NLT June 20, 2016
Selection of vendor(s) by the City of Monroe	June 30, 2016
Award of contract(s)/ Notice to Proceed	July 6, 2016
Contract Completion	September 6, 2016

BIDDER SHALL ACKNOWLEDGE RECEIPT OF ADDENDUM NO. 1 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THE BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

AUTHORIZED SIGNATURE

RouteMatch Software, Inc.

FIRM

5/25/2016

DATE

Winnipeg

Corporate Finance Department
Materials Management Division

165-2016 ADDENDUM 3

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND CLIENT MANAGEMENT SYSTEM `

ISSUED: May 18, 2016
BY: Josie Fernandes
TELEPHONE NO. 204 - 986-5329

URGENT

PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE REQUEST FOR PROPOSAL

THIS ADDENDUM SHALL BE INCORPORATED INTO THE REQUEST FOR PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS

Template Version: AV20150501

Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Request for Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 9 of Form A: Proposal may render your Proposal non-responsive.

PART A – PROPOSAL SUBMISSION

Replace: 165-2016 Proposal Submission with 165-2016 Addendum 3 - Proposal Submission. The following is a summary of changes incorporated in the replacement Proposal Submission:

New Item 5: **CAD/AVL hardware (if applicable) as per Requirements and Specifications**

Numbering on some items may be changed as a result.

CONTRACT RENEWAL NO. Extension No. 1

This amendment by and between the Supplier and State Entity defined below shall be effective as of the date this Amendment is fully executed. To the extent the contract requires the State Entity to issue a Notice of Award Amendment for purposes of exercising the renewal option, this written document shall serve as such Notice of Award Amendment.

STATE OF GEORGIA CONTRACT	
State Entity's Name:	Georgia Department of Transportation
Supplier's Full Legal Name:	RouteMatch Software, Inc.
Contract No.:	48400-100-0000000003
Solicitation No./Event ID:	48400-100-0000000003
Solicitation Title/Event Name:	Statewide Dispatching and Scheduling Solution
Contract Award Date:	June 20, 2011
Current Contract Term:	June 20, 2015 through June 19, 2016
Amendment No.:	Extension No. 1

WHEREAS, the Contract is in effect through the Current Contract Term as defined above; and

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties do hereby agree as follows:

1. **CONTRACT RENEWAL/EXTENSION.** The parties hereby agree that the contract will be renewed/extended for an additional period of time as follows:

NEW CONTRACT TERM	
Beginning Date of New Contract Term:	June 20, 2016
End Date of New Contract Term:	June 19, 2017

The parties agree the contract will expire at midnight on the date defined as the "End Date of the New Contract Term" unless the parties agree to renew/extend the contract for an additional period of time.

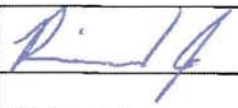
CONTRACT NUMBER: 48400-100-0000000003

2. **SUCCESSORS AND ASSIGNS.** This Amendment shall be binding upon and inure to the benefit of the successors and permitted assigns of the parties hereto.

3. **ENTIRE AGREEMENT.** Except as expressly modified by this Amendment, the contract shall be and remain in full force and effect in accordance with its terms and shall constitute the legal, valid, binding and enforceable obligations to the parties. This Amendment and the contract (including any written amendments thereto), collectively, are the complete agreement of the parties and supersede any prior agreements or representations, whether oral or written, with respect thereto.

IN WITNESS WHEREOF, the parties have caused this Amendment to be duly executed by their authorized representatives.

CONTRACTOR

Contractor's Full Legal Name: (PLEASE TYPE OR PRINT)	RouteMatch Software, Inc.
Authorized Signature:	
Printed Name and Title of Person Signing:	Richard Jo Director of Business and Legal Affairs
Date:	05/16/2016
Company Address:	1201 W. Peachtree St., Suite 3300 Atlanta, GA 30309

STATE ENTITY

Authorized Signature:	Vanessa E Walker for Mary E. Zirock
Printed Name and Title of Person Signing:	Mary E. Zirock, Agency Procurement Officer (APO)
Date:	5/19/2016
Company Address:	One Georgia Center 600 W. Peachtree St., NW, 19th Floor Atlanta, GA 30308

Georgia Department of Transportation

GEORGIA SECURITY AND IMMIGRATION COMPLIANCE ACT AFFIDAVIT

Contractor's Name:	RouteMatch Software, Inc.
Solicitation/Contract No./ Call No. or Project Description:	48400-100-0000000003, Statewide Dispatching & Scheduling Solution

CONTRACTOR AFFIDAVIT

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, entity or corporation which is engaged in the physical performance of services on behalf of the Georgia Department of Transportation has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91.

Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

289582

Federal Work Authorization User Identification Number (EEV/E-Verify Company Identification Number)

12/14/2019

Date of Authorization

RouteMatch Software, Inc.

Name of Contractor

I hereby declare under penalty of perjury that the foregoing is true and correct

Richard Jo

Printed Name (of Authorized Officer or Agent of Contractor)

Director of Business and Legal Affairs

Title (of Authorized Officer or Agent of Contractor)

Signature (of Authorized Officer or Agent)

05/16/2016

Date Signed

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 18 DAY OF May, 2016

Brooke Phillips

Notary Public

My Commission Expires: 5/3/2018

[NOTARY SEAL]
BROOKE PHILLIPS
NOTARY PUBLIC
Fulton County
Georgia

Georgia

TAX COMPLIANCE

INSTRUCTIONS TO SUPPLIERS
Please complete the following information:

- Supplier's Name: RouteMatch Software, Inc.
- Physical Location Address: 1201 W. Peachtree St. NW, STE. 3300, Atlanta, GA 30309
- Federal Identification Number (FEI): 58-2516425
- Have you ever been registered in the State of Georgia? Yes
- If so, please provide the following information, if applicable:
  - State Taxpayer Identification Number (STI): 20013156376
  - Sales and Use Tax Number: 300-944093
  - Withholding Tax Number: 2093293-RX
- What type of service will you perform? Software delivery, support and training
- Will you sell any tangible personal property or goods? No
- Supplier's Affiliate's Name: N/A
  - FEI:
  - STI:
  - Sales and Use Tax Number:
  - Withholding Tax Number:

  If there is more than one affiliate, please attach a separate sheet listing the information above.
- Person responsible for handling supplier's tax issues (such as the CFO, the company tax officer, etc.):
  - Name: Nathan Farmer, VP- Finance
  - Telephone Number: 404-253-7835
  - E-mail Address: nathan.farmer@routematch.com

NOTICE TO SUPPLIER:
In the event the supplier is considered for contract award, the information provided in the form will be submitted by the State Entity to the Georgia Department of Revenue ("DOR") for a determination as to whether the supplier is a "prohibited source" (as defined by O.C.G.A. §50-5-82) or whether there are any other outstanding tax issues. MISSING, INCOMPLETE, OR ERRONEOUS DATA MAY DELAY OR PROHIBIT VERIFICATION OF YOUR ELIGIBILITY FOR CONTRACT AWARD. NO PROHIBITED SOURCE MAY RECEIVE CONTRACT AWARD; THEREFORE, YOU ARE STRONGLY ENCOURAGED TO CHECK YOUR TAX STATUS NOW AND RESOLVE ANY OUTSTANDING TAX LIABILITIES AND/OR MISSING TAX RETURNS.

STATE ENTITY: Please submit this form via email to DOR at tsd-state-contractors@dor.ga.gov for processing in accordance with the *Georgia Procurement Manual*.

Russell R. McMurry, P.E., Commissioner

GEORGIA DEPARTMENT OF TRANSPORTATION
One Georgia Center, 600 West Peachtree Street, NW
Atlanta, Georgia 30308
Telephone: (404) 631-1000

May 12, 2016

Contract No. 48400-100-0000000003
Contract Title: Statewide Dispatching and Scheduling Solution

RouteMatch Software, Inc.
Attention: Chris Campbell
1180 W. Peachtree St., Suite 1130
Atlanta, GA 30309

Dear Mr. Campbell:

This letter serves as an official notice that the above referenced contract will expire on **June 19, 2016** with your company. With your acceptance, we would like to extend the contract for one (1) year at the same price, specifications, terms and conditions. If agreed, the new expiration of the contract will be **June 19, 2017.**

Please complete and sign the below section and return this form along with a new completed Georgia Security and Immigration Compliance Affidavit Act Form, Tax Compliance Form, Updated Insurance Certificate, and Contract Renewal Form to Stacy Ringo's attention no later than **May19, 2016** at the address given. In addition, please email the letters or forms to her attention at sringo@dot.ga.gov. If you have any questions, please feel free to contact Ms. Ringo at (404) 631-1570.

Georgia Department of Transportation
Operational Purchasing
600 West Peachtree St. NW, 19th Floor
Atlanta, GA 30308

Sincerely,

Vanessa E. Walker

Vanessa E. Walker, GCPA
Contracts Manager

Please check one, complete, sign and return:

✓ I agree to extend the contract for one (1) year with no change in price, specifications, terms and conditions.

_____ I am unable to extend the contract for one (1) year with no change in price, specifications, terms and conditions.

Date: 05/16/2016

Authorized Signature of Contractor

Telephone No. 404-253-7857

Richard Jo
(Please print name here)

Control Number : 0002932

STATE OF GEORGIA

Secretary of State

Corporations Division
313 West Tower
2 Martin Luther King, Jr. Dr.
Atlanta, Georgia 30334-1530

CERTIFICATE OF EXISTENCE

I, Brian P. Kemp, the Secretary of State of the State of Georgia, do hereby certify under the seal of my office that

ROUTEMATCH SOFTWARE, INC.

a **Domestic Profit Corporation**

was formed in the jurisdiction stated below or was authorized to transact business in Georgia on the below date. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.

Docket Number	: 13151570
Date Inc/Auth/Filed	: 01/18/2000
Jurisdiction	: Georgia
Print Date	: 04/28/2016
Form Number	: 211

Brian P. Kemp
Secretary of State

FORM B (R1): PRICES
(See B9)

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND CLIENT MANAGEMENT SYSTEM

18(1)(b)

[redacted]

18(1)(b)

FORM N (R1): Scheduling System Functional Requirements and Specifications

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND Registrant MANAGEMENT SYSTEM

Instructions for completing Form N (R1): Scheduling System Functional Requirements and Specifications

1. **Complete Form N (R1):.**
2. **Follow the instructions shown below that apply.**

Instructions:

1. **For each requirement, place and X in one (1) of the boxes that best describe your solution;**
   a. **Fully Available**: solution for the requirement is currently available in the existing product "out of the box".
   b. **Partly Available**: Solution for the requirement is partly available in the existing product, but will be modified to fully meet the requirements.
   c. **3rd Party Supplied**: Requirement is expected to be met by using a 3rd party Successful Proponent 's existing product, either integrated or non-
   d. **Will Build**: Will build a component to meet the requirement.
   e. **Not Possible**: Requirement cannot be met by the Successful Proponent.
2. **For each requirement, in the "describe Approach...." Box, describe in one or two sentences the approach that will be taken to provide a**

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
SC	SYSTEM CONFIGURATION							
	Equipment Types							
SC01	Registrants can travel with equipment types such as wheelchairs, walkers, Oxygen Tanks, etc. Must have the ability to define a variety of equipment types including service animals	B16	X					
SC02	Equipment types must affect how Registrants are allocated to seats in vehicles	B16	X					
SC03	Loading and unloading times must be defined by equipment type.	B16	X					
SC04	Loading and unloading times should be defined for first passenger and subsequent passengers loading or unloading at same location	B16	X					
	Mobility Types							
SC05	Mobility types are used to define how a Registrant can maneuver getting in and out of vehicles. Must have the ability to define a variety of mobility types	B16	X					
SC06	Mobility types must affect how Registrants are allocated to seats in vehicles	B16	X					
	Vehicle Types							

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
SC07	Must be able to define a varied fleet of vehicle types and capacities	B16	X					
SC08	Vehicles must be configurable to allow maximum flexibility for combinations of Registrants and attendants	B16	X					
SC09	Vehicles must be configurable to allocate seats based on Registrant mobility codes	B16	X					
SC10	Vehicles must be configurable to allocate seats based on equipment types Registrants have designated to be taking on a trip	B16	X					
	Trip Reasons							
SC11	Trip reasons are used to identify the priority of a trip booking. Must be able to define Trip Reasons along with their priority. Transit currently uses a 3 priority system (1-2-3). Priority 1 trips are guaranteed	B16	X					
SC12	Trip reasons shall be used to determine when a Registrant can be picked-up and dropped-off based on their requested times. For example, a Registrant can be 10 minutes later that requested for a shopping trip but not for a medical appointment	B16	X					
GIS	GIS							
	Maps							
GIS01	The system must use a high-quality graphical interface with the ability to clearly view and distinguish roads, landmarks, and bodies of water	B16	X					
GIS02	Fast and intuitive geocoding shall allow staff the ability to search by street, intersection and monument	B16	X					
GIS03	The map should be able to define average speeds by time of day and day of week	B16	X					
GIS04	The map should be able to define road closures	B16	X					
GIS05	Staff shall be able to pan and zoom contents of map. The responsiveness of the map shall be smooth, instantaneous, and consistent with minimal lag or delay	B16	X					
GIS06	Map data shall be made available to incorporate new subdivisions, roads and monuments	B16	X					
	Addresses							
GIS07	Addresses used throughout the System shall correspond with location on the map	B16	X					
GIS08	New addresses shall be introduced through updates to GIS data.	B16	X					
	Monuments							
GIS09	Monuments or landmarks shall be definable. Abbreviations should exist to simplify entering a monument for a trip	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
GIS10	When an address is entered in the System which corresponds to a monument the monument name should be resolved	B16	X					
GIS11	Multiple monuments could have the same address so one shall be identified as the default when identified by address	B16	X					
GIS12	Monument definition should contain default trip reason	B16		X		X		We have the ability to add trip reasons to a trip however there is not currently a feature that will auto populate this field based on an address selection. RouteMatch would like to discuss this requirement further to fully understand the use cases for it.
GIS13	Monument definition should contain additional amount of time for loading and unloading	B16	X					
	AVL							
GIS14	On-board devices must have AVL capabilities	B16	X					
FM	**Fare Management**							
	Fare Classes							
FM01	Fare classes shall be used to define what fares a Registrant and their attendants are eligible for	B16	X					
FM02	Senior fares shall be automatic once a Registrant reaches 65 years of age	B16	X					
FM03	A Youth fare shall be assignable to Registrants as age alone is not sufficient to identify youth eligibility	B16	X					
FM04	A Post-Secondary fare class shall be assignable to Registrants	B16	X					
FM05	Companion fares shall be configurable by fare class. Currently all non-mandatory attendants pay full fare regardless of age. Mandatory attendants do not pay a fare.	B16	X					
FM06	Must have an exempt fare class	B16	X					
	Passes / Rides							
FM07	Monthly passes must be available for each Fare Class	B16	X					

FM08	Rolling passes must be definable for various durations. A rolling pass becomes effective the first date of use and effective for the next defined consecutive days	**B16**	X					
FM09	Pass rates shall be definable by fare class and duration with an effective date	**B16**	X					
FM10	Single Ride fares must be definable by Fare Class	**B16**	X					
	Fare Payment from Account							

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
FM11	Registrants must be able to sign up for a Fare Collection from Account service by phone or on-line	B16	X					
FM12	Money deposited into their Handi-Transit account at their choice of financial institute must be able to be loaded into their account. Transit uses RBC Express to download deposits from financial institutions daily. Deposits are loaded and reconciled. Suspicious or un-reconciled deposits are investigated and can be posted at a later time	B16		X				Although the direct integration with RBC express is not part of the current solution, the RMPay solution is designed to support rapid integration and processing of payments from a range of PSP's. The systems is ready to support financial reconciliation and antifraud detection including velocity checking etc.
FM13	Money must be able to be deposited into their account at either a customer service center or by using credit card over the phone with a CSR	B16	X					
FM14	Pass purchases shall be able to be paid for from a Registrant's account	B16	X					
FM15	As a Registrant takes rides, if they do not have a valid pass, the appropriate fare must be deducted from their account	B16	X					
FM16	A Registrant's companion fares should be deducted from the Registrants account but shall be able to overridden if paid by cash or token	B16	X					
FM17	Registrant should have option to pay cash for fare. If fare already deducted from account then account is to be credited	B16	X					
FM18	A Registrants account shall be able to enter into a negative balance but after reaching a defined limit be identified for possible suspension	B16	X					
CR	**Registrant Records**							
	Registrant Eligibility							
CR01	A Registrant Assessment component must allow for definitions of a checklist to be used during the assessment process. Assessment checklist shall be viewable by employees based on access privileges	B16	X					
CR02	Shall be able to identify the occupational therapist that completed an assessment	B16	X					
CR03	Registrant records shall include a list of comments with date stamps to record notes regarding phone conversations or details on decisions made	B16	X					
CR04	Registrant records shall have the ability to attach original documents such as doctors' certificates, equipment photos, ect. with restricted access	B16		X		X		Attachments to a customer profile are currently supported. Separate permissions for attaching or retrieving will be developed as part of this project.

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
CR05	Must be able to record a Registrant's eligibility from original application to resolution of Registrant's eligibility	B16	X					
CR06	Registrant eligibility history shall be available showing what changed at what time	B16	X					
CR07	Must be able to schedule a Registrant for an assessment appointment	B16		X		X		This Can be managed as a trip or via a date field in the Certification form under the customer profile and scheduling appointments can be done as an enhancement to the internal ticketing system. This enhancement is included as part of the proposed scope.
CR08	Possible outcomes of eligibility assessments must include unlimited service, short term service, winter only service, and dialysis only	B16	X					
CR09	Assessment outcomes must have an expiry date where eligibility is no longer effective or needs to be re-assessed	B16	X					
CR10	Registrants deemed ineligible shall have reason why recorded as such	B16	X					
CR11	Registrants eligible for free regular transit shall be recorded as such	B16	X					
CR12	Eligibility information must include if the Registrant requires a mandatory attendant	B16	X					
	Registrant Information							
CR13	Comprehensive Registrant information shall be able to be recorded with effective dates for information subject to change	B16	X					
CR14	A Registrant status must be recordable by effective from-to dates. The Registrant status must be able to control their ability to book trips and limit the effectiveness of subscriptions	B16	X					
CR15	Registrant medical records shall be able to be scanned and saved for later retrieval	B16	X					
CR16	Registrant contact information must allow for definitions of how to contact a Registrant for different purposes	B16	X					

CR17	Registrant contact information for pending arrival notifications shall be in the form of phone # for IVR or SMS or an e-mail address	**B16**	X					
CR18	Registrants must be able to complete and submit their application online	**B16**		X		X		New riders can register through the web portal and we're willing to build the required functionality to allow for certification questions to be populated on the rider profile via the web portal
	Registrant Travel Information							
CR18	Information related to a Registrant's ability to travel and requirements for travel must be recordable	**B16**	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
CR19	A Registrant shall be able to be recorded whether they must be accompanied by a mandatory attendant or that they usually travel with an companion	B16	X					
CR20	Equipment types that a Registrant is authorized or must use shall be recordable with a default for trip bookings	B16	X					
CR21	Registrant must be able to be assigned mobility codes	B16	X					
CR22	Frequent travel information shall be able to be maintained or generated from Registrant history	B16	X					
CR23	Frequent address information shall be able to override the pending arrival notification definitions for the Registrant	B16	X					
CR24	Registrant exceptions shall be recordable to designate that the Registrant cannot travel with a specified contractor or contract or in a specific vehicle type	B16	X					
	Registrant Management							
CR25	Must have the ability to send pre-formatted letters to Registrants. Letter histories shall be kept	B16	X					
CR26	Special messages for Registrants that are shown to CSRs when booking trips shall be able to be recorded. These messages shall be able to be flagged as communicated	B16		X		X		The system can be configured to prompt and remind CSRs of special messages when booking trips for customers. These can be configured such that they require a supervisory override to continue with booking the trip. A feature specifically tracking that they have been communicated would need to be developed and is included as part of this project.
SD	**Service Definitions**							
	Drivers							
SD01	Drivers must be identified with a unique driver ID and have login credentials for the on-board device	B16	X					
SD02	Shall be able to scan documents (driver's abstract, criminal record check, copy of first aid certificate) into driver information for later retrieval	B16				X		A feature to attach documents to a driver record will be developed as part of this project. Attachments exist throughout the application already and extending this to the driver module is not complicated.

SD03	Driver information must include name, identification ID, driver's license #, training qualifications, certifications, hire date, contact information	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
SD04	Driver's must renew their certifications on a three year cycle, pending recertification's shall be flagged	B16	X					
SD05	Driver's license renewal information must be able to be recorded. Pending license renewals shall be identified.	B16	X					
	Vehicles							
SD06	Vehicles must be identified with a unique vehicle ID	B16	X					
SD07	Vehicle must be assigned a Vehicle Type which is used to define the capabilities of the vehicle	B16	X					
SD08	Vehicle registration and insurance information shall be able to be recorded	B16	X					
SD09	Vehicle inspection information shall be able to be recorded	B16	X					
	Contracts							
SD10	Must have the ability to define contractors with contact information	B16				X		This feature would be developed and delivered in a subsequent phase of the project, after the initial deployment.
SD11	Must have the ability to define contracts for contractors with effective dates	B16				X		This feature would be developed and delivered in a subsequent phase of the project, after the initial deployment.
SD12	Contracts definition must include rates. Transit currently has fixed hourly rate and per trip rate contracts	B16				X		This feature would be developed and delivered in a subsequent phase of the project, after the initial deployment.
SD13	Contracts must contain budgeted amount of hours of service and cost per year.	B16				X		This feature would be developed and delivered in a subsequent phase of the project, after the initial deployment.
SD14	Contracts shall be able to be monitored for status of actual verses budget	B16				X		This feature would be developed and delivered in a subsequent phase of the project, after the initial deployment.
	Resources							

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
SD15	Resources are used to define a continuous piece of work to be carried out by a vehicle on a given day. Resources must be defined by contract	B16		X		X		RouteMatch currently allows for runs and services which can limit work to specific times and vehicles. Associating those items to Contracts, as described in SD10-SD14 will be developed.
SD16	Hourly rate resource definitions must include the days of week they operate on, start and end times, minimum and maximum hours, and vehicle type	B16		X		X		Hourly rates can currently be managed via billing rules, and hours/days of operation can be managed in scheduling with runs and vehicle garage times. Vehicle types can be managed in the Vehicles module. Associating those items to Contracts as described in SD10-SD14 and observing min/max hours will be developed.
SD17	Hourly rate resource definitions must indicate how flexible their start/end times and minimum/ maximum hours are to allow for improved efficiency through continuous scheduling and dispatch activities	B16		X		X		This feature would be developed and delivered in a subsequent phase of the project, after the initial deployment.
SD18	Per trip rate resource definitions shall include the days of week they operate on, start and end times, maximum total trips, maximum trips per hour, and vehicle type	B16		X		X		This feature would be developed and delivered in a subsequent phase of the project, after the initial deployment.
SD19	Break periods shall be configurable and flexible so that if defined they provide required breaks for drivers with minimal effect on schedules	B16	X					
SD20	Resource definitions must use effective dates so they can be changed or cancelled for a date range	B16		X		X		This feature would be developed and delivered in a subsequent phase of the project, after the initial deployment.
CB	**Registrant Bookings**							
	Subscriptions							

CB01	For Registrants which take the same trip on a defined repeating pattern there shall be a way for staff to define these trips so Registrant does not need to request them	**B16**	X					
CB02	Subscriptions shall contain origin, destination, requested times, trip reason, equipment type, mobility code, days of week, round trip or one-way, attendants and special comments	**B16**	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
CB03	Subscription shall be able to be defied as requiring confirmation or assigned actual times. Confirmation would be required for each day subscription is in effect	B16	X					
CB04	Subscription definitions must be defined by effective dates	B16	X					
CB05	Exceptions shall be able to be recorded to cancel a subscription for a period of time. Cancellation shall be for entire trip or just pick-up or return portion	B16	X					
CB06	Must be able to flag and cancel Registrant subscriptions where Registrants have no-showed within defined parameters	B16	X					
CB07	Must be able to modify or update an existing subscription (i.e. update address) without having to re-enter all information	B16	?					
	Reservations							
CB08	Reservations must be controlled by the Registrant's eligibility. Registrants may be restricted to a specific trip reason or limited to a winter only or dialysis only	B16	X					
CB09	Registrants shall have the option to submit their own trip bookings by accessing a web site	B16	X					
CB10	Registrants shall have the option to submit trip requests using IVR technology	B16	X					
CB11	When recoding a reservation the CSR shall be alerted of any special messages pertaining to Registrant. If defined as such this message must be able to be flagged as communicated so it will not appear in the future	B16		X		X		Travel Restrictions can prompts users with a message, and can be set to require supervisory override. Flagging such messages as communicated so they will not appear in the future requires development effort, which is included.
CB12	CSR shall have the ability to view the upcoming trips for a Registrant so as to avoid duplication of requests	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
CB13	CSR must be able to see current fare products and account balance so they can be easily communicated to the Registrant	B16	X					
CB14	CSR must be able to see fares accrued through future bookings so they can inform Registrant they will need additional funds in their account	B16	X					
CB15	CSR shall be able to select addresses from a list of frequently used addresses for the Registrant	B16	X					
CB16	CSR shall have ability to quickly look at trip and fare history for Registrant to answer questions from the Registrant	B16	X					
CB17	CSR must have ability to create duplicate trip booking for multiple days without re-entering all details	B16	X					
CB18	CSR shall be able to copy an existing trip for additional days	B16	X					
CB19	While most trips are either round trips or one-way trips, multi-way trips (trips with more than one destination) shall be defined without re-entering addresses	B16	X					
CB20	Addresses selection for reservation bookings shall be from a list the Registrant uses frequently, a monument or an actual address	B16	X					
CB21	Requested time for a reservation booking shall be either preferred arrival time or preferred pickup time.	B16	X					
CB22	Registrant equipment type and mobility shall be retrieved from Registrant information but changeable by CSR based on signing authority. Only equipment types approved for Registrant shall be allowed	B16		X		X		CSRs can edit customer mobility type and assistance needs, permissions to restrict the ability to edit will be developed.

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
CB23	Must be able to specify mobility equipment (i.e. cane or walker) for companion to reserve appropriate space in vehicle	B16	X					
CB24	Trip bookings requested after the batch scheduling has been requested shall be flagged as late bookings. The classification shall indicate how late the trip was requested.	B16	X					
	Group Bookings							
CB25	Similar reservations for multiple Registrants shall be able to be recorded so the scheduling components know the Registrants should be placed on same vehicle	B16		X		X		The automated scheduling features will group similar trips and groups of riders going to or from the same location together when possible, and can be configured to give more preference to this behavior. Manual force groupings at time of booking is on our development roadmap and will be available to Winnipeg Transit.
SCH	**Scheduling**							
	On-Demand Scheduling							
SCH01	Transit does not currently deploy on-demand scheduling but the System shall be able to schedule trips as requested by Registrants and immediately provide a pick-up window for the Registrant	B16	X					
SCH02	On-Demand Scheduling shall be used after the batch scheduling is complete to alter schedules to accommodate late requests.	B16	X					
	Batch Scheduling							
SCH03	At a pre-determined time, currently 11:00 am, all the trips for the following day must be scheduled to the resources defined for that day	B16	X					
SCH04	Batch scheduling must handle up to 3000 trips per day and complete in a reasonable amount of time	B16	X					
SCH05	Scheduling algorithm must take into account the trip priority system and that priority 1 trips are guaranteed	B16	X					

SCH06	When scheduling, acceptable time windows must be calculated using requested times, optimal travel times, acceptable travel times and maximum time allowed in transport	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
SCH07	Acceptable time windows shall vary by trip reason. For example, for shopping trips the acceptable time window should be set such that the Registrant could be earlier or later than requested time. For medical trips the acceptable time window shall be set so the Registrant is not late for their appointment	B16	X					
SCH08	Scheduling algorithm shall take into account the following parameters when scheduling a trip: origin and destination addresses, requested pick-up or drop-off time, acceptable time windows, travel times with loading and unloading times, group ride requests, vehicle type, resource breaks, vehicle capacity, trip priority, equipment type, Registrant mobility and exceptions, requirement for a mandatory attendant, and companions requests	B16	X					
SCH09	Upon completion of schedule the start and end times of resources shall be updated to correspond with the first and last trip	B16	X					
	Manual Scheduling							
SCH10	Effective batch scheduling should make manual scheduling unnecessary but for the exceptions there must be a mechanism for staff to make manual changes to resource assignments	B16	X					
	Continuous Scheduling							
SCH11	Once batch scheduling is complete or at any time if using on-demand scheduling there must be a mechanism where the schedule is monitored for changes and improvements made automatically	B16	X					
SCH12	Trips where actual times have not been communicated to Registrants should have greater flexibility for change to improve efficiency of service	B16		X		X		Currently, trip times can fluctuate within the time limits established by the service for that trip—this is user defined and editable. RouteMatch is open to developing features to allow more flexibility for trips that have not yet had times confirmed with riders.

SCH13	Trips beyond the timeframe currently shown on driver manifests should have greater flexibility for change to improve the efficiency of the schedule	**B16**	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
SCH14	Continuous scheduling shall have ability to notify dispatchers when changes to resource start/end times could be made to improve efficiency. This could be to lengthen or shorten a resource	B16	x					
CC	**Confirmations and Cancellations**							
CC01	Once the schedule has been created for a day Transit opens the schedule to allow for confirmation of trip times. As Registrants confirm their times it must be recorded as such so Transit is aware that the Registrant knows their times.	B16		X		X		Trip time confirmations are available through the web and IVR. RouteMatch will work with Winnipeg Transit to ensure that these confirmations are properly tracked.
CC02	Confirmations must be available to Registrants via Website and IVR. Once trips confirmed they shall be flagged as such. Non-confirmed trips should allow for greater flexibility during continuous scheduling than confirmed trips	B16		X		X		RouteMatch is open to developing features to allow more flexibility for trips that have not yet had times confirmed with riders.
CC03	The means used by Registrants to confirm their actual trip times shall be recorded.	B16	X					
CC04	Confirmations must be able to be pushed to Registrants through email, SMS, or IVR based on Registrant configuration	B16	X					
CC05	Registrants shall be able to cancel trips via Website and IVR	B16	X					
CC06	If a no-show is recorded for the first part of a round trip the return portion of the trip shall be automatically cancelled	B16	X					
CC07	Trips cancelled within a pre-defined interval from scheduled time of travel shall be considered No-Shows	B16	X					
	Operations Management							
	On-Board Operation							
OM01	Vehicles must be equipped with a device that can receive a driver manifest electronically	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
OM02	Driver must be able to login to the device. Login information shall then be used to assign a driver and a vehicle to a resource	B16				X		The current workflow assigns work and driver to the vehicle. RouteMatch will build the ability to assign the driver and vehicle to the work.
OM03	Once logged in and resource identified the manifest shall be electronically sent to the device	B16	X					
OM04	Manifest shall contain addresses, Registrant #, name, mandatory attendant flag, # companions trip was booked for, and expected fare details	B16	X					
OM05	Manifest must contain any special instructions for the trip request.	B16	X					
OM06	Device must allow entry of actions carried out by driver. Actions shall include picked up Registrant, dropped off Registrant, Registrant no-show and be time stamped	B16	X					
OM07	Device must allow entry of attendant/companion details and fares associated with them	B16	X					
OM08	As drivers record that a Registrant has been picked up the Registrants account shall be charged for the ride if necessary. Charge is to include companion charge where necessary	B16	X					
OM09	Device must be able to receive updates to manifest from a central dispatching function	B16	X					
OM10	Dispatching functions shall be configurable so that only a defined amount or timeframe of future trips are shown to the driver	B16	X					
OM11	Device must have AVL capabilities. Location data shall be communicated with central system so location can be displayed on a map	B16	X					
OM12	Device shall have a turn by turn direction capability	B16	X					
	Dispatching							

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
OM12	A dispatching function must be provided so Transit staff can monitor the status of the operations in real-time	B16	X					
OM13	Dispatch function must use mapping to show the status of all vehicles in service	B16	X					
OM14	Vehicles shall be highlighted when they are behind schedule	B16	X					
OM15	Vehicles shall be highlighted when they have a predetermined amount of down time	B16	X					
OM16	Vehicles shall be highlighted when they have not moved in a configurable amount of time	B16	X					
OM17	Dispatchers must have the ability to search for trip possibilities for on-demand trip requests or to accommodate a change to a future trip	B16	X					
OM18	Changes to vehicle manifests shall be sent to the vehicle on-board device in real time.	B16	X					
OM19	Must allow for dispatchers to change/extend hours of runs	B16	X					
	Inspection							
OM20	A mobile device shall be available for an Inspector to select a resource and see the location of the vehicle and the status of the vehicle with respect to its manifest	B16	X					
OM21	Shall have a checklist for vehicle checks, driver spot checks, and location reviews with a comment field for the inspector to record observations	B16		X		X		RouteMatch will build the desired inspection functionality as part of our existing incidents and inspection tools.
	Registrant Notifications							
OM22	Based on the Registrants definitions a notification shall be sent to the Registrant for the pending arrival of the vehicle	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
OM23	Notifications, as defined for the Registrant, shall be in the form of an automated phone call, text message, or email message	B16	X					
OM24	Notifications shall be sent at a set time, defined by Registrant, before the expected arrival of the vehicle	B16	X					
OM25	Registrant must be able to use IVR or website to retrieve anticipated arrival time of their next trip	B16	X					
OM26	Registrants shall be notified via email or SMS when a trip has been changed, confirmed, or cancelled as a means of confirming the operation carried out by the Registrant	B16	X					
	Late Bookings (post-scheduling)							
OM27	Registrants shall be able to request trips after the scheduling has been performed with additional functionality to search for a time that could be accommodated	B16	X					
OM28	Late booking and additional functionality shall be provided via web, IVR and through a CSR	B16	X					
OM29	Registrant enters a trip request and if it can be accommodated the times shall be immediately confirmed. If not the System could suggest a time that could be accommodated	B16	X					
OM30	Transit must be able to disable late booking feature on days where weather or other influences may make schedule difficult to maintain	B16	X					
	No-Shows							
OM31	The ability must exist for Transit to identify Registrants who have accrued a pre-defined number of no-shows over a period of time	B16	X					
OM32	Actions taken from excessive no-shows must include the generation of letters to the Registrant, fines on their account and suspension of service	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
WEB	Website							
WEB01	A Website shall be provided that is integrated in to the existing Transit website and make use of Transit supplied graphics to make it look similar	B16	X					
WEB02	Website shall make use of secure login credentials for Registrants to gain access	B16	X					
WEB03	Website shall allow for recording of reservation trip bookings	B16	X					
WEB04	Website shall display Registrant trip history	B16	X					
WEB05	Website shall display upcoming trips (reservation and subscription) and allow cancellation of those trips	B16	X					
WEB06	Website shall allow for recoding that the scheduled future trip times have been confirmed	B16	X					
WEB07	Website shall display history of Registrants fare account.	B16	X					
IVR	IVR							
IVR01	Transit deploys the Voice Genie IVR suite from Genesys. IVR functionality shall make use of existing infrastructure	B16				X		RouteMatch has worked with several IVR companies to integrate our product and are willing to work with the existing SDK for Genesys as part of this project. We have already begun the review of the SDK and are confident that our solutions are compatible.
IVR02	IVR must prompt for Registrant # and pin # for secure access	B16	X					
IVR03	IVR shall speak future trips and allow for confirmation of scheduled times or cancellation of trips	B16	X					
IVR04	IVR shall have ability to communicate current account balance	B16	X					
IVR05	IVR shall have ability to create reservation bookings by selecting from a list frequently requested trips	B16	X					
DR	Daily Reconciliation							
DR01	Shall have a reconciliation of all passengers/companions/attendants carried with fare details by contractor and run	B16	X					
DR02	Shall record and calculate total contractor hours, including all changes, to create invoices	B16	X					
DR03	Shall create invoices based on contractor run hours and fares collected and calculate PST, GST, on total amounts	B16		X		X		Custom reports will be developed in support of tax aspect of this requirement.

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
DR04	Shall be able to record service recovery fees by contractor	B16				X		The proposed functionality will be built and configured as part of this project
DR05	Shall be able to record driver service fees	B16				X		The proposed functionality will be built and configured as part of this project
DR06	Contractor Invoices must take into account service recovery and driver service fees. Driver fees are charged to contractors	B16				X		The proposed functionality will be built and configured as part of this project
IM	**Incident Management**							
	Incidents							
IM01	Incidents must be able to be recorded to track complaints, commendations and inquiries	B16	X					
IM02	Incidents must be able to be linked to Registrants, contractors, drivers and specific trips. These links are to provide incident histories	B16	X					
IM03	Incidents shall be categorized for reporting purposes	B16	X					
	Incident Workflow							
IM04	Incidents must be assignable to an organizational unit (role) for investigation or other action. Roles and Actions shall be configurable	B16	X					
IM05	Users shall be able to view an inbox for a role. The roles a user can access shall be configurable	B16	X					
IM06	A user shall be able to add a report to an incident and either assign it to another role or change the status of the incident	B16	X					
	Incident Reporting							
IM07	Printed versions of incidents must be provided for routing to contractors	B16	X					
IM08	Incidents requiring a response from a contractor shall be able to be viewed by the contractors as a third-party service provider so the response can be received electronically and recorded	B16		X		X		Access to the incidents module can be restricted to certain users. RouteMatch will work with Winnipeg Transit on the development of including incident management in the Provider Web portal.
IM09	Incidents waiting for response from contractor shall be flagged with a response date	B16	X					

IM10	Summary reports of incident counts by type and category over a date range shall be provided	**B16**	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
RDM	REPORTS AND DATA MANAGEMENT							
RDM01	The system shall allow the ability to generate reports, manage data, and retrieve archived data	B16	X					
RDM02	Accurate reporting shall be made available of performance metrics, Registrant/trip history, vehicle performance, schedule adherence, passenger hours, revenue kilometers, vehicle operator performance, contractor hours etc.	B16	X					
RDM03	Ridership , kilometers, revenue, and revenue kilometers statistics shall be made available for each contractor	B16	X					
RDM04	The System shall be capable of compiling billing information to the respective contractors based on assignments to the respective vehicles	B16	X					
RDM05	The system shall be able to search across all of the customer profiles and fields with advanced search options. Search options shall include the ability to limit searches among a select group of customers based on selected parameters. The search algorithm shall take into account incomplete words and wildcards.	B16	X					
RDM06	Registrant trip reports shall be retrievable by selecting a date range. The report shall include trip types and trip status information.	B16	X					
RDM07	All search results, compiled list, and reports shall be sortable by any of the Registrant profile fields. This shall include, but not limited to, alphabetically, numerically, chronologically and categorically based on the selected field's parameters.	B16	X					
RDM08	Reports shall be customizable using an intuitive graphical user interface and have output in text, Excel and PDF formats	B16	X					
RDM09	Shall have a report on total # of equipment types of Registrants	B16	X					
RD10	Reports on total # of applications, assessments, re-registration by week, month and annually	B16	X					
	Ridership Statistics Reports		X					
RDM09	All of the ridership data needs to be able to be tabulated by day, month, and year. Also by age group, mobility type, vehicles type and by contractor provided	B16	X					
RDM10	Ridership tabulated by number of on-way tips per passenger type, taken by registered ambulatory and non-ambulatory riders, attendants, and companions,	B16	X					
RDM11	Ridership needs to be broken down by age group, (i.e. adults, senior, student child,	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
RDM12	Number of active Registrants	B16	X					
RDM13	Ridership needs to be tabulated and be able to be grouped into dedicated and non-dedicated service (flat rates)	B16	X					
RDM14	Ridership needs to be tabulated based on trip reason - medical, shopping, works, school. dialysis etc.	B16	X					
RDM15	**Need to be able to report on trip reason:** total number of trips requested total number of trips accommodated total number of trips un-accommodated total number of no-shows total number of trips total number of trips cancelled at door total number of missed trips total number of vehicles no-shows total number of trips late over 20 minutes total number of trips moved for lateness total number of missed trips total number of snow days trips origin and destination data number of trips to and from major destinations (i.e. terminals, hospitals etc..	B16	X					
	Operating Statistics Reports		X					
RDM16	Cost Reports - need to be able to obtain detail cost reports for each contractor	B16	X					
RDM17	Reports are required; daily, weekly, monthly, and yearly	B16	X					
RDM18	Reports require separation by service type: bus, van, car, flat rate	B16	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
RDM19	**Each report must identify each run and contain;** Total revenue km Total deadhead km Total km (revenue and deadhead combined) Revenue km and deadhead km expressed in percentage (%) of total Scheduled km's Passenger per vehicle manifest Km per vehicle manifest Flagged passenger list	**B16**	X					
RDM20	Flat Rate Reports must include detail data on each trip including; Registrant Id Date of travel Pick-up and drop off location Number of trips Contractor Daily, weekly, monthly and annual summaries	**B16**	X					
RDM21	**Revenue Hours Summary** will require a report that will calculate revenue and no-revenue service hours by contractor and service type Summary should be provided for each contractor/service provider and by service type (i.e.. Vans, buses). Daily, weekly, monthly and annual summaries	**B16**	X					
RDM22	**Cost and Passenger per Hour Summary** needs to calculate the cost/passenger and cost/passenger per hour by ; contractor, vehicle type. Daily , weekly, monthly and annual summaries	**B16**	X					
RDM23	**Run Productivity Report** must summarize each run daily, weekly, monthly productivity by ; run #, unit # , contractor name, first and last pick-up and drop off time revenue and total hours revenue and total kms number of completed trips total passengers productivity passenger/hour (total passengers/revenue hours) productivity Avg Trip length (revenue km/total passengers)	**B16**	X					

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
RDM24	**AD hoc Reports** ability to generate ad hoc reports ability to have filter options based on billing codes, passenger type, vehicle type and service provider ability to query the database to export specific reports such as travel pattern report	**B16**	X					
RDM26	Dispatcher Trip Notes ability to print out dispatcher trip notes by service provider, and trip purpose	**B16**	X					
RDM27	Should have a report of all visa transactions processed for payment of fares	**B16**	X					

1.0 Executive Summary

Handi-Transit is facing significant and diverse challenges to executing on its vision of specialized service delivery.

Handi-Transit is facing a number of challenges to delivering and managing its paratransit service the way the agency, its riders, and other stakeholders think is best. The RFP does an excellent job identifying those challenges in an honest, straightforward manner. And in this response, our hope is that it gains full confidence in two areas related to those challenges: (1) RouteMatch understands and appreciates each identified challenge in all its complexity; and (2) RouteMatch would be a valuable agency and stakeholder partner critical to overcoming each obstacle. Your success is our success.

Handi-Transit Currently has a custom in-house written scheduling and client management system

Public transit and specialized transit services are beginning to face a great deal of competition from other types of service providers such as transportation network companies and accessible taxis. There are many advantages to have a custom built solution for managing any aspect of an organization, and the iRide solution for Handi-Transit has served these well to differentiate your service. This custom software was purpose built and is 100% localized to your operating environment. We feel that looking beyond custom software has even further benefits, that in the case of Handi-Transit, overshadow those. Commercial off the shelf (COTS) technology provides a much larger base from which innovation is built and in the case of RouteMatch, this innovation is assisted by over 600 clients working in collaboration. The long term support of COTS software for Handi-Transit will also help to keep up with the latest in cutting edge innovation while allowing your team to focus on other unique challenges that require technical attention.

Handi-Transit has identified functional requirements for a technology platform to deliver the business outcomes it desires.

The RFP is also clear in laying out Handi-Transit's vision for a new technology platform that meets the operational and management needs of its service. We gave considerable thought to all phases of the solicited technology – from overall vision, to guiding principles, to the general and specific requirements. And, our attempt at communicating results of that assessment in a similarly honest, straightforward manner is this: The City's RFP substance and RouteMatch's existing products are closely aligned in vision and principle; all of the core functionality requested by Handi-Transit to deliver a service consistent with its ideals are met by RouteMatch's existing products; the migration of existing specialized transit system migration will follow the same successful track of other projects we've worked on.

RouteMatch can deliver a technology platform, fully functional toward each of Handi-Transit's desired business outcomes.

Years of hard work and collaboration with our customers brought us to this point. And, to be sure, we are proud we have the products, partnerships, and capabilities to offer a complete solution. However, other vendors can potentially offer functionally-compliant technology as well – and it isn't the reason Handi-Transit should consider RouteMatch.

RouteMatch offers unique additional value toward Handi-Transit's success in overcoming its challenges and realizing its longer term vision.

The value RouteMatch offers Handi-Transit - that no one else can - is packaged in two concepts: our unique culture of partnership and our commitment to innovation. Each of those elements is as important to The Handi-Transit's ultimate success as any of the functional requirements. The partnership element will matter most to you in overcoming existing cultural and structural challenges and the innovation element will matter most in alignment with your longer-term vision, future flexibility, and future cost concerns.

What a RouteMatch partnership means to Handi-Transit.

Simply put, Handi-Transit is struggling to execute on its vision of management control, operational efficiency, and customer service in times of growing demand for specialized transit. In Handi-Transit's case, a partnership is more than a "nice-to-have." A partnership is a necessity to carrying out its vision, just as important as the technology platform itself, if not more so.

Partnerships are the life blood of RouteMatch. We are a customer-focused company, built on the success of collaboration with our customers. Our motto is consistent from our CEO to our front line support: "Do the right thing!" Handi-Transit can count on full investment by RouteMatch to achieve the results and business outcomes Handi-Transit is committed to. Our investment extends beyond a technology platform. The City can expect leadership, support, buy-in, and engagement from RouteMatch every step of the way. A partnership is more than a promise; it is our track record and identity as an organization.

What RouteMatch innovation means to Handi-Transit.

Handi-Transit is concerned about the total life costs of the technology platform. Not only from the standpoint of initial capital outlay, but also ongoing maintenance, replacement, and the costs of future inflexibility. That means the future costs of inflexibility could eventually dwarf all other costs as the limitations either keep Handi-Transit from adding new technology or require a platform replacement – and either limitation is only amplified by its connection to all other systems and operations.

RouteMatch has been a unique industry leader in innovation resulting in lower ownership costs to agencies. For example, our investment in a technology platform that is hardware agnostic allowed the industry to take advantage of tablets for on-vehicle MDTs at an early stage. And our ongoing success in pushing tablets to become industry-standard in paratransit has completely changed the dynamics of total ownership costs. That innovation alone allows agencies to completely invert the cost and flexibility curves from those of traditional, proprietary vendors. Not only does hardware replacement and maintenance become less expensive from the point of purchase, but the functionality and flexibility actually increase from that same point of purchase. RouteMatch's continued commitment to the kind of innovation with outcomes that matter to Handi-Transit– from cost savings, to system openness and flexibility, is aligned with the agency's long term goals.

RouteMatch's Request of Handi-Transit.

We are excited to present a full technology platform and partnership to The City. We believe this proposal represents the best solution for Handi-Transit given its stated goals and interests, and we are hopeful we can earn your business. The RouteMatch team spent a great deal of time and care to understand and respond to The City's solicitation, and we only ask that you consider this proposal with equal care.

In addition to the high value benefits listed above, RouteMatch Demand provides extremely strong tangible and intangible value and return on investment.

Based on customer case studies, proven opportunities for returns on your RouteMatch investment include:

- 10% to 20% Reduction Revenue Kilometers and Hours
- 5% to 10% Reduction in Dead head kilometers and hours
- 20% to 30% Increase in Vehicle Productivity
- 30% to 40% Reduction in No Shows
- 10% to 20% Reduction in Staff Time and hours
- 10% to 20% Fleet Utilization Reduction
- 10% to 15% Improvement in on time performance

Intangible benefits and value will include: streamlined business processes, improved customer service, reduction in paper/environmentally friendly, improved communication, and reduced staff workload and stress.

The following outlines the core components of what has been proposed:

RouteMatch is proposing the following commercial off the shelf technologies in order to meet the requirements of the RFP and migrate Handi-Transit from iRide:

- RouteMatch Demand: Enterprise Specialized Transit solution for reservations, scheduling and dispatch including Multi-modal itinerary planning
- Inbound Interactive Voice Response for confirmations and cancellations through Genesys Voice Platform 8 leveraging the City's existing license for the SDK
- RouteMatch Mobile Data Solution with Samsung Galaxy tablet with rugged cases and custom locking vehicle mounts
- Specialized Transit Rider Web Portal and Mobile App
- Outbound IVR with integration with existing Genesys Voice Platform 8 and Email Notifications
- RMPay: Account Based Automated Fare Collection System

1.1 Real-time scheduling and dispatch

The core of the complete Handi-Transit's Specialized Transit enterprise management system is the Real-Time Demand Response Scheduling and Dispatch software. After 15 years of working with hundreds of clients, RouteMatch has built a solution that is proven to provide most of the functionality currently included in the iRide out of the box. There are a handful of system enhancements that are included to meet the functional requirements of the RFP and better align the RouteMatch capabilities with your

current operations. This section is to help Handi-Transit to understand some innovative approaches to engaging riders and managing the ridership growth that is being faced.

RouteMatch Demand is the industry leading solution for the planning, optimization, and management of a demand response and specialized transit service delivery. From customer registration through transport verification, the RouteMatch Demand™ solution provides an end-to-end demand response management system that truly models your operations workflow. RouteMatch Demand is utilized by hundreds of transportation organizations across the globe and utilized in diverse operating environments.

Designed from the ground up through feedback from our customers and the industry, our solution provides the most usable, practical, and cost effective system for the Demand Response sector. Since one size does not fit all, you can easily configure the solution to meet Handi-Transit's exact needs and processes.

- Improve Data Management and Business Processes to Streamline Your Organization
- Optimize Routes and Schedules to Reduce Operational Costs by 15% to 20%
- Coordinate Services and Systems to Leverage Resources
- Monitor contract status and maximize resource utilization
- Automate Dispatching through Real Time Mobile Data Systems for Real Time Decision Support
- Improve Customer Service and Satisfaction through Passenger Information and Web Access
- Streamline Reporting and Business Intelligence for Improved Planning and Decision Making
- Implement Mobility Management Foundation to Improve Accessibility, Connectivity, and Mobility in your Community

1.2 Mobile Computing

RouteMatch is proposing to provide tablet technology for use in your vehicles. This approach provides a scalable way to provide all of the benefits of a purpose built MDT system at a fraction of the cost with a fraction of the hardware ordering lead time. Agencies of similar size and complexity as Handi-Transit who

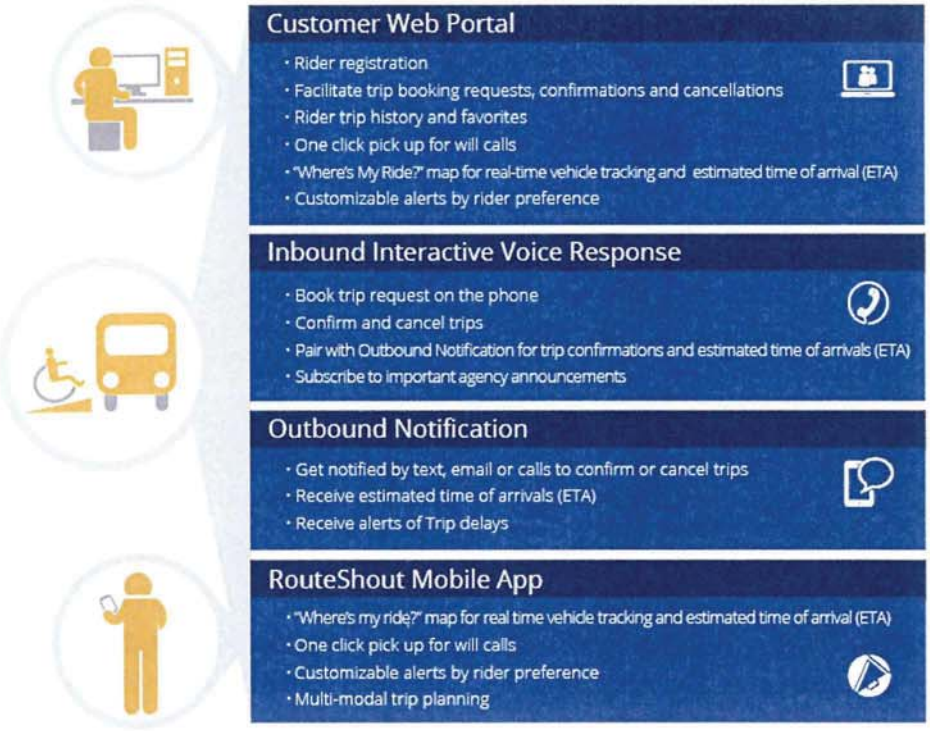
leverage multiple contractors get a great deal of additional benefit from the units as you receive a complete CAD/AVL system for their vehicles.

Through significant advancements with consumer mobile tablet computers in recent years, RouteMatch is able to deliver a fully functioning Mobile Data Computer at a fraction of the cost to both procure and to maintain on an on-going basis. RouteMatch is proposing to leverage an Android based tablet for this project. Specifically, RouteMatch has proposed a Samsung Galaxy Tab S2 in a rugged case and mounted using a custom built mount and cradle system.

RouteMatch has deployed over 14,000 consumer grade tablets in the specialized transit industry and has streamlined the logistics of the implementation process. We are able to (and have proven) to be able to deploy hundreds of tablets on demand within a matter of a few months – which is unprecedented in the transit technology space. What this means to Handi-Transit is that you will be able to see nearly immediate benefit from tablets for your contractor vehicles when comparing to the legacy model of purchasing purpose built proprietary mobile data computers – which typically take years to deploy.

1.3 Rider Communication Platform

The Rider Communication Platform is the main way that on-demand riders are communicated with and share the ultimate goal of improving rider engagement. To achieve this, RouteMatch is proposing our single platform for rider communications, which is made up of several forms of media that allow riders to interact with the scheduling and dispatch system. In the spirit of our partnership, it is understood that there are a number of system enhancements that have been agreed to that will ensure functionality continuity from the existing tools that Handi-Transit on-demand passengers are accustomed to as well as the branding efforts that you have achieved. The modules that make up the rider communication platform include:



Riders can leverage this technology to help with the following:

- Manage their account
- Book and manage Handi-Transit trips
- View location and receive ETA of their approaching vehicles
- Add funds to increase their account balance using a credit / debit card
- Request a refund
- Notifications for low balance alerts
- View a log of all transactions and rides associated with their account
- Full integration with the existing Genesys IVR

RouteMatch is proud to deliver this proposal to The City of Winnipeg's Evaluation Team. Again, on behalf of the entire RouteMatch family, we thank you for your time and consideration of our proposal.

This proposal was prepared by RouteMatch's Director of Sales and Business Development, Rob Bryans and he can be contacted for any questions or clarifications at rob.bryans@routematch.com or 905-467-0503. We are looking very forward to the opportunity to further discuss our solution with Handi-Transit.

2.0 Corporate Overview

RouteMatch Software, Inc. is a privately-held passenger transportation software engineering firm headquartered in Atlanta, Georgia, with satellite offices in Toronto, Ontario, Denver, Colorado; Raleigh, North Carolina; Kansas City, Missouri; and Greenville, South Carolina. RouteMatch was founded in 1999 and incorporated in the state of Georgia as a domestic Georgia "C" corporation. With more than 600 transit customers in Canada, 49 States and Australia, RouteMatch is a proven software and systems integrator with expertise specifically related to this project. RouteMatch is one the most vibrant and financially stable organizations in the public transit technology sector.

RouteMatch's primary focus is on providing advanced Intelligent Transportation Systems with 16 years of focus on Specialized Transit. This includes a full suite of demand response, fixed-route, and deviated fixed route software applications along with integrated peripheral hardware and software applications to complement the technology. These solutions include Mobile Data Computers, Automatic Vehicle Location, Web Portal Solutions, Certification/Eligibility, Automated Fare Collection, and Passenger Information Solutions. Our team is comprised of more than 155 software engineers, computer scientists, database management professionals, and transportation operations consultants. Dedicated to the success of its clients, RouteMatch Software is guided by a vision of building state-of-the-art technology while providing unparalleled professional services, customer support, and maintenance.

RouteMatch Software's vision is to reduce the Total Cost of Ownership (TCO) of software solutions used in the transportation sector, while dramatically increasing the benefits of automation and cost savings. The quality of our products is a direct result of the quality of our employees. We hire only the most talented candidates who share our corporate values: integrity, character, and enthusiasm for the products and services we develop and deploy. These values serve as the foundation for our relationships with customers, partners, and each other.

"We like that RouteMatch also is sensitive to our funding situations and willing to work with us through our provincial subsidies over the long term. They are our partner for the long-haul."

Susan Ralph, City of St John's Newfoundland and Labrador

Our goals at RouteMatch are simple: Develop and deliver the best transportation software solutions in the world.

2.1 RouteMatch Software Organizational Structure

The RouteMatch management team consists of a powerful combination of talent and experience as follows:

• **Bahman Irvani**, Chairman and CEO (404.872.4100)

Mr. Irvani is an investor and executive at RouteMatch, and is committed to bringing cutting-edge technology to the public sector. He founded and has been involved with RouteMatch since its inception, and is very active in the day-to-day operations. Mr. Irvani was educated at the University of Cambridge where he studied Economics as an undergraduate, and subsequently joined the accounting firm of Coopers & Lybrand in London. He is a Fellow of the Institute of Chartered Accountants in England and

Wales. He has been a benefactor to numerous non-profits in Atlanta over the years, including Families First, Georgia CASA, and is currently on the Board of the High Museum of Art in Atlanta.

• **Joe Hewes,** Executive Vice President, Client Services

Mr. Hewes has overall leadership responsibilities for RouteMatch's Client Services division, which encompasses the Customer Support, Customer Education, and Customer Care departments. Mr. Hewes is responsible for insuring our clients' overall satisfaction. Mr. Hewes has been with RouteMatch since inception and has been involved in many aspects including business development, contracting, and operations before leading the Client Service division. His experience gives him a great wealth of knowledge about our customers' needs and the operations of RouteMatch. Prior to joining RouteMatch, Mr. Hewes served as Director of Sales for Trailworks.com, an Internet mapping, travel, and gear resource focused on the adventure travel industry. At Trailworks, Mr. Hewes developed a team of sales associates and created a network of over 150 strategic partners in the adventure travel industry. Mr. Hewes holds a B.A. from the University of Georgia and a JD from the University of Missouri. Prior to joining Trailworks, Mr. Hewes spent four years in private practice with the Atlanta law firm, Smith, Howard & Ajax.

• **Richard Greenaway,** Vice President, Professional Services

Mr. Greenaway has over 10 years of program management experience managing enterprise-wide software deployments. His roles include the full project lifecycle, including, but not limited to, requirements gathering for enterprise systems, budget planning, software selection, system implementation, and project management. He draws on his project and technical experience having provided a record of capturing, managing, and delivering multi-million dollar projects on time and on budget, executing complex project plans for transitioning from legacy systems to leading modern software systems, which in turn improve operational efficiency and cost reduction. He holds a B.Sc. in American Management from the University of Wales, Swansea in the UK.

• **Pepper Harward,** Vice President

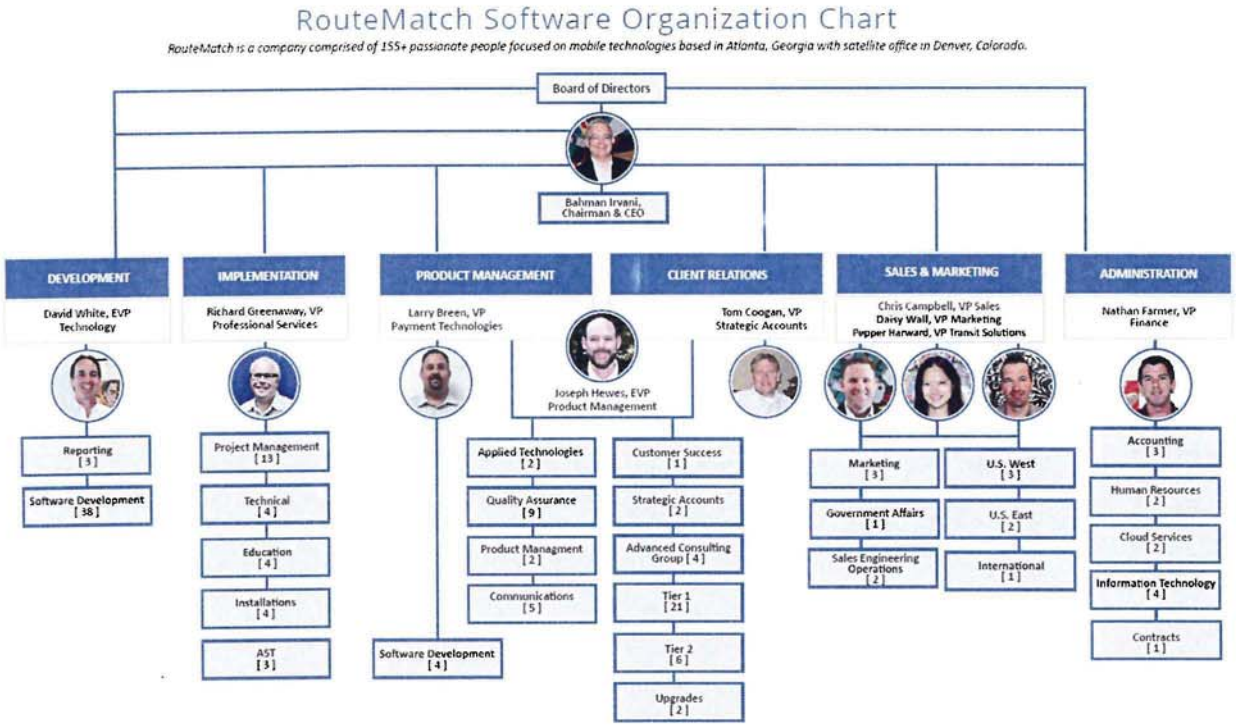
Pepper Harward is RouteMatch's Vice President of Transit Solutions. Brought onboard in 2014, Pepper assists in the development and refinement of corporate direction strategies and product development for RouteMatch. His role includes ownership of business processes and strategy for the Sales, Marketing and Business Development team. Originally from Arizona, Pepper brings over 15 years of combined experience in enterprise software solutions, sales, strategic business planning, product development, and Saas/Cloud offerings within the technology and transportation industries. Pepper's expertise includes account management and client retention as well as developing winning go-to-market strategies for high growth markets. Pepper holds a B.A in Economics from the University of Utah, as well as a JD from Georgetown University Law Center.

• **Daisy Wall,** Vice President, Marketing

Daisy Wall oversees RouteMatch's marketing department and has more than a dozen years of combined marketing, public relations, and journalism experience. Ms. Wall has provided communications and positioning guidance to multi-national organizations, including Accenture and Microsoft, as well as

counseled numerous privately-held emerging companies. She most recently comes from Tier One Partners, a Boston-based strategic public relations firm. There, she spearheaded multiple aspects of marketing for companies within the healthcare, human resources, and technology sectors.
Earlier in her career, Ms. Wall served as a director of marketing for iEnterprises, a customer relationship management software company, where she managed branding for the company's wireless applications, and executed marketing programs to accelerate licensing interest and attract new customers. She began her career as a features journalist at the Bangkok Post in Thailand. Ms. Wall holds a B.A. from the University of Michigan and a Master of Philosophy from the University of Cambridge, England, in Social and Political Sciences.

RouteMatch is managed according to the following structure:



2.2 Experience Overview

RouteMatch has worked very closely with each of our customers to clearly identify the needs and the best approach for implementing a solution to meet both their operating and strategic business requirements. Our customers range from small non-profits to for-profit companies to large urban specialized transit agencies, to regional coordination, one call / one click, and health and human service systems.

In addition, as RouteMatch and our customers work together, our solution is continually improving. We are constantly offering new features and entirely new products that enhance the usability and value to transportation operations around the country. We have no plans to stop our innovation and continue to

believe that this will lead to ongoing and accelerated growth. We hope that The City and Handi-Transit will be a part of the RouteMatch family.

RouteMatch Software has a tremendous amount of experience developing, deploying, and supporting off the shelf technology solutions for clients of similar type, size, function, and complexity. Please see a few facts about our experience below.

- RouteMatch has over 600 clients across North America and approximately 60% of them are urban public transit agencies
- RouteMatch is the leading technology provider in deploying enterprise ITS solutions for urbanized transit systems with a need to address specialized transit requirements.
- Through our meetings and interactions with Handi-Transit, it is our understanding Handi-Transit would like to continue utilizing local, third party subcontractors for their trips. RouteMatch has extensive experience is deploying technologies that allow our clients to streamline this process. One example is Denver RTD. RouteMatch successfully migrated RTD from its legacy Trapeze system to RouteMatch Software. Denver paratransit Service for Denver Metropolitan Area includes serving 2800 square miles, 300+ vehicles providing over 3200 trips per day. Reservations, Scheduling & Dispatch services are provided by a single contractor to RTD. Service is provided by 4 Transit Contractors as well as Taxi companies for a subsidized same day transportation service. Denver RTD and the local Taxi companies utilize RouteMatch technologies to facilitate and streamline same day operations.
- RouteMatch's fully integrated solution provides a single database design. This solution provides real-time awareness for all modes of transportation. We can also provide Multi-modal itineraries to your riders that integrate their specialized trips to your conventional routes. This model has been proven to be successful at York Region Transit.

2.3 RouteMatch Client References

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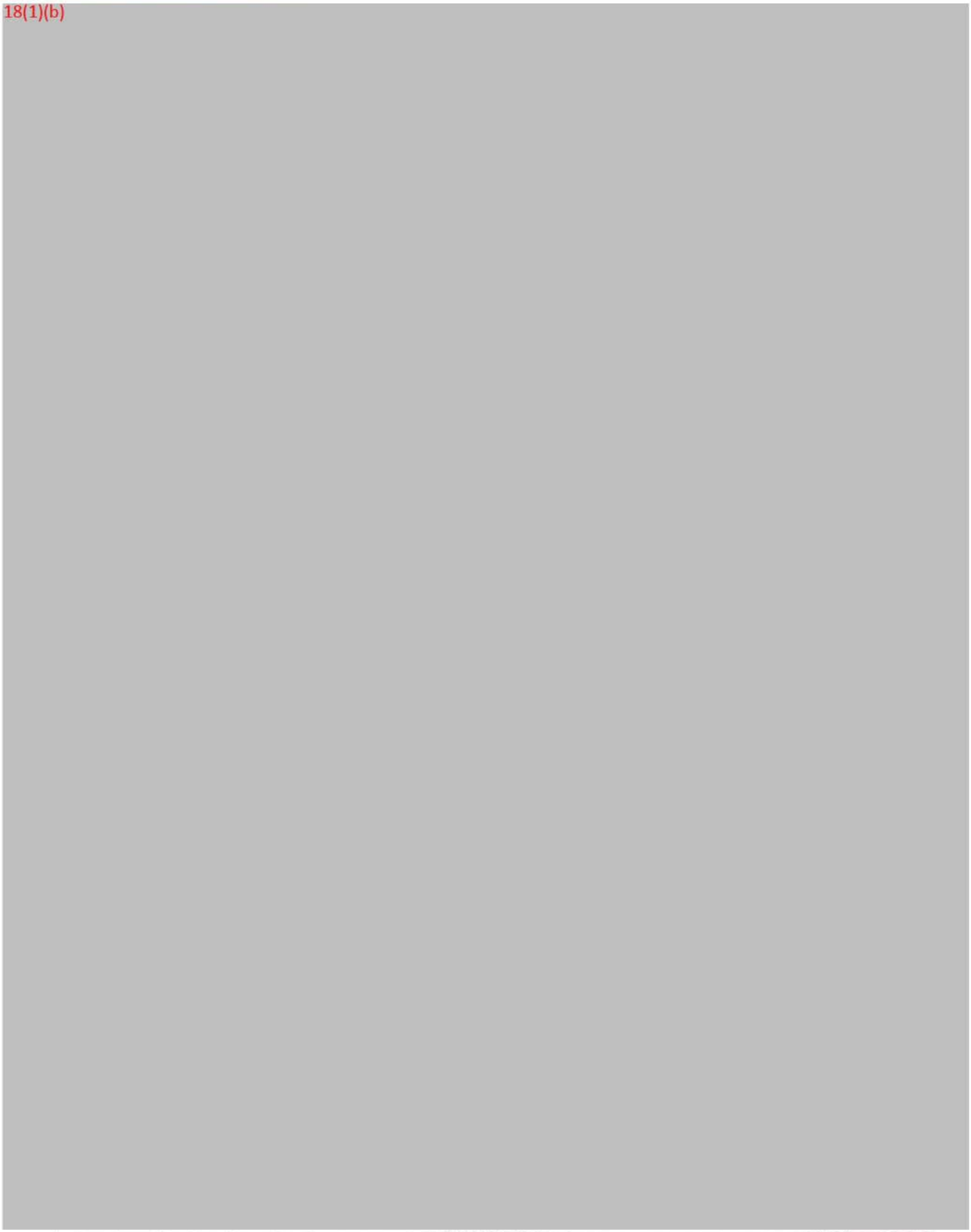

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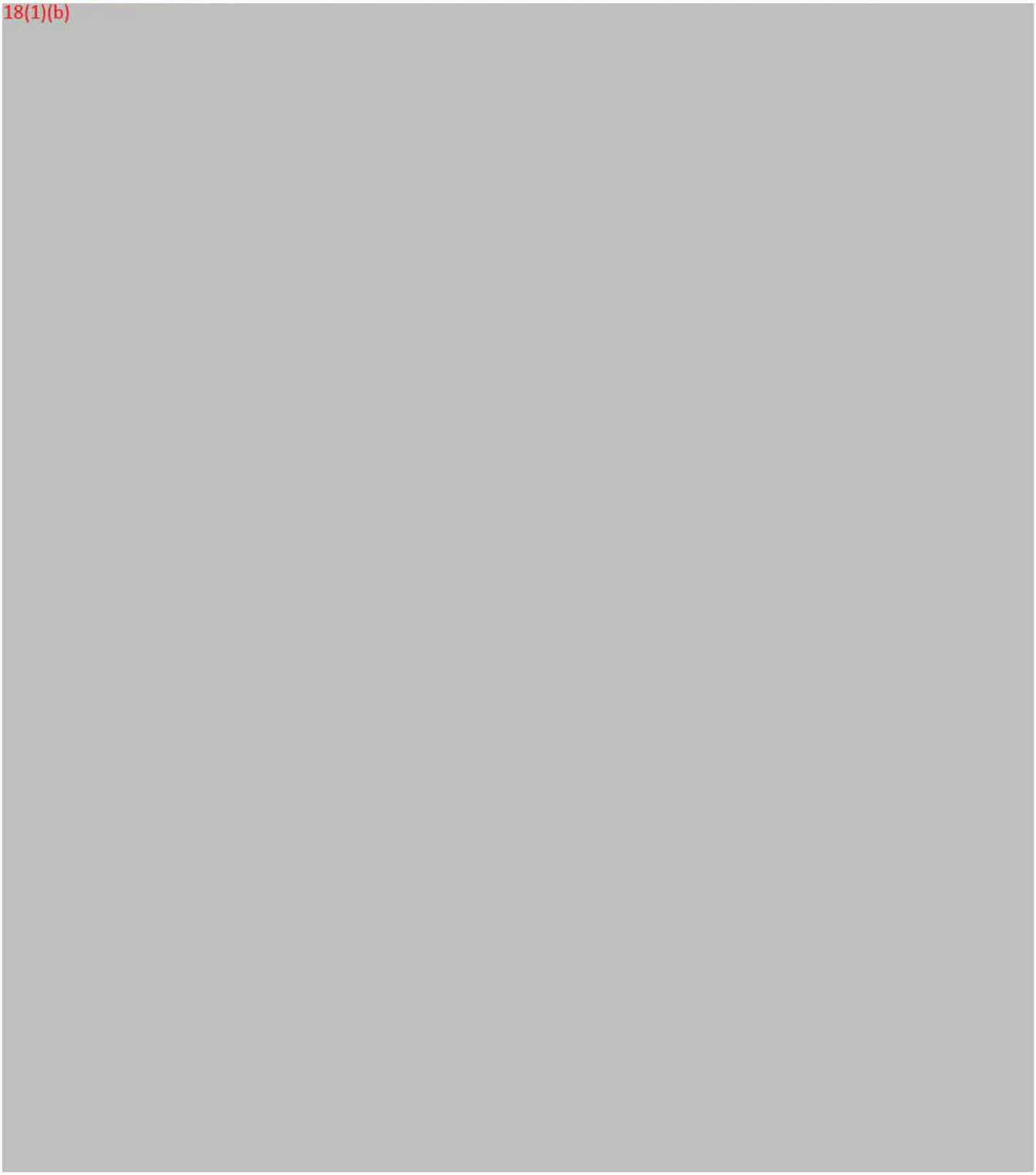
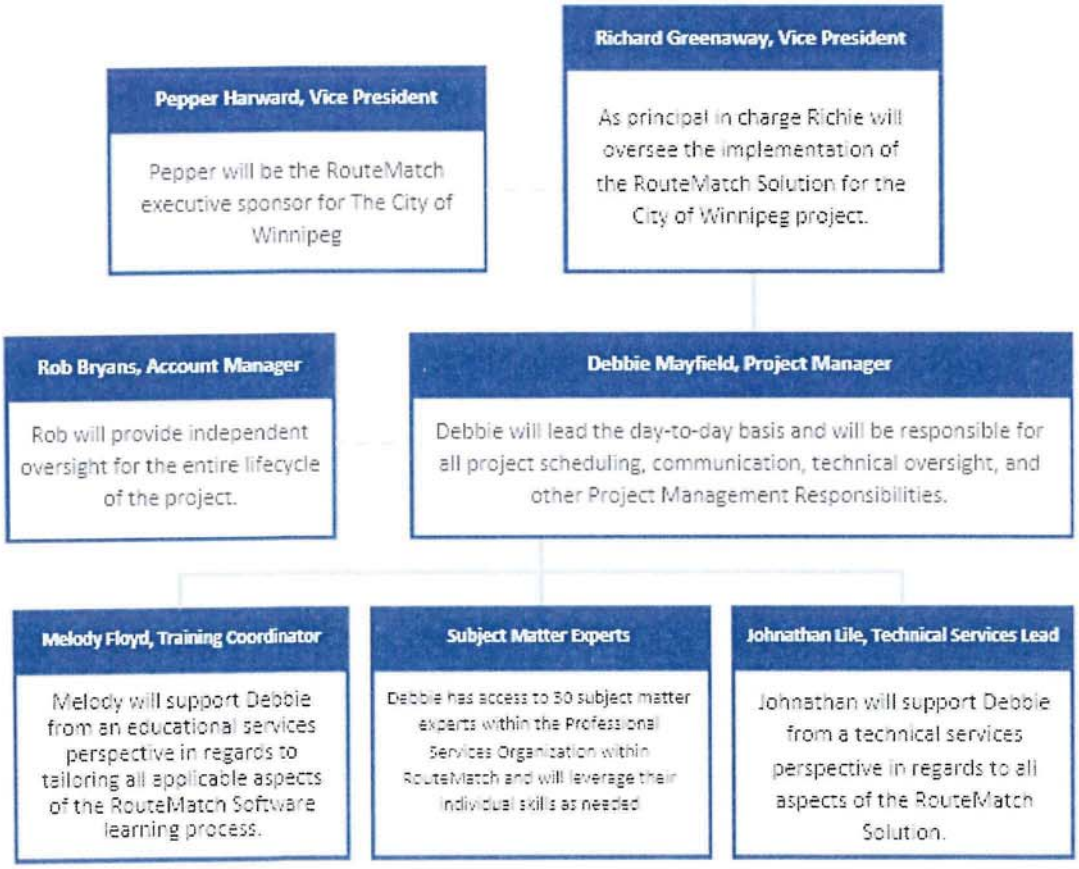


3.0 Proposed Team and Personnel

3.1 RouteMatch Software Project Team

For this strategic project, having a RouteMatch project team with similar experience to this project is imperative. RouteMatch has committed a project team with over 30 years of combined experience. RouteMatch offers The City the benefit of having technology implemented, integrated, and supported locally and directly by RouteMatch as the single point of contact, which ensures accountability and continuity. We have composed a team of highly qualified project personnel with a history of success. Project manager, Debbie Mayfield, will oversee day-to-day activities. Debbie is part of our Project Management Office and an industry expert in transit implementations, project management, and system integration. Debbie has extensive experience working with similar clients all over the country and will ensure that transitions are smooth, goals are met, and concerns are promptly addressed and resolved. In addition, Debbie will leverage the experience and expertise of the entire RouteMatch team. The following organization chart lists the key personnel and their primary tasks to ensure the successful deployment of this project. The personnel listed below are planned based on the procurement timeline and available resources. This project team has been with RouteMatch for many years, and we have full intention for them continuing to provide service through the life of the project.



Proposed Role and Qualifications:

Name: Richard Greenaway
Current Position Title: Vice President of Professional Services
Proposed Role in Project: Professional Services Oversight

As the Vice President of Professional Services, Richard is Responsible for the P&L and overall management of RouteMatch Software's Professional Services department, including account management, implementation services, educational services, technical services, and overall program oversight of all engagements. Richard is a seasoned IT executive with extensive experience in supply chain and transportation, business development, professional services, software development, and account management. He has a proven record of capturing, managing and delivering multi-million dollar IT projects on time and under budget. Deep domain expertise and demonstrated experience in supply chain and distribution operations, including business process improvement, software selection and implementations of enterprise applications.

Name: Debbie Mayfield
Current Position Title: Senior Project Manager
Proposed Role in Project: Project Manager

Debbie Mayfield has over 10 years of project management experience managing enterprise-wide software deployments and is based out of our Denver office. Her roles include installation of software, database creation, data imports, training, general troubleshooting, system analysis, and project management. She comes from a company as a user of RouteMatch Software. Debbie Mayfield draws on her years of experience analyzing work and information flow to provide recommendations to improve operational efficiency and cost reduction. She holds an A.S. in Business.

- Project Manager for Transport for New South Whales which is a State-wide deployment of RouteMatch demand response technology which includes scheduling and dispatch tools with mobile data tablets for 95 providers with 846 vehicles total.
- Project Manager for City of Peterborough Demand Response implementation with Mobile Data and Notifications module.
- Project Manager for NDDOT Statewide Implementation for 17 sites in both urban and rural areas. Demand Response deployment for 36 users and wireless deployment using tablets for 114 vehicles
- Project Manager for Department of VA. This included deploying RouteMatch Demand system to 15 separate agencies with demand response operations. The program provided RouteMatch software to agencies providing rural, public transit, and supported a wide variety of user skill-sets.
- Project Manager for Morrow, OH demand response deployment for 4 users and 24 vehicles.
- Project Manager for Via Mobility, a CO wireless deployment for demand response services with RMMobile and tablets for 60 vehicles.

- Project Manager for Brisbane, Australia, with RouteMatch demand response for 15 users and wireless deployment with RMMobile and tablets for 50 vehicles.
- Project Manager for First Transit Colorado Medicaid, CO demand response deployment service for 15 users and 40 providers using the Provider Web Portal to manage brokerage of 1000+ Medicaid trips. IVR/Notification used for Day Before Reminders to riders.
- Project Manager for Saferide, AZ/NM demand response deployment service for 28 users and 175 vehicles at 6 different sites throughout NM and one in Phoenix.

Please contact references for Debbie Mayfield where she acted as the lead Project Manager:
18(1)(b)

Name: Johnathan Lile
Current Position: Technical Consultant
Proposed Role in Project: Technical Service Consultant
Johnathan is a technical services professional with a wealth of experience on projects of varying scope, size and technicality. Johnathan is the main resource for the technical aspects of a project including troubleshooting, database development, operational assessments, AVL/MDT rollouts, data imports, and peripheral configuration. Johnathan's expertise transformed the operation of the County of Kauai located in Hawaii, where all elements of its transportation system were upgraded to better leverage new technology, including the ultimate deployment of their Paratransit Management & Fleet Tracking System (PMFTS). Technologies included in this project included GPS-based and real-time vehicle location and position transmissions for Fixed Route and Paratransit services, Trip-by-Trip Eligibility tools, and Automated Scheduling Optimization tools.
Johnathan holds a B.S. in Computer Information Technology from Western Kentucky University

Relevant projects:

- Lead technical resource in the deployment and completion of Kauai project – Enterprise client with approximately 60 vehicles which operate demand (about 300 trips a day) and 9 fixed routes with tablet integration.

- Lead technical resource in the deployment and completion of Idaho Statewide project – Enterprise client that has approximately 60 vehicles which operate demand response service. They also have tablets, webportal and TSP (Traffic Signal Prioritization).
- Lead technical resource in the deployment of the Vermont statewide project. These include a varying size of sites with demand response technology, tablets, webportals and notification module.

Please contact references for Johnathan Lile where he acted as the lead Technical Resource:

18(1)(b)

Name: Miles Foster
Current Position Title: Technical Services Manager
Proposed Role in Project: Technical Service Consultant

Miles Foster has over 8 years of experience in the software development and implementation field. In his three years as a Project Manager and Implementation Consultant with RouteMatch he has successfully implemented projects ranging across a wide variety of scope, size, and technical challenges. Miles has handled all aspects of a project implementation including operations assessment, planning, training, technical troubleshooting, data conversion, report development, go live support, and AVL/MDT rollout. Miles has worked closely with the development team on the implementation and the rollout of the most up to date versions of the software. Prior to joining RouteMatch, Miles work as a software developer and network administrator. Miles earned a B.S. in both Management and Electrical Engineering from Georgia Tech in 2004. Below are some samples of his relevant projects.

- Project Manager for South Eastern Pennsylvania Transportation Authority – ITS implementation with deployment of 2250 fixed routes and integration with over 500 ACS/Orbital wireless devices. The project also included a full IVR deployment, customer web portal, remote provider functionality, and a Citrix environment to support mobile laptops used by street supervisors.
- Project Manager for Lawrence County Port Authority – RouteMatch Demand deployment including setup of 4 fixed routes.
- Project Manager for Eastern Panhandle Transportation Authority – RouteMatch Demand deployment including setup of 4 fixed routes.

Name: Melody Floyd
Current Position Title: Educational Services Manager
Proposed Role in Project: Training Manager

Melody is skilled in creating and managing highly productive team endeavors, with focus on educational and technical training for software systems and truly loves working with people. She is an excellent communicator and team player with outstanding presentation, planning and organizational skills, and ability to transfer complex knowledge to diverse audiences.

Melody has also held the role of Project Manager and Implementation Consultant responsible for implementing projects ranging across a wide variety of scope, size, and technical challenges and has very deep knowledge of paratransit operations and RouteMatch technology. Handled all aspects of a project implementation including operations assessment, planning, training, technical troubleshooting, data conversion, report development, go live support, and AVL/MDT rollout.

- York Region Transit education manager for the entire project in addition to assistant project manager during the PanAm Games in 2016.
- Educational Consultant with HopeLink, WA a brokerage for non-emergency medical transport. This included training for more than 85 users. This project included demand response RouteMatch, Provider Portal, Notifications, and facility and customer web portals.
- Educational Consultant for Georgia statewide 311 project that required multiple separate agencies to be trained in a limited time frame. This included creating custom training designs and plans for 66 different agencies.
- Educational Consultant for St. Joseph, MO deviated fixed route transit agency that provides 200 paratransit trips and 12 fixed routes. This included training on ParaTransit, Fixed Route, and Wireless.
- Educational Consultant for Coastal Regional Commission, GA demand response deployment with RMMobile and tablets, for 80+ vehicles and 10 service areas. Also this agency uses Notifications for the demand response service across 10 counties.
- Educational Consultant for Coast Transit Authority, MS demand response and fixed route system. The project also includes wireless, notifications, and RouteShout training.
- Educational Consultant for Central Arkansas Development Council, AR demand response implementation with RouteMatch. This agency included 30+ people being trained to use RouteMatch. It also has 160+ vehicles dispersed across 13 counties with RMMobile.
- Educational Consultant for University of Georgia Transit demand response training for 5 vehicles, with RMMobile and tablets, specifically for the university system. This project also included fixed route deployment, with RMMobile and tablets, for 50+ vehicles and 20+ routes.

Please contact the following client references for Melody:

18(1)(b)

18(1)(b)

18(1)(b)

RouteMatch Software is offering The City our top consultants to assist on this project in an on-demand manner to further maximize the value of your investment. RouteMatch Advanced Consulting delivers a holistic assessment of a transit agency's business process and staffing needs, identifies gaps where technical customizations may be valuable, and offers opportunities for dramatic improvements in operational efficiencies.

SHEMIKA FLYNN
Advanced Consultant.
Expertise includes designing and implementing custom tools to improve operational tasks, such as Custom Reports and Data Import/Export Utilities as well as creating Expert users through advanced training.

NIKKI RUSSELL,
Senior Advanced Training Consultant.
Expertise includes developing and delivering custom training programs, and providing operational assessments and software configuration assistance.

JOHN BROGNA,
Advanced Consultant.
Responsible for providing operational assessments and software configuration assistance, as well as managing RouteMatch Paratransit, Fixed Route, and Wireless implementations.

BRIAN DO,
Advanced Consultant.
Specializes in client's technical operational needs – including Electronic Data Interchanges with Third Party Applications, deploying tablets, and deploying complex billing engines.

4.0 Management Plan, Work Plan and Technical Approach

4.1 RouteMatch Implementation Approach for Handi-Transit

The RouteMatch Professional Services Organization (PSO) has institutionalized a standard proven pragmatic and adaptable implementation methodology that capitalizes on our collective experience with Go Lives at over 600 locations across Canada and USA – including dozens of system migration projects from competitor systems as well as custom applications. This internally developed methodology RIM (RouteMatch Implementation Methodology) has evolved through the hundreds of installations that we have completed. RIM takes into account the proper staffing to meet the client's timelines and the proper procedures and documentation results in a successful implementation of our systems. RIM fundamentals include teamwork, structured client involvement, discrete, flexible stages with concrete deliverables.

Specifically, RIM adds value to a project by:

- Institutionalizing best practices refined through over 600 client implementations
- Defining guidelines for setting roles and responsibilities of both client and project team
- Providing a road map to assist in scheduling and resource planning,
- Standardizing methods in order to assure accuracy and consistency,
- Implementing a systematic, proactive approach to project management,
- Flexibility to that enables our staff to tailor the stages and focus energy, time, and expertise where they are most needed,
- Increasing visibility to critical path items and key milestones, and
- Integrating feedback loops/reviews into the implementation process to drive organizational learning

The below outlines RouteMatch's approach and the associated services for the implementation of RouteMatch Demand™ for Handi-Transit. This approach is built around the 3 core teams of RouteMatch's PSO:

- Project Management Office – provides project management and design expertise
- Technical Services – provides engineering and installation expertise
- Educational Services – provides expertise in adult education of complex transit systems

Refined through more than 600 installations, our technology and implementation expertise ensures that Handi-Transit's requirements, timelines, and budgets are met with minimal interruptions and maximum optimization. An implementation team will be assigned from our experienced PSO team which has over 30 employees dedicated to the implementation of our products, with experience ranging from 3 years to 20+ years in implementations. Our PSO group consists of project managers, business consultants, training consultants and technical personnel devoted to assisting Handi-Transit in all phases of RIM by:

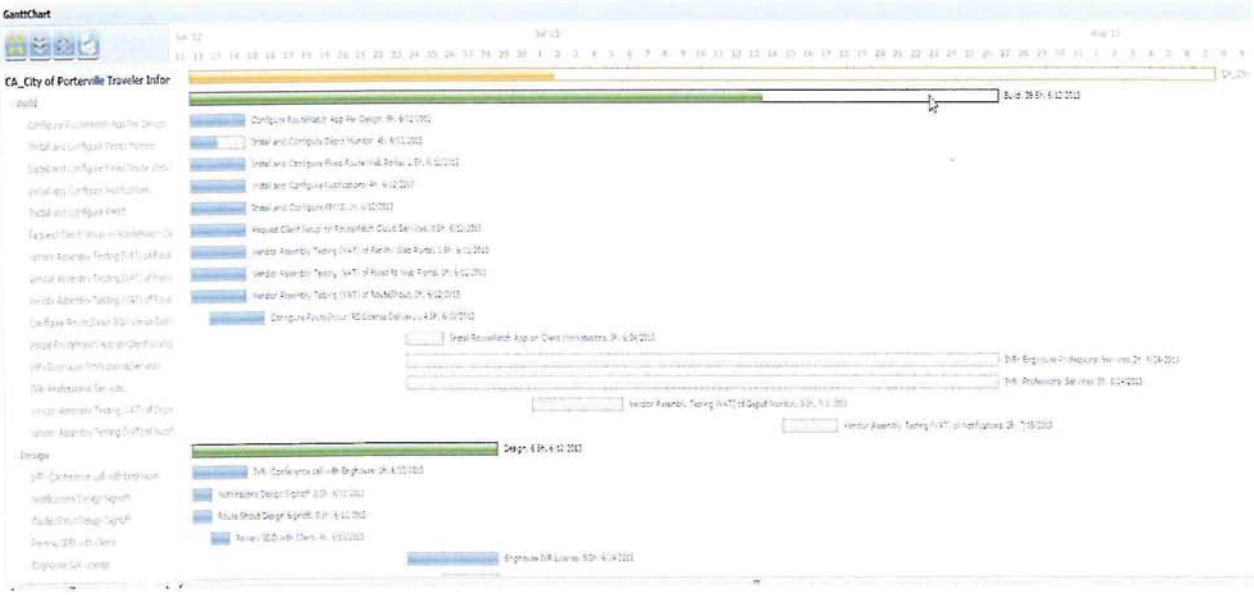
- Defining guidelines for roles and responsibilities
- Developing a roadmap for scheduling and resource planning
- Creating weekly feedback loops and reviews
- Implementing a systematic, proactive project plan
- Training your staff on the base system as early as possible

RouteMatch leverages a unique cloud-based project management application that is integrated in its SalesForce.com enterprise application to manage the entire professional services delivery lifecycle, from initial launch through deployment. Our investment in this innovative technology underscores our commitment to delivering deployments that consistently exceed Handi-Transit's expectations and provide unmatched transportation solutions.

Our Project Manage Office utilizes Project Pulse to manage resources, tasks, timelines and budgets to ensure we stay on time, on budget and focused on the activities that drive successful deployments. As a software company, our focus on operating our business "in the cloud" means that our teams collaborate and connect in real-time on everything from team scheduling and project status to document sharing and exchanging best practices that improve efficiency and productivity. Project Pulse was uniquely designed for RouteMatch's specific solutions and processes and was built based on the level of engagement Handi-Transit prefers.

The tool is fully aligned with our proven RIM (RouteMatch Implementation Methodology) process so that every phase and task is captured, tracked and updated across the team assigned to your project and monitored by a dedicated project manager who is responsible for overseeing all aspects of the

deployment process. With complete visibility into the day-to-day progress of your project, our managers keep you informed along the way and share key project milestones and successes so you get an inside view of the professional services aspect of your solution.



The Gantt approach allows our teams to plan and manage each phase of the deployment over the agreed-upon timeline with the ability to monitor completion progress across the phases, sub-phases and individual tasks necessary to deploy successfully.

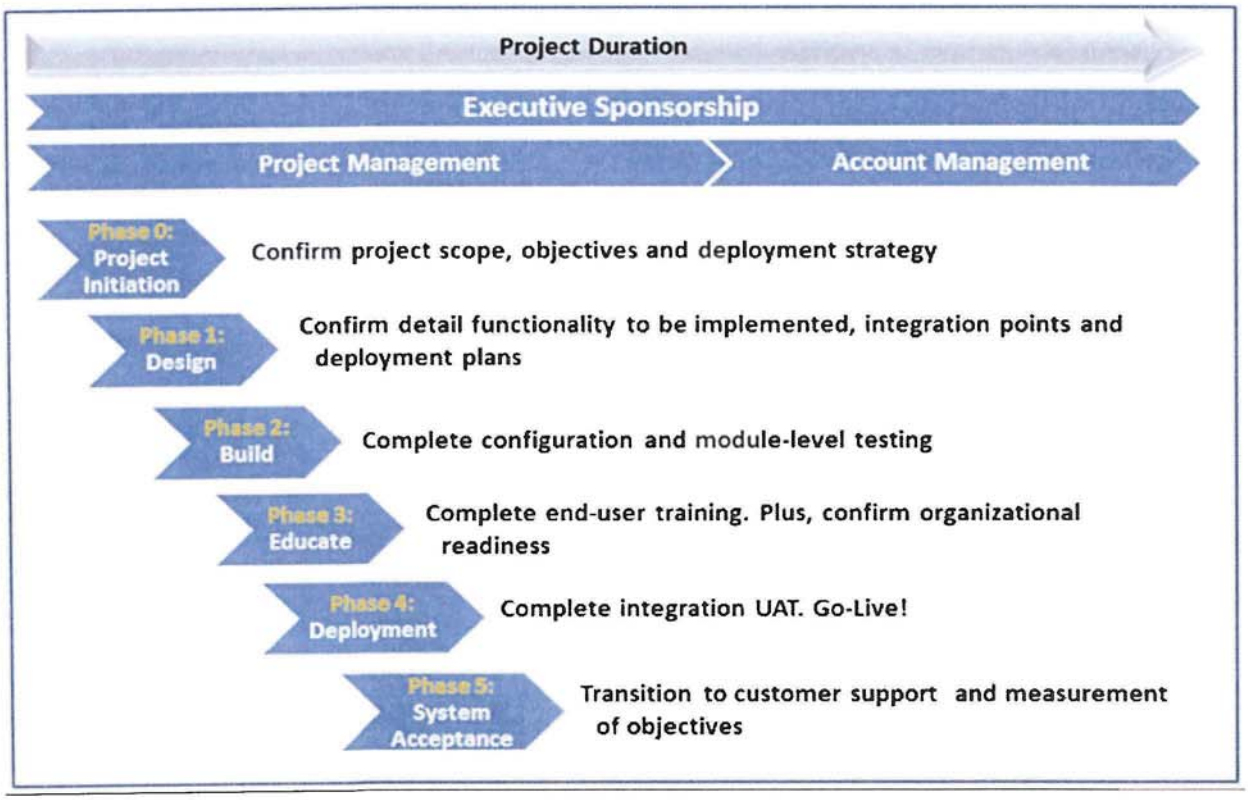
With Project Pulse, Handi-Transit benefits from extremely streamlined, efficient professional services processes and deployments that are delivered on time, on budget and well above expectations. Keeping our finger on the pulse of every stage of your project is critical to a successful implementation and ensuring you get value from your investment on an ongoing basis. We are committed to making Handi-Transit successful through the use of our technology and this is one of many ways we deliver seamlessly integrated solutions to drive your business forward.

Key Assumptions:
The below key assumptions have been made as part of the services approach and costs to the implementation:

- Handi-Transit will assign a project manager who will be the main Point Of Contact for the RouteMatch Project Manager.
- Handi-Transit's Project Manager will ensure all relevant City of Winnipeg team members attend the all project meetings such as the on site assessment and design meetings so that the project stays on schedule.
- The Handi-Transit Project Manager will ensure access to resources needed during the Build phase of the project is made available in a timely manner. This will include vehicle availability for equipment installations, and staff assistance needed during the various test phases (for example, drive testing of installed components)
- Handi-Transit will ensure designated staff attend training per the agreed Training Plan schedule

As illustrated in the Figure below, the stages and components of the RouteMatch Software RIM approach include:

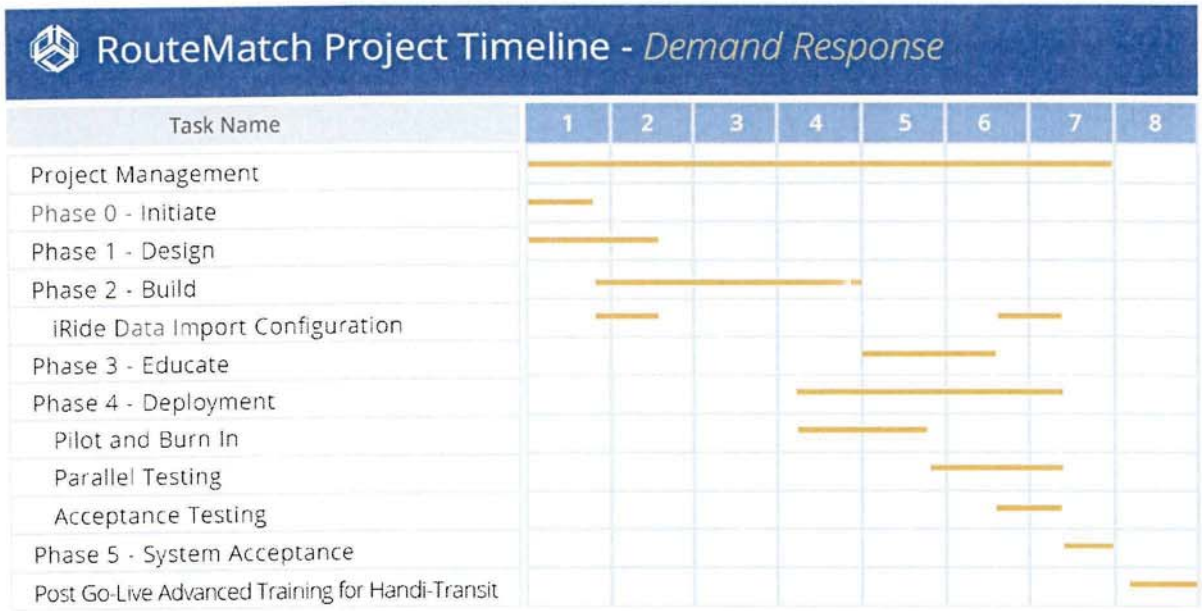
- **Phase 0: Project Initiation** – A structured transition from contract award to project kickoff.
- **Phase 1: Design** – Determines the details required to implement RouteMatch Software' solutions in the client's environment.
- **Phase 2: Build** – Software and hardware install, configuration, and Vendor Assembly Testing; prepares the project teams for operation in the client's environment.
- **Phase 3: Educate** – End to End system overviews ensures knowledge share of the updated operational inputs and outputs including end user training in distinct levels of training.
- **Phase 4: Deployment** – Integration, regression and user acceptance testing; confirms the solutions ability to execute a production environment in the client's current IT environment. Integrates the system and operations in a production environment for the client. Includes Go Live.
- **Phase 5: System Acceptance** – Happens once the client is fully operational and ready for transition to RouteMatch support. Transition to RouteMatch's Client Services Organization (CSO)
- **Project Management** – Occurs throughout all phases to ensure project goals, objectives, timeline and budget are being met.
- **Account Management** – Ensures Handi-Transit's satisfaction is maintained over course of entire project, and that transition into RouteMatch's Client Services Organization (software maintenance) is successful through meeting all project objectives.
- **Executive Sponsorship** – Aligns the project's objectives to RouteMatch's corporate goals to ensure that client satisfaction and return on investment meet organizational expectations for all parties.



RouteMatch Software's RIM Approach

Each phase of RIM includes a set of deliverables, which is provided to Handi-Transit, and requires approval before the phase is fully completed. The client is provided with weekly, monthly project status reports, including detailed attention paid to issues, risks and key action items. To encourage collaboration and reduce the dependency on RouteMatch Software' resources, RIM requires significant client involvement during the implementation process.

RouteMatch is proposing a project schedule that is a little over 7 months in length in order to successfully migrate Handi-Transit's custom built iRide system to RouteMatch. The following is a visual representation of the proposed schedule:



Project Management

- Occurs throughout all phases of RIM
- Ensures Project Success
- Executes Project within RIM Methodology
- Project Managers: Create, update, review, and resolve RM issues, Conduct Weekly Project Status reviews with client;
- Tracks Action Items
- Review Issues and Action Item List with Client at weekly meetings

DELIVERABLES

- Implementation Work Plan
- Revised Project Deliverables
- Transition Process Documents

Phase 0: Initiate

Tasks include: Contract Initiation, Project Kickoff, End to End Project Plan (Scope, Deliverables, Budget, Timeline, Risks, Issue, and Resource Requirements). Includes but not limited to the following:

Kickoff Meeting

- Reconfirm Client's Expectations: Project Plan and SOW
- Discuss Project Objectives
- Discuss and Review High Level Functionality
- Agree dates for Operations and Technical Assessments

Client Acknowledgement of Phase 0 Letter

DELIVERABLES

- Implementation Work Plan

Phase 1: Design

Tasks include: Operations Assessment, Technical Assessment, Critical Success Factors (Metrics/Measures/Matrix), Functional Design, Detail Design, Baseline Client Statistics/Metrics. Includes but not limited to the following:

Operations and Technical Assessments

- Review of operations and discussions with all necessary personnel
- Review of current reporting to communicate reporting needs
- Technical review of client's IT architecture and policies for access

System Design Document

- Documents how Handi-Transit will Use RouteMatch Software in their Operation
- Identifies Each Functional Area of the Handi-Transit's solution
- Highlight changes needed between current Operation Processes and system flow
- Iterative Review and Revision with Client Involvement

Hardware Design Document

- Documents all the server and peripheral specifications that are to be implemented as part of the Solution for Handi-Transit
- Finalizes each hardware component of the RouteMatch solution for Handi-Transit to order any necessary hardware. RouteMatch will assist where needed to help direct The City's IT Staff to all equipment and services required on behalf of the project and manage the delivery process.

Conversion Plan

- Details process of converting data from iRide to RouteMatch Software
- Outlines Steps Required to Begin Production Use of RouteMatch Software
- Includes dates & times: shut down old systems and process and conversion to new

DELIVERABLES

- System Design Document
- Hardware Design Document
- Training Needs Analysis
- Report Design Specifications
- Conversion Plan

Phase 2: Build

Tasks Include: System Configuration and Vendor Assembly Testing, Development of User Training. Includes but not limited to the following:

Vendor Assembly Testing

- Create Vendor Assembly Test plan to System Design
- Execute test cases in Client's Test Environment:
  - Unit Testing
  - Integrating Testing
  - System Testing
  - User Acceptance Testing Prep

Software Installation

- Set up access to Handi-Transit's Database

Perform System Configuration

- Test System Configuration in the Handi-Transit Training Environment
- Configure Production Environment
- Client prepares the Operations

DELIVERABLES

- Test Report
- End User Tailored Training Guides
- Go Live Risk Assessment with Mitigation Plan

Phase 3: Educate

Tasks Include: Execute User Training, End to End Systems Overview. Pre-Go Live and Conversion Activities and Risk Assessment. Includes but not limited to the following:

End User Training

- Execution of tailored Training sessions

Risk Assessment with Revised Project Objectives

- Compared to Project Objectives provided in Phase 1 Design
- Reviewed and Acknowledged by Handi-Transit as Part of Readiness Assessment

DELIVERABLES

- Go-live Success Criteria
- Risk Assessment
- Implementation Checklist

Phase 4: Deployment

Tasks Include: Phased in approach - UAT, Pilot, Burn In, Acceptance and Warranty. Includes but not limited to the following:

- User Acceptance Testing performed by the Handi-Transit project team
- Go Live
- Implementation Support
- Handi-Transit Support Transition Requirements & Needs Assessment

DELIVERABLES

- Post Project Assessment Documents including Baseline/ Go Live analysis

Phase 5: System Acceptance

Tasks Include: Project Closure, Transition to Customer Support. Includes but not limited to the following:

- On-going Support
- Continual Maintenance

DELIVERABLES

- Baseline Measures and Metrics Analysis
- Customer Support Transition document
- End of Contract Transition documentation

Risk Management Approach

Our risk management strategy is far more than just a series of tasks and work products. We fully imbed risk management in the way we operate; it is part of our culture. We apply a risk adverse perspective throughout the lifecycle of a project. Experience shows us that when risk management becomes part of the daily conversation, not only does risk reporting to leadership become more accurate, but also we are far more effective at mitigating the effect of issues or completely preventing them from occurring.

Data Conversion Approach (Converting Data from iRide)

Data Conversion is a key within the Design, Build, Educate and Deployment phases of RIM. With migration of data from numerous legacy systems (iRide) to RouteMatch an efficient process has been adopted that encompasses:

- An in-depth understanding of the functionality of the source data structure.
- Confirmation of source data quality, if poor, needs to be cleansed in order to be successfully migrated.
- The differences in task definitions between the source and target data structures

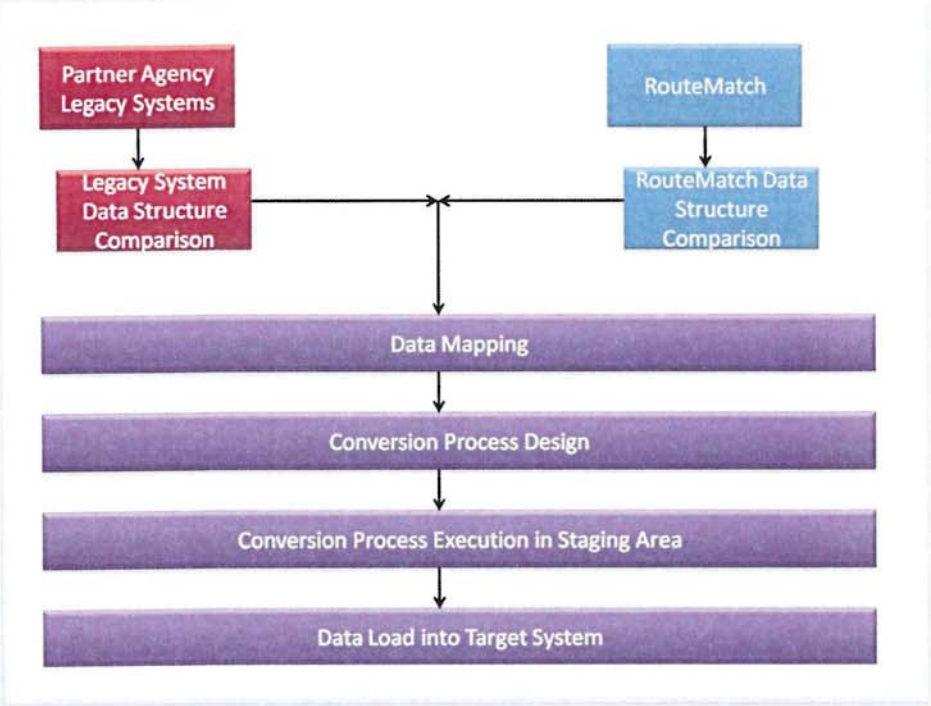
As shown in the below figure, the legacy data conversion process is fairly straightforward but is not underestimated. The following phases can be distinctly identified as the building blocks of such a data conversion process.

- **Step 1: Data Structure Model Analysis**
- **Step 2: Data Mapping**
- **Step 3: Conversion Build and Execution**

Step 1: Data Structure Model Analysis

This is the first phase of any data conversion project. The data structure model analysis involves an in-depth study of the legacy system (**iRide**) compared to that of the target system - RouteMatch. The following questions are required to be answered in this phase:

- What is to be migrated?
- Are there more than one legacy systems that are required to be migrated?
- Can the data in legacy system be migrated into the target system without data cleansing?
- What is the level of data cleansing is required to maximize migration?
- What are the major complications involved in the conversion process?



Phase 2: Data Mapping

Definition: Data mapping is a process of assigning a source data element to a target data element.

Having done the analysis of data structure models in Phase 1, data mapping is taken up. If data in the legacy system is to be migrated to RouteMatch then each of the fields in the legacy system needs to be related to a field or a set of fields in RouteMatch. This process of identifying and documenting the target field for each of the fields in legacy system is captured in the Interface Control Document.

Data mapping is an iterative process. For any change in the System Design of RouteMatch or change in rule for setting a value of a particular field there is a need to amend the mapping specification reflecting the changes in mapping rules.

Phase 3: Conversion Build and Execution

Once the data mapping is complete, an overall data conversion process is built to convert data into a structure required by RouteMatch. The mapping specification serves as an input to this phase. All the rules detailed in mapping specification are incorporated into the conversion build.

There are then several iterative tests run to bring a Legacy data set into RouteMatch during the Vendor Assembly Testing to confirm all field map as designed and the import does not impact the overall functional design. Once successful the build is frozen and there can be no changes made to the source data within the legacy system. During the education phase the conversion scripts are used so users are trained on familiar data. In the deployment phase the conversion scripts are also run before User Acceptance Testing, this then enable the Agencies to see their legacy data in RouteMatch as part of the test.

Testing Approach

Our testing strategy for the various components of Vendor Assembly Testing and later in the project lifecycle is based on best practices for software testing and we view testing more than just debugging. Testing is not only used to locate defects and correct them. It is also used in validation, verification process, and reliability measurement with our clients as part of our implementations. Testing is involved in every stage of the software life cycle at RouteMatch, from a Professional Services implementation perspective the spectrum of testing incorporates 4 major phases of testing:

1. **Unit Testing** is executed at a low level of the software. The implementation team tests our basic components of software being utilized for the project.
2. **Integration Testing** is performed against the functional flow and operational process for the client and will include hardware peripherals
3. **System Testing** affirms the end-to-end quality of the entire system. The System test is based on the functional/requirement specification of the system. Non-functional quality attributes, such as reliability, security, and maintainability, are also validated.
4. **User Acceptance Testing** is executed when the completed system is handed over from RouteMatch to Handi-Transit. The priority of acceptance testing is rather to give confidence that the system is working than to find errors.

Training Approach

RouteMatch realizes that proper training is crucial to a successful project. As outlined in the RIM Approach, all clients are provided with a custom training plan developed by assessing their specific training needs. This type of instruction is called Role Based Training. RouteMatch's Project Manager and Educational Services lead are able to develop this custom plan by conducting a thorough training needs assessment, listening carefully to Handi-Transit's requirements and wishes. With open communication, the RouteMatch Team then draws on their experience and the findings to develop the Handi-Transit custom training plan. This Training Plan is then reviewed and agreed upon by all parties before the start of training.

Role-based training has been proven to increase efficiency in training and is a more effective way of learning than having all Users learn aspects of the application that do not apply to them. By avoiding generic training and focusing on an individual's roles and responsibilities, RouteMatch effectively prepares each employee with the skills needed to be successful in a desired role. RouteMatch will provide training for Handi-Transit staff to operate, administer, troubleshoot, and maintain the solution. The training will be led by an experienced RouteMatch Educational Services Consultant at Handi-Transit's Facility. RouteMatch only requires that the training room be large enough to fit the training class and recommends each Trainee have their own workstation that is networked to the RouteMatch server. RouteMatch believes in open class participation and that practice is key to learning. Therefore, the training consists of Users learning and actively practicing to use the applications in a hands-on environment, working with real, local data. This learning-by-doing approach has been shown to be a more effective method of training and provide more significant effects on user adoption and the overall success of the implementation. In addition to exceptional onsite client training, both hard copy and electronic documentation of User Guides, Training Guides, and exercise books for each corresponding module of RouteMatch will be provided to Handi-Transit Users on the modules they will be trained on.

RouteMatch provides Handi-Transit with the highest level of service. By using our GoToTraining tool, the Handi-Transit have the ability to visit our library of resources and customized videos, which are accessible at any time. Reports on learning progress and who has accessed materials are offered as well. While remote from your location, RouteMatch still can provide face to face support by using the interactive webcam capabilities of GoToTraining. With the use of GoToTraining, the delivery of RouteMatch curriculum is even more comprehensible and measurable for your success.

The following chart provides a general overview and framework for the RouteMatch Demand Response class curriculum:

Course	Title	Description	Modules	Duration	Functional Role
RM 100	Introduction to RouteMatch	Course will provide a very high level and practical overview of your RouteMatch Solution and its impact to your organization. Course is designed for any and all stakeholders of the transit system including users, managers, board members, advocates, and citizens.	None. Solution Overview	1 Hour	CSR, Managers, Directors, Schedulers, Dispatchers, Reports and Billing, Drivers
RM 101	RouteMatch Basics	Course is designed to provide users with a general understanding of the RouteMatch user interface, common functions, and basic data entry modules. Instructor will provide hands on demonstrations. Attendees will be assigned interactive practice sessions.	RouteMatch Application Basics, User Interface,	1 Hour	CSR, Managers, Schedulers, Dispatchers
RM 102	Customers	Course is designed to provide attendees understanding on how to create and manage customer information in Demand Response Customers. Also address assignment to customers will be covered.	Demand Response Customers	2 Hours	CSR, Managers, Schedulers, Dispatchers
RM 103	Addresses	Course provides a foundation to using RouteMatch. Also it explains the importance and effects of addresses on the rest of RouteMatch. Attendees will learn how to create and manage addresses.	RouteMatch Addresses	1 Hour	CSR, Managers, Schedulers, Dispatchers
RM 104	Vehicles	Course will cover how to create a new vehicle in RouteMatch Vehicles. Attendees will learn how to setup seating capacity and correct mobility compatibility. Also attendees will learn vehicle management.	RouteMatch Vehicles	1 Hour	CSR, Managers, Schedulers, Dispatchers
RM 105	Drivers	Course will provide an overview on how to store driver information in Demand Response Drivers. Attendees will learn how to save additional characteristics about the driver that will link to Vehicles and Scheduling.	RouteMatch Vehicles Module	1 Hour	CSR, Managers, Schedulers, Dispatchers
DR 201	Trips	Course will cover how to create and modify demand response and standing order trips. Also attendees will learn how to edit trips and efficiently manage trips as different requests come in from the customers. Lastly call takers will learn how to schedule trips from the Trips module.	Demand Response Trips	3 Hours	CSR, Managers, Schedulers

Course	Title	Description	Modules	Duration	Functional Role
DR 202	Scheduling	Course will cover all basic and intermediate Demand Response Scheduling Concepts including setting up Garages, Runs, and Breaks. Attendees will also learn how to assign Runs, Trips and Drivers to vehicles.	Demand Response Scheduling	2 Hours	Managers, Schedulers
DR 203	Dispatching	Course will provide an introduction to demand response dispatching concepts and features. Topics will include user interface, navigation, vehicle tracking, dispatch options, message center usage, and dispatch views. Instructor will provide hands on demonstrations. Attendees will be assigned interactive practice sessions.	Demand Response Dispatching	1 Hour	Managers, Dispatchers
DR 301	Advanced Scheduling	Course will cover more complex scheduling and routing functions including modifying garages according to vehicle and/or driver availability. Changing breaks and runs during scheduling.	Demand Response Scheduling	2 Hours	Managers, Schedulers
DR 302	Verification	Course will cover how to confirm actual data in Demand Response Verification. This includes adding trips to vehicle after the trip has occurred or making any changes after the date has past.	Demand Response Verification	1 Hour	Managers, Reports and Billing
DR 400	Ad Hoc Reports	Course will cover creating reports unique to operating needs. Attendees will learn how to access and properly utilize the Ad Hoc Wizard and demand response data. Instructor will provide hands on demonstrations. Attendees will be assigned interactive practice sessions.	RouteMatch Ad Hoc Wizard	1 Hour	Managers, Reports and Billing
DR 401	Billing	Course will cover all basic concepts of Demand Response billing concepts and features. This includes how funding sources are associated to billing, creating billing rule criteria, and global variables. Also run billing rules will be covered for group trips.	Demand Response Billing, Demand Response Funding Source	1 Hour	Managers, Reports and Billing
DR 402	Reports	Course will cover data analysis and reporting functionality. Attendees will learn how to access and properly utilize our standard reports and demand response data modules.	RouteMatch Demand Response Reporting	1 Hour	Managers, Directors, Reports and Billing

Course	Title	Description	Modules	Duration	Functional Role
		Instructor will provide hands on demonstrations. Attendees will be assigned interactive practice sessions.			
DR 403	System Administration	Course is targeted to the system and IT administrators in the organization. Topics will cover RouteMatch system configuration, advanced troubleshooting, and database management.	RouteMatch Settings, Demand Response Services	1 Hour	Managers, Directors
MOB 101	RouteMatch Mobile Application – Driver Training	Course will provide driver training for the RouteMatch Mobile Application. Course is intended to be hands on train the trainer course.	RouteMatch Mobile Application	2 Hours	Managers, Dispatchers, Drivers

Table 1 – RouteMatch Training Courses

Sample Training Week for Handi-Transit

Monday		
Training Prep	Time	Attendees
RM100 Introduction	8:30 am – 9:00 am	Group A
RM101 Basics	9:00 am – 9:30 am	Group A
RM103 Addresses	9:30 am – 10:30 am	Group A
RM104 Vehicles	10:30 am – 11:30 am	Group A
Practice: In Class Exercises	11:30 am – 12:00 pm	Group A
Lunch	12:00 pm – 1:00 pm	
RM100 Introduction	1:00 pm – 1:30 pm	Group B
RM101 Basics	1:30 pm – 2:00 pm	Group B
RM103 Addresses	2:00 pm – 3:00 pm	Group B
RM104 Vehicles	3:00 pm – 4:00 pm	Group B
Practice: In Class Exercises	4:00 pm – 4:30 pm	Group B

Tuesday		
Course	Time	Attendees
RM105 Drivers	8:30 am – 9:30 am	Group A
DR 102 Customers	9:30 am – 11:30 am	Group A
Practice: In Class Exercises	11:30 am – 12:00 pm	Group A
Lunch	12:00 pm – 1:00 pm	
RM105 Drivers	1:00 pm – 2:00 pm	Group B
DR 102 Customers	2:00 pm – 4:00 pm	Group B
Practice: In Class Exercises	4:00 pm – 4:30 pm	Group B

Wednesday		
Course	Time	Attendees
DR 201 Trips	8:30 am – 11:30 am	Group A
Practice: In Class Exercises	11:30 am – 12:00 pm	Group A
Lunch	12:00 pm – 1:00 pm	
DR 201 Trips	1:00 pm – 4:00 pm	Group B
Practice: In Class Exercises	4:00 pm – 4:30 pm	Group B

Thursday		
Course	Time	Attendees
DR 202 Introduction DR Scheduling	8:30 am – 10:00 am	Group A
DR 301 Advanced DR Scheduling	10:00 am – 11:30 am	Group A
Practice: In Class Exercises	11:30 am – 12:00 pm	Group A
LUNCH	12:00 pm – 1:00 pm	
DR 202 Introduction DR Scheduling	1:00 pm – 2:30 pm	Group B
DR 301 Advanced DR Scheduling	2:30 pm – 4:00 pm	Group B
Practice: In Class Exercises	4:00 pm – 4:30 pm	Group B

Friday		
Course	Time	Attendees
DR 203 Dispatching	8:00 am – 9:30 am	Group A
DR 203 Dispatching	9:30 am – 11:00 am	Group B
DR 303 Verification	11:00 am – 12:00 pm	Verifiers
LUNCH	12:00 pm – 1:00 pm	

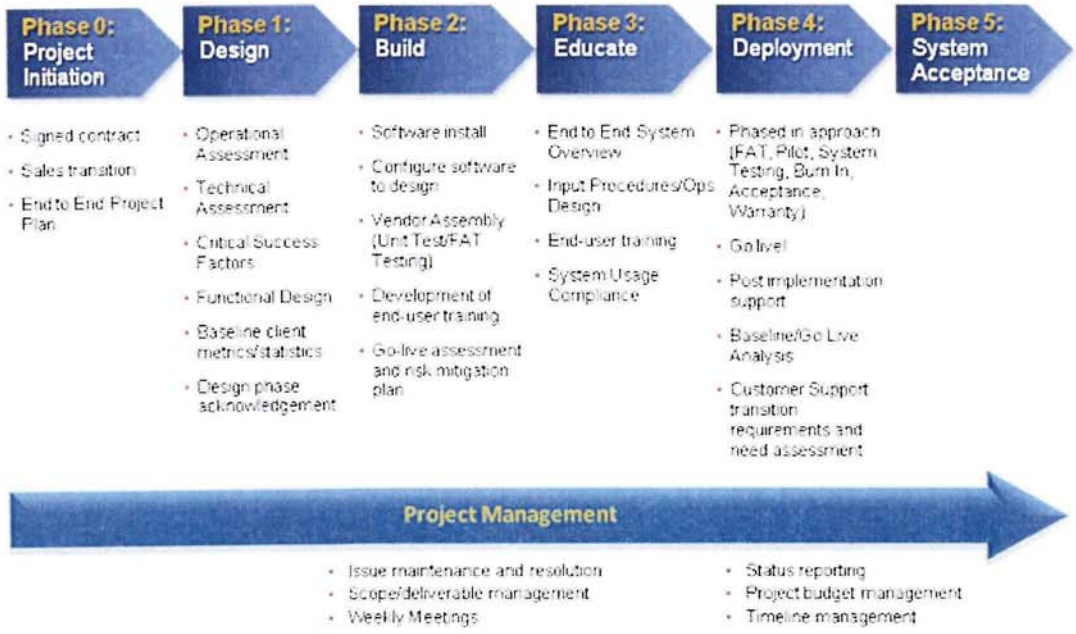
DR401 System Administration	1:00 pm – 2:00 pm	Admin
DR 402 Reports	2:00 pm – 3:00 pm	Admin
DR 400 Ad Hoc Reports	3:00 pm – 4:00 pm	Admin
DR401 System Administration	4:00 pm – 5:00 pm	Admin

Table 2 – RouteMatch Sample Training Schedule for The City of Winnipeg

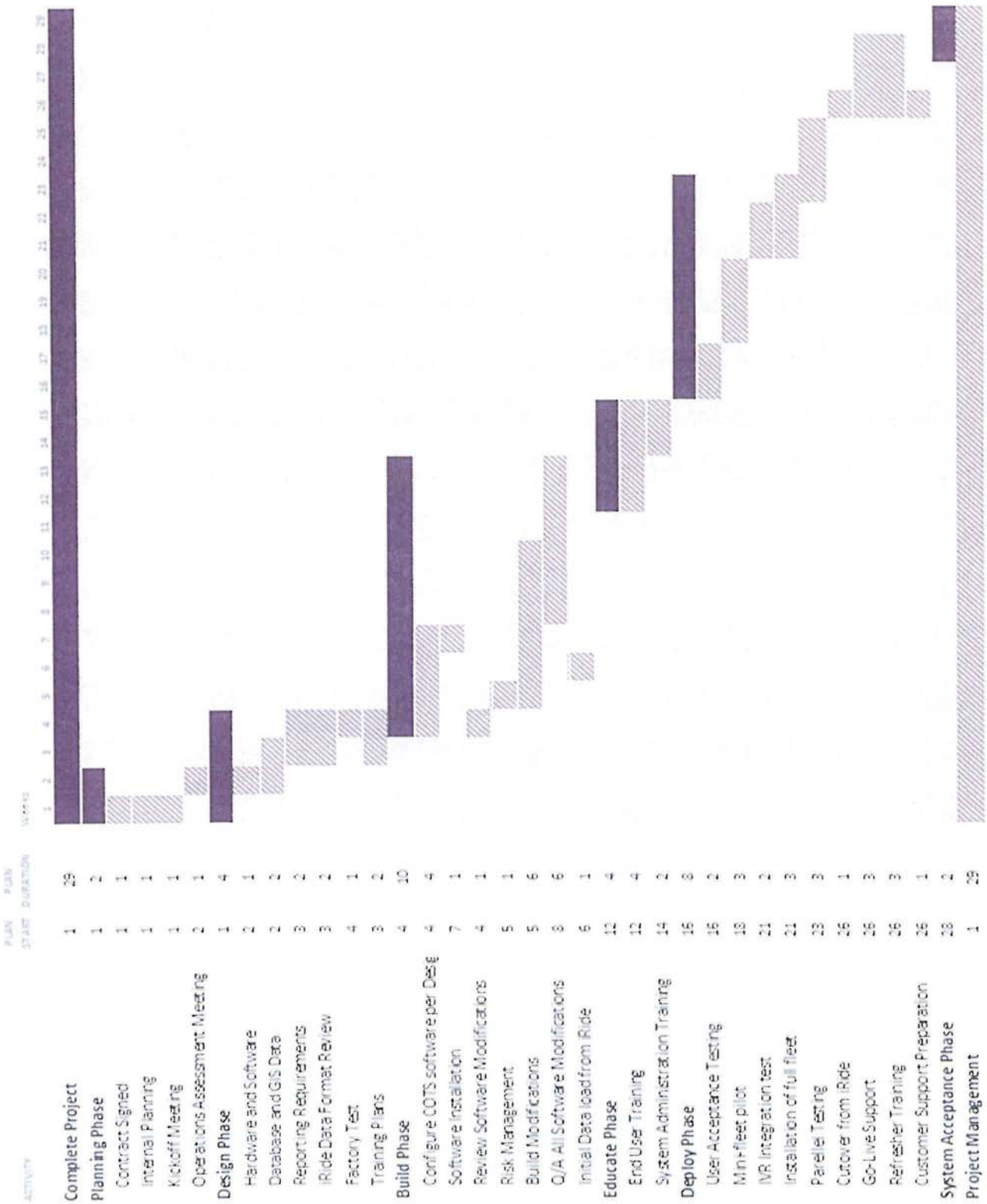
RouteMatch also offers a variety of methods for post-implementation training. We recognize the need to train new hires and refine existing skills. RouteMatch offers weekly training webinars, recorded online training videos, free one-to-one remote training sessions, and a library of other training resources such as documentation and computer based training. At Handi-Transit's request a RouteMatch Training Specialist will provide onsite post-implementation training for one week following the system acceptance as part of our advanced consulting efforts.

Summary

Success of any project is dependent on how you begin. That's why every one of our installations starts with **RouteMatch's Implementation Methodology (RIM)**. This standard methodology brings together our technology and implementation expertise into a best practice process for the Transit industry developed over the course of more than 600 installations. It ensures that your chosen solution is implemented on time, on budget, and with minimal interruptions and maximum optimization of operations.



5.0 Sample Project Schedule for The City of Winnipeg



6.0 Customer Support and Maintenance

RouteMatch staffs its technical support team through its Atlanta based Client Services Operation (CSO) department. This department includes 25 consultants and IT professionals working in the following divisions.

What's Included	Description
HELP DESK	24/7/365 Access to RouteMatch helpdesk through phone, email and web
UPGRADES	All software upgrades are included at no charge and can be automatic
WEB SUPPORT	Access to MY.RouteMatch.com for training, documentation, news, training, webinars and client forum
REGIONAL SEMINARS	Regularly conducted seminars that include regional partners
IN-THE-FIELD	Advanced consultants will visit you to ensure you're maximizing your investment
TRAINING	Ongoing education on-line as well as dozens of recorded sessions
USER CONFERENCE	Free admission to the RouteMatch annual user conference in Atlanta
HARDWARE SUPPORT	1 year Warranty on all hardware components included
ACCOUNT REVIEW	Routine communication and on-site meetings with account management to review operations

6.1.1 Customer Support Team

Our Customer Support Team consists of Tier 1 and Tier professionals who are responsible for executing on the processes regarding Reporting and Resolution set forth below. They consistently interact with Customers, processing cases, as follows:

- Tier 1 – Tier 1 staff consists of IT and/or Transit professionals with 1 – 2 years' experience. They are the "front line" contact point for all Customer Technical Support needs. They man our telephone, email, and web case queues and provide training, configuration services, technical assistance, and case processing. Tier 1 staff is primarily responsible for tracking all cases and communicating efforts, resolution plans, and timelines to our customers.

- Tier 2 – Tier 2 staff are IT and/or Transit Professionals with at least 3 years of experience who have specific skill sets tied to more complex matters such as database management, report writing, scheduling engines, transit operations, and billing. Tier 2 staff members receive cases from the Tier 1 team and work directly with customers to resolve issues. Tier 2 staff also works directly with our software developers and our Product Management team to process and handle matters as needed.

6.1.2 Annual User Conference

Annually RouteMatch hosts a user conference. All users nationwide are invited to attend. The conference consists of several general and breakout sessions which provide continuing education on current RouteMatch products as well as future innovations and releases and overall business/market needs. The event includes peer-to-peer workshops, user case-studies, and presentations from Transportation professionals as well as industry experts in

the different areas of Transit ITS. We also provide specified "certification" classes which are limited space, academic classes designed to train, test, and certify users on specific functions or operations within RouteMatch Software. All sessions are designed to provide an intense week of education as well as to create relationships for continuing education all year long. The User Conference has been offered for the last 10 years and has become a "must attend" event for the majority of our clients.

> ""The RouteMatch User Conference provides so many opportunities for users to actively engage in learning new software developments through the numerous educational sessions and certification trainings which were offered," says Kristen Vida, Executive Director at DuFast Transit. "It was clear that RouteMatch is dedicated to providing the best possible solution to the transit industry by actively seeking input from users on how to improve features and make them the most efficient and user friendly as possible.""
>
> DuFast, PA

6.2 Software Maintenance

RouteMatch maintains its Software primarily through Upgrades and Updates. On occasion we will deliver important or urgent items through "Hot Fixes" or database script releases. Each is implemented by or with the assistance of a qualified RouteMatch staff member and can be delivered remotely, "on-line". Each type of release is defined as follows:

- Upgrade – means and refers to major changes or to a new release of the Software, including any new major release of the Software. Upgrades to the Software are normally indicated by incremental numeric changes as "1" whole units (i.e. release 1.0 to 2.0).
- Update – refers to fixes and minor changes to the Software, which are indicated by internal, incremental numeric changes smaller than "1" unit (i.e. release 1.1 to 1.2).
- Hotfix – refers to specific minor changes to a specific aspect of the software which are indicated by incremental letter changes at the end of the version number (i.e. release 1.1a to 1.1b).

6.2.1 Policy for Providing Releases

Through our Premium Technology Protection Plan, all Upgrade, Updates, and Hotfixes are provided free of charge as they are made Generally Available. Customers not on the Premium Technology Protection Plan will receive all Updates and Hotfixes free of charge as they are made Generally Available. All Upgrades will be made available for an additional fee.

6.2.2 Documentation Updates

RouteMatch produces new versions of its training and users manuals with all new versions (Upgrades). All Updates and Hot-fixes are documented in release notes and are provided as supplements to the manuals. All manuals are delivered in hardcopy and within the Software through an "On-line" help file. They are made available through the Customer Support portal on the RouteMatch website and are delivered to individual agencies and users as requested. Notices are sent to all clients as the documents become available.

6.2.3 MY.RouteMatch.com

MY.RouteMatch.com is a "customers only" web portal which provides Customers with access to a robust library of RouteMatch Software and other transit technology resources. The site provides information specific to each individual agency's software version and operations and includes specific resources for Learning, Accessing Support Resources, planning Events, and sharing with other members of the RouteMatch Community and "sub" Community "Groups".

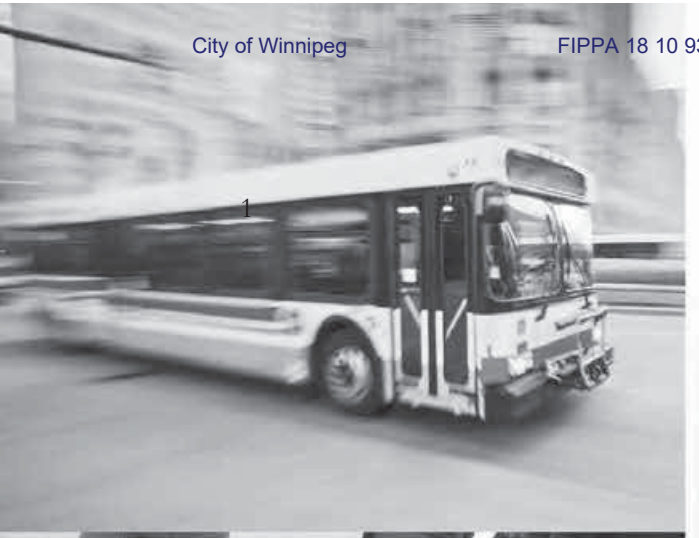
Home – The MY.RouteMatch.com Home page provides general information which applies to all users everywhere. This page offers fresh, industry based articles about events, technologies, and many other things. This information is updated bi-weekly and always fresh. The Home page also provides information regarding new content available on the site, new upcoming events, and other updated information.

Learning – The MY.RouteMatch.com Learning page is really a series of over 125 very unique and specific Landing Pages which contain Documentation, Videos, FAQs, and Downloadable Tools relevant to specific modules or specific tools types on each page. These tools are also dynamically set based on your version of the Software so as to provide only the information relevant to your system. Here, we believe less is more so that you users do not have to search volumes of material to find relevant materials.

Support Desk – The MY.RouteMatch.com Support Desk is a virtual support operation for users to report, access, and check-up on cases and other details about our Customer Support operations. This page includes a dynamic Case Log of only your agency's issues which can be viewed, searched, sorted, and printed as needed.

Events – The MY.RouteMatch.com Events page provides a full listing of all events relevant to our user base. This includes Training Webinars, User Group Meetings, the Annual User Conference, and all other events RouteMatch is involved in and/or thinks you would be interested in. Users can read about and register for these events directly from the web-site.

Community – The MY.RouteMatch.com Community page provides different forums for users to communicate. These options include questions which can be asked AND answered by users and a group forum whereby users can join certain groups and receive information and updates applicable only to those group members. From there, Group members can communicate and post other information about their common interests.



– COPY –

Trapeze Proposal To

The City Of Winnipeg

For

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND CLIENT MANAGEMENT SYSTEM

RFP NO. 165-2016

June 1, 2016

Trapeze Software ULC
5800 Explorer Drive, 5th Floor
Mississauga, ON Canada L4W 5K9

Geoff Gray, Enterprise Account Manager
Tel: 905-629-8727 ext. 4539 Fax: 905-238-8408
Geoff.Gray@trapezegroup.com

TABLE OF CONTENTS

FORM A: PROPOSAL
(See B7.3)

1. Contract Title — SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND CLIENT MANAGEMENT SYSTEM

2. Proponent

Trapeze Software ULC
Name of Proponent

Usual Business Name of Proponent as it appears on Invoice (if different from above)

5800 Explorer Drive, 5th Floor
Street

City	Province	Postal Code
Mississauga	Ontario	L4W 5K9

RFP@trapezegroup.com
Email Address of Proponent

(905) 238 8408
Facsimile Number

(Mailing address if different)

Street or P.O. Box

City	Province	Postal Code

895 142 669 RT0001
GST Registration Number (if applicable)

(Choose one)

The Proponent is:

- ☐ a sole proprietor
- ☐ a partnership
- ☑ a corporation

carrying on business under the above name.

3. Contact Person — The Proponent hereby authorizes the following contact person to represent the Proponent for purposes of the Proposal.

Contact Person	Title
Geoff Gray	Enterprise Account Manager

Telephone Number	Facsimile Number
905.629.8727 Ext. 104539	905.238.8408

4. Definitions — All capitalized terms used in the Contract shall have the meanings ascribed to them in the General Conditions and D4.

5.	Offer	The Proponent hereby offers to perform the Work in accordance with the Contract for the price(s), in Canadian funds, set out on Form B: Prices, appended hereto.
6.	Execution of Contract	The Proponent agrees to execute and return the Contract no later than seven (7) Calendar Days after receipt of the Contract, in the manner specified in C4.
7.	Commencement of the Work	The Proponent agrees that no Work shall commence until he/she is in receipt of a notice of award from the Award Authority authorizing the commencement of the Work.
8.	Contract	The Proponent agrees that the Request for Proposal in its entirety shall be deemed to be incorporated in and to form a part of this offer notwithstanding that not all parts thereof are necessarily attached to or accompany this Proposal.
9.	Addenda	The Proponent certifies that the following addenda have been received and agrees that they shall be deemed to form a part of the Contract:

No.	Dated
1	April 28, 2016
2	May 4, 2016
3	May 18, 2016

10.	Time	This offer shall be open for acceptance, binding and irrevocable for a period of one hundred and twenty (120 Calendar Days following the Submission Deadline.

11. Signatures

The Proponent or the Proponent's authorized official or officials have signed this

30 day of May, 2016.

Signature of Proponent or
Proponent's Authorized Official or Officials

Nathan Partington - Vice President, Finance

(Print here name and official capacity of individual whose signature appears above)

(Print here name and official capacity of individual whose signature appears above)

B. EXECUTIVE SUMMARY

[redacted]

[redacted]

- [redacted]

[redacted]

[redacted]

[redacted]

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[redacted]

[redacted]

[redacted]

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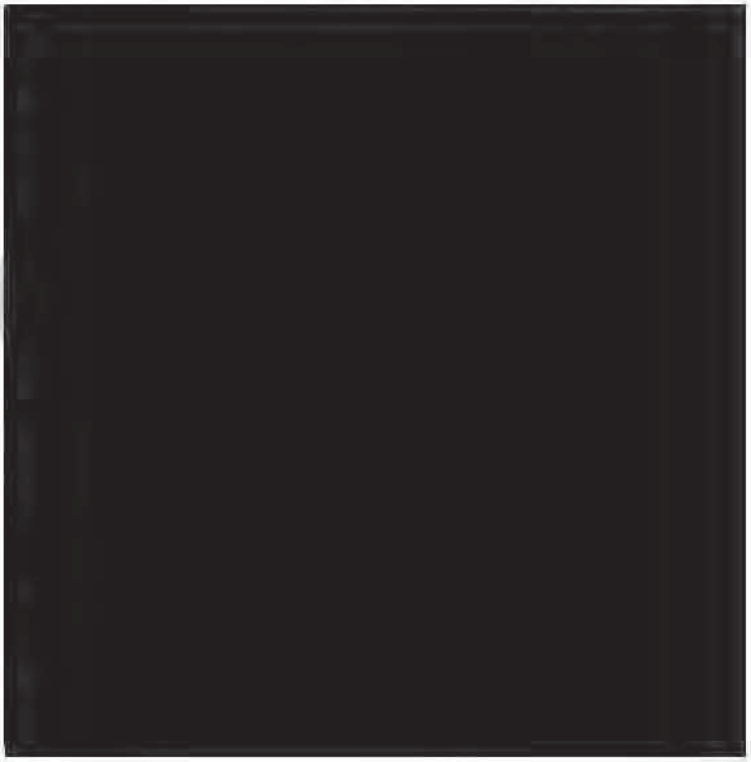


[redacted]

[redacted]

[redacted]

C.0 EXPERIENCE OF PROPONENT AND SUBCONTRACTORS

[redacted]

m.

[redacted]

Here is a map indicating all of our paratransit clients in North America:

Red = NOVUS Clients, Blue = PASS Clients, Yellow = MT Clients

C.2 TRAPEZE PROFILE

Business Name	Trapeze Software ULC
Home office Address	5800 Explorer Drive, 5th Floor Mississauga, ON Canada L4W 5K9 Tel: (905) 629 8727 Fax: (905) 238 8408
Years in Business	25+ years, in business since 1991
Number of Employee	410 Employees

Constellation Software Inc. (Constellation) is an international provider of market leading hardware, software and services to a number of industries across both the public and private sectors. Founded in 1995, Constellation builds vertical market software businesses that provide mission-critical solutions for customers in those industries. The organization has 80 offices and more than 3,000 employees worldwide

a 20,000 strong customer base across over 40 countries. Constellation went public in May, 2006 and trades on the TSX under the symbol CSU. Constellation released its fiscal year ended December 31, 2014 financial statements with revenues of $1.669 Billion ($348 Million EBITDA).

Corporate Organization Chart

Trapeze Group (Trapeze) is an operating group of Constellation dedicated to providing technology solutions for the passenger transportation industry. With more than 1,600 implementations in 15 countries, we understand the unique challenges of public transportation and deliver solutions that improve service while realizing efficiencies for transportation organizations.

Trapeze Integrated Solutions for Public Transit

As an international company, Trapeze is focused on the unique needs of public and community transit, ridesharing, medical and school transportation. Our advanced software, intelligent transportation systems (ITS), Automated Fare Collection (AFC) and mobile technologies help government and commercial organizations in North America, Europe and Asia Pacific strengthen efficiencies, increase ridership, improve service and provide a positive return on investment.

Our offering for public transit includes back office systems for planning, routing and scheduling, dispatch, operations management, business intelligence, customer information, ITS, AFC, asset management and mobile solutions including in-vehicle hardware and software, communication systems and wayside traveler information technology.

Trapeze actively installs and supports software applications for the public transportation industry in many areas of the world. Our corporate and U.S. headquarters are supported by regional offices throughout North America and Europe.

Winnipeg Transit project will be managed from Trapeze's Canadian headquarters (Mississauga, Ontario). All design, development, testing, project management, quality

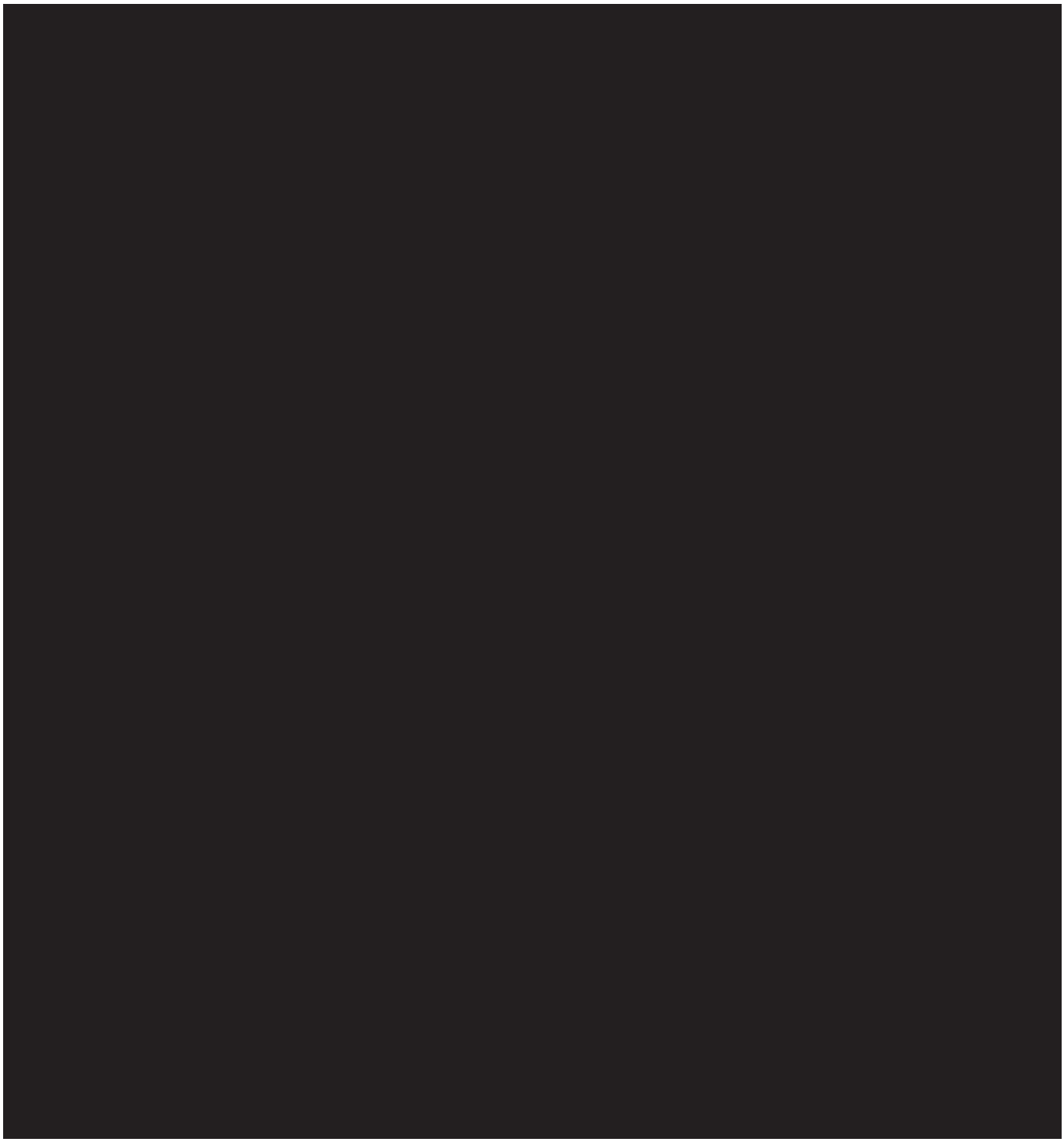
assurance and deployment will be done from this facility.

TRAPEZE FINANCIAL CONDITION

Trapeze Software ULC financial status is healthy and there are no conditions that would impede our ability to complete the project. In addition, Trapeze Software ULC is a subsidiary of Constellation Software Inc., a publicly traded company.

Based on the requirements of securities law applicable to Trapeze Software ULC's parent company, Constellation Software Inc., release of any non-public financial information outside of those disclosed in the Constellation quarterly and annual filings is prohibited, thus Trapeze cannot directly release any financial data to individual customers. Please refer to the financial statements of Trapeze ULC's parent company, Constellation Software Inc., at http://www.csisoftware.com/.

Trapeze Software ULC has not been involved in pending or expected litigation, or judgments or other real or potential financial reversals, including contracts terminated by default in the last 5 years that might materially affect the viability or stability of the organization.



C.3 SUBCONTRACTORS

[redacted]

D. EXPERIENCE OF KEY PERSONNEL ASSIGNED TO THE PROJECT

D.1 TEAM FORMATION APPROACH

Trapeze is an industry leader in Demand Response scheduling and dispatching solutions and it is demonstrated through our highly experienced team and client base, with over 400 customers, 50 of the top 60 US transit authorities, including 10 of the 11 transit authorities of your size (~500,000 annual trips). For The City of Winnipeg, we have set up a mixture of experts, drawn from our resource pool, to fulfill the requirements of this project. The City of Winnipeg should be confident that all our resources (proposed here and not) have the highest level of experience and knowledge compared to any other vendor. Additionally, our back-up resources and teams have the same level of experience as the ones proposed and are able to successfully deploy the proposed solution for your organization.

Repeating the successful management approach we've employed in similar projects, Trapeze Project Manager develops and maintains a resource plan internally as a part of our Project Management Plan. Transition plan aims to identify any risk related to resources unavailability, resource planning and back-up team organization and responsibilities. The plan also touches on the tools, techniques, and methodologies that we employ to perform an efficient and effective transition. Special attention is given to knowledge transfer and risk mitigation. Trapeze documentation practices help in a smooth transition process as we archive and maintain up-to-date project artifacts i.e. Project Charter, Project Management Plan, Business Requirements, Software Specs Document, Design documents and many others and make it all available to the project team.

All Trapeze proposed personnel demonstrate industry specific knowledge of, and experience in performing similar projects of comparable nature, size, and complexity. As per the City request, we have identified similar implementation in this section as well as the resumes section.

Our proposed team organization chart is shown below also included each role responsibilities. For more information about our team approach and resource management please refer to Section E – Project Understanding and Methodology.

D.2 PROPOSED KEY PERSONNEL

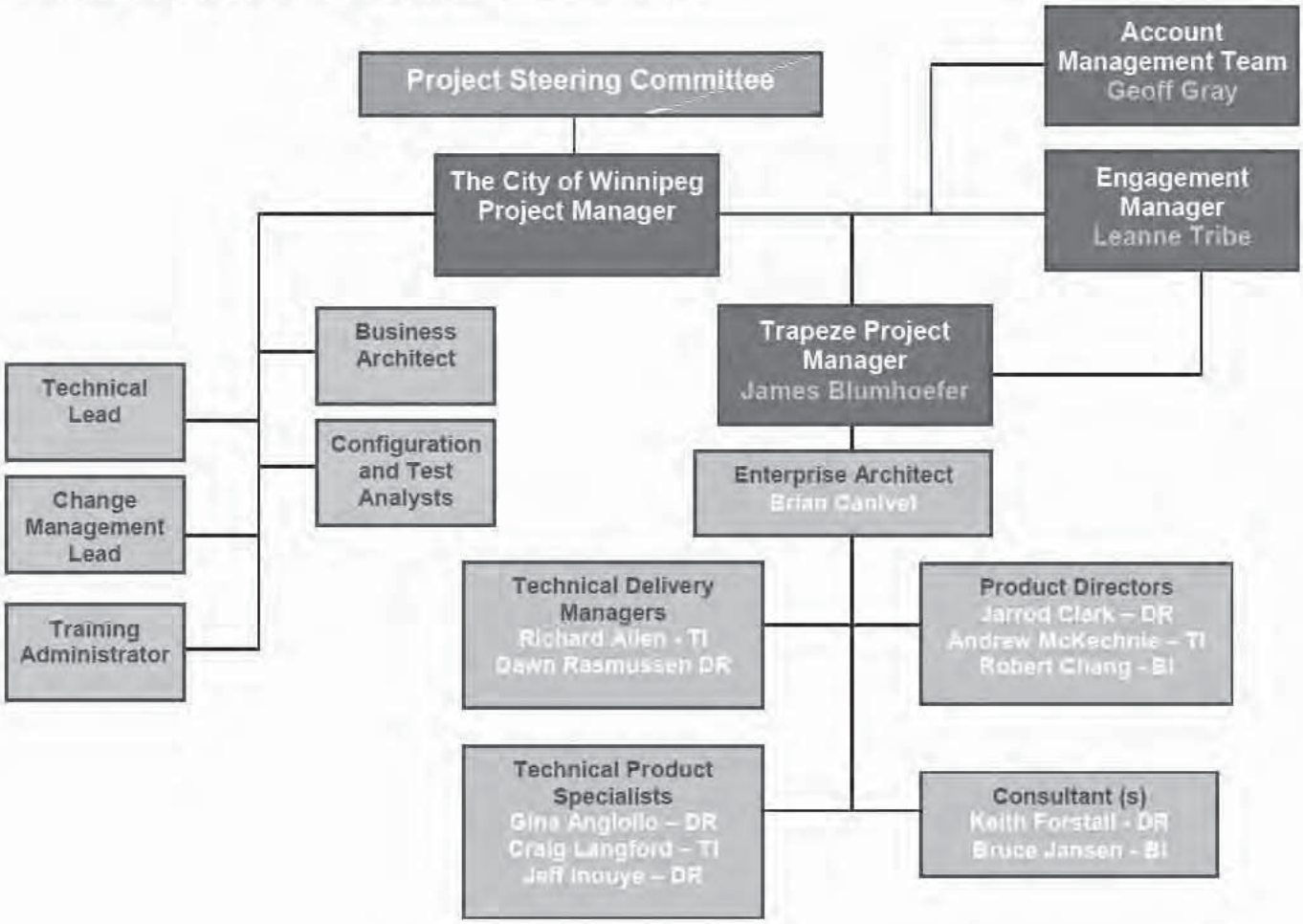
Trapeze understands that the project team composition, partner/client relationship management, and communications plan are all critical elements of a successful project. Trapeze has extensive experience deploying coordinated systems such as the one proposed to The City of Winnipeg and we believe this will play a key role in the success of this project. In order to account for the project requirements defined in the RFP, we have provided the following information below:

- Project Structure Chart
- Project Manager Tasks
- Technical Qualifications of Trapeze Proposed Team

It is also important to identify a Steering Committee with executives from The City of Winnipeg and Trapeze to ensure that issues are resolved immediately and resource commitments are met. The personnel included below are proposed to be directly responsible for the delivery of this project. We are proposing to Leanne Tribe as the Engagement Manager, she will sit and participate on the Steering Committee. Steering Committee meetings will take place monthly to ensure milestones are being met and Winnipeg is satisfied with the overall success of the project. During this time, Project Managers will have the opportunity to report any slippage in key dates and assign personnel to realign project timelines.

Project Team Organization Chart

The following chart outlines the Trapeze and The City of Winnipeg personnel proposed and associated with this project and briefly what their responsibilities will be.



D.3 QUALIFICATIONS OF STAFF

PROJECT MANAGER QUALIFICATIONS

For a project of this scope, we propose a dedicated Project Manager and concentrated oversight from our Manager – Project Delivery. We propose **James Blumhoefer** as the dedicated Project Manager for this project assuming the timing of this project remains consistent with that outlined in the RFP. This team brings years of project management/implementation and technology-related experience, and we are confident that their qualifications listed below will ensure a successful project is carried out. Throughout the project, the Account Management team will remain involved in the project to support the project management team.

Project Manager's key responsibilities include, but are not limited to:

- Provide technical product and system support at a high level
- Direct and manage assigned service account and projects from beginning to end
- Manage project scope, timeline, quality, goals and deliverables that support business goals in collaboration with senior management and stakeholders
- Develop project plans and associated communications documents
- Monitor schedule and cost performance throughout the life of the project
- Monitor project budget vs. actual. Forecast resource requirements and project revenues and expenses
- Draft and submit change orders, sub-contract requests, and statements of work when necessary
- Set and continually manage project expectations with team members and other stakeholders
- Develop and deliver progress reports, proposals, requirements documentation, and presentations
- Proactively manage changes in project scope, identify potential crises (i.e., risk management), and formulate contingency plans
- Define project success criteria and disseminate them to involved parties throughout project life cycle
- Coach, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work
- Build, develop, and grow any business relationships vital to the success of the project
- Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements
- Contribute to further best practices and tools for project execution and management
- Works to resolve software, hardware, and configuration problems with the 2nd and 3rd level support engineers.
- Ability and proactive willingness to learn and understand software and the mechanics of their implementation and deployment.

JAMES BLUMHOEFER – PROJECT MANAGER

James Blumhoefer has over twelve (12) years of experience in the implementation, project management, and support of Transportation and Transit Software and Hardware projects. James began his career at Trapeze Group as a Project Manager in the Customer Solution Delivery department. [redacted].

LEANNE TRIBE - ENGAGEMENT MANAGER

Leanne Tribe is in her tenth (10) year of working with Transit technology systems. Leanne began her career with Trapeze in 2006 and is experienced in product design, implementation, testing and delivery.

As an Engagement Manager within the Customer Solution Delivery department, Leanne is responsible for ensuring that all projects within her portfolio are delivered successfully: within project constraints and with a high level of customer satisfaction. Leanne successfully engaged in many similar Trapeze projects over the past 10 years.

PROPOSED PRODUCT TEAM

Product Directors play a key role during the initial system design: providing the product expertise and implementation experience as we work with The City of Winnipeg to define the final requirements and schedules. Product Directors will be responsible for the following tasks as part of this engagement.

1. Defining final system design, including configuration, integration with 3rd party systems and installation.
2. Identifying and documenting required customization and working with their development teams to delivery the modifications.
3. 2nd line support for Technical Product Experts during the implementation phase of the project to respond to any ‘deep’ technical concerns.
4. Post installation consulting, working with The City of Winnipeg to ‘fine tune’ the system once it’s in the production environment and ensuring the system supports The City of Winnipeg’s defined objectives.

In addition to the above, Product Directors are responsible for defining the overall direction of their products and ensuring our systems continue to develop functionality required to support The City of Winnipeg and the demand response industry. They create and maintain product road maps and coordinate quarterly sessions with their customer base to discuss technical concerns and share thoughts of future product direction. The Product Directors, identified in the project team org chart above, will be directly engaged with this project.

BRIAN CANIVET - ENTERPRISE ARCHITECT

Brian Canivet has over four years of experience with multiple Trapeze products. In his current role, Brian is responsible for providing technical leadership to various parts of the organization as it relates to product development, implementation and integration. Brian owns the roadmap for multiple Trapeze products and interfaces with multiple internal stakeholders to develop and deliver on the roadmap. Brian also provides implementation leadership and coordination for large client projects or integration-heavy projects [redacted]

JARROD CLARK – PRODUCT DIRECTOR, DEMAND RESPONSE

Jarrod Clark has over two decades of experience in the public transport industry and is recognized worldwide for his expertise in the coordination of demand response services.

In his current role as Director, Demand Response Initiatives, Jarrod helps to ensure that Trapeze paratransit scheduling and dispatch software solutions continue to meet or exceed customer expectations.

Jarrod's ability to deliver effective market-leading demand response solutions is a reflection of his experience in delivering hundreds of systems across North America, the United Kingdom and Europe. In addition, the several years he spent working directly for a paratransit agency gives him a unique understanding of the challenges demand response transport operators face.

ANDREW MCKECHNIE - PRODUCT DIRECTOR, TRAVELLER INFORMATION

Andrew McKechnie has more than 25 years of professional experience in the fixed-route and paratransit industry, which includes customer information, scheduling, operations, product management, project implementation and training. Andrew has more than 15 years of experience with Trapeze, he progressed from a Senior Technical Product Specialist to Product Manager, Mobile Computing and to Product Director - TI. Along the way, Andrew has been the lead technical resource on many successful traveller Information projects at both large and small transit agencies. Andrew's responsibilities include operational analysis and implementation of many Trapeze modules similar to those proposed to The City of Winnipeg. Andrew has a Bachelor of Technology, Computer Systems - Database, BC Institute of Technology [redacted]

ROBERT CHANG - PRODUCT DIRECTOR, BI REPORTING AND ANALYSIS

Robert Chang is an experienced leader with a versatile set of skills, and a proven track record of success in the Business Intelligence & Analytic sectors. He has 15+ years of global program management and delivery experience, a results oriented attitude and experience in every moving part of a delivery project, ranging from design/analysis, development, implementation, testing and support.

As the Director of Business Intelligence, Reporting and Analysis, Robert is responsible for the overall management and direction of the ViewPoint product suite, as well as, the strategic direction of

BI/Reporting in Trapeze. [redacted]

PROPOSED TECHNICAL DELIVERY MANAGERS

Technical Delivery Managers are responsible for the delivery and implementation of the required development, testing, deployment and training services. Delivery managers participate in requirements analysis as well as technical design review meeting and discussion. Each oversee a team of Technical Product Specialist (TPS), they are also considered Initial point for escalation and issue resolution. The following are the proposed Delivery Mangers:

RICHARD ALLEN - TECHNICAL DELIVERY MANAGER, TRAVELLER INFORMATION

Richard Allen has extensive experience with the Trapeze systems, being with the company since 2008. He has been involved with numerous demand response and fixed route transit systems installations. Starting first as a Technical Product Specialist for Traveler Information, in 2009, Richard was promoted to be Traveler Information Technical Delivery Manager. [redacted]

DAWN RASMUSSEN - TECHNICAL DELIVERY MANAGER, DEMAND RESPONSE

Dawn Rasmussen with two decades of experience with Trapeze Demand Response solution, including over 13 years' of experience in Support, Management and various roles in Demand Response Mobile Data Terminal and in-vehicles DR related projects and over 3 years' of experience in transit agency management with mobile data systems. Dawn has experienced every level of the MDT deployment and customer support cycle from troubleshooting, to implementation specialist, to on site survey work and procurement, to project management and team lead. [redacted]

PROPOSED TECHNICAL TEAM

The technical product specialist (TPS) are responsible for the implementation of the system as per the system design. TPS's are responsible for the following tasks, as they relate to this project.

1. System Configuration and Installation
2. Training
3. Acceptance Testing
4. On-Site and Off-Site Support

The following are the proposed TPS's:

GINA ANGIOLLO - TECHNICAL PRODUCT SPECIALIST, DEMAND RESPONSE

Gina Angiollo has over 9 years of experience in implementation, Support, Training and various roles in Demand Response and specifically with Trapeze PASS projects. With over two years' experience in paratransit and Dial-a-Ride operations, specifically in contractor oversight and ADA compliance. Gina has been involved in PASS deployments and upgrades as well as PAS-SUS and Trip Broker (API and User Interface) implementations, MDT implementation support as well as customer support and troubleshooting.

Currently, Gina is largely responsible for understanding and having expertise in the many versions of the PASS product, as well as the other related products and then being able to manage several projects at once including clients with the size of The City of Winnipeg (i [redacted]).

JEFF INOUYE - TECHNICAL PRODUCT SPECIALIST – DEMAND RESPONSE

Jeff Inouye has over 11 years of Transit experience, specializing in Mobile Data Terminals. Since starting with Trapeze in 2005, Jeff has worked exclusively with MDT's specifically as it relates to Paratransit operations. As a Technical Product Specialist for MDT's, Jeff is responsible for all aspects of MDT projects with Transit Agencies [redacted].

KEITH FORSTALL - SENIOR CONSULTANT, DEMAND RESPONSE

Mr. Forstall has over 35 years of experience in the public transport industry and is recognized throughout North America for his expertise in the coordination of community transportation services.

Mr. Forstall has also devoted roughly half of his career to consulting for paratransit and taxicab programs throughout North America. The scope of this work has included brokerage design, operational reviews, and regulatory studies. He was a key participant in the development of the highly acclaimed Access brokerage program in Pittsburgh in the late 1970's and has done extensive work on service design and service coordination.

Following fifteen years as a paratransit consultant, Keith moved into the software field. For five years at Trapeze, Keith managed the PASS product which is used at two thirds of all paratransit agencies in North America. His current assignment is providing senior level consulting assistance to these clients.

Mr. Forstall is the author of numerous articles and conference papers pertaining to paratransit service planning and delivery as well as other transit-related topics. He has served off and on for many years as a member of the Transportation Research Board Paratransit Committee.

LANGFORD - TECHNICAL PRODUCT SPECIALIST - TRAVELLER INFORMATION

With Three years of experience, Craig have worked on the largest Traveller Information with Trapeze including [redacted] Craig's has been exposed to a wide variety of Traveller Information products, proposed to The City, including WEB, Email, and IVR solutions.

BRUCE JANSEN - SENIOR CONSULTANT - BI, REPORTING AND ANALYSIS

Mr. Jansen has over 20 years of experience in various roles in paratransit operations. Bruce had spent 15 years designing, developing and supporting numerous custom back office solutions, in support of Paratransit operations, including "hand" building a customized MDT/AVL solution. Mr. Jansen worked with numerous similar projects for [redacted]

D.3 RESUMES

In this section, we have included Project Key Team resumes. Two comparable projects for each as requested in the RFP are also included in their individual resume.

JAMES BLUMHOEFER, PROJECT MANAGER – CUSTOMER SOLUTION DELIVERY, PUBLIC TRANSIT

James Blumhoefer has over twelve (12) years of experience in the implementation, project management, and support of Transportation and Transit Software and Hardware projects. James began his career at Trapeze Group as a Project Manager in the Customer Solution Delivery department.

As a Project Manager for Customer Solution Delivery, James is responsible for the management and implementation of several Intelligent Transportation Systems (ITS) and Software projects throughout the United States and Canada, ensuring that each project is delivered successfully: on time, on budget and within scope. The following is a high level list of James's responsibilities:

- Manage a portfolio of projects totaling in value of $20M+
- Develop and manage project schedules, communications, team assignments, budgeting, invoicing, contract administration, and project deliverables.
- Indirectly manage, organize, mentor, and motivate staff of up to 100 technical and management personnel
- Coordinate with management, development, Customer Care, finance, legal, sales groups and sub-contractors to deliver project services and meet revenue objectives.
- Schedule the delivery of equipment and client on-site professional services, ensuring the team is technically prepared for training delivery and go-live operations and following up with the client after rollout to ensure project objectives and client expectations have been met.
- Utilize NetSuite's OpenAir to deliver projects on time and within budget, estimate project profitability and generate forecasts, as well as manage and monitor team assignments and timesheets, expenses and project accounting.
- Regularly interface with upper management, providing: project financial and schedule status, risk identification, business development and marketing opportunities, and overall revenue estimates and goals
- Provide proposal, bid, business development, sales, and marketing support for project opportunities in the US and Canada.
- Create, nurture, and sustain relationships with current and prospective clients

EXPERIENCE

2012 | present Project Manager, Trapeze Group

James has held the position of Project Manager since 2012. In his role, James oversees every aspect or the project delivery, working with many different groups within the organization to ensure projects are delivered successfully from contract signing to final closing. Specific tasks include developing the project schedule, ensuring timelines are met and assigning adequate resources to all phases of the project.

2003 | 2012 Area Manager, TransCore

Overall responsibility for all programs, projects, staff, facilities, vehicles, equipment, proposals, bids, business development, sales, and marketing for the Central Florida area.

- Generated $5M average annual revenue
- Managed, planned, designed, implemented, maintained and provided systems engineering support for various ITS consulting, systems engineering, construction, maintenance, traffic signal, and general consulting programs and projects
- Managed the Software Development Life Cycle and QA/QC process for the development and maintenance of traffic management software packages

- Managed ITS pilot projects following System Development Life Cycle process
- Managed, organized, trained, developed, mentored, and motivated staff of up to 20 personnel consisting of Project Managers, Electrical Engineers, Software Engineers, Senior Technicians, Office Manager, Superintendent, Foremen, and Technicians
- Managed facility operations budget including vehicles and equipment
- Regularly interfaced with upper management, providing: project financial and schedule status, risk identification, business development and marketing opportunities, overall revenue estimates and goals, and overhead cost saving measures
- Create, nurture, and sustain relationships with current and prospective clients
- Promoted from Project Engineer to Senior Systems Engineer / Project Manager to Area Manager during tenure

SOFTWARE IMPLEMENTATION EXPERIENCE

The table below highlights some of James' software application implementations with Trapeze.

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

REFERENCES

CLIENT NAME	PROJECT TYPE	CONTACT
[redacted]		

EDUCATION

University of Central Florida/ Bachelor of Science in Computer / Electrical Engineering
2015 - Project Management Professional (PMP) Certified

LEANNE TRIBE, ENGAGEMENT MANAGER – SOLUTION DELIVERY, PUBLIC TRANSIT

Leanne Tribe has been working with Transit technology systems for the past ten (10) years. Leanne began her career with Trapeze in 2006 and is experienced in product design, implementation, testing and delivery.

As an Engagement Manager within the Customer Solution Delivery department, Leanne is responsible for ensuring that all projects within her portfolio are delivered successfully: within project constraints and with a high level of customer satisfaction. The following is a high level list of Leanne's responsibilities:

- Providing end-to-end project vision and guidance
- Ensuring goals and objectives of the project are met
- Ensuring that all road blocks are cleared to support a smooth project implementation
- Providing an escalation path for decisions, risks, or issues
- Strategically prioritizing deliverables and resources working across an account
- Ensuring delivery of license and service revenue for her portfolio
- Managing the professional development of her team
- Ensuring client satisfaction with the solution delivery process

Highly detail-oriented and a good trouble-shooter, Leanne excels at listening to and meeting client requests. Her skill set also enables her to be a strategist that develops and executes comprehensive business plans.

EXPERIENCE

2015 - Present | Engagement Manager, Trapeze Group

Leanne has held the position of Engagement Manager since September 2015. She has primary responsibility for ensuring that projects are delivered successfully and that a high level of customer satisfaction is achieved. In addition, Leanne provides leadership and mentorship to her team of project managers, supporting their development to ensure that they are able to grow their skills in order to deliver projects with a high level of quality.

2012 - 2015 | Manager of Quality Assurance and Documentation, Trapeze Group

Leanne managed both the Quality Assurance and Documentation teams between 2012 and 2015. In her role as Manager of Quality Assurance, she was accountable to Trapeze customers, ensuring the Trapeze suite of products met stringent quality guidelines. This required her to work closely with the development and delivery teams within Trapeze, providing quality software for delivery to our customers.
In her role of manager of documentation, Leanne was responsible for annual release of our back office software documentation, making sure it was up to date and accurate.

2010 - 2012 | Product Manager, Trapeze Group

As a Development Product Manager, Leanne was involved in all aspects of the product development lifecycle, including market needs analysis, prioritization and implementation of product enhancements and development task specification. Her responsibilities included ensuring customer needs were being met, managing product releases, scheduling development resources and being the main point of contact for the sales team. Leanne worked closely with Trapeze development staff as well as third-party suppliers to

ensure that customer requirements were included in the system. She also oversaw the implementation of the systems and managed the technical product specialists responsible for installation, configuration, customization, user training, testing and go-live support.

2006 - 2010 | Technical Product Specialist, Trapeze Group

From July 2006 to January 2010, Leanne was a Technical Product Specialist (TPS) for the Operations and Business Intelligence technical delivery groups. As a TPS, Leanne was responsible for analyzing the needs of customers and making recommendations for business process changes to successfully implement projects throughout North America. During her time as a TPS, Leanne also assumed project management and product management responsibilities as requested.

PROJECTS

Some highlights of integration experience:

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

BRIAN CANIVET ENTERPRISE ARCHITECT

Brian Canivet has been with Trapeze for over four years and has held the role of both Enterprise Architect and Technical Product Specialist with the Trapeze OPS product.

As an Enterprise Architect, Brian is responsible for providing technical leadership to various parts of the organization as it relates to product development, implementation and integration. Brian owns the roadmap for multiple Trapeze products and interfaces with multiple internal stakeholders to develop and deliver on the roadmap. Brian also provides implementation leadership and coordination for large client projects or integration-heavy projects.

As a Product Specialist for Trapeze, Brian was responsible for the implementation of Trapeze OPS at client sites as well as providing all associated user training and support. His responsibilities include installations, configurations and database development of Trapeze OPS and ViewPoint. He also develops and leads training sessions for system administrators and end users.

High-level current and past project responsibilities include:

- Lead and Accountable for technical deployment of OPS, COM, ViewPoint
    - Requirements Gathering
    - Design
    - Configuration
    - Training
    - Testing
    - End User Training Materials
    - Issue Tracking and Resolution
    - Change Control and Enhancements
    - Go Live Deployment
- Conducted and Document Business Process Analysis (BPA)
- Interface/Integration Design, Documentation, Testing and Support
- Participated in network infrastructure design
- Pay Rule Documentation, Configuration and Test Approach
- Historical Data Load Documentation and Design
- Work Stream Lead – Administration
    - Supporting activities for Incident Management, Discipline and Employee Information
- Design and Execution on SME Training
- Lead for Client Module Testing
- Ongoing Issue Tracking and Resolution
- Technical Guidance and Support for End User Training Activities
- Change Control for Configuration and Enhancements
- Go Live Deployment Planning and Support

PREVIOUS EXPERIENCE

2012 | 2015 - Technical Product Specialist, Trapeze Group

Since joining Trapeze Group, Brian has been responsible for ensuring the successful and seamless integration of Trapeze OPS product with existing client infrastructure. Brian is also responsible for performing user training for Trapeze OPS and ViewPoint as well as providing support during the implementation phase of projects.

TECHNICAL SKILLS

Brian has a wealth of technical knowledge including the following:

- Trapeze OPS
- Trapeze ViewPoint
- Trapeze product integration and configuration
- SQL
- HTML
- Active Directory
- MS Office Suite

PROJECT EXPERIENCE

CLIENT NAME	ROLE	PROJECT TYPE	STATUS
[redacted]			

EDUCATION

Wilfrid Laurier University
Honors Bachelor of Business Administration, Co-op

ANDREW MCKECHNIE PRODUCT DIRECTOR – TRAVELLER INFORMATION

Andrew McKechnie has more than 25 years of professional experience in the fixed-route and paratransit industry, which includes customer information, scheduling, operations, product management, project implementation and training.

Andrew McKechnie first joined Trapeze in 2001 as a Senior Technical Product Specialist, and was responsible for implementing and installing customer information systems in numerous transit organizations. Andrew brought to implementation projects his expertise in all mapping related (base map, route / pattern traces, stops) and stop level elements in the Trapeze System.

Andrew has progressed from a Senior Technical Product Specialist to Product Manager, Mobile Computing and then to Product Director – TI in 2015. Along the way, Andrew has been the lead technical resource on many successful Traveller Information projects at both large and small transit agencies. Andrew's responsibilities include operational analysis and implementation of many Trapeze modules including: FX, INFO-Agent, INFO-Web, INFO-IVR, INFO-COM, Publish, Wayside, PASS-Web, PASS-COM and PASS-IVR.

Before joining Trapeze, Andrew has more than 10 years of experience in BC Transit of Greater Vancouver's call centre (approximately 800 peak fixed vehicles). Working within the call centre, Andrew was responsible for the supervision of the data administration team, training of new users and the administration of the agency's database. Andrew brings with him a wealth of knowledge regarding the day-to-day operations of a large transit call centre and a back ground in computer technologies.

EXPERIENCE

July 2015 – Present: Director Traveller Information Trapeze Group

Responsibilities include:

- All aspects of Product Development and Delivery and Professional Services Delivery.
- Ensuring product delivery and implementation exceeds client expectations while staying within budget and schedule.
- Driving the product line road map focused on the Public Transit industry building improvements that matter for our clients.
- Directing the product owner group and aligning feature maps with overall product line road map.
- Leading a large development team with focus on Server, Desktop, Browser and Mobile Applications.
- Leading a large professional services delivery team with focus on Server, Desktop, Browser and Mobile Applications as well as consulting and business analysis.

2011 – 2015: Product Manager, Mobile Computing – Paratransit - Trapeze Group

Responsibilities include:

ANDREW MCKECHNIE PRODUCT DIRECTOR

- Complete line of enterprise mobile products focused on Demand Response Transportation.
- Mobile platforms include Android, Windows Phone, Blackberry, and Windows CE.
- Management of the complete Software Development Lifecycle of these products.
- Development and management of mobile related key modules of the (back office) enterprise wide software.

2001 – 2011: Senior Technical Product Specialist– Paratransit - Trapeze Group

Responsibilities include:

- Lead technical resource implementing Traveler Information systems for Paratransit & Fixed Route Public Transit Authorities.
- Systems include Web based, Mobile Web, IVR and Agent Attended. Many include real-time AVL integration.

PROJECTS

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

EDUCATION

- Mechanical Engineering Technology, BC Institute of Technology
- Bachelor of Technology, Computer Systems - Database, BC Institute of Technology
- Oracle 8i Certified Professional

Robert Chang Director – BI, Reporting & Analysis

Robert Chang is an experienced leader with a versatile set of skills, and a proven track record of success in the Business Intelligence & Analytic sectors. He has 15+ years of global program management and delivery experience, a results oriented attitude and experience in every moving part of a delivery project, ranging from design/analysis, development, implementation, testing and support. His commitment to the success of your initiatives will ensure the success of your projects.

As the Director of Business Intelligence, Reporting and Analysis, Robert is responsible for the overall management and direction of the ViewPoint product suite, as well as, the strategic direction of BI/Reporting in Trapeze. Responsibilities include:

- Full lifecycle application development planning, prioritizing and steering.
- Design, analyze and validate application functionality.
- Develop strategic direction of BI & reporting
- Develop short and long term product roadmap.
- Complete materials to support Sales and Marketing.
- Work together with client managers and executives to develop short and long term BI strategies for their agencies.
- Manage the delivery of multiple, concurrent projects from sales conceptualization to final implementation and support.
- Manage a team of developers to build, enhance, support and implement BI products.
- Maintain standards compliance
- Implement localization or globalization of software

EXPERIENCE

January 2016 – Present: Director BI, Reporting & Analysis, Trapeze Group

Robert is responsible for the strategic direction, delivery and support of the ViewPoint product family within Trapeze Group.

His Responsibilities also include:

- Aligned product roadmaps to client needs, organizational goals and changes in the marketplace.
- Manage relationships with 3rd party vendors.
- Establish Governance, Steering Committee, Scope and Deliverables.
- Work with Project Managers and Engagement Managers to define Project Charter, Project Plan, Resource Plan, Budget forecasts and Project Deliverables.
- Manage and prioritize enhancement and defects as part of each release cycle.
- Facilitate the delivery of BI solutions to client agencies.

May 2011 – January 2016: Senior Manager Global BI Solutions, GSK GlaxoSmithKline

Robert led an internal, private Cloud (SaaS) practice responsible for delivering global Business Intelligence/Analytic solutions to over 20,000 users, in 20+ languages, across 50+ countries in the Pharma and Consumer products divisions at GSK.

Technology Platforms: Oracle Business Intelligence (OBIEE) v11, BI Publisher, Informatica, Kalido MDM and Oracle. Next Gen Multi-Channel CRM and Analytics: QlikView, Informatica, Veeva CRM/SFDC, Veeva Vault/Network and Teradata

May 2010 – May 2011: Project Lead, Ministry of Health & Long-Term Care

Lead a small, dynamic team consisting of 6 onshore Subject Matter Experts and analysts responsible for reviewing, enhancing and planning the redevelopment of the branch's Health Capital Information System,

Management Information System and analytical reporting tool (Cognos). Technology Platform: Custom Web Application, Cognos Business Intelligence, Microstrategy and MS Access

August 2004 – May 2010: Architecture & Analytics Lead, Citizenship & Immigration Canada

Led the development Business & Systems Architecture for the Global Case Management System that is used by CIC and Canada Border Services (CBSA) to process and evaluate immigration applications submitted by people to our Canadian Embassies and Missions. GCMS and the Business Intelligence Program supports over 5000 users in over 100 countries.

Technology Platform: Siebel CRM v8, Cognos, OBIEE/Siebel Analytics v10, Informatica v8 and Rational Rose Suite including Rational Requisite Pro

December 2003 – August 2004: Senior Consultant, Deloitte Consulting

Led a near shore team of 6 functional consultants responsible for the maintenance of an end-to-end CRM/ERP solution consisting of: Siebel 7.5 CRM, Tibco Middleware, Oracle ERP system and a Siebel Analytics Data warehouse. This fully integrated CRM, ERP and Business Intelligence solution is consisting of Case, Order and Inventory Management and both operational and analytical reporting used by over 4000 people globally.

TECHNICAL SKILLS

Robert has a wealth of technical knowledge including the following platforms:

- QlikView / QlikSense
- SQL Server
- Oracle
- Teradata
- Exadata
- Oracle Business Intelligence, Enterprise Edition
- Oracle Siebel CRM
- MicroStrategy 9
- Cognos
- Crystal Reports
- SSIS / SSAS
- Informatica
- OLAP / ROLAP, Data Warehouse Design
- Salesforce.com / Force.com
- Veeva CRM
- Cloud Computing, AWS and Amazon RedShift
- Visual Basic

PROJECTS

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

REFERENCES

CLIENT NAME	PROJECT TYPE	MODULES	CONTACT
[redacted]			

EDUCATION

- **University of Toronto:** Management and Economics May 1998
- **ITI Information Technology Institute:** Applied Information Technology - May 2000
- **Sheridan College:** Project Management Certificate - March 2001
- **Project Management Institute:** Project Management Professional January 2012
- **Oracle/ Siebel University:** Siebel CRM 7 Certified Core Consultant / Siebel Analytics (OBIEE) Certification / Oracle/Siebel CRM 8 Delta September 2002 / September 2005 and August 2007

DAWN RASMUSSEN (ROWATT) DELIVERY MANAGER – DEMAND RESPONSE

Ms. Rasmussen (now Rowatt) has over 17 years of experience in Support, Management and various roles in Demand Response and MDT-related projects and over 3 years' experience in Demand Response transit agency operations management with mobile data systems. Dawn has experienced every level of the Demand Response deployment and customer support cycle from troubleshooting, to implementation specialist, on site survey work and procurement, to project management and delivery manager.

In 1996, when joining Trapeze, Dawn began her career in MDT technical support where within a year she was then out deploying mobile systems and within a couple years was the primary project manager and deployment specialist for all Demand Response MDT related projects within Trapeze. Upon rejoining Trapeze in 2006, Dawn started her path once again as project manager for ITS systems projects and progressed into her new current Delivery Manager role for Demand Response.

As the Delivery Manager for the Demand Response team, Dawn is responsible for the overall management of the Demand Response team as well as managing numerous projects. Responsibilities include:

- Responsible for service pricing approvals for the Demand Response (DR) suite of products
- Manage three (3) Technical Product Specialist's on the DR team
- Initial point for escalation and issue resolution for all DR projects
- Develops and deploys delivery process improvements
- Analyze weekly and monthly utilization reports
- Ensuring that the team maintains specific billability and utilization values
- Ensuring that all Administrative tasks for the team are accurate and completed on time
- Responsible for maintaining and updating Administrative and sales material specific to DR
- Responsible for creating all statement of work design documents
- Helps to resolve any resource scheduling conflicts
- Ensures client satisfaction with Software delivery process
- Work closely with the client's resourcing staff to define and implement processes related to the software
- Participate in requirements analysis and technical design discussions
- Monitor the customer initial setup and ongoing maintenance processes regarding the installation, training, and ongoing support

EXPERIENCE

Sept 2006 | present Delivery Manager – Demand Response, Trapeze Group

Cedar Rapids, IA, USA

She has had the primary responsibility for ensuring that billability and utilization are maintained and on budget and that the technical resources fulfill their project requirements. She has worked with the Trapeze sales team on a regular basis for pricing adjustments, updates and approvals. She has been involved in the deployment of a wide variety of software solutions throughout the Transit industry in North America.

Feb 2003 | 2006 National MDC Manager, MV Transportation

Fairfield, CA, USA

Overall responsibility for all divisions operated by MV Transportation which utilize Mobile Data Technology and Intelligent Transportation Systems. Responsible for balancing and maintaining business partner relations.

DAWN RASMUSSEN (ROWATT) DELIVERY MANAGER – DEMAND RESPONSE

Develop and maintain all relative training materials, user guides, troubleshooting guides for mobile data technology and similar technologies.

Sept 1996 | 2003 Project Manager, Trapeze Group

Scottsdale, AZ, USA

Ultimate responsibility for the implementation management of numerous Paratransit sites, up to 20 simultaneously, which includes costing reviews, proposal reviews, operational reviews, crisis intervention, employee reviews with management, weekly conference calls, overseeing contract expenses, approving sales contracts, maintaining expense reports, manage training, pilot and go-live processes.

Responsible for balancing and maintaining business partner relations. Develop and maintain all relative training materials, user guides, troubleshooting guides for dispatchers, drivers and system administrators.

Ultimately responsible as Project Manager for every MDT/AVL/VRS installation and support.

TECHNICAL SKILLS

Additionally, Dawn worked on many mobile hardware sites whereby she completed on site vehicle surveys, procurement of mobile hardware, inventory control of hardware, and has the knowledge and experience of deploying a successful mobile data system.

client name	project type	modules
[redacted]		

EDUCATION

Chico State University
Bachelor Degree: Computer Engineering (in progress), minor: Math

Butte Community College
Associate Degree: Social Science

RICHARD ALLEN DELIVERY MANAGER – TRAVELER INFORMATION

Richard Allen has extensive experience with the Trapeze systems, having worked with the company since 2008. He has been involved with many demand response and fixed route transit systems installations. Starting first as a Technical Product Specialist for Traveler Information, Richard's main responsibilities were:

- Testing and troubleshooting product updates and enhancements
- Work closely with the client's Customer Service staff to define and implement processes related to the software
- Participate in requirements analysis and technical design discussions
- Monitor the customer initial setup and ongoing maintenance processes regarding the installation, training, and ongoing support

After his 3rd year with Trapeze, Richard became the Traveler Information Delivery Manager. In this current role, Richard's key responsibilities are:

- Responsible for service pricing approvals for the Traveler Information (TI) suite of products
- Manage six (6) Technical Product Specialist's and the IVR Lead on the TI team
- Initial point for escalation and issue resolution for all TI projects
- Develops and deploys delivery process improvements
- Analyze weekly and monthly utilization reports
- Ensuring that the team maintains specific billability and utilization values
- Ensuring that all Administrative tasks for the team are accurate and completed on time
- Responsible for maintaining and updating Administrative and sales material specific to TI
- Responsible for creating all statement of work design documents
- Helps to resolve any resource scheduling conflicts
- Testing and troubleshooting product updates and enhancements
- Ensures client satisfaction with Software delivery process
- Work with the client's staff to define and implement processes related to the software
- Participate in requirements analysis and technical design discussions
- Monitor the customer initial setup and ongoing maintenance processes regarding the installation, training, and ongoing support

EXPERIENCE

January 1st, 2012 | present Delivery Manager – Traveler Information, Trapeze Group

Richard has held the position of Delivery Manager in the Software group since January 2012. He has had the primary responsibility for ensuring that billability and utilization are maintained and on budget and that the technical resources fulfill their project requirements. He has worked with the Trapeze sales team on a regular basis for pricing adjustments, updates and approvals. He has been involved in the deployment of a wide variety of software solutions throughout the Transit industry in North America.

2008 | December, 2012 Technical Product Specialist – Traveler Information, Trapeze Group

As a Technical Product Specialist, Richard was involved in all phases of Trapeze installations, with a focus on Paratransit and Fixed Route systems. His responsibilities included understanding daily transit operations to appropriately define user requirements, performing acceptance testing, implementation and maintenance. Richard has outstanding customer service skills and extensive experience in working with people.

Richard Allen Delivery Manager – Traveler Information

TECHNICAL SKILLS

Richard has knowledge in the following areas:

- XML/XSLT
- HTML, CSS and JavaScript
- SQL Server (2000, 2005, 2008, 2008 R2, 2012)
- Oracle (9i, 10g, 11g and 11g R2)
- Windows 95, Windows 98, Windows NT, Windows 2000, Windows XP, Windows Vista, Windows 7
- Windows Server 2003, Windows Server 2008, Windows Server 2008 R2, Windows Server 2012
- Telephony configuration (SIP, T1/E1, Analog)
- SSL
- ArcGIS/ArcView
- AutoCad

Some highlights of integration experience:

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

EDUCATION

University of Toronto

B. Sc. in Geographic Information Systems

KEITH FORSTALL, SENIOR CONSULTANT – DEMAND RESPONSE

Keith W. Forstall has over 35 years of experience in the public transport industry and is recognized throughout North America for his expertise in the coordination of community transportation services.

Mr. Forstall has also devoted roughly half of his career to consulting for paratransit and taxicab programs throughout North America. The scope of this work has included brokerage design, operational reviews, and regulatory studies. He was a key participant in the development of the highly acclaimed Access brokerage program in Pittsburgh in the late 1970's and has done extensive work on service design and service coordination.

Following fifteen years as a paratransit consultant, Keith moved into the software field. For five years at Trapeze, Keith managed the PASS product which is used at two thirds of all paratransit agencies in North America. His current assignment is providing senior level consulting assistance to these clients.

Mr. Forstall is the author of numerous articles and conference papers pertaining to paratransit service planning and delivery as well as other transit-related topics. He has served off and on for many years as a member of the Transportation Research Board Paratransit Committee.

EXPERIENCE

2010 | present Senior Consultant, Trapeze

Since moving to the Customer Solutions Delivery division of Trapeze, Keith has been a senior consultant to Trapeze customers, responsible for helping them to integrate the PASS system into their daily operations for maximum benefit.

2005 | 2009 PASS Product Manager, Trapeze

Keith was responsible for the PASS product for five years, managing its strategic development to ensure that it remained the leading paratransit back office software in the industry.

2001 | 2004 Director, Demand Response Products, Trapeze

Keith was one of several individuals responsible for the PASS product during this period, focusing primarily on migrating MIDAS-PT users to PASS.

1989 | 2001 Vice President, Information Technology, Multisystems

For this period, Keith was responsible for Multisystems' software group, leading the introduction of products for paratransit and fleet management.

1982 | 1989 Director, Multisystems

Over these years Keith served as Director of the Paratransit Group, and later Director of the Transportation Management Systems and Services group.

1979 | 1982 Analyst, Multisystems

Over these years Keith served as an analyst and senior analyst in Multisystems' consulting division.

KEITH FORSTALL , SENIOR CONSULTANT

PROJECTS EXPERIENCE

Some recent highlights of Keith's consulting experience with Trapeze:

CLIENT NAME	PROJECT TYPE	OVERVIEW
[redacted]		

EDUCATION

Lehigh University 1968-72

Bachelor of Science, Civil Engineering

Carnegie-Mellon University 1974-76

Master of Engineering, Civil Engineering (Design)

Master of Science, Civil Engineering

GINA ANGIOLLO TECHNICAL PRODUCT SPECIALIST, DEMAND RESPONSE

Ms. Angiollo has over 9 years of experience in Implementation, Support, Training and various roles in demand response and specifically PASS projects and over 2 years' experience in paratransit and Dial-a-Ride operations, specifically in contractor oversight and ADA compliance. Gina has been involved in PASS deployments and upgrades as well as SUS and Trip Broker (API and User Interface) implementations, MDT implementation support as well as customer support and troubleshooting.

As a Technical Product Specialist within the Demand Response team, Gina is largely responsible for understanding and having expertise in the many versions of the PASS product, as well as the other related products and then being able to manage several projects at once. Responsibilities include:

- Conducting Operation Reviews
- Testing customizations
- Coordinating with client and preparing training agendas
- Preparing documents and presentations for training classes
- Onsite Training
- Onsite Upgrade and implementation support
- Performing installations/upgrades of software
- Technical problem resolution

EXPERIENCE

2014 | present Technical Product Specialist – Demand Response, Trapeze Group

Since joining Trapeze Group, Gina has been responsible for assisting in implementation and upgrades of Paratransit products. This includes, but is not limited to, performing operational reviews, conducting training, providing onsite support, testing any customizations client may have as well as preparing documentation and training materials.

2008 | 2014 Senior Project Manager II, Pace Suburban Bus Company

Pace is Trapeze's largest Paratransit client performing over 20,000 trips a day. While working for Pace, Gina was responsible for performing troubleshooting of Pace technologies and coordinate necessary resources to effectively resolve any issues in a fast and thorough manner. She was also in charge of creating training documents for use in implementing new products, contractors or services. She also took on lead role in the development of new products (RTV and Trip Broker) for Pace. Her duties also included testing and development of new report packages, writing ad hoc queries using SQL when needed and coordinating super user and casual user acceptance testing of upgrades, bug fixes and other modifications to existing software.

2006 | 2008 Operations Administrator, Pace Suburban Bus Company

Manage the various Contract carriers for Paratransit service within City of Chicago which includes, but is not limited to, processing monthly invoices, troubleshooting system issues, monitoring compliance with service requirements of the contract as well as FTA regulations. Assist with on-site training of contractor staff as needed namely with new service contracts and policies and new technology (Trapeze) implementations.

GINA ANGIOLLO TECHNICAL PRODUCT SPECIALIST - PARATRANSIT

TECHNICAL SKILLS

Additionally, Gina worked on many PASS sites whereby she completed on site operation reviews, implementation, refresher and upgrade trainings, upgrade support, and has the knowledge and experience of deploying a successful PASS system.

CLIENT NAME	PROJECT TYPE	OVERVIEW
[redacted]		

EDUCATION

St. Xavier University
Bachelor Degree: Liberal Studies (emphasis in Computers and English)

REFERENCES

[redacted]

JEFF INOUYE - TECHNICAL PRODUCT SPECIALIST

Jeff Inouye has over 10 years of Transit experience, specializing in Mobile Data Terminals. Since starting with Trapeze in 2005, Jeff has worked exclusively with MDT's specifically as it relates to Paratransit operations.

As a Technical Product Specialist for MDT's, Jeff is responsible for all aspects of MDT projects including

- Install and configuring Mobile Data Terminal software
- Testing of software
- Work with development in incorporating new features in to software builds
- Train end users
- Support roll outs
- Documentation

EXPERIENCE

2005 | present Technical Product Specialist, Trapeze Group

Jeff joined Trapeze in October 2005, and has been responsible for the successful implementation of MDT solutions at numerous transit agencies across North America.

Jeff is responsible for all aspects of implementing MDT's including, install, testing, training and go live support.

2003 | 2005 Tri-Board Student Transportation Services

Jeff was responsible for the implementation of Tri-Board's scheduling software, which was used to redesign bus routes across Tri-Board's service area.

2002 | 2003 MicroAnalytics

Responsible for implementation, training and support of MicroAnalytic's Bustops software.

PROJECTS

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

REFERENCES

CLIENT NAME	PROJECT TYPE	MODULES	CONTACT
[redacted]			

EDUCATION

Wilfrid Laurier University
Bachelor of Science – Computing
Bachelor of Arts – Geography

CRAIG LANGFORD – TECHNICAL PRODUCT SPECIALIST – TRAVELER INFORMATION

Craig has been with Trapeze since April 2013. Since then he has been exposed to a wide variety of products, including WEB, Email, and IVR solutions in both the Demand Response and Fixed Route areas. Responsibilities have included, but not limited to:

- Participating in the requirements gathering process with the Client
- Testing and troubleshooting product updates and enhancements
- Providing timely fixes by being able to made the code changes
- Providing feedback for product enhancement/features
- Documentation of the Installation process.
- Providing Training to end users and administrators

EXPERIENCE

April 1st, 2013 – present: Technical Product Specialist – Traveler Information, Trapeze Group

TECHNICAL SKILLS

Craig has knowledge in the following areas:

- XML/XSLT
- Java, C++
- Active Directory Security and Permissions
- SQL Server (2000, 2005, 2008 and 2008 R2)
- Oracle (9i, 10g, 11g and 11g R2)
- Windows 95, Windows 98, Windows NT, Windows 2000, Windows XP, Windows Vista, Windows 7
- Windows Server 2003, Windows Server 2008, Windows Server 2008 R2

PROJECT EXPERIENCE

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

CRAIG LANGFORD – TECHNICAL PRODUCT SPECIALIST – TRAVELER INFORMATION

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

EDUCATION

Ryerson University

B. Sc. in Computer Science

CLIENT REFERENCES

[redacted]

BRUCE JANSEN SENIOR CONSULTANT, BI AND DEMAND RESPONSE

Mr. Jansen has over 20 years of experience in various roles in paratransit operations. Prior to rejoining Trapeze Group, he had spent 15 years designing, developing and supporting numerous custom back office solutions, in support of Paratransit operations, including "hand" building a customized MDT/AVL solution.

As a Senior Consultant for the Demand Response team, responsibilities include:

- Regular customer site visits
- Analyzing customer business requirement and objectives
- Develop supporting business processes
- Installation and end-user training of multiple products
- Specification Reviews
- Technical problem resolution
- Product Initiatives

EXPERIENCE

2015 | present Senior Consultant – Demand Response, Trapeze Group

Since rejoining Trapeze Group, Bruce has been responsible for ensuring the successful forward progression of numerous Paratransit operations and business intelligence, maximizing customer satisfaction.

1999 | 2015 Paratransit Information Systems Analyst, Outreach and Escort, Inc. (San Jose)

Overall responsibility for all information technologies with regards to supporting the Paratransit operation. Duties included; design and development of a complete in-vehicle MDT/AVL subsystem, including all hardware and software; the evaluation of leading-edge technologies with regards to transportation; integration of GIS data and fleet operations; development of extensive reporting containing all available data streams; disaster preparedness as related to transit; evaluation of current practices and developing improvement strategies.

1994 | 1999 Technical Product Specialist, Trapeze Group

Duties included; design and implementation of Quality Assurance standards; coordinating QA efforts with software testers; liaise with development on new/enhanced software functionality; installation of core components of Trapeze products including networking, hardware and supporting software applications; end user training.

BRUCE JANSEN SENIOR CONSULTANT, DEMAND RESPONSE

TECHNICAL SKILLS

Bruce has obtained a wide variety of technical skills which have expanded his abilities to troubleshoot issues that most commonly affect a paratransit operation and develop solutions that fit the customers' requirements. Technical skills included are:

- .NET
- XML
- SQL Server
- Oracle
- Windows Operating Systems

TRAPEZE PROJECTS

CLIENT NAME	PROJECT TYPE	MODULES
[redacted]		

EDUCATION

DeVry Institute of Technology
Diploma: Computer Programming and Systems

E.1 PROJECT UNDERSTANDING

The Handi-Transit program is operated as part of the City of Winnipeg's Transit Department. Handi-Transit provides approximately 500,000 one-way trips each year to persons unable to use conventional transit. To support the Handi-Transit program, the City of Winnipeg, through their IT department, has developed an in-house Paratransit Management System for the Handi Transit (Paratransit) service. This system is the result of years of development and has been highly customized to meet the specific needs of the City's Handi Transit program. The City is looking to acquire an off-the-shelf solution that meets the needs of the Handi Transit program lessening the dependency of the City's IT department to develop, maintain and support a comprehensive management tool that can be used to efficiently and effectively manage the City's Handi Transit service.

Trapeze has reviewed the operational and IT needs of the City and Handi Transit and has formally invited the City of Winnipeg to become a member of the Trapeze family of customers.

Trapeze offers multi-modal and multi-disciplined solutions for all aspects of a transit organization. As Handi-Transit's iRide software solution has evolved over the years, so has our PASS solution. The evolution is the direct result of addressing the operational needs of transit. As the need for and reliance on technology has evolved, we have developed various "add-on" modules to allow members to extend their technology as needed. When required, members can acquire additional modules that work with the core product as well as with other products such as our fixed route, operations management, ITS, asset management and fare collection solutions.

The diagram below illustrates our modular solution for Winnipeg Transit. Each component seamlessly integrates and compliments each other providing transit agencies with a solution that is clearly bigger than the sum of its parts. Our solution uses a single database which will mean ease of administration, reporting and application efficiencies for the City of Winnipeg.

As mentioned earlier, the iRide system has developed, over time, to the full-featured system that it is today. We understand that the Handi-Transit operation depends on the iRide technology to safely, effectively and efficiently deliver the 500,000 annual rides to persons in the greater Winnipeg area. Trapeze has a tremendous amount of experience providing solutions for agencies providing 500,000+ trips per year (i.e. Edmonton, Vancouver, Houston and Baltimore to name a few). We understand the need to maintain the iRide functional and operational requirements and the need for a smooth transition to our PASS solution.

PROJECT IMPLEMENTATION

Understanding that the City of Winnipeg has most, if not all of this functionality in place today, the focus of project implementation is to seamlessly integrate and support the transition from iRide to the **Trapeze PASS Suite** with minimal impact to operations.

Trapeze Program Management Office (PMO) has certified PMPs to ensure a smooth transition between solutions. Trapeze has the most experience implementing solutions that replace existing functionality and applications. We know how to transition while minimizing the impact on operations. Our system architects craft an overall design of the solution, our industry experts will perform an extensive on-site discovery, transferring knowledge of our system while clarifying and detailing operational requirements from Handi-Transit staff and formulating an operational review document for the entire solution. The solution will be

managed by our experienced project manager James who is tasked with overseeing implementation tasks and communication between the City if Winnipeg and Trapeze personnel.

Please refer to a detailed description of our PM Approach in the next section (Section E.2) of our proposal.

LONG TERM OPPORTUNITIES FOR OPERATIONAL IMPROVEMENTS

At Trapeze, our experienced development and operations staff work cooperatively to understand the needs of a complex industry. PASS, and our suite of full-feature add-on products, integrate and compliment your business practices; our solution will allow for assimilation of your standard operating procedures and afford the ability to think and react to operations in new and exciting ways.

Our core PASS product has the standard features demanded by a creative and experienced client base; each day, our top 50 customers provide approximately 136,000 Paratransit trips. We invest heavily in our add-on modules to develop feature-rich products with depth and breadth to stand on their own as "best-in-class". We do this because we understand the operational implications of offering transit agencies flexibility. We don't simply add a few features to our base product and "call it good" like some of our competition.

As a by-product of improved tools, Management is quickly provided with better, more accurate data that allow for proactive decisions to address operational issues before they become problematic. This results in better efficiencies and improved service delivery.

Key Benefits of a Trapeze PASS System

- Automate the demand response scheduling process and create optimized, cost-effective, on-demand schedules.
- Improve customer service by streamlining and simplifying requests for information and trip booking.
- Avoid costly errors by maintaining complete, accurate client records and operations data.
- Optimize vehicle use and increase passengers per hour by updating schedules in real-time on the day of service.
- Monitor daily operations closely and notify vehicle operators of situations affecting service in real-time.
- Enable call centre representatives to broker the lowest cost transportation solutions for paratransit clients, selecting from multiple providers.
- Ensure that all trips are scheduled according to the specific requirements of individual service providers and funding sources (each provider has own scheduling parameters and weights).
- Integrate the scheduling operations of brokers and service providers while tightly controlling access to agency-specific information.

Technological characteristics of the PASS system include:

- *extensive database infrastructures*
- *work flow automation*
- *best-practice algorithms*
- *advanced systems architecture*
- *simplified integration with other systems*

E.2 PROJECT MANAGEMENT METHODOLOGY

PROJECT MANAGEMENT CAPABILITY

Trapeze leverages the COBIT maturity framework to develop, integrate, mature and sustain organizational capabilities. The PMO as one of those capabilities aligns to PMI for project, program and portfolio management best practices (PMP, PgMP). Overarching drivers in support of optimum timely successful outcomes includes:

- Increased visibility: *Informed decision making*
- Predictable, repeatable outcomes: *Increased project success*

The following section provides insight into the project management services, tools and communications implemented by Trapeze to ensure a successful project delivery.

PROJECT MANAGEMENT SERVICES

Trapeze will provide on-site and off-site project management support for the duration of the project. The Trapeze project manager will be responsible for ensuring that project requirements are communicated and understood and milestones are met. The Project Manager and Project Executive will be the key points of contact of The City of Winnipeg during the project. We require that The City of Winnipeg also assign a Project Manager and Executive Lead. The two project managers will work together to ensure that regular dialogue is maintained through an established channel.

Trapeze Project Managers provide the following key services:

- **Scope Management.** The project management team is the link between The City of Winnipeg's requirements, the contract, the product specifications and the project's scope of work. The project manager is critical to defining and documenting the tasks and deliverables necessary to complete the project. The project manager ensures that the project's resources remain focused on the project objectives.
    - **Change Orders.** Another project control mechanism, change orders are a primary tool for ensuring that the project tasks remain focused on the overall objectives. Change orders include proposed changes to the project schedule, technical specifications and additional functionality or services. Change orders must be agreed to by both Trapeze and The City of Winnipeg.
- **Schedule Management.** One of the critical functions of the project management team is to manage the master project schedule. This detailed work plan outlines all of the activities that are required in order to deliver the project scope within time constraints. The project management team will provide regular updates to the work plan, and escalate major issues and risks that will impact the project schedule for mitigation planning.
- **Communication Management.** The project management team is essential to the effective flow of information throughout the project. As the accumulator, archiver and librarian of the project records,

the project manager and executive are also responsible for ensuring that information is distributed to the appropriate individuals in a timely manner. Issue lists, progress reporting, scheduled teleconferences, custom report specifications and contract administration are all examples of communication management.

- **Resource Management.** The project manager ensures that the most appropriate Trapeze resources are allocated to the project at the correct time. The Trapeze project manager also specifies what kinds of project resources are required from The City of Winnipeg and when they are needed. Moreover, the Trapeze project manager acts as the interface to the product development department when customized reports, interfaces or functionality is needed.
- **Project Governance.** One of the most critical success factors for a technology project is governance. Strong leadership from both Trapeze and The City of Winnipeg will be required to ensure that project objectives are achieved, value is maximized, and that road-blocks are removed for the project team to execute. The project management team will provide regular status reporting and presentations to steering and governance committees to ensure that all stakeholders are aligned as it pertains to project status and escalations.

PROJECT DELIVERY METHODOLOGY

Trapeze has years of experience in executing projects across North America. Our project management methodology ensures the project meets all milestones, completes all deliverables on time and keeps the project in scope and on budget. This is how we ensure our clients receive excellent services and achieve maximum value and return on their investment.

Our Proven project management methodology is flexible enough to meet the demands of any size project in an efficient manner. A group of management processes are undertaken to monitor and control the deliverables. These processes include managing time, cost, quality, change, risks and issues, as well as customer acceptance and project communication.

Initiation	• Key to the success of any Trapeze project, the initiation stage is a collaborative effort between Trapeze and The City of Winnipeg that documents the objectives and timelines of the project. • This stage begins with Notice to Proceed. • At the completion of this phase, a preliminary master schedule will have been developed and approved by both teams.
Planning	• The planning stage is a joint effort between The City of Winnipeg and Trapeze and is critical in defining the scope and requirements of the project. During this stage, we also identify any out of scope customizations. • At the completion of this phase, the scope of the project is defined and approved and the master project schedule revised.

Execution	• Trapeze technical teams configure and construct each deliverable within the scope of the project, while ensuring adherence to timeline and budget. The solution is then tested internally and delivered to The City of Winnipeg. • At the completion of this phase, the solution will be installed at The City of Winnipeg.
Training and Testing	• Trapeze technical resources meet with The City of Winnipeg technical resources, training them on the use of the system. Success of the project depends on The City of Winnipeg technical resources attending training, completing the data development tasks assigned and testing all aspects of the software within the timelines agreed upon. • At the completion of this phase, end-user training, application testing, and system acceptance testing is complete and approved.
Deployment	• This phase of the project moves the system into a production live environment. • At the completion of this phase, the system will be in use in an operational and functional capacity.
Closure	• Closure includes releasing the final deliverables, releasing project resources, communicating project closure to all stakeholders and transitioning The City of Winnipeg to Trapeze Customer Care. • At the completion of this phase, the project is complete and The City of Winnipeg is transitioned to Trapeze Customer Care.

PROJECT MANAGEMENT OFFICE TOOLS

Trapeze project managers employ the following tools to support the successful implementation of projects:

- **Project Work Plan.** The project tasks, deliverables, and dependencies are defined according to the contract documentation, the business requirements review and the project's resource constraints. All major tasks, deliverables and milestones are itemized and scheduled in Microsoft Project document.
- **Milestone Sign-Offs.** As each milestone is achieved, The City of Winnipeg will be asked to sign-off the milestone, confirming that the deliverables associated with the milestone was completed.

Milestones are used as a control point in reporting project progress to the management of both organizations.

- **Meeting Minutes and Action Logs.** The Trapeze project manager will use the meeting minutes to track the project issues, decisions, and resolutions. Meeting minutes are a clear and concise way of coordinating the work of both The City of Winnipeg and Trapeze, especially as minutes prevent confusion and duplication of work. The minutes can be published to the entire team based on the needs of The City of Winnipeg. Action logs are also included in weekly status reporting, to define the key activities in the work plan that the team must focus on, and the required due date to keep the project schedule on track.
- **Risk Registers and Issue Log.** Throughout the lifecycle of a project, a number of different risks to project constraints will present themselves. Resource risk, technology risk, and environmental risks all exist and will need to be managed to ensure successful project outcomes. Risks with a certainty of occurrence are issues, and must also need to be managed with a high priority. Risk registers and issue logs will be delivered on a regular basis so the project team can prioritize based on impacts to the project, and escalate if required to ensure appropriate mitigation plans are developed.
- **Project Governance Reports.** Trapeze and The City of Winnipeg will each select a project executive who will be responsible for the following:
    - Ensuring that the high level goals and objectives of the project are met.
    - Ensuring that all road blocks are cleared to support a smooth project implementation.
    - Providing a point of escalation for the project team.

  These project executives will be members of the steering committee that will convene on an agreed upon schedule to review project progress and status.

PROJECT GOVERNANCE

Trapeze governance aligns to PMI best practices and proven industry models, enabling effective communications, clear accountability and the provision of informed decision making for projects, programs and portfolios. Governance is executed both internally (within Trapeze) and externally (with The City of Winnipeg) for Trapeze engagements. Project Governance is typically established during the initiation phase of a project.

Governance for The City of Winnipeg will span the aggregate program and holistic portfolio level oversight enabling both tactical (project) and strategic (program, portfolio) oversight.

Governance meeting structures and frequency would be confirmed at the onset of The City of Winnipeg engagement and executed as projects are launched. The Project Manager would report progress using a standard governance reporting template including:

- Overall project timeline & plan
- Financial information

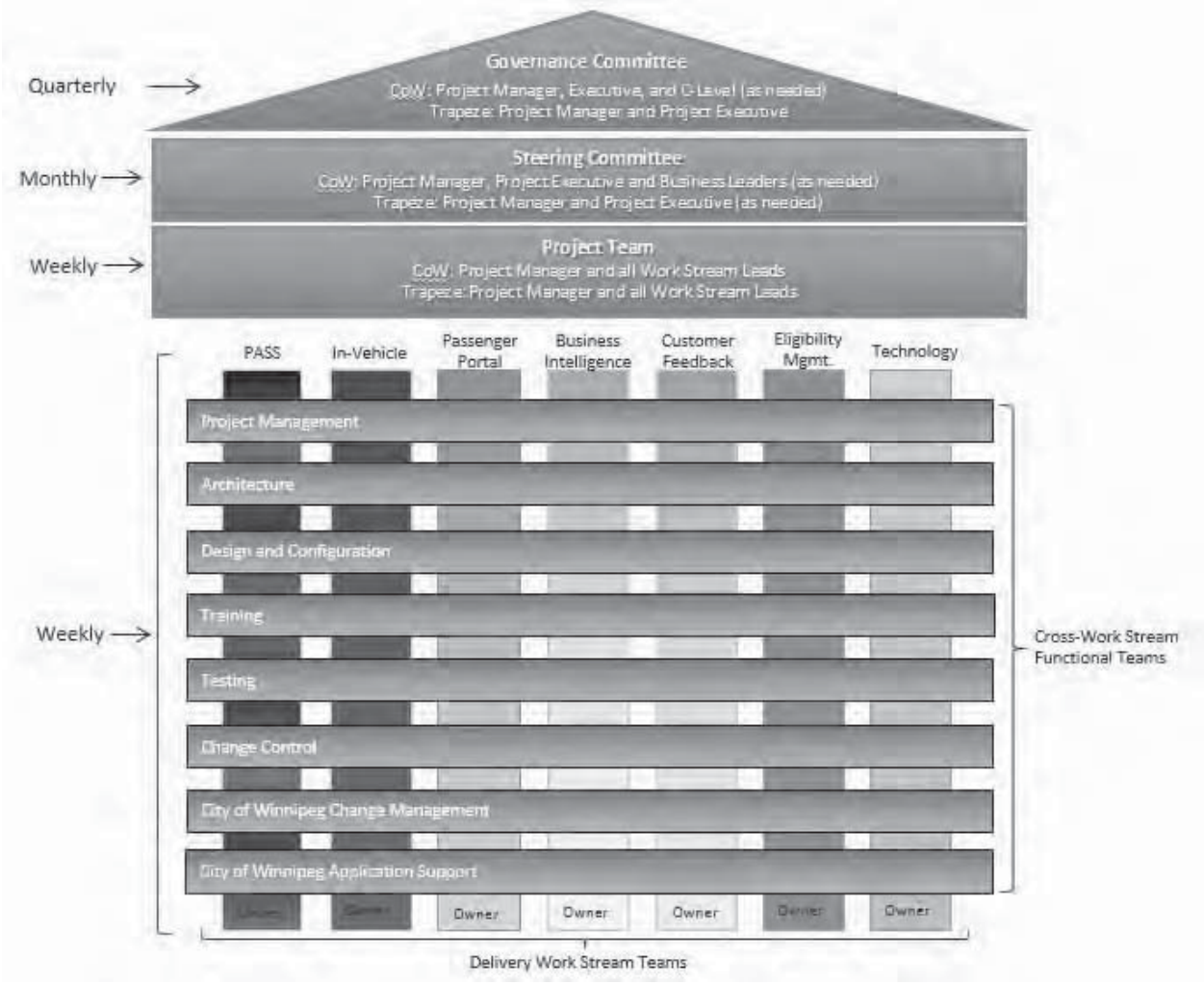
- Escalation summary
- Individual work stream progress

The use of standard project governance reporting enables a rollup of aligned information providing for project, program and portfolio views and oversight.

TRAPEZE'S WORK STREAM APPROACH

Trapeze uses a work stream project structure when implementing large scale technology projects. This has proven to be critical when deploying an Enterprise-wide paratransit solution, given the number of departments within a transit agency that are impacted by a project of this scope. These work streams segregate the project into well-defined logical components for improved management and reporting of progress, risks and issues. Work Stream Leads will work closely with their counterparts and the project team to manage project scope, timelines, identify risks, identify key project activities, dependencies and milestones and report on the status each week for their work stream.

The proposed work streams and overall governance structure for this project is defined below:



In this model the Delivery Work Streams, identified by the vertical columns, represent the groups and departments affected by the implementation of this new solution. A business leader from The City of Winnipeg will be identified for each of these Work Streams, and this leader will be the decision maker for their respective group. The Cross-Work Stream Functional Groups are functional teams that perform parallel activities across all of the delivery work streams and are identified in the horizontal bands in the model. Trapeze and The City of Winnipeg will assign a lead to each of these functional groups, and these lead will be responsible for working with their counterpart to coordinate the efforts for their group.

It is expected that leaders will be identified and assigned for the duration of the project, as this is a critical function for successful roll-out of an implementation of this size and scope.

PROJECT IMPLEMENTATION

Understanding that The City of Winnipeg has most, if not all of this functionality in place today, the focus of project implementation is to seamlessly integrate and support the transition from iRide to the Trapeze solution with minimal impact to operations.

Trapeze has the most experience implementing solutions that replace existing functionality and applications. We know how to transition while minimizing the impact on operations. Our system architects craft an overall design of the solution. Our industry experts will perform an extensive on-site discovery, transferring knowledge of our system while clarifying and detailing operational requirements from Handi-Transit staff and formulating an operational review document for the entire solution. The solution will be managed by our experienced project manager, who is tasked with overseeing implementation tasks and communication between The City of Winnipeg and Trapeze personnel.

The following sections describe the implementation services to be provided by Trapeze for the implementation of the solution, as well as the effort that will be required from Winnipeg (Licensee or Customer) staff and resources.

Unless otherwise indicated, Trapeze will provide ‘standard’ implementation services (project management, operational review, testing, installation, training, etc.) as defined by Trapeze. Any special requirements will be considered a change request and processed through our standard change request system.

Overview

This implementation involves the following high level tasks:

1. Review of Operations and Development of Program Architectural Design (Operational Review)
2. Software Installation and Configuration in both test and production environments
3. Data Conversion, Customization and Data Development
4. System Administrator Training
5. End User Training
6. Site Acceptance Testing (SAT)

7. User Acceptance Testing (UAT)
8. System Integration Testing (SIT)
9. Deployment Support
10. Off-Site Support during course of project

The remainder of this Statement of Work (SOW) provides details concerning the tasks and effort required to support the tasks described above.

[redacted]

[redacted]

TRAPEZE IMPLEMENTATION SERVICES

The implementation services below will be provided by Trapeze as detailed in the included project schedule. All implementation services, materials and training will be provided in English, unless otherwise stated.

Initiation

The Initiation phase defines the objectives for the project and provides Trapeze an opportunity to develop a solid understanding of The City of Winnipeg's operating and technical environment and personnel. With this understanding Trapeze can effectively institute the appropriate project team and resources.

Key tasks associated with this phase include:

- Understand project and system requirements
- Create and assign work streams
- Design preliminary hardware and network infrastructure
- Identify potential project risks and mitigation strategies
- Prepare high level project plan and plan resources
- Structure project team roles and responsibilities

The City of Winnipeg Roles and Responsibilities:

For this phase of the project, The City of Winnipeg will be responsible for engaging with Trapeze to finalize the following tasks:

- Provide System Requirements
- Schedule the Project Kick-Off
- Identify a Project Manager
- Identify Project Sponsors/Steering Committee/Executives
- Identify Work Stream Leaders
- Identify Subject Matter Experts

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Project Sponsors/Steering Committee/Executives
- The City of Winnipeg Procurement and Legal (as required)
- The City of Winnipeg Work Stream Leaders

Planning

During the Kick off and planning phase the project team will organize a series of formal meetings with The City of Winnipeg stakeholders and the project team to expand upon the implementation plan and scope of work. These efforts include a thorough review of processes and an in-depth analysis of the project requirements. Key tasks associated with the kick off and planning phase include:

- Conduct the project kick-off meetings
- Establish a Project Steering Committee
- Perform an operational review
- Complete a detailed review of each work stream
- Review operational procedures and business rules
- Deliver, present and review the Implementation Plan with The City of Winnipeg
- Setup project delivery templates: Action Items List, Issues List, Status Report format, Meeting Minutes, Steering Committee and Governance

This collection of documents and strategies will be presented to The City of Winnipeg as the Implementation Plan. We believe the foundation for a successful project is based on a global view of the project – the Who, Why, What and How (project team, project objectives, products and implementation services). Once complete, this document will become the final work plan. This will be the measure used to determine project success, identify variances and ultimately coordinate the efforts of all individuals working on this project.

Operational Review

The Operational Review for each work stream is a key deliverable and is integral to the success of the project. During this phase the project team will conduct a thorough review of The City of Winnipeg business processes, business rules, infrastructure, and integration points. Trapeze will take the knowledge gained in these meetings and create an Operational Review Document (ORD) and updated implementation plan. The City of Winnipeg project team will have the opportunity to review the ORD to ensure accuracy and completeness and suggest revisions.

The Operational Review may span multiple Trapeze Work Stream Leaders conducting on-site meetings at The City of Winnipeg facilities for the review sessions. In advance of these meetings, The City of Winnipeg may be asked to collect relevant information and respond to a survey. It is expected that during the on-site review, The City of Winnipeg will provide documentation on business processes. It is also expected that The City of Winnipeg will highlight critical processes related to the operation of the software. These documents will provide high level descriptions of key processes and how they are currently performed. Using this information, Trapeze will map these key processes to our software practices and configure software and integration points using the outlined information in the Operational Review.

The Trapeze work stream leaders will return to the Trapeze office to complete the documentation deliverables. Once complete, the documents will be delivered to the The City of Winnipeg project manager

for distribution to the appropriate project stakeholders for feedback and revision as required [redacted]

Often during the Operational Review, requirements are uncovered that cannot be handled by the "off-the-shelf" software. In the case where one of these items is discovered, the work steam leads will add these items to the Gap Analysis section of the Operational Review. Any item identified in the Gap Analysis is considered outside of the scope of the project and can be handled through the Trapeze change order process.

The City of Winnipeg Roles and Responsibilities:

- Participate in operational review meetings
- Provide documentation on business processes
- Highlight critical processes related to the operation of the software
- Participate in review of the Operational Review and Implementation Plan documentation to ensure accuracy and completeness

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg IT staff (System Analyst, network, security and server)
- The City of Winnipeg Work Stream Leaders
- The City of Winnipeg Subject Matter Experts
- Contractor resources (as necessary)

Deliverables associated with this phase:

- Individual work stream Operational Review Documents, with up to two revisions if required
- Updated project schedule

Execution

Once the planning phase has been completed and agreed upon, the execution phase of the project can begin. In this phase of the project, Trapeze and The City of Winnipeg work stream leaders and project managers will work together to coordinate the following tasks:

- Hardware Preparation
- Data Conversion
- In-scope Customizations
- Installation

Hardware Preparation

The City of Winnipeg will procure and stage the network equipment and servers. All components will then be configured as closely as possible to their final state allowing for a complete test of the hardware and software.

Trapeze is not responsible for the hardware procurement, installation or configuration of items such as servers, network equipment, printers or workstations. Trapeze will, however, provide recommendations for the proposed solution.

A Trapeze Technical Product Specialist will be available to consult on the hardware specifications.

The City of Winnipeg Roles and Responsibilities:

- Procure and stage the network equipment and servers
- IT/Network support for installation, network integration, security analysis, etc.
- Provision of equipment storage prior to installation

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg IT staff (network, security and server)

Deliverables associated with this phase:

- Configured test and production environments

Data Conversion

[redacted]

The City of Winnipeg Roles and Responsibilities:

- Consulting support as required
- Provide backup of requested map and client data

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg IT staff

Deliverables associated with this phase:

- Map and client data converted to be usable within PASS

Customization

Trapeze will develop any agreed-upon in-scope customizations during this part of the project. These development items will have been documented and agreed to during the operational review.

Trapeze's solution has proposed the development described below, and this is the only customization included as in-scope for the solution.

Advanced Eligibility Management

[redacted]

Passenger Portal: Web Page Development

Trapeze will adapt the generic PASS-Web, CERT-Web and EZ-Wallet pages to The City of Winnipeg's corporate web site design to ensure a consistent user experience.

[redacted]

The following changes will be permitted as part of the web page design process:

- General look and feel including headers, footers, graphics, style sheets, fonts, etc.
- Verbiage changes
- Minor screen element placement changes

Passenger Portal: Call Flow Development

The Trapeze generic PASS-IVR Call Flows will be employed as the basis for this installation.

[redacted]

The following changes will be permitted as part of the call flow design process:

- Verbiage changes for each Callback notification
- General menu changes including removing standard options, renaming options, adding static text menus, etc.

In addition to the customization included within the scope of the project, the customization part of the project may also include any items that The City of Winnipeg agrees to as a result of the Gap Analysis.

The City of Winnipeg Roles and Responsibilities:

- Consulting support as required

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Subject Matter Experts

Deliverables associated with this phase:

- Any agreed to customization

Installation

Trapeze will install and configure all the Trapeze application software required for the implementation in The City of Winnipeg's Test and Production environment following a specific methodology. Trapeze will install the software first in the City of Winnipeg test environment and after all testing has been completed and signed off, the software will be moved to the production environment. The installations will be modular in their approach, may require multiple installations, and may require changes to the database structure. The project schedule and ORD will outline the order of installation and which modules will be installed at which times.

[redacted]

The City of Winnipeg Roles and Responsibilities:

- Provide access to The City of Winnipeg test and production environments as required
- Provide technical consulting as required

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg IT staff (network, security and server)
- The City of Winnipeg Work Stream Leaders

Deliverables associated with this phase:

- Software will be installed and ready for use within a test environment, based on the agreed upon schedule

Training and Testing

Once a module is installed, the training, data development and testing phase of the project begins.

Training

All training will be conducted using a Train-the-Trainer approach, based on Trapeze standard training agendas. In this approach, a Trapeze Technical Product Specialist (TPS) will be on-site to lead Subject Matter Expert (SME) training. Training will be conducted for the City of Winnipeg staff who have been

selected as Subject Matter Experts for the duration of the project. This may or may not also be the person selected as the Work Stream lead.

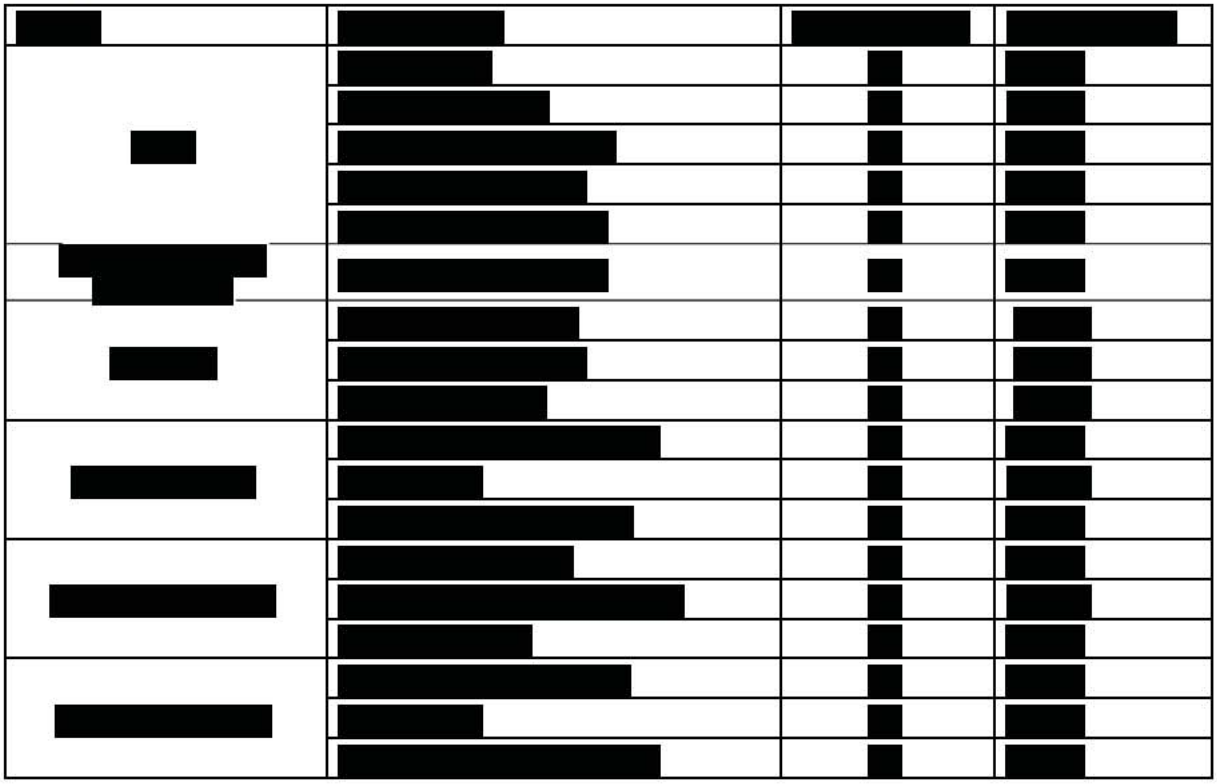
[redacted]

Upon receipt of the training, the SME will be responsible for developing the structure and content of the formal training plans which will be used to train all end-users, training all end-users, completing any assigned data development and testing the system.

In addition to training, Trapeze will provide one (1) digital copy of all available user manuals. Licensee is free to create copies of the manual for their users. Trapeze will also provide available electronic material in the form of 'quick reference guides' for certain aspects of the Software.

The City of Winnipeg will also have access to recorded training videos and online sessions provided through Trapeze Collaborate, as described in our standard support documentation. The City of Winnipeg is also free to record any training provided by Trapeze to be used solely for its internal business purposes.

A high level description of the training topics Trapeze will provide and assumptions regarding the time the training is expected to take, is included in the table below, by module.



While Trapeze has included the training that would be required for an implementation of this scope, The City of Winnipeg has the option of requesting additional training through the Trapeze change order process.

The City of Winnipeg Roles and Responsibilities:

- Schedule of the training activities
- Ensure Work Stream Leads and Subject Matter Experts are prepared and engaged in the training activities
- Set up the training environment, ideally to include networked computers for each trainee, white board and markers, LCD projector and for In-Vehicle modules, tablets for the trainees and trainer.

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Work Stream Leaders
- The City of Winnipeg Subject Matter Experts

Deliverables associated with this phase:

- SME training will be complete

Data Development

During the implementation process, a number of Data elements will need to be created to support the operation of the software. The City of Winnipeg SME will be trained on how these data development activities should be performed, and it will then be the responsibility of The City of Winnipeg to develop or configure this data.

In the PASS module, data development for the following categorize will be required: Client Registration, Eligibility, Booking, Pricing, Organizations, Services, Runs, Scheduling, Employees and Vehicles.

In the Customer Service module, data development for the following categorize will be required: Feedback Types, Subtypes and Priorities, Departments and Divisions, Responsibilities, Distribution Lists, Communication Modes, Investigator Action Types and Work Flows and States.

[redacted]

The City of Winnipeg Roles and Responsibilities:

- Complete of the data development activities

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Work Stream Leaders
- The City of Winnipeg Subject Matter Experts

Deliverables associated with this phase:

- Completion of data development efforts

Testing

Factory Acceptance Testing (FAT)

Factory acceptance testing is completed by Trapeze for each module before software, interfaces or reports are delivered to The City of Winnipeg for user acceptance testing.

Once Development has confirmed an issue complete and unit tested, it is then assigned to a Testing Specialist. The Trapeze Testing Specialists are dedicated Quality Assurance staff who have deep familiarity with the application and who can troubleshoot whether an issue will have an adverse effect on another area of the application. This testing specialist manually tests the feature for completeness and accuracy and may update the automated regression test scripts to include coverage for the new feature.

Regression testing is also key step in releasing software builds at Trapeze, and involves running and monitoring a complete set of automated test scripts that cover the application. The testing specialists run automated regression tests in advance of releasing any new version of software for delivery and installation. This helps ensure that any product enhancements or defect fixes introduced in the software do not create residual problems in other areas of the application, the software meets quality requirements and the software functions according to published standard documents.

All FAT is conducted using Trapeze test data and the results can be made available to The City of Winnipeg as requested.

Site Acceptance Testing (SAT)

Trapeze will perform Site Acceptance Testing (SAT) testing in the City of Winnipeg environment prior User Acceptance Testing. SAT testing includes The City of Winnipeg granting Trapeze access to the required servers to perform testing based on the Trapeze test scripts and test plan. SAT is designed to ensure operability and inter-operability between the Trapeze modules. Once all test cases have been identified as successful, Trapeze will work with The City of Winnipeg during UAT.

User Acceptance Testing (UAT)

User Acceptance Testing (UAT) is designed as a final verification that there are no errors or omissions from the system requirements, to identify and resolve data related errors and to ensure reports function as expected. This phase is the most critical phase of the project. This phase involves The City of Winnipeg utilizing the system in the test environment to ensure the system responds accurately to users' input and the features and functions of the software work as designed.

All issues are tracked in a project issues log. When issues are reported, the Project Managers enters them item into the log and assigns a priority based on criticality, as issues are resolved, they are 'closed' in the log. As part of our methodology, all priority 1 and 2 issues must be resolved and closed before proceeding to the next phase of deployment.

Severity of issues is based on the impact it has for business requirements. Priority levels are defined by Trapeze as follows. Trapeze will work with The City of Winnipeg on further defining these levels.

1. **Critical –** system cannot function or site is down (e.g. results in the failure of fundamental business requirement or in the shutdown of the system being tested)
2. **Major –** system is still functioning but is causing major inconveniences
3. **Minor –** system is still functioning but is causing minor or short term inconveniences

UAT is completed when all priority 1 and 2 issues are resolved.

Trapeze defines the system as production ready when priority 1 and 2 level issues are resolved and all the requirements as indicated in the contract have been fulfilled. When this milestone is reached, the customer Project Manager reviews the project and milestone status with customer stakeholders to determine the timing for Deployment. Trapeze assists during this phase with on-site support and ongoing customer care support.

[redacted]

At the completion of UAT, The City of Winnipeg is responsible for providing Trapeze with a complete list of issues encountered and, based on the priority agreed upon by both Trapeze and The City of Winnipeg, will address them accordingly.

The City of Winnipeg Roles and Responsibilities:

- User Acceptance Testing
- Prioritization of Priority 1 and 2 issue closure

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Work Stream Leader
- The City of Winnipeg Subject Matter Experts

Deliverables associated with this phase:

- Prioritized issues log

System Integration Testing (SIT)

System Integration Testing (SIT) is designed to ensure that there are no errors or omissions from the system requirements, to identify and resolve data related errors, and to ensure reports and interfaces function as expected.

This phase involves The City of Winnipeg utilizing the system in a production-like environment to ensure the system responds accurately to users' input and the features and functions of the software work as designed.

[redacted]

The City of Winnipeg Roles and Responsibilities:

- System Integration Testing

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Work Stream Leader
- The City of Winnipeg Subject Matter Experts

[redacted]

Deployment

The final stage of the project involves moving the system into the production environment. The success of this phase depends heavily on properly implemented controls and the adherence to appropriate milestones and measures during previous phases. Tasks include:

- Preparation of production environment
- End-user deployment training
- Deployment Support

Preparation of Production Environment

Trapeze will migrate the necessary ancillary data, configuration settings, security and workspaces from The City of Winnipeg's testing environment to The City of Winnipeg's production environment. The City of Winnipeg will then be required to go through a period of parallel operations running both their Handi-Transit solution as well as the new Trapeze solution. This parallel operations will be defined in the project schedule, and has been designed to ensure that all data elements are updated and support a smooth transition and cut-over to Trapeze.

[redacted]

The City of Winnipeg Roles and Responsibilities:

- Update the production system to ensure all records are up to date
- Ensure data correctness
- Confirm connectivity, logins etc.

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Work Stream Leader
- The City of Winnipeg Subject Matter Experts
- The City of Winnipeg IT staff (network, security and server)

End-User Deployment Training

End-users include supervisors, dispatchers, customer service representatives and other employees who use the software to support their daily tasks. End-users will be trained by The City of Winnipeg Subject Matter Experts during the Deployment phase without assistance from Trapeze.

[redacted]

The City of Winnipeg Roles and Responsibilities:

- Perform end-user training

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Work Stream Leader
- The City of Winnipeg Subject Matter Experts
- The City of Winnipeg End-users

Deployment Support

The City of Winnipeg subject matter experts are expected to be the first level support for the end-users during the deployment phase. The City of Winnipeg subject matter experts will be expected to provide support on how to use the new system, answer questions regarding functions that may be unfamiliar and reinforce key functionality and training points.

[redacted]

- Act as an escalation point for various issues that Subject Matter Experts are unable to resolve
- Resolve any technical, configuration or software related issues as they arise

The City of Winnipeg Roles and Responsibilities:

- Provide frontline support for questions
- Escalate issues to appropriate Trapeze Product Specialist

Resources required from The City of Winnipeg:

- The City of Winnipeg Project Manager
- The City of Winnipeg Work Stream Leader
- The City of Winnipeg Subject Matter Experts
- The City of Winnipeg End-users

Deliverables associated with this phase:

- Trapeze will be operational and functional in the City of Winnipeg environment

Operability Performance Test

[redacted]

Trapeze will be available for remote support during this period, should an issue arise.

Definition	Description	Procedure if Encountered
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

Passenger Portal Additional Requirements

The City of Winnipeg will need to review the web page modifications as part of the operational review process and identify all of the changes required for the first round of modifications. The City of Winnipeg will also need to review the modifications after delivery and identify any further changes to be incorporated into the second and final round of modifications. [redacted]

PASS-IVR

The City of Winnipeg will need to review the call flow modifications as part of the Operational Review process and identify all of the changes required for the first round of modifications. The City of Winnipeg will be responsible for configuring the phone system to support the IVR, including setting up the appropriate lead phone numbers, hunt groups, fail over redirection, segmentation of lines, etc. The number of phone lines, and therefore number of simultaneous callers that it will be possible to support through the IVR systems will be limited by hardware and gateway licenses. If the IVR systems should require expansion, additional costs associated with the expansion would be considered out of scope and require an additional change order.

PASS-Email/SMS

The City of Winnipeg will need to decide on the 3rd party SMS credit package that best suits their organizational needs. Trapeze can provide pricing for each package.

The City of Winnipeg will be responsible for procuring SMS aggregator services with Trapeze if The City of Winnipeg chooses to send and receive SMS text messages in addition to email messages. The SMS aggregator costs are not included in this proposal.

The City of Winnipeg will be responsible for configuring the Email server to allow POP3/IMAP and SMTP access by the Trapeze Email service. The City of Winnipeg will need to create a POP3/IMAP inbox for all incoming Email messages. SMTP access will be required for Trapeze to send outbound emails.

3rd Party SMS

The pricing outlined in the Implementation Services for PASS-Email/SMS does not include 3rd party SMS aggregator costs.

The City of Winnipeg is responsible for incurring these costs in addition to the pricing of PASS Email/SMS. Trapeze can provide Licensee with the pricing for each credit package ranging from 10,000 to 1,000,000 messages.

The City of Winnipeg is responsible for bulk messaging account top up costs and any carrier surcharges. Trapeze will include the surcharges in the invoices if the apply.

Third (3rd) Party Credit Card Payment Service Provider (PSP)

Should The City of Winnipeg elect to use a 3rd Party Credit Card PSP that is currently not supported by Trapeze, the change order process will be followed, as there will be development (and other tasks) required to support this. The overall effort required for these 3rd party integrations tasks assumes that the chosen PSP:

- Has an API available
- Uses industry standard development practices
- Offers a sandbox testing environment
- Offers development support should it be required
- Supports tokenization or equivalent methods to ensure transaction security and meet PCI compliance standards.
- Provides an interface that ensures Trapeze PCI compliance is out of scope

[redacted]

E.3 COMMUNICATIONS

COMMUNICATION STRATEGY AND PLAN

Effective and timely communications with all project stakeholders is critical. Success will require regular and consistent messaging, keeping all stakeholders informed with relevant and up to date information. Equally important for the project team will be the need for good quality feedback from stakeholders. Good communications are essential to the change process for the move toward the Trapeze solution across The City of Winnipeg. The plan must ensure that all staff affected by changes receive timely and accurate information and have the opportunity and are encouraged to provide their feedback opinions.

The Communication Plan will identify the objectives and key messages; the audiences and their issues; and the media and timing plan for the detailed design phase and run up to go-live. Below is a typical communication plan used for frequent communication between the Trapeze and The City of Winnipeg teams.

Format	Participants/Facilitators	Frequency	Individual(s) Responsible	Recipients
Status Meeting & Report	Project Team	Weekly	Trapeze Project Manager	The City of Winnipeg and Trapeze Project Team
Project Plan Updates	Project Team	Bi-Weekly	Trapeze and The City of Winnipeg Project Manager	The City of Winnipeg and Trapeze Project Team
Open Issues Log	Project Team	Bi-Weekly	Trapeze and The City of Winnipeg Project Managers	The City of Winnipeg and Trapeze project teams
Risk Register	Project Team	Bi-Weekly	Trapeze and The City of Winnipeg Project Managers	The City of Winnipeg and Trapeze project teams
Executive Steering Committee Report	Trapeze and The City of Winnipeg Project Executives, Project Managers, and Business Leaders (as needed)	Monthly	Trapeze and The City of Winnipeg Project Managers and Executives	Project Executive Steering Committee
Governance Committee Report	Trapeze and The City of Winnipeg Project Executives, Project	Quarterly	Trapeze and The City of Winnipeg Project Managers	Project Executive Governance Committee

Format	Participants/Facilitators	Frequency	Individual(s) Responsible	Recipients
	Managers, and C-Level staff (as needed)		and Executives	

ORGANIZATIONAL CHANGE MANAGEMENT STRATEGY AND PLAN

The objective of the Organizational Change Management endeavor is to successfully mitigate the "people-related" risks brought upon by a major transformation, such as the Trapeze implementation for The City of Winnipeg, such that the value added by the new software application is realized not only in the short term but also over time.

Change Management is a critical part of any project that leads, manages and enables people to accept new processes, technologies, system structures and values. It is the set of activities that help people transition from their present way of working to the desired way or working. The focus of change management is to address the people and organizational factors that will both drive and resist change throughout The City of Winnipeg.

The coordination of The City of Winnipeg operation's adoption of a new system will require The City of Winnipeg to make necessary changes to their business model for Human Resources, Labor Relations, and IT. The Change Management strategy and plan may need to address the following elements of the transition:

- Reaction of the project team to having their processes and performance monitored.
- Pressure to deliver "business as usual".
- New culture and new systems.
- Project atmosphere including deadlines and risks as the work is mitigated from old working cultures.
- Pressure from employees as they get used to the new system.
- Pressure from implementing new processes – and continuous improvement.

The City of Winnipeg will need to work with the involved business units to reposition potential new roles and the associated changes to organizational culture, roles and skills. The Change Management plan will need address the following elements:

- New roles
- New skills to learn
- Need to "sell" new roles to business managers
- New processes and systems
- Self-service approach: changes experienced by business leaders

- More focus on value-added activities

Trapeze will be responsible for making recommendations to The City of Winnipeg on how to effectively manage change and gain acceptance from each area of the business. It is the responsibility of The City of Winnipeg to assign managers and champions to ensure employees accept and adapt to new processes, policies and software packages. The City of Winnipeg will also be responsible for deciding which of Trapeze's recommendations to implement and then following through with any such implementations.

E.4 PROPOSED SOLUTION

Trapeze develops advanced, integrated, modular solutions for a variety of public transportation modes including bus and rail, demand response services, ridesharing and multimodal operations. Because managing transit operations can often become quite complex, especially among larger transit organizations, Trapeze's modular approach allows transit agencies to acquire the functionality they need while getting a fully-featured industry leading solution. We have avoided trying to pacify the needs of our customers with two or three additional fields instead offering robust solutions for our core and add-on modules and by ensuring our products integrate with each other in a common database. This proven approach has played worked well at top transit agencies across North America and is based upon the voice of our customers and the experience of the best developers and operational personnel in the industry.

80% of the top 100 Demand Response Transit Systems in North America rely on Trapeze PASS.

Trapeze developed its comprehensive suite of products with the entire transit organization in mind. Our unique, "360 degree" understanding of people transportation enables us to provide an integrated suite of software applications, in-vehicle and mobile computing devices and network technology that connect business processes and mission-critical information across the enterprise. Trapeze solutions add value to all functional areas of an organization, including planning, scheduling, operations, dispatch, customer information, and vehicle systems.

The following solution has been created in response to the City's desire to replace the Handi-Transit scheduling and customer management system that was developed over many years by the City's IT staff.

Our solution provides our core PASS module along with several add-on modules each addressing specific technical, operational and reporting needs of the Handi-Transit program.

PASS provides client registration, trip booking, scheduling, dispatching and reporting in an integrated trip management product that has continually evolved since the early 1990's.

Our in-vehicle solutions include DriverMate, a real-time tablet based solution that tracks the vehicles location via GPS, sends/receives real-time trip updates and provides turn-by-turn directions, if needed. Our SupervisorMate option is a tablet based solution for field supervisors that allows for monitoring response to incidents.

Our passenger portal solution includes self-service modules to book, schedule and confirm (where's my ride) trips, a transit-specific IVR system to allow customers to confirm, cancel and, if desired, book tips. Handi-Transit staff will be able to send next day and imminent arrival notifications via phone, SMS or Email. Our passenger solution portal also includes our cashless faring module EZ-Wallet.

We're extending our customer experience through our complaints and commendations (COM) module which integrates fully into PASS.

Our advanced eligibility management offerings extends the basic client registration of PASS into a module that documents the work flow of applications, appeals of decisions, bus travel training and tests for trip-by-trip eligibility for travel along with a web-based product to allow customers or agencies for the collection of intake data used in the eligibility and appeal process. We've also included our Suspension module which allows for the review, disposition and notification of no-shows and late cancellations.

To round out our solution we're recommending our coordinated transportation (CT) module to manage service providers and their contracts. The CT module allows transit agencies the ability to define complicated cost allocation structures for service providers as well as determining the lowest cost solution for a trip.

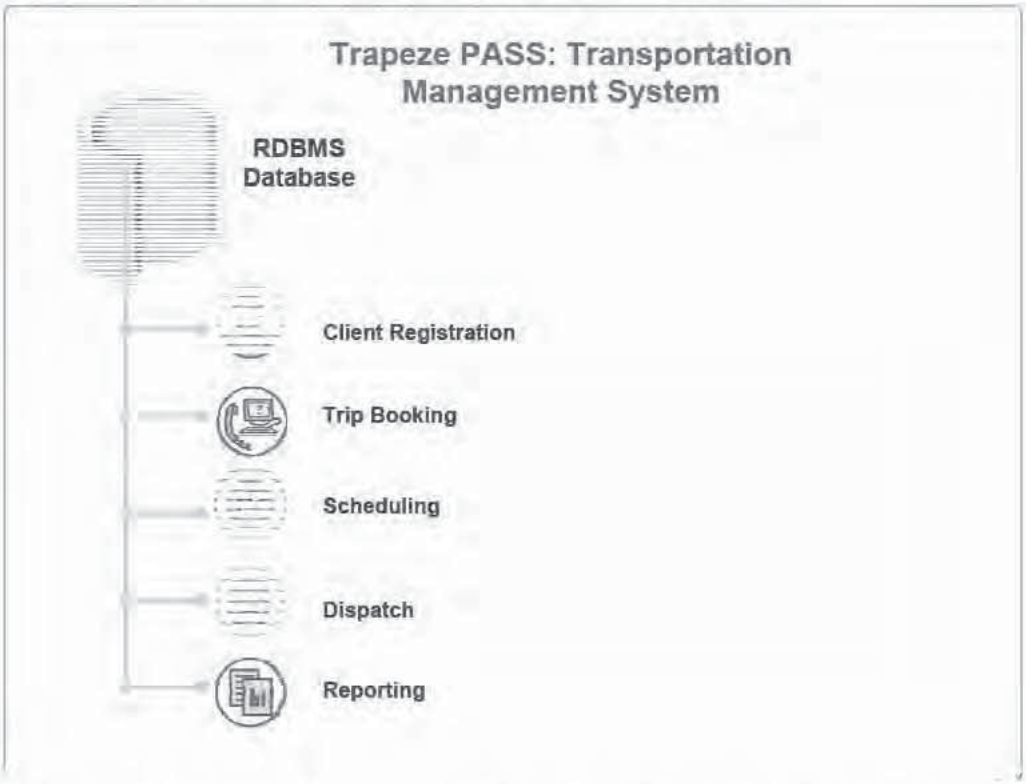
Our solution is rounded out by our intuitive business intelligence product that continuously scans the service day and send notifications to operations and management personnel alerting of projected service problems (i.e. on-time performance, productivity, etc.) so staff can take preventative measures.

DEMAND RESPONSE

PASS

The core of our solution is the PASS Transportation Management System. The five core operational functions exist in a feature-rich application enhanced with over twenty years of operational experience. PASS is the industry standard for demand-response scheduling and dispatching software and is in use at 50 of the top 60 transit operations in the United States including all 11 of the properties the size of Winnipeg.

The figure below provides an illustration of the PASS Solution.



As presented above, PASS provides tools for each functional area of your transportation operation including client registration, trip booking, scheduling, dispatching and reporting.

Client Registration – Our passengers are why we do what we do. Because of the emphasis placed on our passengers, our basic Client Registration functionality provides 9 screens and approximately 200 data elements to address a wide variety of registration needs.

PASS Client Registration Screen

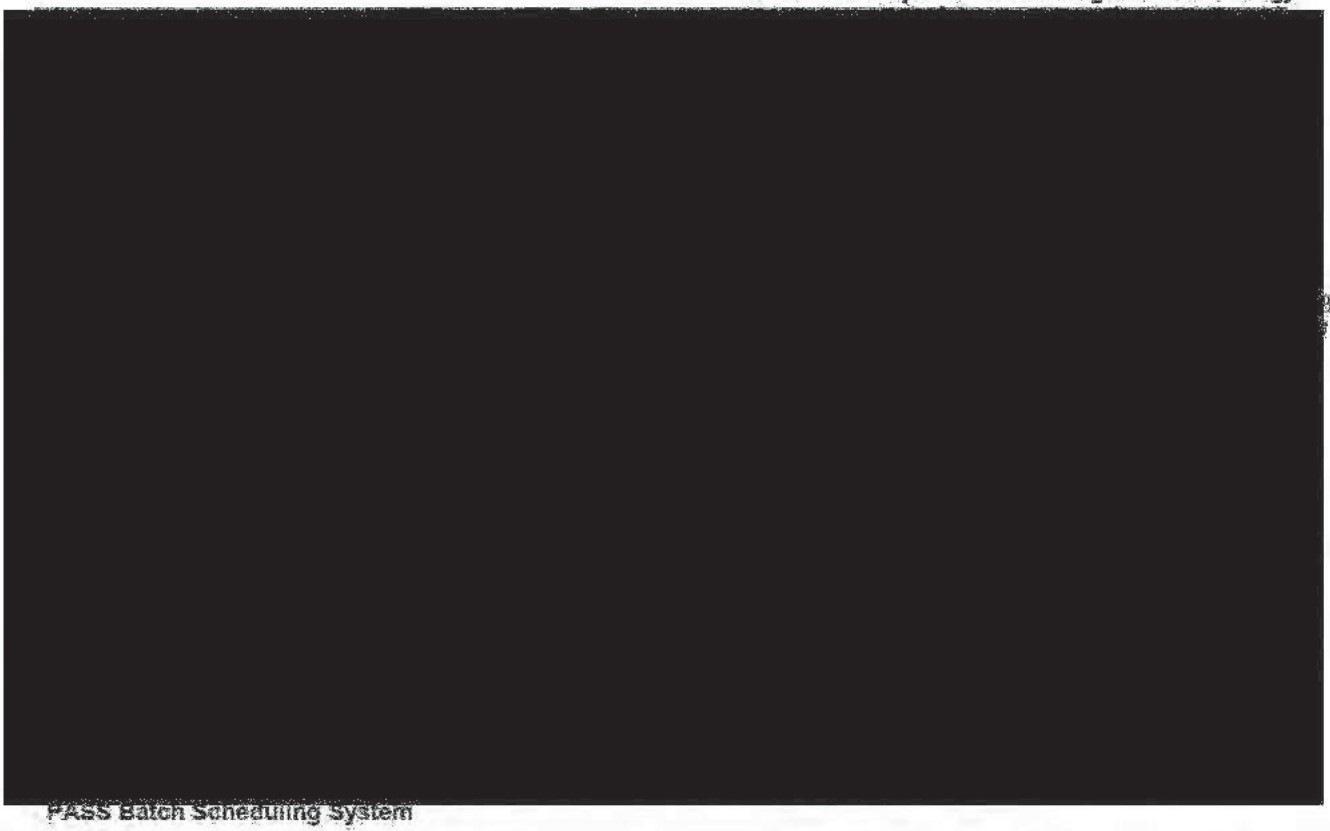
- Register clients with all required information, including multiple addresses, disability types, space requirements, mobility aids, additional passengers, and comments.
- Assign clients to specific providers (multiple if required) and assign a 'default' provider.
- Apply multiple funding and eligibility programs, define eligibility conditions, and track certification status.
- Log trip histories and statistics, including number of trips, no-shows, and cancellations.
- Store electronic documentation and photos for detailed passenger information.

Trip Booking – Our standard trip booking screen includes all of the basic trip elements plus advanced geocoding logic, appointment base drop-off logic, minimum duration of stay, trip priorities, advanced group trip functionality, creation if client itineraries (for multi-legged trips) and dozens of user defined properties to assist with enforcing or reminding reservationists of various passenger needs or agency policies.

- Quickly view client history and employ previously booked trips to streamline the trip booking process.
- Book and schedule multiple trips at one time without re-entering address and location information (for individual or group trips).
- Automatically assign trips to specific providers as designated by pre-determined 'service areas'.
- Book subscription trips (trips that recur on a weekly, monthly, or other basis) or casual trips (single trips on demand).
- Receive alerts about a client's eligibility status and previously booked trips when entering a new trip request.
- Save trip requests for later scheduling, or proceed to real-time scheduling.
- Track the booking process and quickly identify the creator or modifier of a reservation.

Scheduling – Our scheduling advantage begins with four ways to schedule and the best-in-class algorithm. Add to that a schedule job agent that automates tasks (like batching before the 11:00 am deadline) and a "bad trip locator" that finds "bad trips" for you. We have an unlimited number of optimization jobs that allow you to schedule trips in the priority you desire. We can freeze a route, a portion of a route or lock trips to a particular resource. We allow for multiple scheduling parameter sets and for the flexibility in adhering to service standards to allow personnel to meet a limitless number of operational scenarios.

- Add trips to schedules on the day of service, then update and re-optimize the vehicle's schedule in real-time.
- Determine the most efficient and cost-effective way to schedule and route single or multiple trips based on speeds on each individual street at that time of day.
- Optionally select on the fly the parameters and other criteria that will be used to define optimum allowable scheduling solutions.
- View detailed run itineraries, pending pick-ups, drop offs, for each vehicle in service.
- Use system map to display and verify the integrity of runs and itineraries.
- Calculate windows for pick up and drop off, taking into account trip distance, route, time of day, physical barriers, client board/alight time, etc.
- Update, cancel, and reschedule trips using the Trip Administration screen.



PASS Batch Scheduling System

- PASS supports many different scheduling strategies which can be used in varying combinations for the best results in any situation:
  1. Where daily consistency is important, 'Match' schedules to ensure consistent placement of subscription trips from one day to the next.
  2. Build the schedule through a series of individually targeted batches, all scheduled to run in a predefined sequence at a set time or on demand. Select only those trips and runs you wish to include in each batch.
  3. Schedule batch jobs to run throughout the day to re-optimize the schedule in the background as cancellations and new requests amend the schedule.
- Choose the best set of scheduling parameters for the trips being batched.
- Allow selected scheduling violation thresholds to find opportunities to fit hard to place trips.
- 'Freeze' booked trips to preserve selected portions of existing schedules.
- View key operational statistics related to the schedule during the scheduling process.

Dispatching – PASS offers seven dispatching tools. Why so many? Even the best schedules are challenged by day-of-service disruptions. Dispatchers need a wide variety of tools including the Dispatch Center, Real-Time Views, AVL Agent, MDT Center and Schedule Editor to "see" and proactively manage service delivery.

PASS Dispatching Center

Producing better schedules is an important first step in operations. As important, a comprehensive solution must have best-of-class features for dispatchers in order to "manage the day.

- View in detail all changes to schedules and vehicle itineraries on the day of service.
- Identify and respond to situations affecting service in real-time.
- Monitor the on-time performance and location of vehicles at all times.
- Keep track of unscheduled requests and assign them to runs.
- Adjust runs by inserting breaks and refuelling stops either manually or automatically according to user-defined work rules.
- Depending upon the circumstance, pick one of three different methods to reassign trips if a vehicle breaks down or a run falls behind schedule.
- Integrate intelligent vehicle technology such as mobile data computers (MDC) and automatic vehicle location (AVL) to provide more effective real time dispatching.

INTERACTIVE DISPATCH CONSOLE

Available as an enhanced add-on for the Trapeze Advanced Operational Insights, the Intelligent Dispatch Console (IDC) is a web-based front-end solution for the PASS dispatch center. Seamlessly integrated with the Trapeze Advanced Operational Insights solution, IDC offers real-time mapping capabilities as well as a comprehensive set of standard dispatch functions critical to the transit agencies dispatch operations.

IDC is a real-time, exception based management tool that enables proactive operational decisions that lead to improved transit

Integrated Mapping

For well over twenty years, Trapeze has been a pioneer integrating GIS with scheduling. Today, we allow transit properties the ability to use a local GIS map or use commercially available maps such as HERE, Google or Bing.

- View and define service areas, including street names, postal codes, municipal boundaries, and ADA corridors.
- Create multiple 'polygons' reflecting service standards, practices, or divisions and display interactively on the map.
- Geocode client addresses and other locations (e.g., origins, destinations, garages, etc.).
- View multiple scheduling itineraries and runs interactively on the system map.
- Define and edit boundaries, corridors, and barriers (e.g., geographical features).

Reporting – Our standard reporting offering includes 60+ formal reports developed over 20 years with the experience of several hundred transit properties. Our standard offering also allows for an ad-hoc query tool with 200+ standard operational queries. All reports standard reports and queries are exportable in multiple formats. We also offer a "run only" query executor to allow operations staff to run queries without the ability to modify content as well as the ability to export the contents of many screens to a .txt file or to Excel.

Trapeze Reports

- Using a self-contained report writing shell, produce a variety of standard types of reports, including:
  - Operational
  - Productivity
  - Statistical data
- Create ad hoc reports using the Report Wizard. Reports can be developed using SQL query, Crystal Reports, and ASCII text.
- Generate pullout lists and pull-in lists of all scheduled vehicles, in chronological order.
- Create performance reports that detail statistics on actual trip, load, odometer, passengers, faring of trips, etc. Create Federal NTD reports.
- Review schedule efficiency statistics, revenue times, deadhead distances, passengers per hour.
- Determine number of cancellations, no shows, late arrivals, for specific clients or time ranges.

IN-VEHICLE SOLUTIONS: DRIVERMATE AND SUPERVISORMATE

In the 21st Century, an in-vehicle system is a required part of paratransit operations. All of the top 60 paratransit properties have an in-vehicle solution. Trapeze is proposing our Android based DriverMate product which operates on

Trapeze DriverMate is an affordable, easy to deploy solution for demand response mobile computing. It uses Android tablets such as the Samsung Galaxy or the Motorola Xoom to connect vehicles with the dispatch center and the 'back office' in real-time. Designed to be flexible and simple, it helps agencies who are looking to control costs, improve productivity and provide better service to their passengers. This turn-key solution can help paratransit operators achieve measurable goals, such as same-day bookings, fewer denials, improved on-time performance and an overall increase in passenger trips per hour.

The communication concept is that the Mobile Data Computing device (MDT or MDC) always initiates a connection to get the information from the Trapeze System versus the Trapeze System trying to reach the MDT. This "pull" model is more robust in an environment where a physical communication channel is not reliable (i.e. broken connections are frequent). It is also much easier to implement and troubleshoot. This mode is widely used in the internet world: all desktop and mobile browsers initiate requests to a server. These units (clients) do not listen for incoming requests.

The DriverMate application sends/receives data (i.e. Arrival/Perform Times, GPS information, etc.) to/from the Trapeze System at a user defined time interval or when the driver hits a command button that requires information exchange. On the other hand, the Trapeze System queues data that needs sending to the MDT unit. This information stays in the queue until the MDT initiates the timed connection request.

The diagram below is an overall view of the system. The center piece, Trapeze MDT Proxy Server, works as a buffer between the MDT's and the Trapeze MDT server. It is a host that serves information to the clients upon request (The MDT server and MDT's act as clients). A workstation dialed into the Internet can also monitor/administer/troubleshoot the host (MDT Proxy Server) remotely.

Below: Overall view of the system

MDT's and MDT Server

Since the MDT's and the MDT Server are "true clients", calls are made to the MDT Proxy Server to send/receive messages. The MDT server can be installed anywhere on the Network as long as it can reach the MDT Proxy via TCP/IP and communicate with the Trapeze Database and Scheduling Server. A recommended deployment would be to have the MDT Proxy Server installed on the machine that is reachable from the Internet (external network) and the MDT Server installed behind the firewall.

Customer Experience: City of Regina

"One other notable difference for 2007 was that our trips were up by 2,300 and our vehicle operating hours decreased by 650 hours. This [savings into dollars] conversion would be approximately $20,800."

Jamie Halpenny, Paratransit Officer, City of Regina's Transit Department

DriverMate: The Dispatcher's Perspective

The following DriverMate dispatch features and functionality are enabled:

Dispatch to Mobile Data Computer	Mobile Data Computer to Dispatch
• Electronic Manifest • Automatic Dispatch of Add-ons • Automatic Dispatch of Cancels/ No-shows • Dispatch of Event Modifications • Two-Way Text Messaging	• Arrive/Perform Status and Times • Driver Cancel or No Show Request • Fare Collected • Updated Passenger Information • Odometer Entries • Vehicle Location Monitoring (AVL) • Speed and Direction Data • Driver Log-On/Log-Off Notification

DriverMate Center

The DriverMate Center facilitates two-way communications between the dispatcher and drivers. More importantly, this includes notification of exceptions such as no-shows and early/late trip arrivals. Among the types of messages received are:

- Vehicle Emergency
- Schedule Adherence (Trip Early / Trip Late)
- Canned or freeform Text Messages
- Driver Log-On /Log-Off
- System Messages and Alerts
- No-show and Cancel Request

[redacted]

Message can be color coded by type. An audio alert can also be associated with selected message types for priority exceptions.

Actions available to the dispatcher

- Send a text message
- Manually log vehicles on/off
- Filter messages by Vehicle or Run Group
- View message histories
- Cancel or No Show a trip that a driver has requested a Cancel or No Show for
- View Client Info screen
- Jump to Run Itinerary
- Jump to Client Itinerary

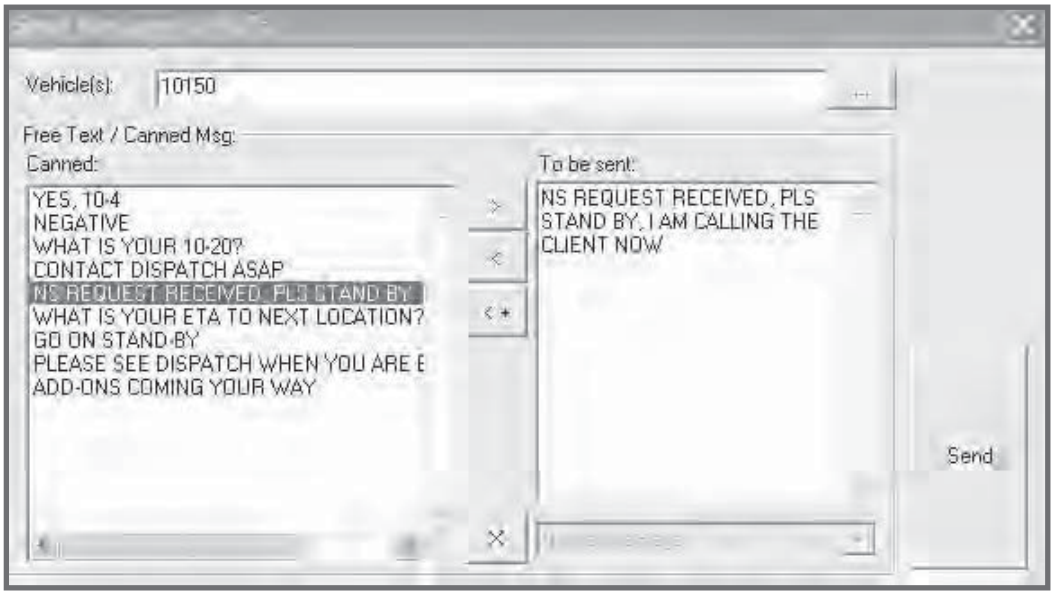
Schedule Editor

DriverMate Dispatch features in Schedule Editor enable automatic entries of real time performance data including Actual Arrive Time, Actual Depart Time, Odometer, and Fare Collected. The real-time data provides timely notification of possible Schedule Adherence violations.

Text Messaging Dialogue

The “Send Message” feature can be accessed from the Workstation or the DriverMate Center. Messages can be sent to one or multiple vehicles.

Dispatchers can choose from a predefined list of canned messages that can be customize and changed at any time. Dispatchers can compose a message from scratch, or combine a canned message with their own.



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DRIVERMATE: THE DRIVER'S PERSPECTIVE

The Trapeze PASS DriverMate for drivers is designed to run on the tablet computers or smartphones included in our pricing. The application performs several key real-time functions to increase overall dispatch and passenger transport efficiency, safety and effectiveness:

- As an electronic manifest for drivers;
- As a voiceless communications tool between drivers and dispatchers;
- As a security tool by interfacing with alarms to alert dispatch and by AVL monitoring; and,
- As an automatic data transmission device, transferring information such as trip arrival times, GPS coordinates and vehicle systems status back to the Trapeze system.

Easier Transition for Drivers

Since the application is developed by Trapeze, the manifest data – for example, passenger, space and fare type designations -is displayed exactly as you have customized within the Trapeze Workstation. Simple graphic icons provide one-touch access to different screens or perform actions. This plus the ability to create a "Training Manifest" that operates stand-alone makes it easier to train the drivers for a smoother transition to a paperless manifest environment.

Customizable Interface

Developed in XML, the application's user interface can be customized to accommodate your requirements. For example, if passengers' telephone numbers do not need to be displayed on manifest, the system can be configured to not show this information.

Actions available to the driver

The basic driver functionality of this application is scalable and includes:

- Driver log-in/log-off
- Manifest display
- Trip Arrive and Perform
- Fare collected
- Trip Cancel request
- Passenger No-Show request
- Receive text messages from Dispatch
- Canned text messaging to Dispatch

PASS DriverMate also includes these advanced driver action functions:

- Group Arrive and Perform
- Fare type changes

- Add-on of additional passenger at pickup
- Free text messaging to Dispatch
- Request Next Day's Run

Manifest Display

The same elements displayed on your existing paper manifest can be displayed in PASS DriverMate. The number of lines of events viewed at one time can be customized to your specifications. The elements displayed can include items such as:

- Client Name
- Client Code
- Number of Passengers
- Street Address
- Address (Location) Comment
- Phone Number
- Pickup Time
- Scheduled Window
- Equipment (Space) Type
- Fare Type and Amount
- Mobility Aids
- Client Comments

B

Navigational Mapping

Accessing the Navigational Map

On the manifest screen, the user is able to select the event you want to view on the map and easily tap the Map icon. The map appears together with a turn list describing the route to the event location. The red arrow pinpoints the direction of the location where the client is to be picked up or dropped off. The turn list on the right section of the screen provides instructions on where to turn on the route starting from where the vehicle is located to the destination point.

Using the Map

PASS DriverMate allows you to view a map of the geographic service area provided by the agency. With the map, you can zoom to the location of a specific event (e.g., the address of a client in your itinerary for pick-up).Also, the navigation functionality features a dynamic toolbar which allows the driver to manipulate different zoom functions, a toggling between split screen or full view for mapping and turn list directions when the vehicle is stationary.

Configuration Options

- **Pop-up Notification** – Configure pop-up notifications for add-on trips, trip modifications, cancellations and mail messages.
- **Audio Notification** – Configure audio notifications for add-on trips, trip modifications, cancellations and mail messages.
- **No-Show Timer** – PASS DriverMate can be configured with a timer so that after "arriving" at a pickup, it does not allow a driver to request a No-Show until the timer has expired.
- **Odometer** – Odometer entry can be configured to be required at logon only or for every event. This can be interfaced with a vehicle's odometer and the readings can be automatically entered into Trapeze.

- **Driver Training Manifests (Emulation Mode)** – Create and set up a stand-alone training manifest that operates in PASS DriverMate. This negates the need for a Trapeze-trained personnel to assist in setting up training for the drivers. Drivers and driver trainers can have hands-on practice using PASS DriverMate whenever and as often as required.
- **Over-the-air upgrades –** Any PASS DriverMate software updates to your fleet are easy to make with our over-the-air upgrade process. There's no need to physically board each vehicle to make updates, saving time and resources.
- **Optional Features** - Other features available as optional items include swipe cards, fare cards, vehicle monitoring applications.

SUPERVISORMATE: REAL-TIME APPLICATION FOR FIELD SUPERVISION

The Trapeze SupervisorMate is an intuitive mobile solution for demand response field supervisors. It allows field personnel to track the real-time location of each vehicle in the fleet on an interactive map. Field supervisors can access driver's manifests and make real-time adjustments and view color-coded alerts of service violations.

SupervisorMate can be used to perform vehicle inspections, investigate incidents, accidents or perform service quality inspections – use your inspection or incident forms directly from the mobile device.

Solution Features

- Real-time tracking, improved safety and full system integration with back office software
- Monitor all vehicles in real-time tracking their location, direction, speed, service infractions from a mobile computer on the supervisor vehicle (or from anywhere)
- Track all vehicles delays and service infractions (i.e. late trips, excessive on-board, etc.) and respond instantly to all forms of service infractions
- Alert dispatchers of potential operational disruptions from the vehicle.
- Review the status of driver's manifest in real-time from the mobile device.
- System alerts field operations staff of

TRAPEZE TRAVELER INFORMATION SUITE (PASS-WEB, PASS-IVR WITH SMS/EMAIL AND EZ-WALLET)

Today's world is one full of technology which relies on instant 'up to the minute' information. Your riders expect to be offered the opportunity to book and cancel their trips, track and locate vehicles and lookup estimated arrival information from the device of their choosing.

TRAPEZE TRAVELER INFORMATION SUITE

A full suite of multimedia technologies that deliver key intelligence to your riders. Whether demand response or fixed route, the traveler information suite delivers consistent real-time information to passengers to keep them informed and aware of when their ride will arrive. Information is made available to the passenger through call centers, web sites, mobile devices (including SMS and e-mail), and automated phone (IVR). With accurate and easy-to-use technologies, your agency can continue to offer outstanding customer service to your modern riders.

PASS WEB DESKTOP AND MOBILE SOLUTIONS

DESKTOP & MOBILE VERSION

The PASS WEB desktop applications are designed for desktop or laptop to allow your passengers to book their trips (and more) around your city. Also, a mobile web version is available if you have a smartphone or tablet. The application automatically detects the device and browser (Desktop vs. Mobile) and adjusts the display accordingly using a responsive design

Desktop Version

Mobile Browser version

TRAPEZE PASS-WEB: ONLINE BOOKING AND CLIENT SERVICES

Trapeze PASS-WEB flexibly extends the functionality of Trapeze PASS demand response scheduling software to Web-enabled devices. With PASS-Web, passengers, mobility managers, service providers, coordinators and others can use their desktop browser, tablet or mobile phone to access "Where's My

Ride" functionality as well as confirm, cancel and book trips online without the need to speak with a reservationist. In addition, passengers have the ability to review or edit personal profile information.

PASS-Web seamlessly integrates with corporate Web sites using a responsive design, maintaining the agency's existing online "look and feel." The application automatically detects the device and browser (Desktop vs. Mobile) and adjusts the display accordingly.

Benefits for Passengers

- Enhances existing agent-attended services (e.g. after-hour services, call overheads due to growth).
- Enables clients, coordinating and management organizations to book, change, confirm and cancel trips without the support of a call-taker.
- Request, confirm and cancel trips or access account information from your desktop browser, tablet or mobile phone
- Improve customer service with 24/7 access to request trips and access service information when and where it is most convenient.
- Provide passengers with faster answers to their trip queries.
- Access schedule and demanded trip information on many Web-browsers and devices.

Benefits to paratransit passengers include convenient, 24/7 access to consistent, accurate information.

Benefits for Service Providers

- Off-load call volume from the call centre with a cost-effective, automated solution.
- Strengthen stakeholder communications with convenient, accessible and customizable information services.
- Enable instant schedule updates to trip information through seamless integration with scheduling system.
- Capture data for analysis to improve operations (e.g. failed bookings, number of bookings, number of cancellations, etc.)

Benefits to the service provider include fewer calls to the call center, and seamless integration with an existing Web site.

WEB AND MOBILE SOLUTION COMPONENTS

Trip Confirmation and Cancellation

- Display all subscription, casual or "on demand" trips.
- Confirm and cancel bookings functionality.
- View trips by week, month, past or future.
- View trip details, including date, time, purpose, provider, origin/destination addresses, and status of trip (scheduled, unscheduled, no-show, and cancelled).
- Update travel plans, editing subscriptions and cancelling trips.
- View and edit personal profile information including client addresses, contact information, service providers, funding sources, payment histories.

PASS-Web Desktop Calendar View of Trips with View//Cancel/Repeat Functionality

Trip Booking

- Request casual or subscription trips, specifying dates, times, pick-up and drop-off locations, reasons for travel, additional passengers.
- Book or schedule trips using the PASS algorithms.
- Quickly generate new requests based on previous bookings.
- Include special comments or instructions regarding pick-ups.
- System notifies user whether request has been booked, scheduled, refused or has failed.

PASS-Web Desktop Trip Booking Functionality

Where's My Ride

- Where's My Ride Functionality
- See the pick-up and drop-off location on a Google map
- See the vehicle details (vehicle number) and the location of the vehicle on the map.
- See the driver information (name, badge number) of the approaching pick-up.
- Ability to send the driver a Canned Message.

PASS-Web Mobile Where's My Ride Functionality

Screen Reader

- Our new redesigned responsive design is screen reader friendly

Customer Spotlight

MV Transit/Washington Metropolitan Area Transit Authority (WMATA)

- Tested with a focus group of visually impaired riders
- Tested using Windows Eyes and JAWS software
- Results show that screen reader version is easier to use for individuals with visual impairments
- Higher customer satisfaction
- Increased accessibility to online trip confirmation and booking services

TRAPEZE PARATRANSIT SUBSCRIPTION CAPABILITIES

Trapeze fully supports subscriptions and has for over twenty years. The subscription feature is rich, flexible and easy to use.

Subscription records contain all data elements necessary to automatically create daily trips (i.e. name, pick-up address, pick-up time, drop-off address, etc.) based upon a designated sequence of days (i.e. Monday, Wednesday, Friday). A screen image is included below.

Subscription records automatically generate trips based upon the client's eligibility, the subscription's from/to dates, days of the week and any designated exceptions (i.e. statutory holidays).

Activated trips may be scheduled manually, individually using the scheduling algorithm or via batch schedule using the algorithm.

Additionally, and because of their predictability, activated trips can be pre-scheduled onto daily (i.e. Monday, Tuesday, Wednesday, etc.) template schedules. Sites using template schedules typically start

each service day by overlaying their template schedule onto the live day and scheduling demand trips around the “core” subscription service.

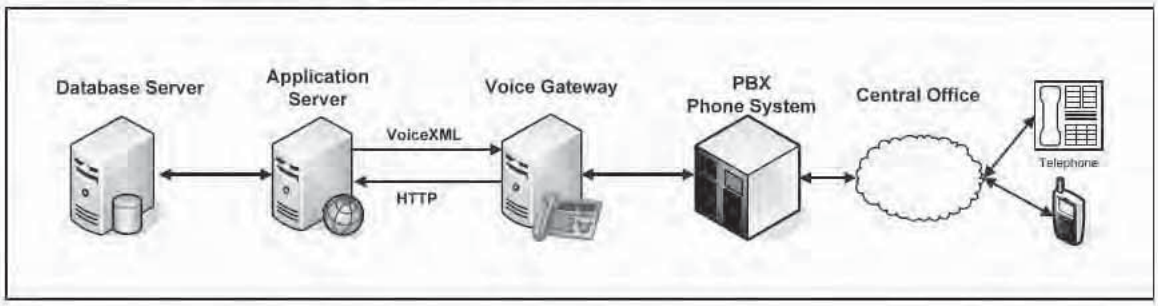
TRAPEZE PASS-IVR: COMPUTERIZED VOICE SYSTEM FOR PARATRANSIT OPERATIONS

Overview

The Trapeze IVR (**I**nteractive **V**oice **R**esponse) system is designed to allow passengers to quickly gain access to transit information using a standard touch tone telephone. This end-to-end solution tightly integrates state of the art front-end telephone technologies with back-office transportation business logic and data resulting in a single turn-key solution designed specifically for transit users.

System Components

The Trapeze IVR system combines both proprietary transit proven software with industry leading third-party hardware and software modules. The system can be divided into front-end and back-end components that communicate via HTTP and VoiceXML.



***Note:** The above diagram is a logical depiction of the PASS-IVR system components. Actual hardware configuration may vary based on the agencies specific environment.*

Key Benefits

- Reduce pressure on your call centre and afford staff the time they need to concentrate on passengers requiring extra attention by offloading common inquiries and tasks.
- Reduce no-shows and driver wait times by keeping passenger informed of the status of their trip through automated reminders and alerts.
- Increase customer satisfaction by extending information and services available to passengers (i.e. 24 hour access, multilingual support, etc.).
- Respond consistently to inquiries across all mediums (i.e. Call Centre – PASS, IVR, Web, Email, SMS, etc.) with the integrated suite of products.

TRIP CONFIRMATION/CANCELLATION


With the Trip Confirmation module, clients will be able to review previously booking trips for accuracy or simply as a reminder of trip details (i.e. pickup time, drop-off time, etc.).

Benefits

- Automate responses to common inquiries, enabling call centre staff to be more effective in assisting clients with special needs.
- Increase customer satisfaction by reducing hold times, busy signals and abandon calls.
- Respond to more requests simultaneously, creating efficiencies within the call centre.

Features

- Access summary or detailed information for any booking (i.e. casual/demand, activated subscriptions, scheduled, unscheduled, standby, etc.).
- Lookup trips by date or booking id or select your trip from a list.
- Cancel previously booked trip(s) without having to speak with a call taker.
- Cancel a single trip, all trips on a specific day (i.e. passenger is sick that day) or all trips within a date range (i.e. passenger is going on vacation).
- Administrators can define the rules pertaining to trip cancellations through the automated system (i.e. too late to cancel, mark as cancel late, cancel in advance, etc.).
- Keep dispatchers informed of trips cancelled through the IVR system.

Trip Booking

Passengers can use the automated system to book trips to and from registered locations (i.e. client home, client work, doctors, etc.) or from any location that they have visited recently. By selecting their desired date of travel and their required pickup or appointment time passengers are able to book trips 24 hours a day seven days a week, without the need to speak with a reservationist. Furthermore, passengers will have the ability to include a companion or personal care giver on their trip.

Benefits

- Allow passengers to book trips when convenient by offering 24 hour access through the automated system.
- Streamline the trip booking process for “return trips” and “similar trips” by eliminating the need for passengers to re-convey all of the trip details.

Features

- Book trips to and from locations that have been previously registered in the system (i.e. client registered/recently visited locations).

- Configure IVR system to simply create booking request or have the system schedule it as well.
- Incorporate agency specific rules for automated bookings (i.e. no same day booking, up to 3 days in advance only, no bookings outside of reservation hours, etc.).
- Allow passengers to book a return trip by simply specifying the return time.
- Announce booking ID as part of booking confirmation so that passengers can use it when inquiring about trips through the automated system or when speaking with a call taker.
- Permit callers to specify one or more additional passenger that will be accompanying them.

Call Back Module

Use the automated system to keep clients informed with real time updates regarding their trip status or to provide them with previous day advance reminders of the next days scheduled trips.

Benefits

- Reduce passenger no-shows and driver wait times by providing automated trip reminders.
- Reduce passenger waiting times by calling as the vehicle arrives.
- Improve customer satisfaction by keeping them informed of a vehicles estimated arrival time.

Features

- Provide passengers with advance day or same day automatic reminders for upcoming scheduled trips (and allow the passengers to cancel the trips if required).
- Keep passengers informed of updates to estimated pickup time based on trip adjustments.
- As part of the reminder, provide passenger with other trip options (i.e. cancel trip (see optional Trip Confirmation/Cancellation module), review full trip details, speak to reservationist or dispatcher, etc.).
- Let passenger know when their standby trips have been fulfilled or that fulfilling the trip was not possible.
- Notify a passenger when their eligibility is about to expire.
- Have the IVR system call passengers when the driver requests a no-show telling them that the vehicle will be leaving momentarily.
- Call passengers who have violated the no-show policy (e.g. no more than 3 no-shows in a month) and remind them of the policy.

Secure Login

Prior to accessing client specific information or performing automated tasks (i.e. booking trips, cancelling trips, etc.) clients will be asked to provide a user identification number and password confirming their identity. Unregistered clients, clients who have forgotten their password, and clients calling from a rotary dial phone, will all be encouraged to hold on the line, while the IVR system transfers them to the next available agent.

Benefits

- Protect against unauthorized access to client specific information.

Features

- Transit information is secured as all passengers are required to log in prior to accessing the system (i.e. must enter their valid client id & password).
- Passengers can change their password through the automated system once logged in or they can speak with a call taker to have them do it on their behalf.

Account Information

Allow clients to access their personal records through the automated system and optionally change their system password.

Benefits

- Assist agency in providing better service by keeping passenger records up to date.
- Improve customer satisfaction by providing clients with peace of mind, knowing that their records are accurate.
- Promote security and offload pressure from agency staff by letting clients change their system password through the automated system.

Features

- Let clients review account information such as; client id, client name, address, phone number, eligibility dates, funding sources and optionally account balance and overdraft limit through the automated system.
- Provide option to allow client to speak with a call taker where information is not correct.
- Allow passengers to periodically change their account password.

(Note: Standard modules are included with the purchase of one or more of the optional modules listed above.)

Administration

There are a number of administrative tools available to Agency staff. The level of access that a specific administrator will have is configurable within the system. Using this comprehensive suite of Web based tools, administrators will be able to monitor system utilization, troubleshoot issues, adjust system setting and restart services as necessary.

[redacted]

Benefits

- Assist administrators in diagnosing system/line specific issues.
- Reduce system down time and impact on users with graceful shutdown feature.
- Allow for local and/or remote administration with Web based GUI.

Features

- Control administrative access to system functions by defining security levels appropriate to the individual.
- Allow administrative staff to monitor server resource utilization in real-time.
- Provide access line by line traffic.
- Manage planned / ad-hoc system restarts with System Operation module.

Bulletins / Announcements

NOTICE With this module Agency staff will be able to react to unplanned situations affecting transit service. From minor delays due to weather, to a full blown transit strike, administrators, using the Bulletins / Announcements module, will be able to enhance the messages spoken by the IVR system to reflect current transit conditions.

Benefits

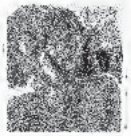
- Enhance the information being provided to passengers by creating on the fly announcements reflecting current service conditions.
- Provide a convenient means for administrators to update bulletins remotely (i.e. from home or in the field).

[redacted]

Features

- Create general bulletins and announcements describing conditions that may affect service (i.e. inclement weather, etc.).
- Control announcement activation by specifying active and/or expiry dates and times.
- Use announcements to disseminate other information (i.e. no-show policy, upcoming fare change, special service/events, etc.) in multiple languages.
- Utilize Web based management GUI or manage over the phone using a standard touch tone telephone.

Call Forwarding



With the Call Forwarding module, administrators will be able to configure the IVR system to redirect callers to the appropriate department or personnel based on their specific needs.

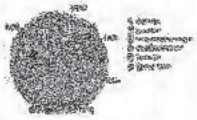
Benefits

- Offload misdirected calls to the appropriate office, department or agency automatically so that call centre staff can focus on the individuals requiring their specific expertise.
- Improve customer satisfaction by offering other options when an office is closed (i.e. forward to another department, leave a message, etc.).

Features

- Transfer callers to other offices / departments/ agencies through the intelligent call forwarding module offloading misdirected calls automatically.
- Allow callers to request to be transferred or have the system automatically transfer them if they are having difficulty (i.e. after 3 incorrect inputs, auto transfer of rotary callers, etc.).
- Utilize web based management GUI for maintaining offices.
- Setup any number of offices.
- Support for regular hours of operation as well as special holiday hours.

System Reporting



The Trapeze IVR system comes complete with a comprehensive set of standard reports / utilities for monitoring system usage and available resources. Administrators will have access to all the tools necessary to diagnose phone line, server and application issues as well as have access to statistical information that will allow them to make adjustments based on how callers are using the system.

Benefits

- Provide access to information that is critical in determining how the system can be modified to better meet the needs of the customer.
- Provide a convenient means for administrator to track system usage by allowing for local and remote access to administrative functions.

[redacted]

Features

- Select from one of the standard IVR reports (i.e. call count, call duration, system activity, etc.) or build your own report using the customizable IVR activity report.
- View raw report data or export to .csv format for analysis using your favourite third party tools.
- Print reports or export activity report to other formats (i.e. pdf, word, html, etc.).

Notifications

(Note: Notifications module is included with the purchase of the optional callbacks module above.)

Use the Notifications module to keep your passengers informed of upcoming events or other specific situations that arise (i.e. send an email from lost and found department when item is located, send a text message to the driver notifying him/her of a work assignment change, call a passenger when a complaint has been resolved, etc.).

[redacted]

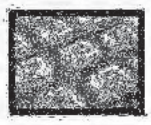
Benefits

- Keep passengers up to date by proactively notifying them of different situations that arise.
- Provide various staff members with access to the system via the Web based user interface allowing different departments to contact passengers for different reasons.

Features

- Send passenger notifications/updates through voice and/or email.
- Manage using Web based GUI.
- Send notifications in multiple languages.
- Set notifications for immediate delivery or schedule for delivery in the future.
- Select from a list of predefined messages or create new ones on the fly.
- Notify individual or multiple recipients with a single notification.
- Set priorities for delivery and retry on failed deliveries.

User Interaction



The automated system can be customized to meet the needs of each organization. Adjust call flow menus and control user interaction using touch tone input and recorded speech files and/or TTS (text to speech) for output.

Benefits

- Provide a well know, intuitive means for passengers to interact with the system using touch tone input.
- Reduce maintenance effort by making use of built in TTS (text to speech) module for disseminating information.
- Improve quality of spoken messages by recording audio prompts professionally.

Features

- Navigate through spoken menus efficiently using the standard touch tone key pad (i.e. 3 = fare information, 4 = special events, etc.).
- Use TTS engine to automatically generate computerized voice for dynamic data elements (i.e. route names, client names, addresses, etc.).
- Record standard voice prompts professionally (i.e. greeting, main menu, help commands, etc.).

Recorded Messages

Allow your passengers to leave a message in situations where it makes sense to do so (i.e. after hours, during busy times, anonymous suggestions, etc.).

Benefits

- Offer greater flexibility to passengers by allowing them to submit inquires requiring follow-up by agency staff after hours as questions arise (i.e. after the call centre is closed).
- Provide an anonymous method for passengers to leave suggestions, complaints or commendations who otherwise would not have done so.

Features

- Allow callers to record messages after hours or during busy times.
- Gather general inquiry information or target other specific agency requests (complaint logging, lost and found inquiries, registration requests, etc.).
- Store messages centrally so that they can be accessed by various administrative staff.
- Use a standard audio player to listen to recordings (stored in .wav file format).

Static Information

In addition to providing callers with information and services directly related to their trips/schedules, the automated system can be used to disseminate other transit specific information, such as, fare policies, special events, etc.

Benefits

- Enhance the information available to passengers by providing generic information covering a variety of topics from a single central location.

Features

- Incorporate any amount of static information into the IVR system (i.e. policies and procedures, other office phone numbers, hours of operation, special events and services, etc.).
- Access information as individual main menu options or group into sub menus based on categories.

TRAPEZE DEMAND RESPONSE SMS & E-MAIL

The Trapeze Demand Response SMS/E-Mail application is a self-serve SMS and E-Mail based solution that allows passengers to lookup demand response trips 24 hours a day, seven days a week. To further provide passengers with trip information, the application includes an outbound notification module that can be initiated automatically, by the driver or the dispatch office.

The SMS/E-Mail application is fully integrated into Trapeze's Demand Response solution suite.

FEATURES

- Allows passengers to request trip information through SMS and E-Mail
- Demand response "where's my ride" functionality using the client ID number
- Integrates with agency's E-Mail server
- True SMS through third party aggregator
- Sends client automated notification that the trip has been canceled and provides a cancellation number

Notifications include:

- Automated: Previous day reminder, Same day reminders and/or updates, Arrival notifications, Standby notifications (fulfilled, unfulfilled), Expired eligibility, No show event or policy violation
- Driver Initiated: Using MDT
- Dispatcher initiated: Using Trapeze NOVUS or PASS application

BENEFITS

- Provide 24/7 access to transit information without taxing call center resources
- Reduce call waiting times, busy signals and abandoned passenger requests
- Automate responses to common client queries
- Enable call center agents to be more effective in assisting clients with special needs or inquiries
- Respond to multiple requests simultaneously, create efficiencies within call center operations
- Offer passengers information services in multiple languages
- Keep riders safe and informed with imminent arrivals communication

TRAPEZE EZ-WALLET

Trapeze offers a cashless faring solution for demand response organizations to set-up a program where they can offer their passengers the ability to prepay their fares at the time of booking using a virtual account called EZ-Wallet. A passenger's EZ-Wallet is replenished when funds are applied to their account. The funds can be applied by the transit agency or directly by the passenger or their designated agent. If desired, transit agencies can accept cash, money orders or checks via mail or over the counter at any designated fare outlet.

EZ-Wallet also allows transit agencies utilize the web-based client portal to deposit and record the fund transfer. A self-service web portal allows passengers (or their designated agents) to deposit funds (via secure credit/debit card transactions) and manage their EZ-Wallet account. The core EZ-Wallet product allows transit agencies/customers to:

Features include:

- Prepay fares on a trip by trip basis for casual and/or demand trips.
- Automatically credit fares (or partial credit based upon agency rules) upon trip cancellation
- Support debit/credit cards as a method of replenishing their E-Wallet
- Notify drivers of the appropriate fare to collect from the passenger (full or partial)
- Utilize a web-based portal to allow agency staff to administer passenger accounts by:
    - Updating E-Wallet account balances on behalf of their passengers that provide cash or check payments in person or by mail
    - Manually account (i.e. log) for over the counter transactions
- Allows passengers (or their agents) accessibility to a web-based portal to:
    - Review their trip history including corresponding fare debits and credits
    - Review their current account balance
    - Set-up low balance threshold for notifications (e.g. please email me when my account balance gets below $10)
    - Configure low balance alert notifications (i.e. please email me when my balance falls below $10)

- Automatically apply recently added funds to pre-existing trips that were not already "prepaid"

- Allow passengers to purchase Period Passes (monthly, weekly) and include support for other fare media (i.e. tickets, vouchers, etc.)
- Allow passengers to automatically replenish (using credit or debit) their EZ-wallet when the balance gets below a predefined threshold
- Support for multiple passenger EZ-wallet accounts (i.e. personal and external funding) for specific types of trips
- Allow external funding groups to manage the specific EZ-wallet accounts for their passengers
- Administrative function to allow agency administrators to perform bulk adjustments to the EZ-wallet (i.e. late trip credits)

TRAPEZE COM: CUSTOMER RELATIONSHIP MANAGEMENT FOR TRANSIT SERVICES

Trapeze COM is a component of the Trapeze customer information suite used to assist an agency in capturing, tracking and following up on requests, complaints, lost-and-found requests and other inquiries from customers and employees. The system logs and categorizes incidents related to drivers, administration, scheduling, routing, vehicles and other events across all areas of an agency's operations. The output provides management staff with information to improve public service.

Key Benefits

- Respond proactively to your clients' concerns and requests with a thorough and well-documented investigation process.
- Ensure that your services and personnel comply with the standards and rules of the organization.
- Access schedule, demand responsive and daily operations data to accurately investigate and efficiently respond to a customer's concern or request.
- Improve efficiency through integrated databases and integrated solutions.
- Empower employees by providing tools that assist in the resolution process.
- Decrease paper trails by automating current manual processes (and limit risk of misplacing valuable customer feedback).
- Amalgamate data required for investigations by providing access to other transit data components, such as paratransit clients or fixed route driver information.
- Gain insight into how to improve public service through comprehensive reports on routes, bus stops, drivers with most frequent complaints, etc.

Trapeze COM integrates with transit data from other sources, such as scheduling and operations management databases, to expedite the investigation of complaints and other incidents.

Features

COM Representatives Screen

- Create new contact information (e.g., for a complaint, commendation, inquiry) and auto-populate static call details such as date and time logged, call taker name, etc.
- Enter more than one issue per caller (e.g., late pickup, unsanitary vehicle) and be automatically forward them to the appropriate departments and investigators.
- Clone a previous contact to reduce data entry.

- Auto-populate known information (e.g., departments, target dates, names, addresses, etc.).

- Automatically look up fixed route schedules, operations and paratransit information. Provides the customer service representative with the option of resolving the issue on the same call.

COM E-Mail Module

Investigation Tracking (for Investigators/Managers & Supervisors)

- Document the details of client complaints or commendations.
- Prioritize tasks and forward via the application or e-mail to various users or departments.
- Automatically receive an e-mail notifying you of any required action.
- Automatically escalate e-mails to a distribution list (by type of contact) when complaints exceed predefined target dates.
- Automatically stamp the investigator details (name, department, e-mail, etc.) to the contact.
- Filter contacts (e.g., to view all pending contacts for specific employees or clients).
- View all details regarding a previously recorded contact.

CCM Investigator's Screen

- Automatically look up fixed route schedule, operations and paratransit information using investigation tools.
- Forward a contact to other departments or investigators.
- Attach electronic documents (such as correspondence) to a contact and include these attachments with the e-mail.
- Generate letters and integrate with third-party applications (e.g., Word, Excel, etc).
- Track the progress of investigations to their resolution.
- Record the investigator's recommendations and the employee's comments.
- View the number of comments taken for each client and the status of each case.

COM Investigator Tool

COM Search for Paratransit Booking

System Configuration Tools

- Customize screen layout (e.g., location of fields, captions, colors, font styles, etc.) for various user groups.
- Apply screen- and field-level security.
- Create contact types, subtypes and descriptions that adhere to the transit agency's specific workflow.
- Determine system priorities and escalation levels.
- Add investigators and their respective responsibilities.
- Define reporting groups to provide high-level management reports.
- Automatically track each action performed, and view a log of events.
- Track every change made to a record in the database
- Track the productivity of customer service representatives and investigators.

Reporting

- Generate standard management reports that are included with the application. Roll-up and detailed reports are included with the application.
- Export reports to third-party applications (e.g., Excel, Word, HTML, etc.)
- Write your own reports (MS SQL).

ADVANCED CLIENT MANAGEMENT AND ENFORCEMENT OF SERVICE INFRACTIONS

Affording unlimited program eligibility and assuring that clients don't waste resources are two strategic practices to effectively and efficiently managing your transit operation. Many transit agencies have developed standard operating procedures to manage various aspects of client eligibility. These practices often include detailed documentation of the eligibility process, scheduling of certification appointments, documenting interviews, functional assessments maintaining an indefinite electronic history of a client's eligibility including restrictions placed on their eligibility appeals, travel training documentation, enforcement of trip-by-trip eligibility as well as enforcing your no-show policy, our advanced client management offerings provide the most features of any products in the industry, implementation and monitoring of eligibility work flows.

Trapeze has developed multiple add-on products which allow agencies to pick-n-choose how they manage and enforce client eligibility. Each product is a full-feature product each fully integrated with the core PASS product and database.

TRAPEZE PASS-CERT AND CERT-WEB: *ENHANCED* CLIENT CERTIFICATION FOR PARATRANSIT SERVICES

Trapeze PASS-CERT is an add-on component for **Trapeze PASS** that enables demand response transit agencies to deeply manage the basic client certification process, from the initial request for an application and/or information to final approval or denial of service, including appeal processes. Work flow management and trip-by-trip eligibility determination are key offerings of this module.

Key Benefits

- Closely monitor the client certification process, including interviews and appeals, and receive automated notices of deadlines.
- Automate and streamline many tasks associated with the certification process, including client correspondence and mailings and offer a self-service intake option for clients and selected agencies/facilities
- Capitalize on the data contained within the core transit system when certifying and re-certifying paratransit clients.
- Ensure full compliance with the regulations imposed by the Americans with Disabilities Act (ADA) and/or site-specific procedures.

Features

Request for Information

- Create new records of requests for information, and edit or delete them as additional information is supplied.
- Quickly convert request records into client certification records with the click of a button. This feature minimizes data entry and streamlines the certification process.
- When creating a new record of a request for information, search for possible matches in the existing database of requests and clients. This feature minimizes the duplication of records.
- Track data on how many requests are being received and how many responses are occurring.

Client Certification

- Register and update client information, creating a full and detailed profile of the client.
- Assign one or multiple funding sources to clients based on ancillary data entered during system setup.
- Store client pictures and additional documentation online, eliminating the need for a paper-based system.
- Define and monitor a client's eligibility status and level of service, using pre-defined parameters. Record all activities related to certification renewals/eligibility reviews.
- Monitor legal/operational deadlines and the work of caseworkers associated with the certification process
- Maintain an extensive log of all activities related to an individual client, including total number of trips, no-shows, and cancellations.
- Set levels of security access by individual users to the field level of data.

Letters, Labels and Notifications

- Automatically generate and print notification letters, ID cards, and labels from client records.
- Initiate batch sequences to create multiple letters and/or labels through a streamlined process.
- Automatically generate and log renewal notices.

Reports

- Generate, view, and print reports detailing service statistics and client information.
- Customize reports for the unique requirements of your transit organization.

- Export reports into Microsoft Word documents or spreadsheet formats.

GIS Map Features

- Add and geocode locations specified by clients into the system map data, using a simple interface. Batch geocoding creates further efficiencies.
- Search for fixed route bus stops within a predefined radius of a client's address to identify alternatives to demand response services.
- Compare client addresses to a predefined area to determine eligibility.

CERT-WEB

CERT-Web interfaces with both PASS and CERT. CERT-Web provides a self-service web based application that allows clients and prospective clients to initiate the certification process by electronically interface to your Winnipeg Transit's certification form.

Prospective clients or existing clients renewing their eligibility can now complete an electronic replica of your organizations certification forms online. Internal logic checks for completeness and acceptable responses to certification questions. Once completed, the appropriate database fields are populated in PASS and CERT eliminating the need for the tedious and error prone task of data entry.

Received forms must be manually validated by Eligibility staff. Incomplete or invalid applications are manually processed and returned to the prospect/client to be completed. The manual validation process is repeated until an application is valid (complete). By performing preliminary validation of the application, CERT-Web reduces the number of incomplete or invalid forms saving Eligibility staff time and money. Other benefits of CERT-Web include reducing the initial number of applications to ordered and mailed as well as a significant reduction in data entry activities which has a side benefit of improving the accuracy of client data.

Intake Screen - The intake screen shall include last name, first name, middle name, Home Address (all fields) including telephone number and comments, date of birth, gender and email. All fields are required. Failure to complete the information shall respond with a visual indication that the application cannot be submitted and the offending fields highlighted.

Complete applications will check for duplicate entries based upon existing "duplicate client" criteria. Completed applications shall check to see if the client is new or an existing customer looking to renew their eligibility.

Third-Party "Auto-In" screen - Authorized third-party agencies (validated through PASS credentials) will enter basic information as an agent of the applicant using the intake screen (see above).

Completed applications (see Intake Screen) will create a Request record that alerts the Winnipeg Transit's Eligibility staff who will review the information and, if eligible for temporary eligibility, create a client record from the CERT Request screen and complete the necessary eligibility information.

Applications deemed to be ineligible will trigger an email notification to the Third Party agency who is eligible to file an on-line appeal on behalf of the applicant. Appeals will populate the Eligibility Review record for Appeals using the existing site-specific ancillary data.

Renewal functionality - Completed applications from existing customers, (see logic above) will create a Request record that alerts the Winnipeg Transit's Eligibility staff. Winnipeg Transit's staff "processes" the record which will UPDATE existing client information. Information that is updated shall be recorded in the Certification Log (per regular CERT functionality).

Should applicants require an interview, the interview form shall exist on a desktop and/or a mobile device such as a tablet in electronic form. Information recorded electronically shall populate the appropriate fields in PASS and CERT and record Certification Log notes per regular CERT functionality.

Should a functional assessment be required, the functional assessment form (questionnaire) shall exist on a desktop and mobile (electronic) form utilizing the Trapeze "checklist" format. Information recorded electronically shall populate the appropriate fields as in CERT and record Certification Log notes per regular CERT functionality.

Applications deemed to be ineligible will trigger an email notification to the Third Party agency who is eligible to file an on-line appeal on behalf of the applicant. Appeals will populate the Eligibility Review record for Appeals using the existing site-specific ancillary data.

New applicant functionality - Completed applications from new customers, (see logic above) will create a Request record that alerts Winnipeg Transit's Eligibility staff. Winnipeg Transit's staff "processes" the record which will populate existing client information. Information that is populated shall be recorded in the Certification Log (per regular CERT functionality).

Should applicants require an interview, the interview form shall exist on a desktop and/or a mobile device such as a tablet in electronic form. Information recorded electronically shall populate the appropriate fields as in CERT and record Certification Log notes per regular CERT functionality.

Should a functional assessment be required, the functional assessment form (questionnaire) shall exist on a desktop and/or a mobile device such as a tablet in electronic form. Information recorded electronically shall populate the appropriate fields as in CERT and record Certification Log notes per regular CERT functionality.

Applications deemed to be ineligible will trigger an email notification to the Third Party agency who is eligible to file an on-line appeal on behalf of the applicant. Appeals will populate the Eligibility Review record for Appeals using the existing site-specific ancillary data.

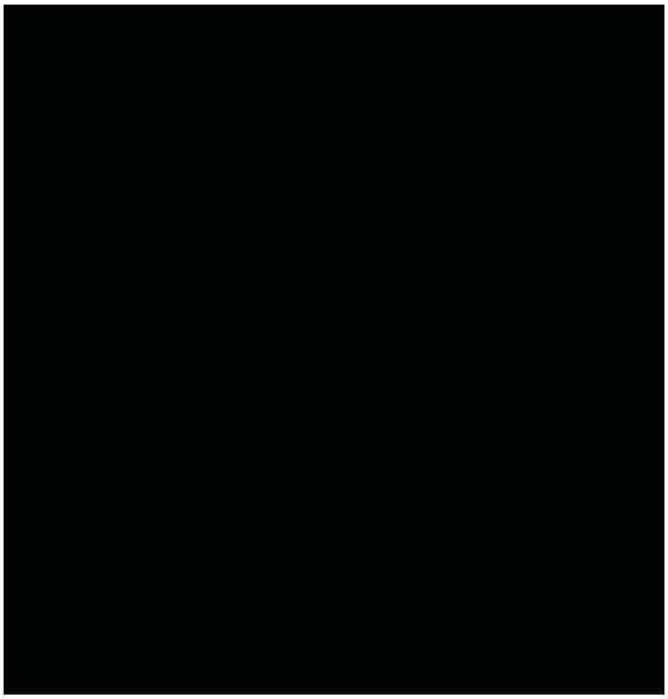
TRAPEZE SUS: SUSPENSIONS MODULE FOR PARATRANSIT SERVICES

SUS is an add-on component to the Trapeze suite of paratransit products designed to help manage late cancellations, no-shows, and missed trips. The software automates the process of monitoring abuse of transit services, and it initiates appropriate responses based on pre-defined suspension policies.

Benefits

- Quickly identify and deal with “problem” clients who adversely affect the efficiency and the cost of delivering services.
- Create efficiencies in the process of sending notifications to clients.
- Minimize management and maintenance of data with a suspension application that is completely integrated with client certification and scheduling data.

Features



- Define codes and point systems that represent your agency's operating policies and categories of service abuse.
- Track late cancellations and no-shows against a customizable point system.
- Suspension policies can be subject to percentage-based rules such as "no-shows must represent at least 15% of total trips in the period".
- Initiate warning notices and service suspensions automatically once a client reaches a pre-defined threshold.
- Define intervals between warnings and suspensions, preventing suspension without advance warning.

- Allow for appeals of suspensions and automatically adjust suspension periods accordingly.
- Maintain complete records of correspondence pertaining to warnings and suspensions. Letters are editable Crystal Report files.
- Enable manual overrides and exceptions to the automated system.
- Edit and modify client records based on appeals and reversals
- Analyze trends in no-shows, late cancellations, missed trips, etc.

BUSINESS INTELLIGENCE AND COORDINATION

VIEWPOINT – INTUITIVE AND PROACTIVE BUSINESS INTELLIGENCE

The essence of good demand response service comes down to providing a professional, on-time service to passengers, no matter what. Understanding how to adjust on the fly when bad weather, driver call-offs, or cancellations dictate a change in plans requires squeezing-out every possible insight from your DR system data in real time.

Trapeze Group's ViewPoint for Demand Response solution includes a number of tools to help you be proactive in how you look at and respond to real-time and historical data. Our software aggregates and analyzes data from across your DR system to help you identify and fix problems before they arise.

- ✓ Improper Trip Negotiations
- Incorrect ReqDOLogic
- System Speed
- Impact of outdated parameter sets
- Reactive vs Proactive dispatch

Our modular solution provides a 360-degree view of your DR operation by seamlessly integrating with other Trapeze systems and third-party components, including:

- Planning tools
- Fixed route scheduling
- Executive information systems
- Intelligent transit technologies
- EDI eligibility verification and trip billing

There are a number of configurable settings with the Trapeze ViewPoint for DR software. Getting familiar with these settings will help your operation move from asking *'What happened?'* to figuring out *'What's going to happen next?'*

On Time Performance - Pickup and drop-off On Time Performance (OTP) is the result of the confluence of several factors, such as: search windows, negotiations, scheduled times, estimated times and the effects of rescheduling, including insertions and cancellations. Because circumstances evolve moment-to-moment, ensuring best possible OTP means constantly recalculating time and speed estimates.

There is *no way* that even a smaller DR service can track and recalculate all this data manually in real-time and meet the 92% industry standard for OTP. You absolutely need real-time data and a good understanding of how to use the application settings of your DR software to do the heavy lifting. Trapeze offers both initial and ongoing training and support to help accelerate your learning curve.

Event-driven Alerts - Application-based settings let you establish parameters that trigger automatic alerts and system warnings when OTP thresholds are threatened. Let's say your trip plan is based on 200 trips from 5 to 6 p.m. at an average speed of 30 mph but you're actually only averaging 22 mph in that window. The system will detect the variance on the speed parameter and steer you away from that time slot, allowing staff to negotiate more serviceable pickup and drop off times, leading to better OTP, fewer service complaints and greater accountability to management and key stakeholders.

Powerful Management Tools - Simplify information sharing and retrieval and make it easier to arrive at quick, informed decisions. Use standard reports as well as custom report writing tools to zero-in on potential problems and speed management decisions.

PASS-CT (COORDINATED TRANSIT)

Trapeze PASS-CT is an enhancement module for the Trapeze PASS demand response scheduling and dispatch application. PASS-CT supports a wide variety of service coordination strategies including enabling call center representatives to broker the lowest cost transportation solutions for paratransit clients, selecting from multiple providers, ensuring that all trips are scheduled according to the specific requirements of individual service providers (contracted rates) and funding sources and ensuring a highly detailed trip and run costing models allow even the most complex provider's service to be costed correctly.

PASS-CT enables agencies to manage multiple service providers including complicated cost allocations.

We are proposing this module, in large part to allow multiple service providers to use a single database without seeing each other's trips and the requirements for contract management and to address the invoicing of specific costs associated with providing service.

The CT module offers additional functionality which is available at no additional cost including:

- Assign trips to the lowest cost provider. Offer trips to providers with a defined time in which to accept or decline.
- Automatically create transfer trips for journeys between different portions of the service area.
- Coordinate service between a variety of service modes (e.g., fixed route to paratransit, flexible route to paratransit, etc.).
- Define provider/agency-specific scheduling parameters.

E.5 TEAM COMMITMENT

The following table shows the amount of time Trapeze expects the key project members to spend on this project. The table is split into the design and implementation periods of the project. These numbers are an average over time. It should be noted that these assignments are dependent on the actual project phase.

Trapeze is very proud of the consistency that has been maintained within the key project team members across all projects. It is a balancing act that is not always easy to achieve but it is something we have managed to control successfully. In all projects, the required work-load for the team members fluctuates over time.

The table below shows the commitment of each of the key team members. We use the words 'primarily dedicated' for the Project Manager to indicate that either at the beginning or end of the project the Project Manager will have responsibility for another project.

Role	Commitment during Design Period	Commitment during Implementation Period
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]
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[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

THE CITY OF WINNIPEG PROJECT ROLE REQUIREMENTS

One of the critical success factors is the time and dedicated team The City of Winnipeg and the providers set for the project. We have outlined below the assumed roles and time dedication to this project. We are prepared to discuss in more detail your thoughts on the associated team. Finally, Trapeze and The City of Winnipeg shall put a plan together to ensure involvement in the design review as possible from all team members.

Project Sponsor (Available as required for the length of project)

- The City of Winnipeg management program oversight
- Key decision maker for those items that the project team is unable to resolve

Project Manager (1 Full Time Employee for length of project)

- The City of Winnipeg management oversight of all tasks
- Responsible for coordinating The City of Winnipeg's resources and information for the project
- Acts as a project level point of escalation for unresolved issue
- Coordinates with the Trapeze Project Manager for all schedule tasks
- Helps maintain project plan to keep project on schedule
- Responsible for presenting to The City of Winnipeg's steering committee
- Confirms deliverables are met
- Ensures appropriate and timely payment made to Trapeze
- 'Own' issues list
- Sign-off on all project milestones and ensure prompt delivery of invoice payments
- Define the work plan, schedule, budget, and required personnel for deployment

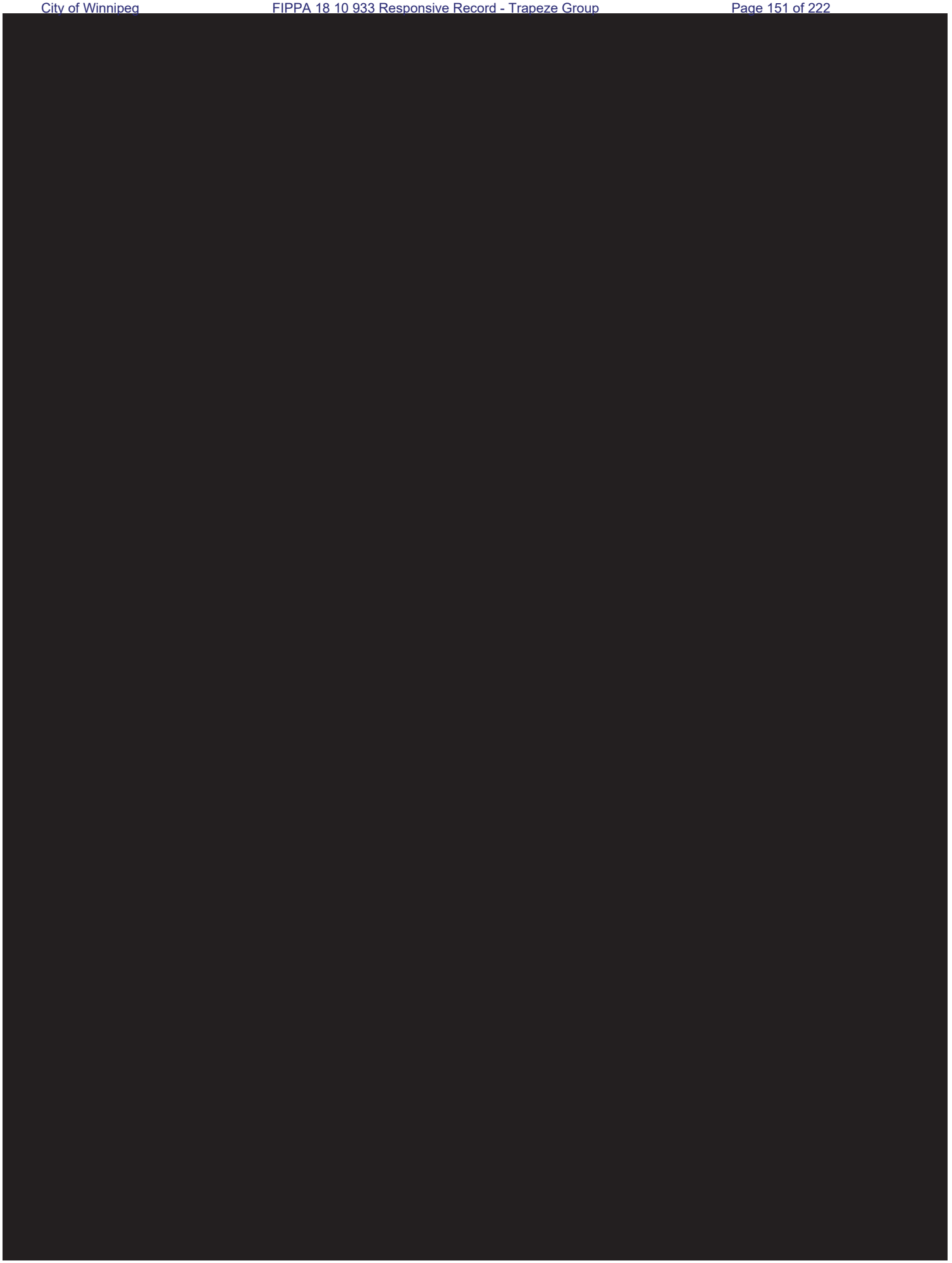
Business Architect (0.5 Full Time Employee for length of project)

- Provide technical leadership and guidance to ensure system readiness
- Establish remaining City of Winnipeg team required for technical services
- Obtain stakeholder buy-in for application and technical designs
- Make the final decisions regarding hardware, network products, system software, and security
- Lead the application and technical architecture analysis, design, and implementation, and verify that the application fulfills the requirements
- Work with the support team to determine how the application is supported in production, including back-ups, disaster recovery, system performance, and project management
- Maintain all interfaces, user access, system security and workspaces
- Serve as liaison to the business, to verify that its needs are fully understood by the project team
- Develop interface strategy and definitions for the required interfacing with other existing systems
- Fully understand the capabilities and limitations of the technical environments of the software
- Review and integrate the application requirements, including functional, security, integration, performance, quality, and operations requirements

- Conduct performance testing

Work Stream Lead (0.5 Full Time Employee for length of project – for each work stream)

- Responsible for business process documentation and design efforts
- Review solution blueprints and project scope to verify that the needs are being met
- Serve as liaison to the business, to verify that its needs are fully understood by the project team
- Act as the main point of contact, subject matter expert and final decision maker for respective work stream
- Make final decisions about system implementation and configuration for assigned work stream
- Ensure system has been configured to support all of the business rules and support business processes as related to your particular work stream
- Participate in Subject Matter Expert training
- Lead User Acceptance and System Testing
- Sign off on acceptance testing
- Assess application and training readiness for deployment
- Monitor and evaluate the deployment



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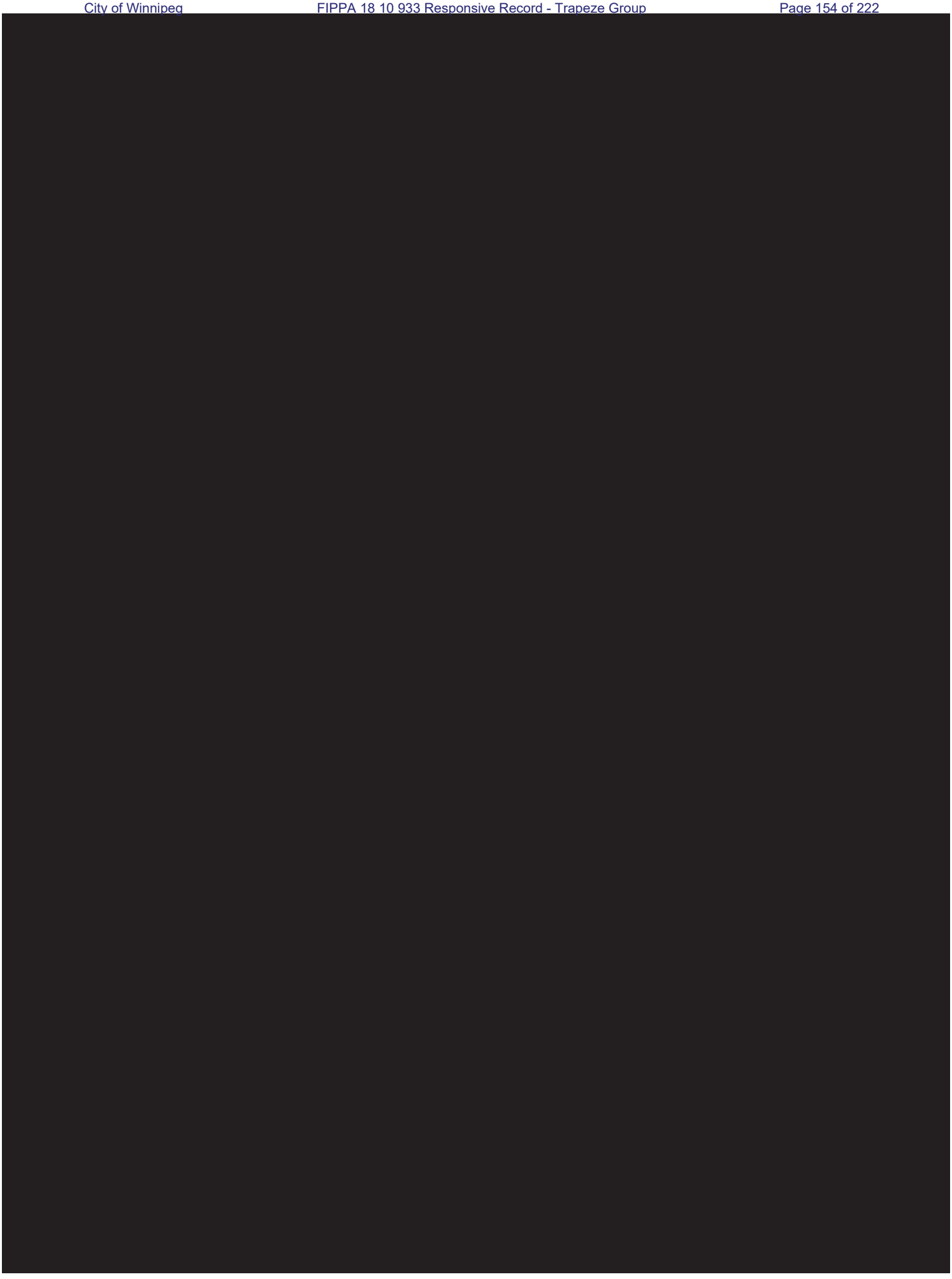
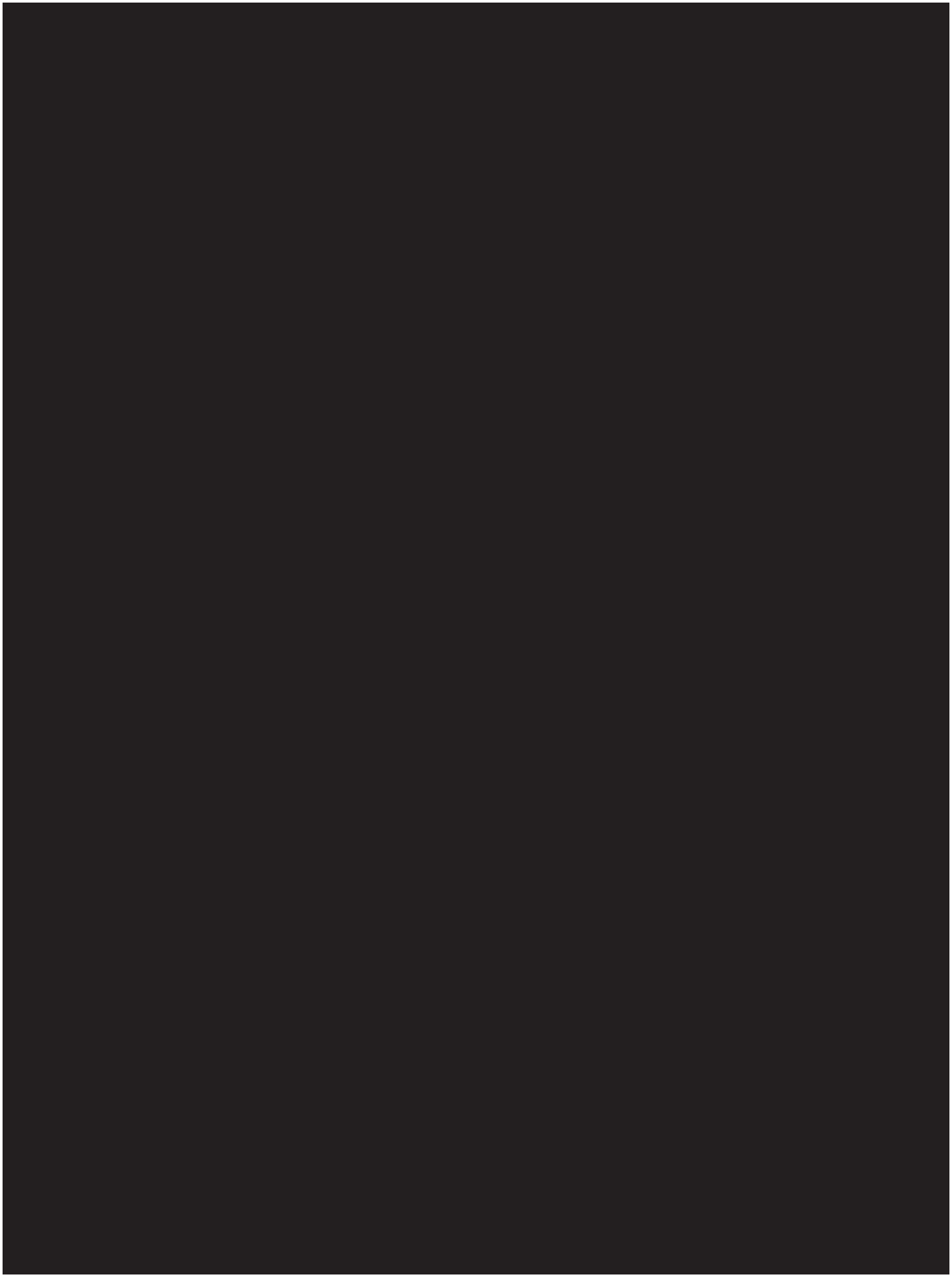
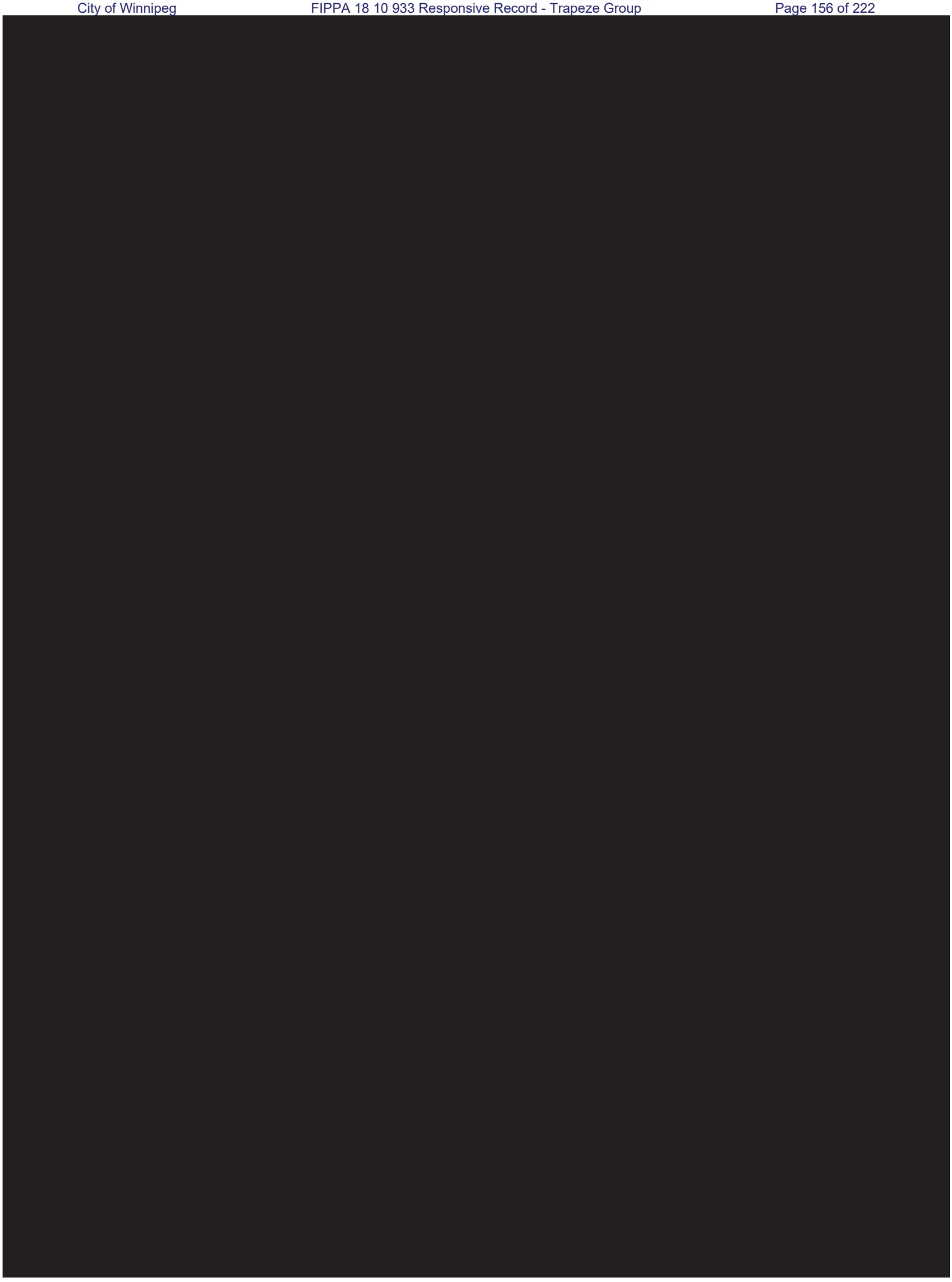






G. Operating and Support Services

Operating and support services: Customer Care

To ensure that the investment made by The City of Winnipeg has long term benefits, Trapeze has a Customer Care program in place. This program supports you from project completion into warranty and maintenance. We understand that responsive and effective customer support during production use of the investment is critical to the value of your Trapeze solution. To that end, our Customer Care team is closely integrated with Development and Customer Solutions Delivery so that our support talent is always well informed and able to resolve issues quickly. Trapeze has a team of technical individuals available to provide you support after your go live. The team is made up of technical analysts specially trained on each specific product offering and how they integrate with one another (fixed route scheduling, demand response, operations management, traveler information, intelligent transportation systems, enterprise asset management etc.) Additionally, we have Transit System Specialists with specific knowledge of customer sites as well as project managers to aid in client management and network specialist and database experts to ensure that we are able to provide you with support in the long run.

For the Paratransit solution offering, Trapeze offers the following programs as part of its warranty and maintenance programs.

Trapeze Customer Care Programs	
Frequency	**Service**
Daily	24x7 Issue resolution and monitoring (phone, e-mail) Customer Portal
Monthly	Online training sessions

Trapeze Customer Care Programs	
Frequency	**Service**
Quarterly	Product user forums Report Cards
As Requested	Software upgrades

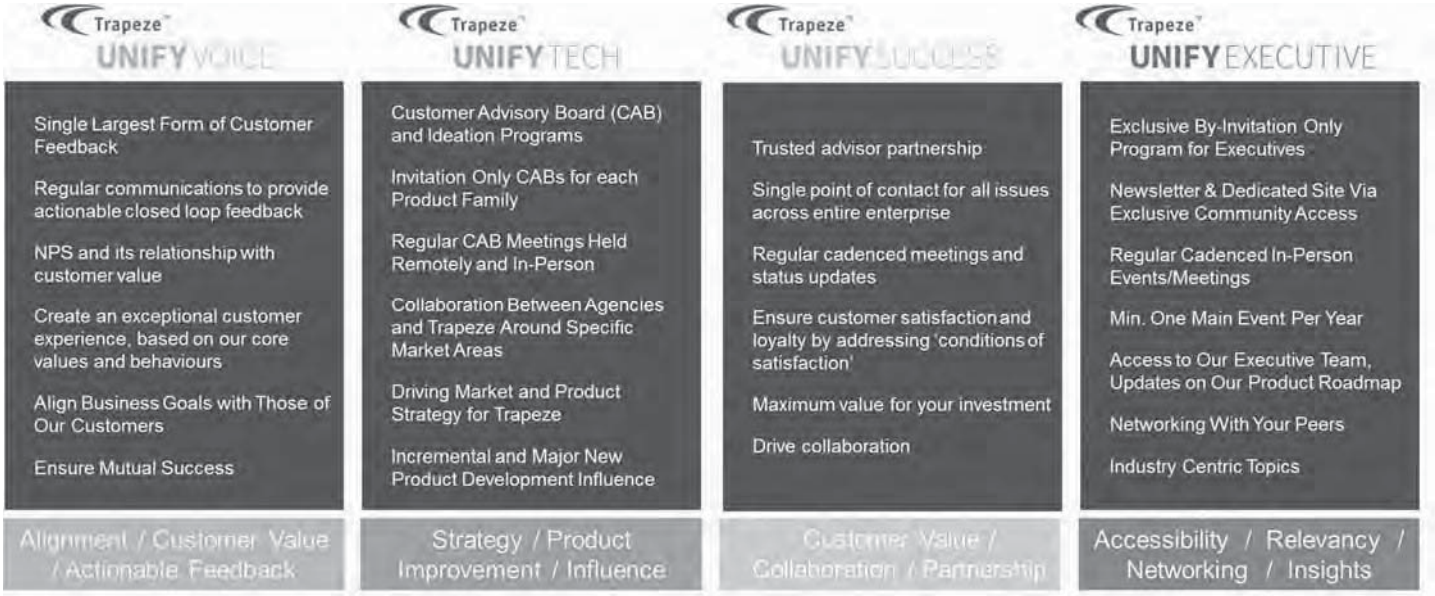
In addition to providing responsive support to requests that come through phone, e-mail and our customer website, collaborate.trapezegroup.com, we offer many proactive support programs that provide timely and useful information and opportunities to obtain more value from your Trapeze solutions. A key differentiator in the Trapeze Customer Care Program is the on-going enhancement of all of our products and the availability of these enhancements to customers that are on our Customer Care Program.

During the warranty timeframe, Trapeze supports all components of the application and hardware. During the maintenance period, Trapeze will support the software applications and customers may choose the specific hardware components that they choose to have Trapeze support under the maintenance contract. The many services we provide to Trapeze customers under our standard Customer Care program are described in the sections below.

UNIFY: YOUR CUSTOMER EXPERIENCE: CONNECT. INNOVATE. COLLABORATE

UNIFY is the umbrella that encompasses all customer experience programs at Trapeze. Our goal is to build a single and "unified" platform that develops a greater sense of collaboration with our customers, strengthens the connection points between their strategic vision and its execution, ultimately working toward establishing a "trusted advisor" status with our customers.

Underneath the “UNIFY” umbrella, will sit the following programs:



Software Updates and Upgrades for Life

For as long as a customer remains part of the Trapeze Customer Care program (i.e. on warranty or maintenance), they are entitled to software updates and upgrades for life. Trapeze is continually enhancing its products to provide new features and functionalities requested by the industry. As a Trapeze customer, you can obtain these features through product upgrades.

In the event that a software patch or update is required, Trapeze standard resolution process is followed, as outlined below. Software license fees for updates and upgrades are included at no additional cost with warranty and maintenance support.

No license fees are ever necessary to receive these upgrades. When a customer wishes to perform an upgrade, Trapeze talent is available to help scope the effort required and to aid in the implementation. Additional services including DBA support, out of scope training and or support or upgrades in 3rd party software or any hardware is not covered under this program but may be required in order to effectively implement an upgrade or for ongoing support purposes. These alternatives will be discussed with the customer at the time of request.

Patches (or updates) may be issued when minor fixes are available, or when new versions of Microsoft products such as Internet Explorer are implemented.

Being a Trapeze customer means that you not only benefit from requests of past and existing customers, but also those of future customers.

Standard Documentation

In addition to upgrades, customers are eligible for all standard documentation. This includes updated user manuals, release notes for new versions, quick reference guides, database definition files, etc. All

documentation can be acquired by downloading it from the collaborate.trapezegroup.com client website. Each user manual highlights the features that are new to that version.

Issue Resolution and Monitoring Procedures

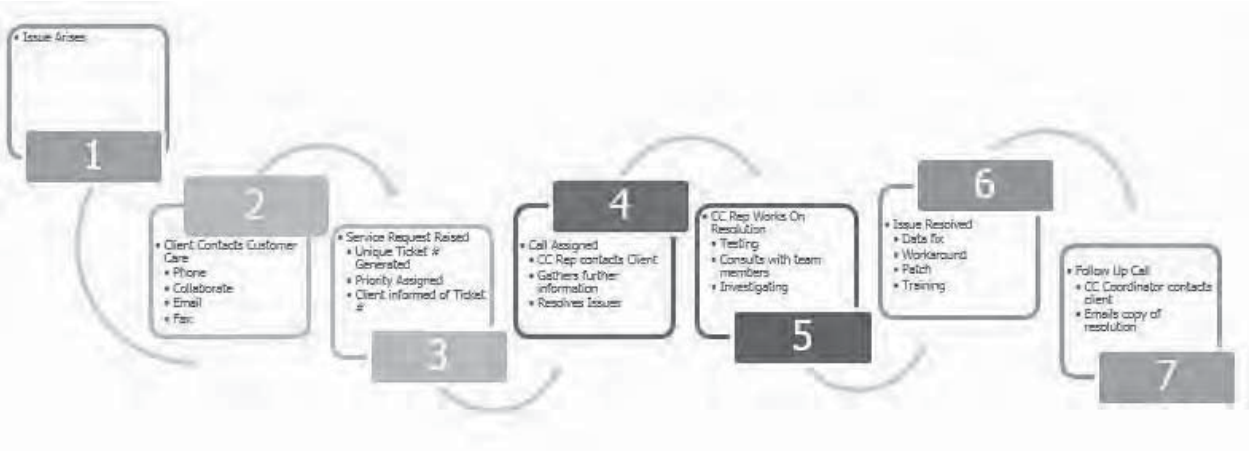
Trapeze offers The City of Winnipeg the ability to access our dedicated customer support team who is located in both Canada and the United States, in a number of manners depending on the nature of the issue and requirements.

Call Center. The call center phone line is agent attended 8 am to 8 pm EST. After hours an automated phone system will page one of our on call customer care analysts located throughout North America until your call receives a response.

E-mail, Online Issue Reporting. For non-emergency support, The City of Winnipeg staff may e-mail the issue to Trapeze, ask a question of the larger North American user group or of a Trapeze Employee via Collaborate (Trapeze's online support community). All of these access points generate identical support service, and The City of Winnipeg may choose the communication mechanism that is most convenient to them.

Regardless of how you choose to report the issue, it is immediately entered into the Customer Care issue tracking system. The system employs automated processes to ensure that issues are responded to in a timely manner.

CUSTOMER SERVICE PROCESS



Trapeze will use reasonable efforts to correct any Software deficiency or performance anomaly within the time frames established below in order to cause the Software to meet the functional and performance criteria set out in the Documentation for the Software in effect at the time of this Agreement. Unless provided otherwise in this maintenance and support schedule, Trapeze will respond to a trouble report of a Software deficiency or performance anomaly in accordance with the severity level reasonably determined by the Licensee and communicated to Trapeze, based on the following definitions:

Severity Level	Condition	Response Time (Goal)
[redacted]		

*If Trapeze's Resolution efforts result in a work around that leads Licensee to experience an improvement in the conditions it is reporting, the severity level will be lowered accordingly. For example, where a Priority 1 report is resolved by Trapeze to the point where the Licensee is experiencing conditions associated with a Priority 2 severity level, the Priority 1 report will be reclassified as a Priority 2 report, at which time Trapeze shall be deemed to be in "receipt of a Priority 2 report" and Priority 2 resolution efforts shall apply.

ESCALATION MANAGEMENT MATRIX

Trapeze strives to provide exceptional customer support services. If this level of service is not experienced, it is important for our customers to have the ability to escalate their concerns so appropriate actions can be taken.

All support issues are logged first with our customer care organization to ensure that all required details can be recorded and allow the customer care team to attempt to resolve the issue within the service level objectives.

MAINTENANCE PROCEDURES

Documentation of Trapeze Software Difficulty:

The City of Winnipeg may report to Trapeze any failure of the Software to operate in accordance with the Documentation in effect at the time of this maintenance and support schedule. Upon the identification of a possible fault or difficulty within any of the Software to be supported hereunder, The City of Winnipeg shall promptly issue a trouble report to Trapeze that shall include the following information:

(a) Date of performance anomaly;
(b) Software module in question and location of where Software is installed;
(c) Detailed system description of performance anomaly including the impact of the deficiency on The City of Winnipeg operations, if any;
(d) Version number of Software and severity/ impact to The City of Winnipeg operations
(e) Contact name and phone number.

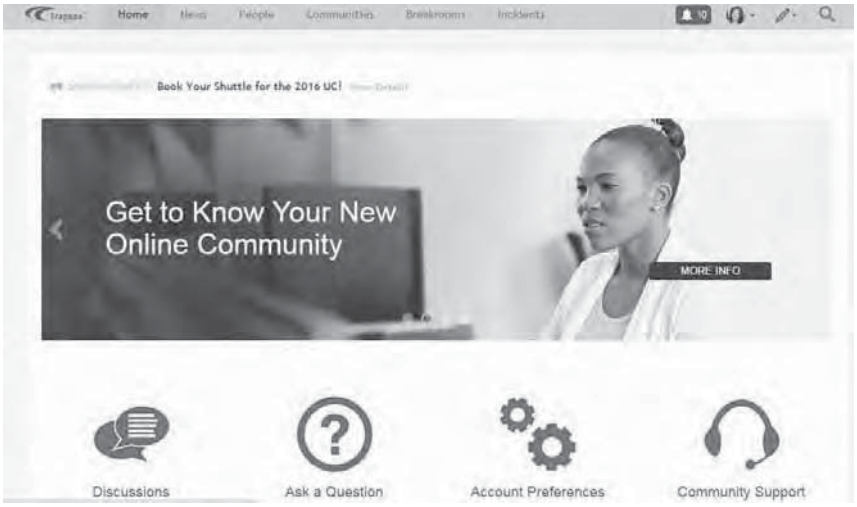
Convenient online support is available at collaborate.trapezegroup.com

The trouble report information shall also be communicated verbally to Trapeze at 1-877-411-8727 or in writing via Collaborate (Trapeze's online customer portal). Trapeze shall forward the trouble report to the designated Applications Support Analyst. In some occasions, an on-site diagnosis is made available as needed after use of remote support is exhausted. Each time Trapeze provides Software maintenance service it will update the ticket with information on this issue and make it available to the customer on collaborate.trapezegroup.com.

CUSTOMER CARE WEBSITE

Trapeze maintains a client-only website for its registered users. This site, collaborate.trapezegroup.com, provides a number of services to customers on the Trapeze Customer Care program including:

- Issue logging and status tracking and updating
- Documentation downloads
- Downloads of release notes
- Online knowledge base
- Training registration
- Review recorded training sessions
- User forum registration
- Ideation Portal
- Access to over 5,000 other Trapeze users across North America



Online Knowledge Base

Trapeze supports an online knowledge base available for all registered users on collaborate.trapezegroup.com. The knowledge base is a database where responses to frequently asked technical questions about Trapeze products are maintained and updated. Information is available on such things as resolutions to common issues found in a product or particular build; innovative tips and tricks to get more from your products, etc. Additionally, all application user manuals and release notes are available through the knowledge base.

Online Training

Trapeze regularly holds training classes on new features and functions as well as refresher training on our various products and programs. Customers as part of the Customer Care program can register for these one and two-hour online courses on our customer care Websites. The course content is driven by requests from our user groups. Sessions are taught by our dedicated customer support analysts or other product experts. Trapeze currently offers as many as thirty (30) training sessions per month across all of our products. **There is no limit on the number of classes that customers may participate in**. Additionally, there are a number of recorded training sessions that are available on the website that customers can review at their convenience.

We offer dozens of online training sessions on a monthly basis taught by customer support analysts and product experts.

Annual User Conference

As part of the Trapeze Customer Care program, registered users are invited to the Annual User Conference. Registration fee, travel and accommodations are the responsibility of the participants. This annual conference is three days of hands on and practical training on how to utilize the Trapeze applications to enhance your operation. The new upgrades that are available to customers as part of the Customer Care program are launched at the Annual User Conference. This provides customers an opportunity to learn first-hand the benefit of the new features and functions available to them.

The 2017 Trapeze User Conference will be held April 9-13 in Chicago, IL and will feature:

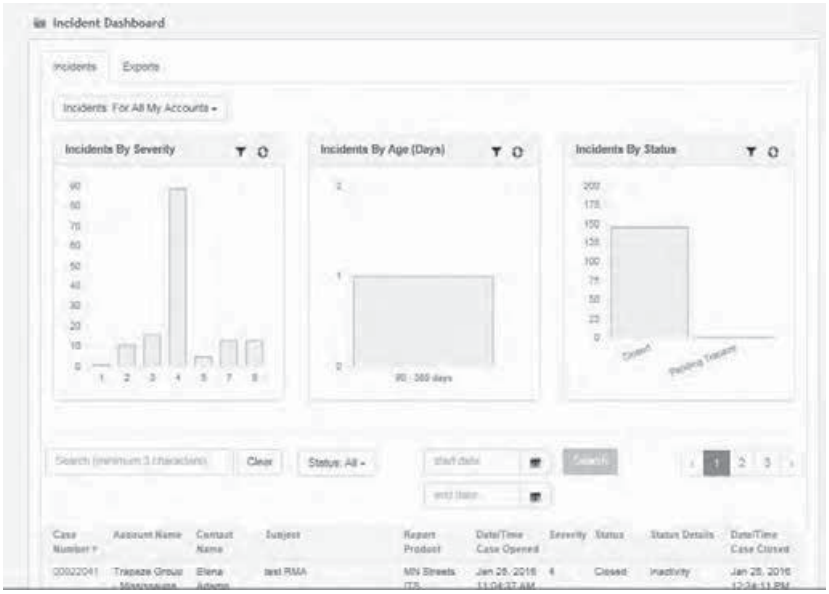
- *Theme based session tracks*
- *Technical tours*
- *Full day hands-on training*
- *Customer led learning sessions*
- *Technology showcase*
- *Networking with peers, colleagues & product experts*

Annual Customer Satisfaction Survey: UNIFY VOICE

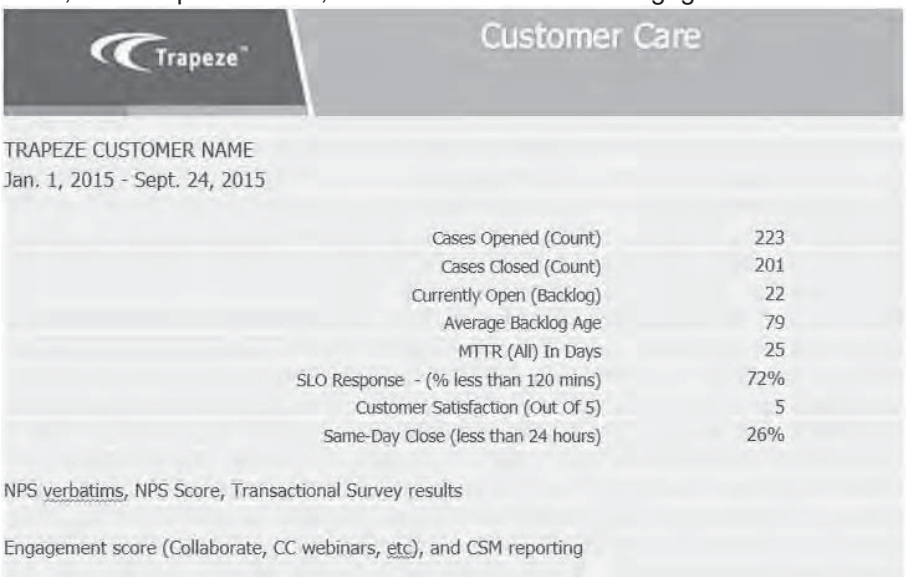
We poll our maintenance customers bi-annually in order to learn how we can improve our products and services to become more responsive and better meet the requirements of our customers. The results of the survey are carefully considered by the management team, and provide the basis for new strategies and new programs to provide higher levels of customer satisfaction. All action items are communicated back to our respondents to ensure transparency and a continuous feedback loop.

CUSTOMER COMMUNICATIONS

- The City of Winnipeg will receive regular updates on all aspects of the business from Trapeze in a number of different ways.
- Through the online portal, Collaborate, all The City of Winnipeg team members registered with Trapeze, have access to an incident dashboard that allows them to see incidents logged by other members of the agency, seeing incidents on interactive charts and the additional functionality of exporting incidents to Excel for internal use.
- An example of the interactive incident dashboard available online via Collaborate is below:



The Customer Care team creates monthly Scorecards that outlines key metrics such as; mean time to resolution for cases, SLO response times, Satisfaction scores and Engagement scores.



Escrow

Trapeze provides a source in escrow service for clients who may wish to have additional protection for the Trapeze software products they have licensed. We can register our clients with a software escrow agent, giving our clients rights to the product source code in the unlikely event that Trapeze ceases to function as a ‘going-concern’ entity of one form or another. Having the source in escrow is a smart investment that provides an insurance policy by ensuring access to the code for development of the products.

H. FORM N - SCHEDULING SYSTEM FUNCTIONAL REQUIREMENTS AND SPECIFICATIONS

FORM N (R1): Scheduling System Functional Requirements and Specifications

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND Registrant MANAGEMENT SYSTEM

Instructions for completing Form N (R1): Scheduling System Functional Requirements and Specifications

1. Complete Form N (R1):.
2. Follow the instructions shown below that apply.

Instructions:

1 For each requirement, place and X in one (1) of the boxes that best describe your solution:
   (a) **Fully Available**: solution for the requirement is currently available in the existing product "out of the box".
   (b) **Partly Available**: Solution for the requirement is partly available in the existing product, but will be modified to fully meet the requirements.
   (c) **3rd Party Supplied**: Requirement is expected to be met by using a 3rd party Successful Proponent 's existing product, either integrated or non-integrated.
   (d) **Will Build**: Will build a component to meet the requirement.
   (e) **Not Possible**: Requirement cannot be met by the Successful Proponent .

2 For each requirement, in the "describe Approach...." Box, describe in one or two sentences the approach that will be taken to provide a solution to that requirement.

ITEM	The Bidder shall supply a System in accordance with the requirements hereinafter specified.	Item Reference	Currently Available	Partly Available	3rd Party Supplied	Will Build	Not Possible	Describe approach or available feature
SC	**SYSTEM CONFIGURATION**							
	Equipment Types							
SC01	Registrants can travel with equipment types such as wheelchairs, walkers, Oxygen Tanks, etc. Must have the ability to define a variety of equipment types including service animals	**B16**	[redacted]					
SC02	Equipment types must affect how Registrants are allocated to seats in vehicles	**B16**						
SC03	Loading and unloading times must be defined by equipment type.	**B16**						
SC04	Loading and unloading times should be defined for first passenger and subsequent passengers loading or unloading at same location	**B16**						
	Mobility Types							
SC05	Mobility types are used to define how a Registrant can maneuver getting in and out of vehicles. Must have the ability to define a variety of mobility types	**B16**						

SC06	Mobility types must affect how Registrants are allocated to seats in vehicles	B16
	Vehicle Types	
SC07	Must be able to define a varied fleet of vehicle types and capacities	B16
SC08	Vehicles must be configurable to allow maximum flexibility for combinations of Registrants and attendants	B16
SC09	Vehicles must be configurable to allocate seats based on Registrant mobility codes	B16
SC10	Vehicles must be configurable to allocate seats based on equipment types Registrants have designated to be taking on a trip	B16
	Trip Reasons	
SC11	Trip reasons are used to identify the priority of a trip booking. Must be able to define Trip Reasons along with their priority. Transit currently uses a 3 priority system (1-2-3). Priority 1 trips are guaranteed	B16
SC12	Trip reasons shall be used to determine when a Registrant can be picked-up and dropped-off based on their requested times. For example, a Registrant can be 10 minutes later that requested for a shopping trip but not for a medical appointment	B16
GIS	**GIS**	
	Maps	
GIS01	The system must use a high-quality graphical interface with the ability to clearly view and distinguish roads, landmarks, and bodies of water	B16
GIS02	Fast and intuitive geocoding shall allow staff the ability to search by street, intersection and monument	B16

[redacted]

GIS03	The map should be able to define average speeds by time of day and day of week	B16
GIS04	The map should be able to define road closures	B16
GIS05	Staff shall be able to pan and zoom contents of map. The responsiveness of the map shall be smooth, instantaneous, and consistent with minimal lag or delay	B16
GIS06	Map data shall be made available to incorporate new subdivisions, roads and monuments	B16
	Addresses	
GIS07	Addresses used throughout the System shall correspond with location on the map	B16
GIS08	New addresses shall be introduced through updates to GIS data.	B16
	Monuments	
GIS09	Monuments or landmarks shall be definable. Abbreviations should exist to simplify entering a monument for a trip	B16
GIS10	When an address is entered in the System which corresponds to a monument the monument name should be resolved	B16
GIS11	Multiple monuments could have the same address so one shall be identified as the default when identified by address	B16
GIS12	Monument definition should contain default trip reason	B16
GIS13	Monument definition should contain additional amount of time for loading and unloading	B16

[redacted]

	AVL	
GIS14	On-board devices must have AVL capabilities	B16
FM	**Fare Management**	
	Fare Classes	
FM01	Fare classes shall be used to define what fares a Registrant and their attendants are eligible for	B16
FM02	Senior fares shall be automatic once a Registrant reaches 65 years of age	B16
FM03	A Youth fare shall be assignable to Registrants as age alone is not sufficient to identify youth eligibility	B16
FM04	A Post-Secondary fare class shall be assignable to Registrants	B16

[redacted]

FM05	Companion fares shall be configurable by fare class. Currently all non-mandatory attendants pay full fare regardless of age. Mandatory attendants do not pay a fare.	B16
FM06	Must have an exempt fare class	B16
	Passes / Rides	
FM07	Monthly passes must be available for each Fare Class	B16
FM08	Rolling passes must be definable for various durations. A rolling pass becomes effective the first date of use and effective for the next defined consecutive days	B16
FM09	Pass rates shall be definable by fare class and duration with an effective date	B16
FM10	Single Ride fares must be definable by Fare Class	B16
	Fare Payment from Account	
FM11	Registrants must be able to sign up for a Fare Collection from Account service by phone or on-line	B16
FM12	Money deposited into their Handi-Transit account at their choice of financial institute must be able to be loaded into their account. Transit uses RBC Express to download deposits from financial institutions daily. Deposits are loaded and reconciled. Suspicious or un-reconciled deposits are investigated and can be posted at a later time	B16
FM13	Money must be able to be deposited into their account at either a customer service center or by using credit card over the phone with a CSR	B16
FM14	Pass purchases shall be able to be paid for from a Registrant's account	B16
FM15	As a Registrant takes rides, if they do not have a valid pass, the appropriate fare must	B16

	be deducted from their account	
FM16	A Registrant's companion fares should be deducted from the Registrants account but shall be able to overridden if paid by cash or token	B16
FM17	Registrant should have option to pay cash for fare. If fare already deducted from account then account is to be credited	B16
FM18	A Registrants account shall be able to enter into a negative balance but after reaching a defined limit be identified for possible suspension	B16
CR	**Registrant Records**	
	Registrant Eligibility	
CR01	A Registrant Assessment component must allow for definitions of a checklist to be used during the assessment process. Assessment checklist shall be viewable by employees based on access privileges	B16
CR02	Shall be able to identify the occupational therapist that completed an assessment	B16
CR03	Registrant records shall include a list of comments with date stamps to record notes regarding phone conversations or details on decisions made	B16
CR04	Registrant records shall have the ability to attach original documents such as doctors' certificates, equipment photos, ect. with restricted access	B16
CR05	Must be able to record a Registrant's eligibility from original application to resolution of Registrant's eligibility	B16
CR06	Registrant eligibility history shall be available showing what changed at what time	B16
CR07	Must be able to schedule a Registrant for an assessment appointment	B16
CR08	Possible outcomes of eligibility assessments must include unlimited service, short term service, winter only service, and dialysis only	B16
CR09	Assessment outcomes must have an expiry date where eligibility is no longer effective or needs to be re-assessed	B16
CR10	Registrants deemed ineligible shall have reason why recorded as such	B16
CR11	Registrants eligible for free regular transit shall be recorded as such	B16
CR12	Eligibility information must include if the Registrant requires a mandatory attendant	B16
	Registrant Information	
CR13	Comprehensive Registrant information shall be able to be recorded with effective dates for information subject to change	B16
CR14	A Registrant status must be recordable by effective from-to dates. The Registrant status must be able to control their ability to book trips and limit the effectiveness of	B16

[redacted]

	subscriptions	
CR15	Registrant medical records shall be able to be scanned and saved for later retrieval	B16
CR16	Registrant contact information must allow for definitions of how to contact a Registrant for different purposes	B16
CR17	Registrant contact information for pending arrival notifications shall be in the form of phone # for IVR or SMS or an e-mail address	B16
CR18	Registrants must be able to complete and submit their application online	B16
	Registrant Travel Information	
CR18	Information related to a Registrant's ability to travel and requirements for travel must be recordable	B16
CR19	A Registrant shall be able to be recorded whether they must be accompanied by a mandatory attendant or that they usually travel with an companion	B16
CR20	Equipment types that a Registrant is authorized or must use shall be recordable with a default for trip bookings	B16
CR21	Registrant must be able to be assigned mobility codes	B16
CR22	Frequent travel information shall be able to be maintained or generated from Registrant history	B16
CR23	Frequent address information shall be able to override the pending arrival notification definitions for the Registrant	B16
CR24	Registrant exceptions shall be recordable to designate that the Registrant cannot travel with a specified contractor or contract or in a specific vehicle type	B16
	Registrant Management	
CR25	Must have the ability to send pre-formatted letters to Registrants. Letter histories shall be kept	B16
CR26	Special messages for Registrants that are shown to CSRs when booking trips shall be able to be recorded. These messages shall be able to be flagged as communicated	B16

SD	Service Definitions	
	Drivers	
SD01	Drivers must be identified with a unique driver ID and have login credentials for the on-board device	B16
SD02	Shall be able to scan documents (driver's abstract, criminal record check, copy of first aid certificate) into driver information for later retrieval	B16
SD03	Driver information must include name, identification ID, driver's license #, training qualifications, certifications, hire date, contact information	B16
SD04	Driver's must renew their certifications on a three year cycle, pending recertification's shall be flagged	B16
SD05	Driver's license renewal information must be able to be recorded. Pending license renewals shall be identified.	B16
	Vehicles	
SD06	Vehicles must be identified with a unique vehicle ID	B16
SD07	Vehicle must be assigned a Vehicle Type which is used to define the capabilities of the vehicle	B16
SD08	Vehicle registration and insurance information shall be able to be recorded	B16

[redacted]

SD09	Vehicle inspection information shall be able to be recorded	B16
	Contracts	
SD10	Must have the ability to define contractors with contact information	B16
SD11	Must have the ability to define contracts for contractors with effective dates	B16
SD12	Contracts definition must include rates. Transit currently has fixed hourly rate and per trip rate contracts	B16
SD13	Contracts must contain budgeted amount of hours of service and cost per year.	B16
SD14	Contracts shall be able to be monitored for status of actual verses budget	B16
	Resources	
SD15	Resources are used to define a continuous piece of work to be carried out by a vehicle on a given day. Resources must be defined by contract	B16
SD16	Hourly rate resource definitions must include the days of week they operate on, start and end times, minimum and maximum hours, and vehicle type	B16
SD17	Hourly rate resource definitions must indicate how flexible their start/end times and minimum/ maximum hours are to allow for improved efficiency through continuous scheduling and dispatch activities	B16
SD18	Per trip rate resource definitions shall include the days of week they operate on, start and end times, maximum total trips, maximum trips per hour, and vehicle type	B16
SD19	Break periods shall be configurable and flexible so that if defined they provide required breaks for drivers with minimal effect on schedules	B16
SD20	Resource definitions must use effective dates so they can be changed or cancelled for a date range	B16

CB	Registrant Bookings	
	Subscriptions	
CB01	For Registrants which take the same trip on a defined repeating pattern there shall be a way for staff to define these trips so Registrant does not need to request them	B16
CB02	Subscriptions shall contain origin, destination, requested times, trip reason, equipment type, mobility code, days of week, round trip or one-way, attendants and special comments	B16
CB03	Subscription shall be able to be defied as requiring confirmation or assigned actual times. Confirmation would be required for each day subscription is in effect	B16
CB04	Subscription definitions must be defined by effective dates	B16
CB05	Exceptions shall be able to be recorded to cancel a subscription for a period of time. Cancellation shall be for entire trip or just pick-up or return portion	B16
CB06	Must be able to flag and cancel Registrant subscriptions where Registrants have no-showed within defined parameters	B16
CB07	Must be able to modify or update an existing subscription (i.e. update address) without having to re-enter all information	B16
	Reservations	
CB08	Reservations must be controlled by the Registrant's eligibility. Registrants may be restricted to a specific trip reason or limited to a winter only or dialysis only	B16
CB09	Registrants shall have the option to submit their own trip bookings by accessing a web site	B16
CB10	Registrants shall have the option to submit trip requests using IVR technology	B16
CB11	When recoding a reservation the CSR shall be alerted of any special messages pertaining to Registrant. If defined as such this message must be able to be flagged as communicated so it will not appear in the future	B16

CB12	CSR shall have the ability to view the upcoming trips for a Registrant so as to avoid duplication of requests	B16
CB13	CSR must be able to see current fare products and account balance so they can be easily communicated to the Registrant	B16
CB14	CSR must be able to see fares accrued through future bookings so they can inform Registrant they will need additional funds in their account	B16
CB15	CSR shall be able to select addresses from a list of frequently used addresses for the Registrant	B16
CB16	CSR shall have ability to quickly look at trip and fare history for Registrant to answer questions from the Registrant	B16
CB17	CSR must have ability to create duplicate trip booking for multiple days without re-entering all details	B16
CB18	CSR shall be able to copy an existing trip for additional days	B16
CB19	While most trips are either round trips or one-way trips, multi-way trips (trips with more than one destination) shall be defined without re-entering addresses	B16
CB20	Addresses selection for reservation bookings shall be from a list the Registrant uses frequently, a monument or an actual address	B16
CB21	Requested time for a reservation booking shall be either preferred arrival time or preferred pickup time.	B16
CB22	Registrant equipment type and mobility shall be retrieved from Registrant information but changeable by CSR based on signing authority. Only equipment types approved for Registrant shall be allowed	B16
CB23	Must be able to specify mobility equipment (i.e. cane or walker) for companion to reserve appropriate space in vehicle	B16
CB24	Trip bookings requested after the batch scheduling has been requested shall be flagged as late bookings. The classification shall indicate how late the trip was requested.	B16
	Group Bookings	
CB25	Similar reservations for multiple Registrants shall be able to be recorded so the scheduling components know the Registrants should be placed on same vehicle	B16

[redacted]

SCH	Scheduling		
	On-Demand Scheduling		
SCH01	Transit does not currently deploy on-demand scheduling but the System shall be able to schedule trips as requested by Registrants and immediately provide a pick-up window for the Registrant	B16	
SCH02	On-Demand Scheduling shall be used after the batch scheduling is complete to alter schedules to accommodate late requests.	B16	
	Batch Scheduling		
SCH03	At a pre-determined time, currently 11:00 am, all the trips for the following day must be scheduled to the resources defined for that day	B16	
SCH04	Batch scheduling must handle up to 3000 trips per day and complete in a reasonable amount of time	B16	
SCH05	Scheduling algorithm must take into account the trip priority system and that priority 1 trips are guaranteed	B16	
SCH06	When scheduling, acceptable time windows must be calculated using requested times, optimal travel times, acceptable travel times and maximum time allowed in transport	B16	
SCH07	Acceptable time windows shall vary by trip reason. For example, for shopping trips the acceptable time window should be set such that the Registrant could be earlier or later than requested time. For medical trips the acceptable time window shall be set so the Registrant is not late for their appointment	B16	
SCH08	Scheduling algorithm shall take into account the following parameters when scheduling a trip: origin and destination addresses, requested pick-up or drop-off time, acceptable time windows, travel times with loading and unloading times, group ride requests, vehicle type, resource breaks, vehicle capacity, trip priority, equipment type, Registrant mobility and exceptions, requirement for a mandatory attendant, and companions requests	B16	
SCH09	Upon completion of schedule the start and end times of resources shall be updated to correspond with the first and last trip	B16	

[redacted]

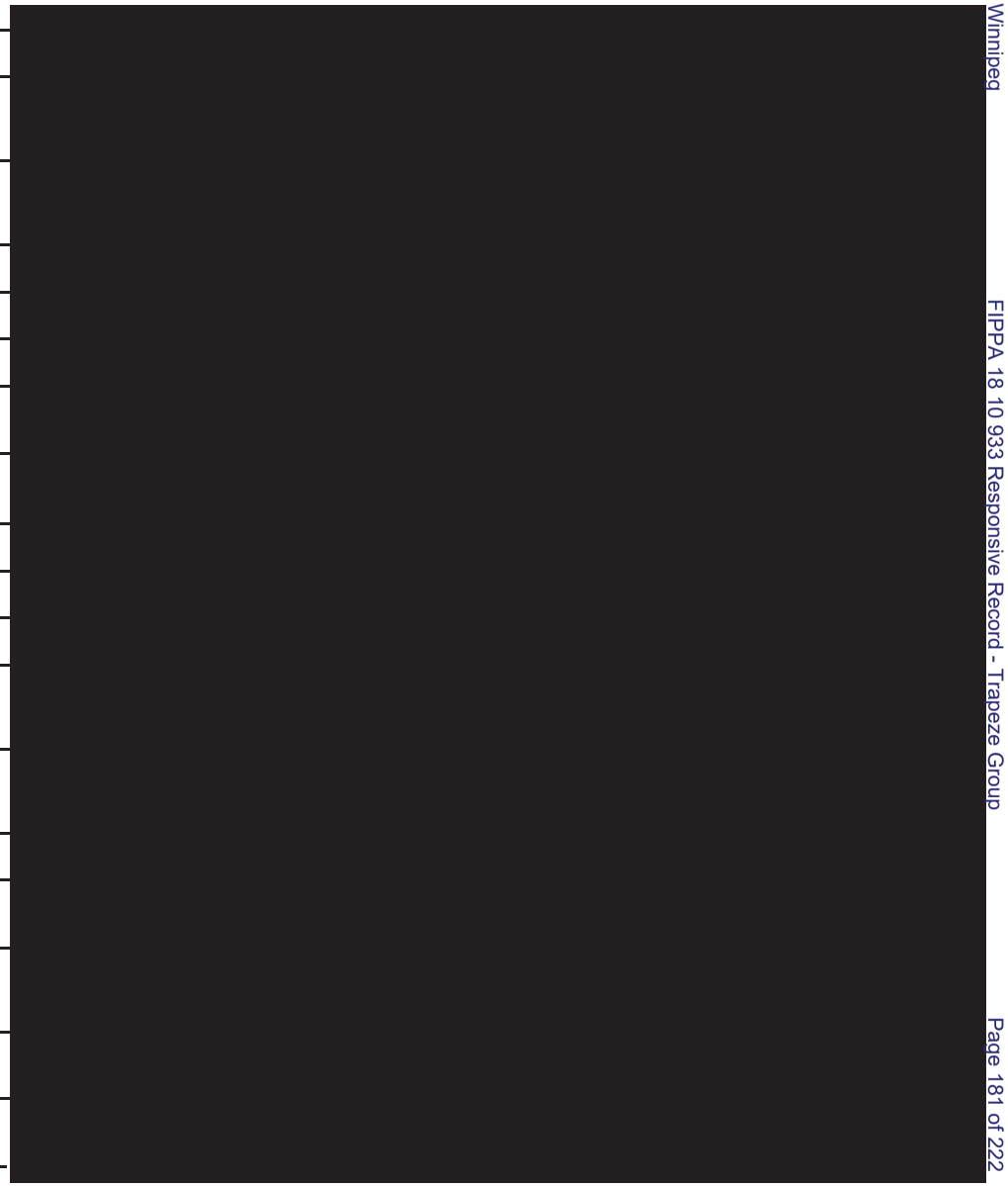
	Manual Scheduling	
SCH10	Effective batch scheduling should make manual scheduling unnecessary but for the exceptions there must be a mechanism for staff to make manual changes to resource assignments	B16
	Continuous Scheduling	
SCH11	Once batch scheduling is complete or at any time if using on-demand scheduling there must be a mechanism where the schedule is monitored for changes and improvements made automatically	B16
SCH12	Trips where actual times have not been communicated to Registrants should have greater flexibility for change to improve efficiency of service	B16
SCH13	Trips beyond the timeframe currently shown on driver manifests should have greater flexibility for change to improve the efficiency of the schedule	B16
SCH14	Continuous scheduling shall have ability to notify dispatchers when changes to resource start/end times could be made to improve efficiency. This could be to lengthen or shorten a resource	B16
CC	**Confirmations and Cancellations**	
CC01	Once the schedule has been created for a day Transit opens the schedule to allow for confirmation of trip times. As Registrants confirm their times it must be recorded as such so Transit is aware that the Registrant knows their times.	B16
CC02	Confirmations must be available to Registrants via Website and IVR. Once trips confirmed they shall be flagged as such. Non-confirmed trips should allow for greater flexibility during continuous scheduling than confirmed trips	B16
CC03	The means used by Registrants to confirm their actual trip times shall be recorded.	B16
CC04	Confirmations must be able to be pushed to Registrants through email, SMS, or IVR based on Registrant configuration	B16
CC05	Registrants shall be able to cancel trips via Website and IVR	B16
CC06	If a no-show is recorded for the first part of a round trip the return portion of the trip shall be automatically cancelled	B16
CC07	Trips cancelled within a pre-defined interval from scheduled time of travel shall be considered No-Shows	B16

[redacted]

	Operations Management	
	On-Board Operation	
OM01	Vehicles must be equipped with a device that can receive a driver manifest electronically	B16
OM02	Driver must be able to login to the device. Login information shall then be used to assign a driver and a vehicle to a resource	B16
OM03	Once logged in and resource identified the manifest shall be electronically sent to the device	B16
OM04	Manifest shall contain addresses, Registrant #, name, mandatory attendant flag, # companions trip was booked for, and expected fare details	B16
OM05	Manifest must contain any special instructions for the trip request.	B16
OM06	Device must allow entry of actions carried out by driver. Actions shall include picked up Registrant, dropped off Registrant, Registrant no-show and be time stamped	B16
OM07	Device must allow entry of attendant/companion details and fares associated with them	B16
OM08	As drivers record that a Registrant has been picked up the Registrants account shall be charged for the ride if necessary. Charge is to include companion charge where necessary	B16
OM09	Device must be able to receive updates to manifest from a central dispatching function	B16
OM10	Dispatching functions shall be configurable so that only a defined amount or timeframe of future trips are shown to the driver	B16
OM11	Device must have AVL capabilities. Location data shall be communicated with central system so location can be displayed on a map	B16
OM12	Device shall have a turn by turn direction capability	B16

[redacted]

	Dispatching	
OM12	A dispatching function must be provided so Transit staff can monitor the status of the operations in real-time	B16
OM13	Dispatch function must use mapping to show the status of all vehicles in service	B16
OM14	Vehicles shall be highlighted when they are behind schedule	B16
OM15	Vehicles shall be highlighted when they have a predetermined amount of down time	B16
OM16	Vehicles shall be highlighted when they have not moved in a configurable amount of time	B16
OM17	Dispatchers must have the ability to search for trip possibilities for on-demand trip requests or to accommodate a change to a future trip	B16
OM18	Changes to vehicle manifests shall be sent to the vehicle on-board device in real time.	B16
OM19	Must allow for dispatchers to change/extend hours of runs	B16
	Inspection	
OM20	A mobile device shall be available for an Inspector to select a resource and see the location of the vehicle and the status of the vehicle with respect to its manifest	B16
OM21	Shall have a checklist for vehicle checks, driver spot checks, and location reviews with a comment field for the inspector to record observations	B16
	Registrant Notifications	
OM22	Based on the Registrants definitions a notification shall be sent to the Registrant for the pending arrival of the vehicle	B16
OM23	Notifications, as defined for the Registrant, shall be in the form of an automated phone call, text message, or email message	B16
OM24	Notifications shall be sent at a set time, defined by Registrant, before the expected arrival of the vehicle	B16
OM25	Registrant must be able to use IVR or website to retrieve anticipated arrival time of their next trip	B16



OM26	Registrants shall be notified via email or SMS when a trip has been changed, confirmed, or cancelled as a means of confirming the operation carried out by the Registrant	B16
	Late Bookings (post-scheduling)	
OM27	Registrants shall be able to request trips after the scheduling has been performed with additional functionality to search for a time that could be accommodated	B16
OM28	Late booking and additional functionality shall be provided via web, IVR and through a CSR	B16
OM29	Registrant enters a trip request and if it can be accommodated the times shall be immediately confirmed. If not the System could suggest a time that could be accommodated	B16
OM30	Transit must be able to disable late booking feature on days where weather or other influences may make schedule difficult to maintain	B16
	No-Shows	
OM31	The ability must exist for Transit to identify Registrants who have accrued a pre-defined number of no-shows over a period of time	B16
OM32	Actions taken from excessive no-shows must include the generation of letters to the Registrant, fines on their account and suspension of service	B16
WEB	**Website**	
WEB01	A Website shall be provided that is integrated in to the existing Transit website and make use of Transit supplied graphics to make it look similar	B16
WEB02	Website shall make use of secure login credentials for Registrants to gain access	B16
WEB03	Website shall allow for recording of reservation trip bookings	B16
WEB04	Website shall display Registrant trip history	B16
WEB05	Website shall display upcoming trips (reservation and subscription) and allow	B16

[redacted]

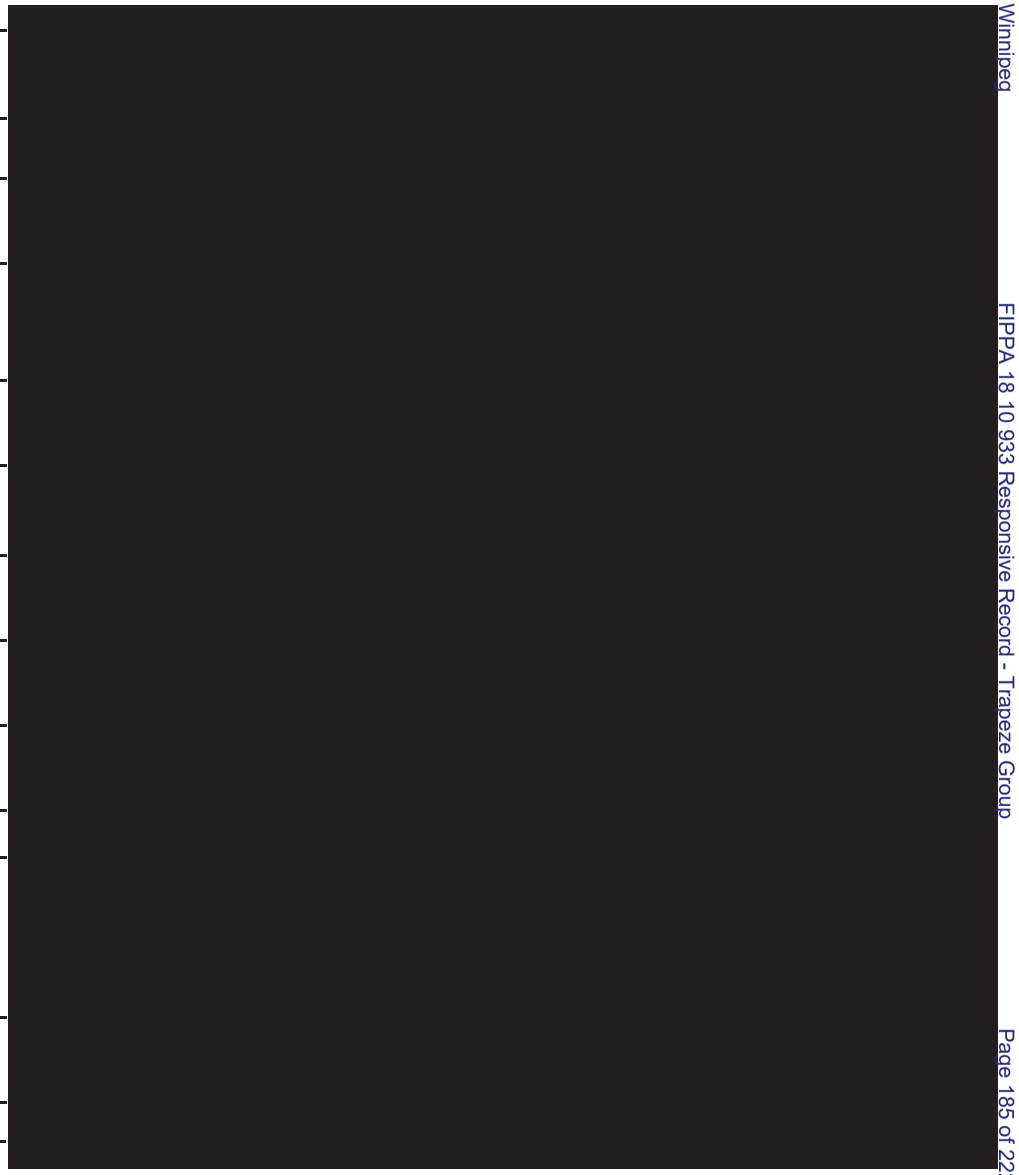
	cancellation of those trips	
WEB06	Website shall allow for recoding that the scheduled future trip times have been confirmed	B16
WEB07	Website shall display history of Registrants fare account.	B16
IVR	**IVR**	
IVR01	Transit deploys the Voice Genie IVR suite from Genesys. IVR functionality shall make use of existing infrastructure	B16
IVR02	IVR must prompt for Registrant # and pin # for secure access	B16
IVR03	IVR shall speak future trips and allow for confirmation of scheduled times or cancellation of trips	B16
IVR04	IVR shall have ability to communicate current account balance	B16
IVR05	IVR shall have ability to create reservation bookings by selecting from a list frequently requested trips	B16
DR	**Daily Reconciliation**	
DR01	Shall have a reconciliation of all passengers/companions/attendants carried with fare details by contractor and run	B16
DR02	Shall record and calculate total contractor hours, including all changes, to create invoices	B16
DR03	Shall create invoices based on contractor run hours and fares collected and calculate PST, GST, on total amounts	B16
DR04	Shall be able to record service recovery fees by contractor	B16

[redacted]

DR05	Shall be able to record driver service fees	B16
DR06	Contractor Invoices must take into account service recovery and driver service fees. Driver fees are charged to contractors	B16
IM	**Incident Management**	
	Incidents	
IM01	Incidents must be able to be recorded to track complaints, commendations and inquiries	B16
IM02	Incidents must be able to be linked to Registrants, contractors, drivers and specific trips. These links are to provide incident histories	B16
IM03	Incidents shall be categorized for reporting purposes	B16
	Incident Workflow	
IM04	Incidents must be assignable to an organizational unit (role) for investigation or other action. Roles and Actions shall be configurable	B16
IM05	Users shall be able to view an inbox for a role. The roles a user can access shall be configurable	B16
IM06	A user shall be able to add a report to an incident and either assign it to another role or change the status of the incident	B16
	Incident Reporting	
IM07	Printed versions of incidents must be provided for routing to contractors	B16
IM08	Incidents requiring a response from a contractor shall be able to be viewed by the contractors as a third-party service provider so the response can be received electronically and recorded	B16
IM09	Incidents waiting for response from contractor shall be flagged with a response date	B16
IM10	Summary reports of incident counts by type and category over a date range shall be provided	B16
RDM	**REPORTS AND DATA MANAGEMENT**	
RDM01	The system shall allow the ability to generate reports, manage data, and retrieve archived data	B16

[redacted]

RDM02	Accurate reporting shall be made available of performance metrics, Registrant/trip history, vehicle performance, schedule adherence, passenger hours, revenue kilometers, vehicle operator performance, contractor hours etc.	B16
RDM03	Ridership , kilometers, revenue, and revenue kilometers statistics shall be made available for each contractor	B16
RDM04	The System shall be capable of compiling billing information to the respective contractors based on assignments to the respective vehicles	B16
RDM05	The system shall be able to search across all of the customer profiles and fields with advanced search options. Search options shall include the ability to limit searches among a select group of customers based on selected parameters. The search algorithm shall take into account incomplete words and wildcards.	B16
RDM06	Registrant trip reports shall be retrievable by selecting a date range. The report shall include trip types and trip status information.	B16
RDM07	All search results, compiled list, and reports shall be sortable by any of the Registrant profile fields. This shall include, but not limited to, alphabetically, numerically, chronologically and categorically based on the selected field's parameters.	B16
RDM08	Reports shall be customizable using an intuitive graphical user interface and have output in text, Excel and PDF formats	B16
RDM09	Shall have a report on total # of equipment types of Registrants	B16
RD10	Reports on total # of applications, assessments, re-registration by week, month and annually	B16
	Ridership Statistics Reports	
RDM09	All of the ridership data needs to be able to be tabulated by day, month, and year. Also by age group, mobility type, vehicles type and by contractor provided	B16
RDM10	Ridership tabulated by number of on-way tips per passenger type, taken by registered ambulatory and non-ambulatory riders, attendants, and companions,	B16
RDM11	Ridership needs to be broken down by age group, (i.e. adults, senior, student child,	B16



RDM12	Number of active Registrants	B16
RDM13	Ridership needs to be tabulated and be able to be grouped into dedicated and non-dedicated service (flat rates)	B16
RDM14	Ridership needs to be tabulated based on trip reason - medical, shopping, works, school. dialysis etc.	B16
RDM15	Need to be able to report on trip reason: total number of trips requested total number of trips accommodated total number of trips un-accommodated total number of no-shows total number of trips total number of trips cancelled at door total number of missed trips total number of vehicles no-shows total number of trips late over 20 minutes total number of trips moved for lateness total number of missed trips total number of snow days trips origin and destination data number of trips to and from major destinations (i.e. terminals, hospitals etc..	B16
	Operating Statistics Reports	
RDM16	Cost Reports - need to be able to obtain detail cost reports for each contractor	B16
RDM17	Reports are required; daily, weekly, monthly, and yearly	B16
RDM18	Reports require separation by service type: bus, van, car, flat rate	B16

[redacted]

RDM19	Each report must identify each run and contain; Total revenue km Total deadhead km Total km (revenue and deadhead combined) Revenue km and deadhead km expressed in percentage (%) of total Scheduled km's Passenger per vehicle manifest Km per vehicle manifest Flagged passenger list	B16
RDM20	Flat Rate Reports must include detail data on each trip including; Registrant Id Date of travel Pick-up and drop off location Number of trips Contractor Daily, weekly, monthly and annual summaries	B16
RDM21	Revenue Hours Summary will require a report that will calculate revenue and no-revenue service hours by contractor and service type Summary should be provided for each contractor/service provider and by service type (i.e.. Vans, buses). Daily, weekly, monthly and annual summaries	B16
RDM22	Cost and Passenger per Hour Summary needs to calculate the cost/passenger and cost/passenger per hour by ; contractor, vehicle type. Daily , weekly, monthly and annual summaries	B16
RDM23	Run Productivity Report must summarize each run daily, weekly, monthly productivity by ; run #, unit # , contractor name, first and last pick-up and drop off time revenue and total hours revenue and total kms number of completed trips total passengers productivity passenger/hour (total passengers/revenue hours) productivity Avg Trip length (revenue km/total passengers)	B16
RDM24	AD hoc Reports ability to generate ad hoc reports ability to have filter options based on billing codes, passenger type, vehicle type and service provider ability to query the database to export specific reports such as travel pattern report	B16
RDM26	Dispatcher Trip Notes ability to print out dispatcher trip notes by service provider, and trip purpose	B16

[redacted]

RDM27	Should have a report of all visa transactions processed for payment of fares	B16	[redacted]

I. FORM B: PRICES

FORM 8: PRICES

(See 89)

SUPPLY AND INSTALLATION OF SOFTWARE TO REPLACE HANDI-TRANSIT SCHEDULING AND

UNIT PRICES

ITEM NO.	DESCRIPTION	SPEC. REF.	UNIT	APPROX. QUANTITY	UNIT PRICE	AMOUNT
1.	Scheduling software, as per Requirements and Specifications	E1	Lump Sum	1	[redacted]	
2.	Web software (if applicable), as per Requirements and Specifications	E1	Lump Sum	1		
3.	IVR software (if applicable) as per Requirements and Specifications	E1	Lump Sum	1		
4.	CAD/AVL software (if applicable), as per Requirements and Specifications	E1	Lump Sum	1		
5.	CAD/AVL hardware (if applicable), as per Requirements and Specifications	E1 E4.2	Lump Sum	82		
6.	Scheduling System Implementation (installation, integration, and testing) as per Requirements and Specifications	E1	Lump Sum	1		
7.	Training and Documentation, as per Requirements and Specifications	E6 E7	Lump Sum	1		
8.	Annual Maintenance/licensing fees for Item 1 after warranty	E1	Per Year	1		
9.	24 Month Warranty and Support for Scheduling Software System, as per general specifications	D16	Per Year	2		
10.	24 Month Warranty and Support for CAD/AVL, as per general specifications	D16	Per Year	2		
11.	24 Month Warranty and Support for Web/IVR System, as per general specifications	D16	Per Year	2		

	PRICING ADDITIONAL ITEMS (For Information Only) (see 89.4)		
	Description	Unit	Total Cost
1.	Per Year Rate for Warranty and Support Service of Scheduling Software System after expiry of initial 24 month Warranty Period	Per Year	[redacted]
2.	Per Year Rate for Warranty and Support Service of CAD/AVL System (if applicable) after expiry of initial 24 month Warranty Period	Per Year	
3.	Per Year Rate for Warranty and Support Service of IVR System (if applicable) after expiry of initial 24 month Warranty Period	Per Year	
4.	Per Year Rate for Warranty and Support Service of Web System (if applicable) after expiry of initial 24 month Warranty Period	Per Year	
5.	Hourly Rate for Project Manager for Technical Support Services not covered under Warranty and Support Service	Per Hour	
6.	Hourly Rate for Software Developer for Technical Support Services not covered under Warranty and Support Service	Per Hour	
7.	Hourly Rate for Technician/General Technical Support for Technical Support Services not covered under Warranty and Support Service	Per Hour	
8.	Additional Training session including materials, accommodations, and instructor costs	Per Session	

J. CONTRACTUAL CONSIDERATIONS

TRAPEZE GENERAL APPROACH TO CONTRACT NEGOTIATION

Trapeze Software ULC reserves the right to negotiate the governing contractual agreements, in good faith and in a positive, expeditious manner with the objective of reaching a fair and balanced contractual arrangement, reflecting an appropriate allocation of risk, duties and responsibilities. To that end, we request the Trapeze Software License and Maintenance Agreement form the basis for the final contract with the **City of Winnipeg.**

Core principles of Trapeze projects reflect the following:

- Retaining ownership of its intellectual property;
- Retaining ownership of customized versions of its software as this is incorporated back into its product via upgrades. Accordingly, clients benefit from developments from Trapeze sites across the world;
- Acceptable caps on liability exposure;
- Certainty that the scope of work for the project is mutually agreed upon and reflects Trapeze's proposal. Out of scope requirements would require adjustments to project price and timelines;
- Discussions with regards to penalties and whether they are necessary or fair given the value and risks of the project;
- Preference to amend existing contracts;
- Negotiate good timelines around finalization of design review; and
- Negotiate fair acceptance procedures with regard to acceptance of deliverables including components and overall system acceptance.

Specific Comments and Exceptions – RFP for Handi-Transit Scheduling & Client Maintenance System

Trapeze's proposal assumes that the City will be responsible for all associated hardware for the project. Consequently, Trapeze expects all terms in the RFP associated with the provision of hardware will not apply, will be of no force and effect, and will be removed from the final negotiated agreement.

B4.1(c) **Confidentiality,** page 1. Trapeze requires more mutual confidentiality provisions in these sections as we also need to protect our confidential and proprietary information. We suggests our standard clauses as seen in our sample agreement.

B9.1.1 **Prices,** page 5. Please note that freight and cartage will not be applicable to Trapeze's software and services proposal. However, in the event that any products are provided they will be shipped Ex Works shipping point (as that term is defined in Incoterms) and include Trapeze's standard commercial packaging. Likewise, prices do not include any applicable taxes, but the City will be responsible for the payment of all applicable taxes and other levies. This obligation will survive termination of the Agreement.

B12.4 **Experience of Key Personnel,** page 6. Trapeze requires that the City's consent shall not be unreasonably be withheld if Trapeze proposes changing key personnel.

B15 **Operating and Support Services**, pages 7-8, C.11 **Warranty**, pages 13-14, General Conditions, D.3.1.2 **Scope**, page 2, D11 **Single Point of Contact**, D16 **Warranty and Support**, pages 6&7, and E.11**Service**, page 8. Trapeze will provide warranty and software maintenance support in accordance with its standard maintenance support program including the Trapeze Service Standard response times and subject to the City complying with its annual maintenance fee payment obligations to Trapeze. Trapeze's standard warranty exclusions and limitations of liability will apply as stated in our sample agreement. Trapeze's proposal does not include any hardware/equipment and, therefore, no

spare parts will be provided during the support phase.

B26 **Award of Contract,** page 11 and C1 **Definitions, "Contract",** page 1, and C2.4 **Order of Precedence**, page 3. Trapeze has enclosed, within this proposal, a copy of Trapeze's standard Software License and Maintenance Agreement. We wish to ensure that this Agreement is included appropriately within the contractual framework between the City and Trapeze. We propose that the RFP provisions, in its final negotiated and accepted form, along with the Software License and Maintenance Agreement and Trapeze proposal, shall together form one binding and governing contract and prevail over any preceding or subsequent terms and conditions contained or referred to in any of the City's purchase orders. Trapeze expects its proposal to take precedence over all other contract documents.

C General Conditions for the Supply of Goods (City website)

C1 Definitions, "**Total Performance",** pages 1. This RFP contemplates the long term support of the system. As such, the concept of total performance is unattainable as the ongoing support will prevent total performance as defined from ever being reached. Trapeze recommends the use the concept of acceptance as identified in Trapeze's standard Software License and Maintenance Agreement as more appropriate for establishing when the warranty and support phase of the project begins. Thereafter, annual support becomes an optional item indefinitely after the initial term of the agreement.

C5.5 **Control**, page 5. As a negotiated document Trapeze expects that any changes in scope or concerns about Trapeze personnel or stop work orders will be communicated well in advance

C6.3 & 4 **Responsibilities of Contractor**, page 5. Trapeze will implement the system in accordance with its proposal, as negotiated and confirmed in the final contract. Trapeze expects to negotiate a written amendment in the event that work not explicitly set out in the Contract is required for its performance and for an equitable adjustment to be made if applicable to the compensation for such additional work.

C6.5 **Fitness for Purpose**, page 6. The Trapeze warranty provisions are in lieu of all other warranties or conditions, express or implied, including but not limited to any implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose and any other warranties arising by statute or otherwise in law or from the course of dealing or usage of trade. Trapeze does not represent or warrant that its Software will meet all of Licensee's particular requirements, or that the operation of the Software will operate 100% error-free or uninterrupted, or that all program errors in the Software can be found in order to be corrected.

C6.18-20 **Patents and Royalties**, page 7. Trapeze's standard terms will apply to Intellectual Property and any infringement claim and resolution.

C7 **Changes in Work**, page 8. Trapeze expects a more mutual process in which any changes to the scope and consequent compensation adjustments are negotiated and confirmed in a written amendment to the contract. In the event of early termination Trapeze expects to be compensated for reasonable close out costs.

C8 **Risk and Responsibility**, page 10-11. Trapeze is not supplying equipment under this agreement, but reserves the right to negotiate risk terms associated with such goods in the event equipment is later added to the agreement and in accordance with our standard aftermarket terms. Risk transfers to the City upon delivery of any product. As maintenance of the system is addressed in Trapeze's standard terms and elsewhere in the RFP, please strike section C8.4 from the terms.

C9 **Inspection**, page 11 and C17 **City's Rights and Remedies**, page 16. Trapeze expects

reasonable notice in the event the City wishes to inspect its facility. C9.5(b), C9.6, 9.13, and C17 Trapeze cannot agree to these provisions which seem inappropriate for the project. Trapeze expects to negotiate a project schedule and will only be entitled to payment when project milestones are reached. Additionally, Trapeze expects to negotiate more project-appropriate remedies with the City.

C10 **Measurement and Payment**, page 12 and D15 **Payment Schedule,** page 6. Please refer to the payment provisions as stipulated under the Trapeze draft Software License and Maintenance Agreement, included in this proposal. Trapeze expects to negotiate a mutually acceptable payment milestone schedule and payment due date and invoicing dates will reflect that schedule. Please note that Trapeze will not be utilizing any subcontractors for this project. Unless otherwise stated in the pricing for the contract shipping is not included.

C10.7 **Final Payment**. Again the concept of Total Performance is not a good fit with a software maintenance plan. The nature of software is such that it requires ongoing patches and updates, so Total Performance is never achieved.

C11 **Warranty**, pages 13 & 14. Trapeze expects acceptance of its software by the City shall be subject to the acceptance provisions as stipulated under the Trapeze standard Software License and Maintenance Agreement, included in this proposal. Any defects will be addressed under the Trapeze standard warranty and long term maintenance plan described in detail elsewhere in this proposal. Trapeze assumes that as per C11.2 the terms of the General Conditions regarding warranty do not apply as the Supplemental Conditions prevail. As a software project the maintenance provisions of the agreement must apply. Please also see warranty comments below under Part D, Supplemental Conditions.

C13 **Assignment**, page 12. In the event of an assignment or novation of this final contract to a Trapeze affiliate pursuant to a corporate reorganization, Trapeze shall not require City's consent. Otherwise, Trapeze expects the City's consent shall not be unreasonably withheld. We suggest the following:

This Agreement may not be assigned by either party without the prior written consent of the other party which shall not be unreasonably withheld. The parties agree that in the event of an assignment by Trapeze to a subsidiary or affiliated company or by way of an internal merger or acquisition, Trapeze may assign this Agreement without consent of the City, subject to providing the City *with written notice of such assignment as soon as practically possible.*

C14 **Force Majeure**, page 14. Trapeze reserves the right to negotiate mutual force majeure provisions. Trapeze will deliver the goods and services under the final contract in accordance with the mutually agreed to negotiated project schedule which may be amended from time-to-time by the mutual agreement of the parties. Any delay in the implementation of the work by Trapeze due to acts or omissions by the City, its employees, subcontractors, agents and/or client(s) (other than Trapeze), shall not constitute a delay in Trapeze's performance and shall not delay or prevent payment of any amount due to Trapeze under this Agreement.

C15 **Indemnity**, page 15. Subject to our standard Limitation of Liability terms, Trapeze is prepared to indemnify and defend (not hold harmless which is too broad) for bodily injury or property damage claim(s) caused solely by the negligent acts or omissions of Trapeze and in accordance with our standard indemnification terms. We respectfully reserve the right to negotiate reasonable limitations on liability such as provided in Trapeze's standard agreement. Our indemnification provisions are contingent upon Trapeze having control of the defence of any action or claim. Trapeze rejects any right to set off, as it will not be necessary if a payment schedule based on project milestones is incorporated into the contract.

C16 **Default,** page 16. Trapeze reserves the right to negotiate mutual termination provisions and, in particular, the length of notice and cure period in the event of a perceived default. Trapeze suggests the

use of clauses in the sample Trapeze agreement. Please use clauses in the sample Trapeze agreement in conjunction with the following in place of the sections identified above in the RFP:

a. Termination for Convenience: City may terminate this contract, in whole or in part, by providing no less than 30 days written notice to Trapeze. Trapeze shall be paid its costs, including contract close-out costs, and profit on work performed up to the time of termination. City shall also pay Trapeze for any equipment or product i) ordered by Trapeze to fulfill its obligations hereunder which cannot be returned to the supplier for a full refund and ii) for any handling or restocking fees incurred by Trapeze due to return of product purchased by Trapeze to fulfill its obligations hereunder. Trapeze shall promptly submit its termination claim to City to be paid Trapeze. If Trapeze has any property in its possession belonging to City, Trapeze will account for the same, and dispose of it in the manner the City directs. If City has any property in its possession belonging to Trapeze, City will account for the same, and return it to Trapeze or dispose of it in the manner Trapeze directs.

b. Termination for Default: Either Party to this Agreement may terminate this contract or any part hereof for cause in the event of a Default by the other party. Default is defined as any of the following: (i) Either party's failure to comply with any of the material terms and conditions of this Agreement; (ii) Either party's failure to give the other, upon request, reasonable assurances of future performance; (iii) insolvency, bankruptcy, liquidation or dissolution of either party; or (iv) any other event which causes reasonable doubt as to a Party's ability to render hereunder. Termination shall be effected by serving a notice of termination setting forth the manner in which the other party is in default. Trapeze shall be paid for all product, equipment and services provided up to and including the date of termination, as well as project close-out costs and profit for work performed. If it is later determined by City that Trapeze had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of Trapeze, City, after setting up a new delivery of performance schedule, may allow Trapeze to continue work, or treat the termination as a termination for convenience.

c. Opportunity to Cure: Either party may, in the case of a termination for breach or default, allow the party an appropriate period of time, in no event less than thirty (30) calendar days in which to cure the defect or, if a defect is not such that it can be cured within thirty (30) calendar days, then the defaulting Party shall diligently commence to correct such defect within thirty (30) calendar days. In such case, the notice of termination will state the nature of the breach or default, the time period in which cure is permitted and other appropriate conditions. If the defaulting party fails to remedy the breach or default or any of the terms, covenants, or conditions of this Contract within the applicable cure period after receipt of written notice from the non-defaulting party setting forth the nature of said breach or default, the non-defaulting party shall have the right to terminate the Contract in accordance with the terms hereof.

d. Waiver of Remedies for any Breach: In the event that either party elects to waive its remedies for any breach by the other party of any covenant, term or condition of this Agreement, such waiver shall not limit the parties ' remedies for any succeeding breach of that or of any other term, covenant, or condition of this Agreement.

C19 **Right to Appeal** and C20 **Arbitration**, page 18. Trapeze will always retain the right to seek its legal remedies including court action. We require a more mutual dispute resolution process and decisions to be made by a neutral third party.

D Supplemental Conditions

D6 **Ownership**, page 4, E.6.8 **Training Materials**, page 3, and E.9.7 **Manuals**, page 5. Trapeze software, documentation, and any embedded third party software shall be licensed to the City pursuant to the license rights of use identified in the Trapeze Software License and Maintenance Agreement, included in this proposal. All Trapeze intellectual property including customizations shall remain vested with Trapeze.

D9 **Insurance,** page 4-5. Trapeze has included a copy of its standard insurance certificate. Trapeze expects that the coverage provided under Trapeze's policy will be satisfactory to the City. Please note that Trapeze's Auto Liability coverage is for non-owned & hired auto only and notice of cancellation only will be provided by the insurers.

D16 **Warranty and Support**, pages 6-7.

.1 **Warrantor of All System Components**. Please note that no warranty is provided by Trapeze with respect to any third party licensed products. Separate warranties may be available from the developer, distributor, or publisher of the licensed products.

.2 **System Acceptance** shall be in accordance with in accordance with Trapeze standard offering as described in the standard Software License and Maintenance Agreement

.3 and .5 **Maintenance** in accordance with Trapeze standard offering as described in the standard Software License and Maintenance Agreement.

.4 **Map Data Upgrades** included. The City will have the ability to upgrade its maps through tools in the Trapeze system, but the City will be required to purchase any new map data.

.5 (b) and (c) **On-site support** will be separately priced as it is not part of standard maintenance program as issues can typically be resolved remotely.

.6 and .7 **Swap-out Equipment.** This clause will not apply to the Trapeze proposal as no hardware is proposed.

D17 **Program Escrow**, page 7-8. Trapeze requires our standard terms in respect of alleged infringement of intellectual property claims as provided in our sample agreement. Please also note that the applicable source code will only be deposited to an escrow account and released in accordance with our standard escrow agreement, details of which are available upon request. Materials submitted by Trapeze during the course of performing the services shall not be deemed public records.

TRAPEZE SAMPLE AGREEMENTS

We have included the following sample agreements with our proposal:

- SWLMA Standard Agreement
- Service Standard for Maintenance
- Sample Two-Party Escrow Agreement
- Certificate on Insurance

SOFTWARE LICENSE AND MAINTENANCE AGREEMENT

Between

TRAPEZE SOFTWARE ULC ("Trapeze"), with its principal place of business at 5800 Explorer Drive, 5th Floor, Mississauga, Ontario, Canada L4W 5L4

And

[INSERT NAME] ("Licensee") with its principal place at business at [INSERT ADDRESS], Canada.

Notice Information:

If intended for Trapeze, to:	If intended for Licensee, to:
5800 Explorer Drive, 5th Floor	
Mississauga, Ontario, Canada L4W 5L4	
Contact:	Contact:
Telephone: 1-905-629-8727	Telephone:

The terms and conditions of this Agreement shall govern all dealings between Trapeze and the Licensee for the purchase of goods and services from Trapeze. This Agreement, including its Exhibits (Exhibit A, Exhibit B, and Exhibit C) shall apply in place of and prevail over any preceding or subsequent terms and conditions contained or referred to in any of the Licensee's purchase orders, correspondence or elsewhere or implied by trade, custom, practice or course of dealing and any purported provisions to the contrary are hereby extinguished or excluded. Without limiting the generality of the foregoing, Trapeze will not be bound by any standard or printed terms produced by Licensee. Licensee expressly acknowledges that no provisions, representations, undertakings, agreements, regarding the goods or services to be provided hereunder, have been made, other than those contained in this Agreement The parties agree that no obligations or duties not set out expressly herein shall be imposed upon the parties or implied by law.

Signed for and on behalf of Trapeze:	Signed for and on behalf of Licensee:
By:	By:
Print Name:	Print Name:
Title:	Title:
Date:	Date:

NOW THEREFORE, the parties agree as follows:

1. Definitions In this Agreement the capitalized words set out below will have the following meanings:

"Agreement"	this Software License and Maintenance Agreement effectively made between Trapeze and Licensee, and the attached exhibits, all of which form an integral part of this Agreement;
"Confidential Information"	all information obtained by the parties from each other under this Agreement, but does not include any information which at the time of disclosure is generally known by the public.
"Documentation"	the user documentation and training materials pertaining to the Software as supplied by Trapeze;
"Software"	the certain software as identified in Exhibit A of this Agreement;
"Statement of Work"	the specifications for the services to be provided by Trapeze and the Licensee, attached hereto as Exhibit C;
"Trade Secrets"	the Software, Documentation, and other related information (including all modifications of the Software developed for Licensee) disclosed to Licensee under this Agreement, including trade secrets and other confidential and proprietary information of Trapeze;
"Upgrades"	generic enhancements to the Software that Trapeze generally makes available as part of its long term software support program.

2. Software License In consideration of payments to be made by Licensee to Trapeze as set out below, Trapeze agrees as follows:

(a) Trapeze hereby grants to Licensee a personal, non-transferable, non-exclusive license to use a production copy of the object code version of the Software in the form supplied by Trapeze and on hardware approved by Trapeze as of the License Date referred to in Exhibit A ("License Date"), restricted to the places of business of the Licensee, for the Licensee's own operations, in accordance with the operational characteristics described in Exhibit A.

(b) Trapeze hereby grants to Licensee a personal, non-transferable, non-exclusive license to use the Documentation, but only as required to exercise the license granted herein.

(c) Licensee may make one back-up copy of the Software. Licensee may use the production copy of the Software solely to process Licensee's own data, and the software may not be used on a service bureau or similar basis to process data of others.

(d) The license to use the Trapeze Malteze Transit Database is granted to Licensee solely for the development of internal reports by Licensee and for the integrated operation of Trapeze software components. Unless expressly included herein, all other access rights to the Trapeze Malteze Transit Database are excluded from this Agreement, and the Licensee shall not develop or use, or authorize the development or use of, any other interfaces to or from the Trapeze Malteze Transit Database.

(e) Other than the rights of use expressly conferred upon Licensee by this paragraph, Licensee shall have no further rights to use the Software or the Documentation, and shall not copy, reproduce, modify, adapt, reverse engineer, disassemble or translate them, without the express written authority of Trapeze.

3. Software Services In accordance with the terms of Exhibit B and Exhibit C, Trapeze will perform services related to Licensee's use of the Software (the "Services"). Such services may include installation, modification, testing, training and additional services.

4. Software Acceptance Upon completing the delivery, installation, and testing of the Software, Trapeze will notify Licensee in writing. Licensee will then have ten (10) business days in which to conduct acceptance tests in order to ensure that the Software operates in all material respects as specified in the Documentation. At the end of this period, Licensee will be deemed to accept the Software unless Trapeze receives prior written notice outlining the nature of the perceived defects in the Software. Notwithstanding the above, Licensee will be deemed to accept the Software when the Licensee puts the Software into operational and functional use. The Software will be deemed to be in operational and functional use when the Licensee first uses the Software to support its then current operations in any capacity. Upon the deemed acceptance of the Software in accordance with this paragraph, Licensee will provide Trapeze with a written acknowledgement to confirm such acceptance.

5. Software Warranty Trapeze warrants the invidual Software component to operate in all material respects as specified in the Documentation for a period of ninety (90) days from the date upon which the individual Software component is installed. For any breach of this warranty, Licensee's sole and exclusive remedy and Trapeze's entire obligation hereunder shall be to either repair or replace the defective Software This warranty does not apply to any Software damaged as a result of any accident, negligence, use in any application for which it was not designed or intended, or modification without the prior written consent of Trapeze.

Trapeze warrants that it holds title to all Software licensed and delivered pursuant to this Agreement. Trapeze further warrants that it has full power and authority to grant to the Licensee the rights set forth in this Agreement and that neither the performance of the services by Trapeze nor the use by the Licensee of the Software, or any portion thereof, will in any manner constitute an infringement or other violation of any ownership, claim, copyright, trade secret, trademark, patent, invention, proprietary information, nondisclosure, or other rights of any third party. No warranty is provided by Trapeze with respect to any third party licensed products. Separate warranties may be available from the developer, distributor, or publisher of the licensed products.

The foregoing warranty is in lieu of all other warranties or conditions, express or implied, including but not limited to any implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose and any other warranties arising by statute or otherwise in law or from the course of dealing or usage of trade. Trapeze does not represent or warrant that this Software will meet all of Licensee's particular requirements, or that the operation of the Software will operate 100% error-free or uninterrupted, or that all program errors in the Software can be found in order to be corrected.

6. Software Maintenance During any warranty period and for any annual support period for which maintenance fees have been paid in full by Licensee:

(a) Trapeze will maintain the Software so that it operates in conformity in all material respects with the descriptions and specifications for the Software set forth in the Documentation;

(b) in the event that Licensee detects any errors or defects in the Software, Trapeze will provide reasonable support services through a telephone software support line from Monday to Friday, 8 am to 8 pm EST (Except North American holidays) and an available twenty-four hours per day line for emergency support. Upon registration by Licensee, Trapeze will also provide Licensee with access to its software support website, and;

(c) Trapeze will post notices of available Upgrades of the Software on its website and copies of the release notes for download. Trapeze will provide Licensee with Upgrades of the Software at no additional license fee charge.

7. Payment Upon execution of this Agreement, Licensee will issue a Purchase Order to Trapeze, for the Software license fees, service fees, and related expenses as set out in Exhibit B, attached hereto. Trapeze will invoice Licensee for the Software license fees and services fees as set out in and according to Exhibit B. The gross

amount of the license fee is set out in Exhibit A. Trapeze will invoice Licensee monthly for the Services provided, in accordance with Exhibit B. The total amounts due for all service fees, modifications fees, and expnese are firm fixed amounts and will be invoiced on that basis. The Purchase Order shall be governed exclusively by the terms and conditions of this Agreement.

Commencing upon completion of the warranty period for each Software application, Licensee shall pay annual maintenance fees to Trapeze as provided in Exhibit B (the "Maintenance Fee"), attached hereto. This fee shall be subject to change as set out in Exhibit B. Licensee shall issue a Purchase Order annually specifying the amount set forth in the Trapeze invoice for maintenance services, and the Purchase Order shall be governed by the terms and conditions of this Agreement.

Licensee shall pay invoices within thirty (30) days of receipt. In the event of an invoice dispute, Licensee shall have five (5) business days from date of receipt of invoice to advise Trapeze of the reasons for disputing the invoice in question. If Trapeze has not received such notification within such time frame, the invoice in question shall be deemed accepted by Licensee. Overdue undisputed payments will bear interest at the annual rate of ten percent (10%) on the amount outstanding from the date when payment is due until the date payment in full is received by Trapeze. Licensee will also be responsible for payment of all applicable taxes and other levies, including sales and use taxes, and this obligation will survive termination of this Agreement. If Licensee has a tax exemption certificate, a copy of the certificate must be provided to Trapeze upon signing of this Agreement to avoid payment of the applicable tax to Trapeze.

8. Trade Secrets and Confidential Information Licensee acknowledges that any Trade Secrets or Confidential Information disclosed to Licensee pursuant to this Agreement are owned by Trapeze and include trade secrets and other confidential and proprietary information of Trapeze. Licensee shall maintain in confidence and not disclose the same, directly or indirectly, to any third party without Trapeze's prior written consent. Licensee further acknowledges that a breach of this Section would cause irreparable harm to Trapeze for which money damages would be inadequate and would entitle Trapeze to injunctive relief and to such other remedies as may be provided by law.

9. Media and Publication Licensee shall not communicate with representatives of the general or technical press, radio, television or other communications media regarding the work under this Agreement without prior written consent of Trapeze, which such consent shall not be unreasonably withheld. Neither Licensee nor any of its personnel shall publish or reproduce or arrange press releases regarding Trapeze without the prior written consent of Trapeze upon such terms as may be agreeable to Trapeze. Trapeze reserves the right to publish the results of the work done under this Agreement.

10. Force Majeure Neither party to this Agreement shall be liable to the other party hereto for loss or damage arising out of any delay or failure by such party in performing its obligations hereunder, except the making of payments due hereunder, if such delay or failure was the unavoidable consequence of a natural disaster, exercise of governmental power, strike or other labor disturbance, war, revolution, embargo, insurrection, operation of military forces, or other event or condition beyond the control of such party, provided that such party notifies the other party of its inability to perform and the reasons there for, with reasonable promptness, and performs its obligations hereunder as soon as circumstances permit.

11. Remote Access Upon request, Licensee shall provide Trapeze with the right to establish a remote connection to Licensee's computer(s) on which the Software is installed, so as to enable Trapeze to monitor the operation of the Software.

12. Intellectual Property Indemnification In the event of an intellectual property infringement claim by a third party, Trapeze will defend Licensee in respect of any such claims based on the claim that the Software infringes the intellectual property rights of that third party. Trapeze will pay any award rendered against Licensee by a court of competent jurisdiction in such action, provided that Licensee gives Trapeze prompt notice of the claim and Trapeze is permitted to have full and exclusive control of any defense. If all or any part of the Software becomes, or in Trapeze's opinion is likely to become, the subject of such a claim, Trapeze may either modify the Software to make it non-infringing or terminate this Agreement as it relates to the infringing portion of the

Software. This is Trapeze's entire liability concerning intellectual property infringement. Trapeze will not be liable for any infringement or claim based upon any modification of the Software developed by Licensee or any other third party, or use of the Software in combination with software or other technology not supplied or approved in advance by Trapeze, or use of the Software contrary to this Agreement or the Documentation.

13. Limitation of Liability

(a) Trapeze and Licensee do not rely on and will have no remedy arising from any statement, representation, warranty or understanding (whether negligently or innocently made) of any person (whether party to this Agreement or not) other than as expressly set out in this Agreement. The only remedy available to Licensee for breach of warranty is for breach of contract under the terms of this Agreement.

(b) Trapeze does not guarantee the privacy, security, authenticity or non-corruption of any information transmitted through the internet or any information stored in any system connected to the internet. Trapeze shall not be responsible for any claims, damages, costs or losses whatsoever arising out of or in any way related to Licensee's connection to or use of the internet.

(c) Trapeze will not be liable to Licensee or any third party for any claims, expenses, damages, costs or losses whatsoever arising out of or in any way related to:

(i) Licensee's use of map or geographical data, owned by Licensee or any third party, in conjunction with the Software or otherwise; or

(ii) Licensee's use of the Software insofar as such Software may be used to store, transmit, display, disclose or otherwise use data or information which is considered private, confidential, proprietary or otherwise exempt from public disclosure under applicable law.

(d) Trapeze's entire liability and responsibility for any claims, damages, costs or losses whatsoever arising either jointly or solely from or in connection with this Agreement or the use of the Software (whether or not in the manner permitted by this Agreement) including claims for breach of contract, tort, misrepresentation, or otherwise, or the development, modification or maintenance of the Software will be absolutely limited to the amount of the license fees paid by Licensee.

(e) Trapeze will not be liable to the Licensee or any third party for losses or damages suffered by Licensee or any third party which fall within the following categories:

i) incidental or consequential damages, whether foreseeable or not;

ii) special damages even if Trapeze was aware of circumstances in which special damages could arise;

iii) loss of profits, anticipated savings, business opportunity, goodwill, or loss of information of any kind.

(f) Paragraphs (d) and (e) do not apply to claims arising out of death or personal injury caused by either party's gross negligence or fraudulent misrepresentation.

14. Termination The license granted by this Agreement is effective until terminated.

(a) Either party may terminate this Agreement if the other party is in material breach of any term or condition of this Agreement, and fails to cure such default within thirty (30) days after receipt of written notice of such default. Without limitation, the following are deemed material breaches under this Agreement: (i) Licensee fails to pay any amount when due hereunder; (ii) Licensee becomes insolvent or any proceedings will be commenced by or against Licensee under any bankruptcy, insolvency or similar laws.

(b) If Licensee develops software that is competitive with the Software, or Licensee is acquired by or acquires an interest in a competitor of Trapeze, Trapeze shall have the right to terminate this Agreement immediately.

(c) Either party may terminate for convenience with ninety (90) days written notice.

(d) In the event Licensee terminates this Agreement for any reason, Licensee shall pay Trapeze for all license fees and service fees then due, and all costs incurred up to and including the date of termination.

(e) If this Agreement is terminated, Licensee will immediately return to Trapeze all copies of the Software, the Documentation and other materials provided to Licensee pursuant to this Agreement and will certify in writing to Trapeze that all copies or partial copies of the Software, the Documentation and such other materials have been returned to Trapeze or destroyed.

15. Assignment This Agreement, or any of the rights or obligations of Trapeze created herein, may be assigned by Trapeze, but this Agreement is for the sole benefit of Licensee and may not be assigned by Licensee without the express written consent of Trapeze.

16. Applicable Law This Agreement shall be governed by and construed in accordance with the laws of the Province of Ontario, Canada.

17. Survival The parties hereto agree that any provisions of this Agreement requiring performance or fulfilment by either party after the termination of this Agreement shall survive such termination.

18. Severability If any provision of this Agreement is declared or found to be illegal, unenforceable or void, then both parties shall be relieved of all obligations arising under such provision, but only to the extent that such provision is illegal, unenforceable or void and does not relate to the payments to be made to Trapeze. If the remainder of this Agreement, as the case may be, shall not be affected by such declaration or finding and is capable of substantial performance, then each provision not so affected shall be enforced to the extent permitted by law.

19. Notices All notices hereunder shall be in writing and shall be duly given if delivered personally or sent by registered or certified mail, return receipt requested, postage prepaid, to the respective addresses of the parties appearing on page one of this Agreement. Any notice given shall be deemed to have been received on the date, which it is delivered if delivered personally, or, if mailed, on the fifth business day next following the mailing thereof. Either party may change its address for notices by giving notice of such change as required in this section.

20. Audits Trapeze may perform audit(s) on the use of the Software and Documentation upon giving Licensee written notice of at least five (5) business days. Licensee agrees to make the necessary operational records, databases, equipment, employees and facilities available to Trapeze for the audit(s). The purpose of the audit will be to verify compliance with the terms and conditions of this Agreement.

EXHIBIT A

Item	Software	Configuration	Gross License Fees	Year 1 Maintenance Fees	License Date
1.					
2.					
2.					
3.					
		Totals			

EXHIBIT B
Summary of Pricing and Payment Schedule

EXHIBIT C
Statement of Work

Service Standard for Maintenance of Trapeze Software:

Trapeze will use reasonable efforts to correct any Software deficiency or performance anomaly the within the time frames established below in order to cause the Software to meet the functional and performance criteria set out in the Documentation for the Software in effect at the time of this Agreement. Unless provided otherwise in this maintenance and support schedule, Trapeze will respond to a trouble report of a Software deficiency or performance anomaly in accordance with the severity level reasonably determined by the Licensee and communicated to Trapeze, based on the following definitions:

Escalation Management Matrix

Trapeze strives to provide exceptional customer support services. If this level of service is not experienced, it is important for our customers to have the ability to escalate their concerns so appropriate actions can be taken.

All support issues are logged first with our customer care organization to ensure that all required details can be recorded and allow the customer care team to attempt to resolve the issue within the service level objectives.

First level Escalation Point

Product Line Manager or comparable role

If you are concerned that your issue is not being progressed in a satisfactory manner, please refer this to the Product Line Manager.

Second Level Escalation Point

Escalation Manager or comparable role

If you feel your escalation is not being handled at 1st Level escalation, please refer this to the Escalation Manager.

Third Level Escalation Point

Customer Care Director or comparable role

If you feel your escalation is not being handled at 2nd Level escalation, please refer this to the Customer Care Director.

Fourth Level Escalation Point

Vice President of Customer Care or comparable role

If you feel your escalation is not being handled at 3rd Level escalation, please refer this to the Vice President of Customer Care.

Two-Party (Master) Agreement

Among

Trapeze Software ULC and Escrow Associates, LLC

Two-Party Escrow Agreement

This Technology Escrow Agreement ("Agreement") between **Escrow Associates, LLC** ("Escrow Associates") and **Trapeze Software ULC** ("Developer") is effective on this day of , (the "Effective Date").

Recitals

Whereas Developer licenses technology to licensees (each a "Licensee") in the form of software object code (the "Software") pursuant to a license agreement ("License Agreement");

And whereas the purpose of this Agreement is to protect Developer's ownership and confidentiality of the source code for the Software and relevant technical documentation (the "Deposit Materials") and to permit a Licensee's access and use of the Deposit Materials subject to the terms and conditions hereof;

And whereas Developer hereby designates and appoints Escrow Associates as the escrow agent under this Agreement, and Escrow Associates hereby accepts such designation and appointment and agrees to carry out the duties of escrow agent pursuant to the terms and provisions of this Agreement. Escrow Associates is not a party to, and is not bound by, any agreement that might be evidenced by, or might arise out of, any prior or contemporaneous dealings between Developer and a Licensee other than as expressly set forth herein.

And whereas, the parties desire that this Agreement be an agreement supplementary (together with any modification, supplement, or replacement thereof agreed to by the parties) to the License Agreement pursuant to *The Bankruptcy and Insolvency Act* (Canada).

NOW, THEREFORE, for and in consideration of good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties hereto, intending to be legally bound hereby, covenant and agree as follows:

1. Deposit Materials

(a) Initial Deposit - Developer shall submit the initial Deposit Materials to Escrow Associates within sixty (60) days of the Effective Date, or sixty (60) days after development of the Deposit Materials is completed by Developer and accepted by a Licensee. Developer shall complete and deliver with all Deposit Materials a form as shown herein as Exhibit B, which shall then become part of this Agreement. Escrow Associates shall notify all applicable parties within ten (10) days of receipt of the initial Deposit Materials. Escrow Associates has no obligation with respect to the initial Deposit Materials for delivery, functionality, completeness, performance or initial quality.

(b) Deposit Material Updates - Developer shall submit updates to the initial Deposit Materials to Escrow Associates within sixty (60) days of the end of each calendar quarter in which any material modification, upgrade or new release of the Software occurs, in respect of all such modifications, upgrades or releases for such quarter. Developer shall complete and deliver with all updates to the Deposit Materials an

amended Exhibit B form, which shall additionally become part of this Agreement. Escrow Associates shall notify all applicable parties within ten (10) days of receipt of updates to the Deposit Materials. Escrow Associates has no obligation with respect to the updates to the Deposit Materials for delivery, functionality, completeness, performance or initial quality.

(c) Duplication of Deposit Materials - Escrow Associates may duplicate the Deposit Materials only as necessary to comply with the terms of this Agreement. All duplication expenses shall be borne by the party requesting duplication.

(d) Deposit Material Verification - Escrow Associates may be retained by separate agreement or by alternative means, to conduct a test of the Deposit Materials solely to confirm that the Deposit Materials may be compiled into object code form that is the same as the Software then generally licensed by Developer, provided Developer has consented in writing in advance to such test and further provided that Developer has the right to attend and review such test.

2. Licensee(s) - From time to time, Developer may, at its sole discretion, add or remove Licensee(s) to this agreement utilizing the Exhibit C form herein, provided (i) Licensee is a party to a License Agreement with Developer that is in force and not in default, and (ii) all fees due are paid to Escrow Associates.

3. Term

(a) Term of Agreement – The term of this Agreement shall be for a period of one (1) year from the Effective Date. At the end of the initial and each subsequent term, this Agreement shall automatically renew for an additional one (1) year term unless terminated according to the terms herein.

(b) Termination of Agreement - This Agreement may be terminated as follows:

i. Developer provides written notice to Escrow Associates of its desire to terminate the agreement, or
ii. The Deposit Materials have been released in accordance with the terms hereof.

(c) Termination for Non-Payment - In the event that full payment of any or all fees due to Escrow Associates by Developer under this Agreement have not been received by Escrow Associates within thirty (30) days of the date payment is due, Escrow Associates will notify Developer of the delinquent fees. If the delinquent fees are not received within thirty (30) days of the delinquency notification, Escrow Associates shall notify Licensee of the option to remit payment of the fees. If the delinquent fees are not received within ninety (90) days of the delinquency notification, Escrow Associates shall have the right to terminate this Agreement and destroy the Deposit Materials.

(d) Return of Deposit Materials – Upon termination of this Agreement for any reason other than in the event all Deposit Materials have been released in accordance with the terms of Section 7 herein, Escrow Associates shall return the Deposit Materials to Developer via commercial courier to the address of Developer shown in this Agreement, provided that all fees due Escrow Associates are paid in full. If two (2) attempts to return Deposit Materials via commercial courier to Developer fail or

Developer does not accept the Deposit Materials, Escrow Associates shall destroy the Deposit Materials.

4. Fees

(a) Payment - Upon receipt of signed Agreement or initial Deposit Materials, whichever comes first, Escrow Associates will submit an initial invoice to Developer for amount shown on Exhibit A attached hereto. If payment is not received, Escrow Associates shall have no obligation to perform its duties under this Agreement. Developer agrees to pay to Escrow Associates all additional fees for services rendered related to this Agreement as shown on Exhibit A. The fee for any service that is not expressly covered in Exhibit A shall be established by Escrow Associates upon request. All fees are due in advance of service and are non-refundable. Fees stated in Exhibit A hereto are effective for an initial period of three (3) years from the effective date of the Agreement. .

(b) Currency - All fees are in Canadian dollars and payment must be rendered in Canadian dollars unless otherwise agreed to in advance by Escrow Associates.

5. Indemnification - With the exception of gross negligence, willful misconduct or intentional misrepresentation on behalf of Escrow Associates or breach by Escrow Associates of this Agreement, the party on whose behalf, or pursuant to whose direct Escrow Associates acts, shall indemnify and hold harmless Escrow Associates and each of its directors, officers, agents, employees, members and stockholders ("Escrow Associates Indemnitees") absolutely and forever, from and against any and all claims, actions, damages, suits, liabilities, obligations, costs, fees, charges, and any other expenses whatsoever, including reasonable attorneys' fees and costs, that may be asserted against any Escrow Associates Indemnitee in connection with the taking of such action.

6. Developer’s Representations and Warranties

Developer owns, or has sufficient rights to, the Deposit Materials and all intellectual property rights therein to discharge its obligations hereunder.

7. Release of Deposit Materials

(a) “Release Condition” means: (i) the issuance of a final judgment of a court of competent jurisdiction or a final award of an arbitration panel finding that Developer has committed a material breach of its support obligations under the License Agreement, which breach remains uncured by Developer 30 days following such issuance; (ii) immediately prior to the liquidation, dissolution or winding up of the Developer.

(b) Developer Request for Release – If Developer notifies Escrow Associates in writing to release the Deposit Materials to one or more Licensees, Escrow Associates will release the Deposit Materials to such Licensees within ten (10) business days.

(c) Licensee Request for Release - If a Release Condition occurs, Escrow Associates will within ten (10) business days forward a complete copy of the request

to Developer. Developer shall have thirty (30) days to make any and all objections to the release known to Escrow Associates in writing. If after thirty (30) days Escrow Associates has not received any written objection from Developer, Escrow Associates shall release the Deposit Materials to Licensee as instructed by Licensee.

(d) Developer Objection to Release - Should Developer object to the request for release by Licensee in writing, Escrow Associates shall notify Licensee in writing within ten (10) business days of Escrow Associates receipt of said objection and shall notify both parties that there is a dispute to be resolved pursuant to Section 8 (Arbitration) of this Agreement. Escrow Associates will continue to hold the Deposit Materials without release pending (i) written instructions from Developer; (ii) dispute resolution according to Section 8 (Arbitration); or (iii) final order from a court of competent jurisdiction.

(e) Grant of License to Deposit Materials –If a Licensee receives Deposit Materials in accordance with this Agreement, Licensee will have a non-exclusive, worldwide, perpetual, paid in full license, use the Deposit Materials for the sole purpose of supporting and maintaining the Software, solely for Licensee's internal use. Any modifications to the Deposit Materials shall remain the property of Developer and form part of the Deposit Materials subject to the foregoing license.

(f) Restrictions on Use – The following restrictions shall apply to Deposit Materials delivered to Licensee: (i) Licensee shall not copy the Deposit Materials other than as necessary for installation of Licensee's equipment and for backup copies on Licensee's equipment, (ii) Licensee will keep the Deposit Materials in a secure, safe place when not in use, (iii) Licensee agrees to use the Deposit Materials under carefully controlled conditions in accordance with, and for the purposes of, this Agreement, (iv) Licensee shall be obligated to maintain the confidentiality of the released Deposit Materials in accordance with Section 9, and (v) Licensee agrees to treat, handle, and store the Deposit Materials in the same manner and with the same care as it treats its most sensitive and valuable trade secrets.

8. Arbitration - Except as expressly provided for herein, any dispute or claim arising out of or relating to this Agreement, or the breach thereof, shall be settled by a single arbitrator according to the *Arbitrations Act, 1990* (Ontario), who shall apply the law of the Province of Ontario. Judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Developer and Licensee jointly agree to reimburse Escrow Associates for all reasonable costs incurred as a result of any Arbitration including reasonable attorney's fees. The arbitrator(s) shall award attorneys' fees and costs to the prevailing party. Notwithstanding the foregoing, each party agrees that the obligations of confidentiality hereunder are necessary and reasonable and expressly agrees that monetary damages would be inadequate to compensate the disclosing party for any breach of any such obligations. Each party therefore agrees and acknowledges that any such violation or threatened violation would cause irreparable injury and that, in addition to any other remedies that may be available hereunder, in law, in equity or otherwise, the party whose information is subject to such violation shall be entitled to obtain injunctive relief against any breach or threatened breach, without the necessity of proving actual damages.

9. Confidentiality - Except as permitted hereunder, Escrow Associates and each Licensee to whom the Deposit Materials are released shall hold in strictest confidence

and not permit any third party to access to nor otherwise use, disclose, transfer or make available the Deposit Materials unless consented to in writing by Developer.

10. Limitation of Liability– Except in the event of intentional misconduct, gross negligence or any breach of any obligation of confidentiality hereunder, under no circumstance shall any party be liable for any special, incidental, or consequential damages (including lost profits) arising out of this Agreement even if such party has been apprised of the possibility of such damages. In performing any of its duties hereunder, Escrow Associates shall not incur any liability with respect to any action taken or omitted in reliance upon any written notice, request, waiver, consent, receipt or other document which Escrow Associates, acting reasonably and in good faith believes to be genuine.

11. Notices - Notices shall be deemed received on the third business day after being sent by first class mail, or on the following day if sent by commercial express mail. All notices under this Agreement shall be in writing and addressed and sent to the person(s) listed in the space provided below:

Developer

Company: Trapeze Software ULC
Contact: Dimitar Demirevski
Title: Legal Counsel
Address: 5800 Explorer Drive, 5th Floor
City, State, Zip: Mississauga, ON L4W 5A6
Telephone: (905) 629-8727 Fax: (905) 238-8408

Billing Contact: Nathan Partington
Title: Vice President of Finance
Address: 5800 Explorer Drive, 5th Floor
City, State, Zip: Mississauga, ON L4W 5L4
Telephone: (905) 629-8727 Fax: (905) 763-0527

Escrow Associates
Attn: Contracts Administration
1303 Hightower Trial
Suite 220
Atlanta, GA 30350
phone: 800-813-3523
Fax: 770-518-2452
Email: info@escrowassociates.com

12. Miscellaneous

(a) Counterparts - This Agreement may be executed in any number of multiple counterparts, each of which is to be deemed an original, and all of such counterparts together shall constitute one and the same instrument. Execution of this Agreement may be evidenced by delivery of facsimile or electronic transmission of executed counterparts

(b) Entire Agreement - This Agreement supersedes all prior and contemporaneous letters, correspondences, discussions and agreements among the parties with respect to all matters contained herein, and it constitutes the sole and entire agreement among them with respect thereto.

(c) Limitation of Effect - This Agreement pertains strictly to the escrow services provided for herein and does not modify, amend or affect any other contract or agreement of one or more of the parties. The terms and provisions of the License Agreement, as the same may be physically modified by the terms and provisions hereof, shall continue in full force and effect and be binding upon and inure to the benefit of the parties hereto, their legal representatives, successors and assigns.

(d) Modification - This Agreement shall not be altered or modified without the express written consent of all parties.

(e) Bankruptcy Code - This Agreement shall be considered an agreement supplementary (together with any modification, supplement, or replacement thereof agreed to by the parties) to the License Agreement pursuant to The Bankruptcy and Insolvency Act (Canada).

(f) Survival of Terms - All obligations of the parties intended to survive the termination of this Agreement, including without limitation, are the provisions of paragraphs 3 (Term), 5 (Indemnification), 8 (Arbitration), 10 (Limitation of Liability), and 12 (Miscellaneous) which shall survive the termination of this Agreement for any reason.

(g) Governing Law - This Agreement shall be governed by the laws of the Province of Ontario. This Agreement shall be deemed to be made in the Province of Ontario and each party hereby consents to the exclusive jurisdiction of any state court located in Markham, Ontario and waives any objection thereto on the basis of personal jurisdiction or venue and agrees not to commence any action, suit or proceeding in any other jurisdiction.

(i) Successors and Assigns - This Agreement shall be binding upon and inure to the benefit of the successors, permitted assigns of the parties, and the wholly owned subsidiaries of the Developer, including Trapeze Software Group, Inc., provided, however, that: (A) Licensee shall have no right to assign any rights hereunder or with respect to the Deposit Materials except as permitted with respect to assignment of Licensees' rights under the License Agreement; and (B) Escrow Associates shall have no right to assign any rights or obligations hereunder except with the prior written consent of Developer.

(Signatures are on following page. Remainder of this page intentionally left blank.)

IN WITNESS WHEREOF, the parties have executed this Agreement by and through their duly authorized agents as of the Effective Date.

Developer

Signature: _____

Name: _____

Title: _____

Company: Trapeze Software ULC

Date: _____

Contract Negotiated by: Steve Cimicata

Negotiator Telephone: 905-629-8727

Escrow Associates, LLC

Signature: _____

Name: _____

Title: _____

Date: _____

Exhibit A
Schedule of Fees

Registered Licensee Fee (Annual fee. Licensee executes enrollment form and modifies contract terms via Rider C form.)

Exhibit B

Deposit Materials

Please complete an Exhibit B document for the Deposit Materials to be stored under this account. Enclose a copy of this Exhibit B with the Deposit Materials and retain a copy for your records. Contact us for details on electronic depositing, or ship the Deposit Materials via commercial courier to Escrow Associates at the following address:

Attn: Code Department
Escrow Associates, LLC
123 Mission Street, Suite 1020
San Francisco, CA 94105 USA
1-800-813-3523

Company Name: Trapeze Software ULC

Product Name & Version:

Media Description

Quantity	Type	Description / Label
____	CD-ROM	_____
____	DAT/DDS Tape	_____
____	Documentation	_____
____	Other	_____

Deposit Prepared by: _____

Date: _____

E-mail: _____

Escrow Associates has inspected and accepted the above Deposit Materials.

Signed: _____

Name: _____

Date: _____

Exhibit C

Standard Licensee Addition Form

Licensee #1

Company Name: _____

Contact: _____

Address: _____

City, Province, Postal Code:_____

Telephone: _____Fax: _____

E-mail: _____

Applicable Product(s): _____

Licensee #2

Company Name: _____

Contact: _____

Address: _____

City, Province, Postal Code:_____

Telephone: _____Fax: _____

E-mail: _____

Applicable Product(s): _____

Rider C

Registered Licensee Addition Form

Whereas, Trapeze Software ULC ("Developer") and Escrow Associates have entered into a two-party escrow agreement dated , ("The Agreement").

NOW, THEREFORE, for and in consideration of good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties hereto, intending to be legally bound hereby, covenant and agree to The Agreement herein

Trapeze Software ULC

Signature: _____

Name: _____

Title: _____

Date: _____

Escrow Associates, LLC

Signature: _____

Name: _____

Title: _____

Date: _____

Registered Licensee

Signature: _____

Name: _____

Title: _____

Company: _____

Address: _____

City, Province, Postal Code: _____

Date: _____

Telephone: _____Fax: _____

E-Mail: _____

Applicable Product(s): _____