

**Board Report**

File #: 2018-0131, **File Type:** Contract**Agenda Number:** 31.

**SYSTEM SAFETY, SECURITY AND OPERATIONS COMMITTEE
JUNE 21, 2018****SUBJECT: ENTERPRISE SAFETY MANAGEMENT SYSTEM****ACTION: AWARD CONTRACT****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a twelve-month, firm-fixed price Contract No. PS43249000 to Cority Software Inc. in the amount of \$1,292,925.80 to develop, configure, integrate, and implement a new Enterprise Safety Management System (ESMS), subject to resolution of protest (s) if any. The ESMS will capture all accident, incident, and injury data and be used to produce state and federal regulatory reports.

ISSUE

Staff is seeking an upgraded safety management system that will allow Metro to meet evolving safety requirements and new/changing state and federal safety laws and regulations. The new system will be integrated with Metro's other complementary operational and support systems, as well as leverage technologies to improve system reliability and provide scalability for Metro's future growth. The ESMS system will replace Metro's Vehicle Accident Monitoring System (VAMS) and TransitSafe systems which have reached obsolescence. The recommended contract award will provide an on premise, self-hosted web application, database server, and mobile application solution and will train the various departmental end-users with the new software tool. Furthermore, all of the existing incident/accident data collected over the past 25+ years will be migrated and integrated into the new software platform so that Metro will be able to operate, manage and use a single system of record for all related incident information.

BACKGROUND

Metro's VAMS and TransitSafe systems are the central repository for all bus and non-bus vehicle accidents, incidents, and injuries. VAMS was developed in 1984 to handle bus accidents and was expanded in 1991 to include rail accidents. To augment the limited VAMS functionality, TransitSafe software was integrated with VAMS and implemented in 2004. VAMS was used for reporting and administrative functions, and TransitSafe was used to capture accident, incident, and injury details. Although TRA Inc., which currently provides Metro's safety system, has upgraded their TransitSafe software to their newer IndustrySafe software, it plans to discontinue TransitSafe support in the next

two years. Metro has continued to use the TransitSafe system for reporting purposes due to the specific nature of Metro's incident reporting requirements.

Over the last 25 years, VAMS and TransitSafe's business logic has been continually upgraded to meet the changing requirements of Metro's business needs and regulatory requirements. Currently, the system captures bus, rail, and non-revenue accident details, personal injuries, all work related incidents, supervisory investigations, field investigations, instructor investigations, hazards, observations, efficiency testing records, audit findings and tracking, inspection findings and tracking, corrective actions, accident review cycle, blind claims, other accident/incident related information, and regulatory reports. The VAMS/TransitSafe systems have now reached obsolescence and discontinued vendor support.

DISCUSSION

Metro seeks to implement a new system that incorporates the latest technology solutions for monitoring and adapting to the evolving safety and regulatory reporting requirements.

The new system will use the most current mobile technology that will allow data entry in the field via mobile tablet. This new mobile capability will improve operational efficiency and effectiveness by allowing enterprise access of incident details across the network anywhere within Metro's facilities. The application will allow the user to incorporate video clips that will better define the incident details.

Cority Software Inc. will be required to configure the software tool to best meet Metro's operational requirements. Cority's staff will reside on-premise to facilitate multi-departmental communication and problem resolution during implementation. On-site presence will also enable the 25-year database integration effort to proceed as efficiently as possible in order to ensure a seamless and complete system implementation.

Since incident/accident data is a critical source of safety and risk management information which is also used to support the disposition of claims against the agency, it is important that Metro maintain a robust and technology capable solution that will best meet the current and evolving requirements from state/federal regulatory agencies.

FINANCIAL IMPACT

Funding for this service has been approved under a capital project (CP 207153) and is included in the FY18 budget under cost center 9210, Information Management - Transit Applications. Since this is a multi-year project, the project manager and the Chief Information Officer will be responsible for budgeting the cost in future years.

Impact to Budget

The funding for this action will be a combination of eligible local sales tax, state and federal operating funds.

DETERMINATION OF SAFETY IMPACT

A safety system is necessary for the collection of post-loss safety incident information in order to comply with regulatory requirement for reporting from the FTA, the CPUC, CalOSHA and other. Accurate reporting post-incident assists in identifying root and contributing causes that can then be prioritized for mitigation using such techniques as retraining, engineering solutions, or procedural changes. In addition, the system will allow us to collect and respond to near miss incidents and hazards identified by front line employees, pre-loss, making possible expedited remediation for an injury or an accident occurs.

ALTERNATIVES CONSIDERED

The Board may choose to not proceed with the contract award. This option is not recommended since Metro's existing systems have reached the end of their useful life and staff desires to upgrade the safety management applications with the latest technology solutions.

NEXT STEPS

Upon approval by the Board, staff will execute the new Contract to Cority Software, Inc. and develop a project management plan and schedule.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by:

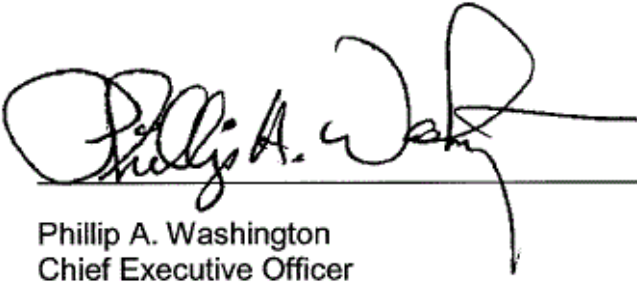
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