



Board Report

File #: 2017-0512, File Type: Contract

Agenda Number: 15.

FINANCE, BUDGET AND AUDIT COMMITTEE

SEPTEMBER 20, 2017

SUBJECT: TRANSIT ACCESS PASS (TAP) MOBILE PHONE VALIDATOR
ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 6 to Contract No. PS30203139 with Axiom xCell, Inc. (Axiom) to provide additional functionality enhancements for the use of Mobile Phone Validator (MPV) by fare compliance officers to deduct fares on TAP cards, additional security, and data management improvements for an additional cost of \$567,137, and extend the monthly support services for an additional two years to November 29, 2019, in an amount of \$371,832. This Contract Modification increases the total contract value by \$938,969, from \$1,061,975 to \$2,000,944.

ISSUE

The current contract with Axiom that provides monthly service and technical support for the MPV application will expire on November 29, 2017. Currently, the MPV application installed on fare compliance officers' mobile phones allows them to electronically query TAP cards to determine if riders are in compliance with Metro's fare policy but it will not deduct fares from cards that have not been tapped when boarding the bus or before boarding the train. However, this enhancement will allow fare compliance officers the ability to activate passes or deduct fares from TAP cards that have not been tapped before boarding.

DISCUSSION

The MPVs allow fare enforcement officers to perform the core duties of their assignment and have been used to check fare compliance over 15 million times from the launch of the application in March 2015 through January 2017. Modification No. 5, awarded on November 10, 2015, improved the MPV application by providing backup systems, improved security, and limited interoperability with third party applications (e.g., Bike Share and Parking Enforcement). Over the past year, TAP has worked

closely with Transit Court in conjunction with fare compliance to design increased functionality of the MPV in the areas of security, integration and the ability to deduct value or activate passes. The ability of the MPV to deduct fare or activate passes could result in an increase in revenue by approximately \$300,000 per year based upon fare compliance checks of TAP cards that were not validated for Metro boardings. New enhancements will include:

- Automatic inspector login at rail stations and onboard buses.
- Pinpoint incidents and fare checks at intersections with buses disembarking simultaneously.
- Transmit system-wide security messages to fare compliance officers.
- Integration with eCitation Mobile application.
- Activate passes or deduct fare from TAP cards.
- Integrate MPV data with the TAP Central Data Computer System.

DETERMINATION OF SAFETY IMPACT

The ability to use the MPV for system wide broadcasts will add an additional method for transmitting important messages to fare compliance officers. The addition of searchable location history to pinpoint incident locations will provide enhanced security.

FINANCIAL IMPACT

Cost of the enhancements is \$567,137 and extension of support services through November 29, 2019 is \$371,832. This Modification would increase the total contract value by \$938,969, from \$1,061,975 to \$2,000,944.

The \$567,137 required for FY18 is included in the TAP Operations cost center budget under project 210149 TAP API Phase 3 project. Since this is a multi-year project, the project manager and executive officer of TAP are responsible for budgeting in future years.

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.

ALTERNATIVES CONSIDERED

The Board could choose not to fund any of the enhancements to the MPV application nor continue the maintenance program. Extending the maintenance contract with Axiom through November 29,

2019, is critical to continued support of the program. Although the current system is functioning as designed, the additional enhancements will provide substantial improvements to the MPV system and will also allow fare enforcement staff the ability to collect fare.

NEXT STEPS

Upon Board approval, staff will execute Modification No. 6 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

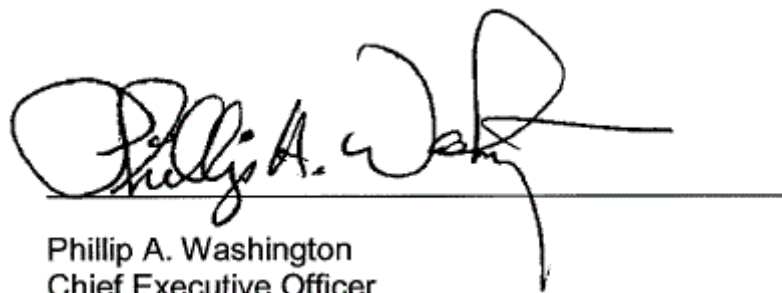
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