

**Board Report**

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**File #:** 2019-0594, **File Type:** Contract**Agenda Number:** 18.

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**FINANCE, BUDGET AND AUDIT COMMITTEE  
SEPTEMBER 18, 2019****SUBJECT: TAP FARE COMPLIANCE VALIDATOR****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 8 to Contract No. PS30203139 with Axiom xCell, Inc. (Axiom) to improve functionalities and capabilities for the Mobile Phone Validator (MPV) used by fare compliance officers in an amount of \$627,516, and to extend the contract term for continued maintenance support through November 29, 2021 in an amount of \$437,815, thus, increasing the total contract value by \$1,065,331 from \$2,168,066 to \$3,233,397.

**BACKGROUND**

The current contract with Axiom provides monthly service and technical support for the MPV and is set to expire on November 29, 2019. The MPV allows fare enforcement officers to perform the core duties of their assignment where they currently process more than 1 million fare checks annually.

**DISCUSSION**

Given the reliability of the device, low cost and smart phone platform, TAP has received requests to expand its use beyond its original fare compliance role. Countywide Planning and Development uses the MPV to verify ridership at Metro parking facilities. The MPV is also used by Human Capital & Development (General Services Rideshare Program) to record employee use of Metro Vanpool services. Modification No. 8 will continue expansion of the MPV's ability to support fare compliance and other programs that interface with TAP. New enhancements will include the following:

- Provide fare compliance officers with the ability to validate reduced fare cards by comparing photos from the data base
- Increase safety by displaying location of fare compliance officers
- Accelerate verification of special event and Metrolink tickets
- Improve system security and reliability
- Deduct fares for Micro transit riders to ensure a seamless travel experience

**DETERMINATION OF SAFETY IMPACT**

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Faster verification of fares allows officers and service providers more time to concentrate on safety and service delivery.

### **FINANCIAL IMPACT**

For Fiscal Year 2020, cost of the enhancements is \$200,000 and extension of support services through June 2020 is \$130,000. This amount is included in the TAP Operations cost center budget. Since this is a multi-year project, the project manager and executive officer of TAP are responsible for budgeting in future years.

This Modification would increase the total contract value by \$1,065.331, from \$2,168,066 to \$3,233,397.

#### **Impact to Budget**

The funding sources for this project are Prop C 40% and fare revenues. These sources are eligible for operating and capital improvements for both bus and rail.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

MPV enhancements described in the discussion section aligns with Strategic Goal 1 - Provide high quality mobility options that enable people to spend less time traveling. Modification No. 8 will also expand the capabilities of the MPV to support Micro Transit. Additionally, this modification to the contract aligns with Strategic Goal 2, Initiative 2.1 - Metro is committed to improving security. The MPV transmits important messages to fare compliance officers. The MPV Mobile Device Management system provides searchable location history to pinpoint incident locations. Security will additionally be enhanced through the ability of the fare compliance officer to access photographs and other information.

### **ALTERNATIVES CONSIDERED**

The Board could choose not to fund any of the enhancements to the MPV application nor continue the maintenance program. This is not recommended because extending the maintenance contract with Axiom through November 29, 2021, is critical to continued fare enforcement. Although the current system is functioning as designed, the additional enhancements will accelerate fare checks and provide expansion of the MPV's capabilities by serving the needs of not only Security but several other departments.

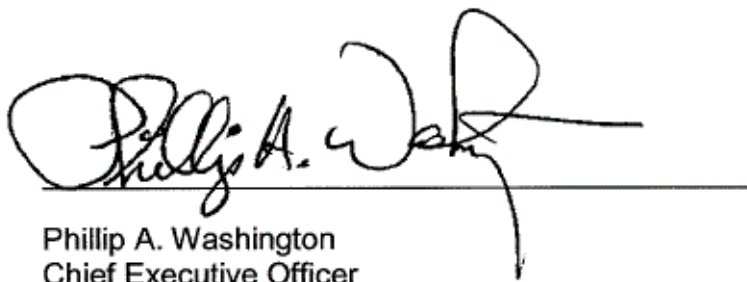
### **NEXT STEPS**

Upon Board approval, staff will execute Modification No. 8 with Axiom under Contract No. PS30203139 to extend the period of performance and proceed with implementing new enhanced features.

### **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary

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