

**Board Report**

File #: 2019-0816, **File Type:** Contract**Agenda Number:** 25.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 16, 2020****SUBJECT: ENTERPRISE SAFETY MANAGEMENT SYSTEM****ACTION: APPROVE CONTRACT MODIFICATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. PS43249000 with Cority Software Inc. to add the Environmental and Ergonomics modules to the Enterprise Safety Management System (ESMS) in the amount of \$594,980, increasing the total contract value from \$1,292,926 to \$1,887,906 and extending the contract period of performance through December 31, 2020.

ISSUE

The requested modification authorizes the addition of two new modules to the ESMS system currently under development. In addition to the current modules which manage safety incidents on bus and rail, the new modules will focus on upgrading the reporting of ergonomic and environmental safety hazards, a critical piece in meeting federal health and safety regulatory reporting standards. This modification will allow for ergonomic and environmental reporting of the web and mobile application solution on the ESMS system. Additionally, the current ergonomic and environmental solution is outdated and in need of automation, which the ESMS system provides.

BACKGROUND

The Board approved a contract with Cority Software Inc., in June 2018 to implement the ESMS system. The ESMS is currently being implemented as a replacement for the Vehicle Accident and Monitoring System (VAMS) as well as the TransitSafe system which have reached obsolescence. 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. Over the last 25 years, VAMS and TransitSafe's business logic has been continually upgraded to meet Metro's changing 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 the vendor has discontinued support for these systems. Metro is implementing the new ESMS system to incorporate the latest technology solutions for monitoring and adapting to the evolving safety and regulatory reporting requirements. The current system does not cover incidents/accidents related to ergonomic or environmental issues.

DISCUSSION

The intent of integrating the Environmental module into the ESMS system is to automate the current paper-based environmental management process. The new Environmental module being proposed will automate processes and procedures to reduce risk and increase compliance for Metro. Metro will have the ability to handle compliance in a real-time environment with access to data, instant notifications, and tracking of corrective actions on an auditable approval system. The system will also serve as a repository to store permits, corrective action requests, inspection and compliance correspondence and other information that is pertinent to the sustainability decision-making process. Additionally, the system includes GIS mapping functionality to track locations of environmental assets and permit-ready locations throughout Metro's territory.

The Ergonomics module will provide for the management of physical access-related safety concerns for employees within Metro facilities and fleet vehicles. The new module will assist Metro in its management of these issues to enable Metro's commitment to supporting reasonable accommodations when medically and legally necessary, or when requested by employees to meet certain operational or situational conditions.

DETERMINATION OF SAFETY IMPACT

Approval of the contract modification will ensure that the agency better identifies risks, prevents injury and illness, and safeguards the health and safety of the workforce.

FINANCIAL IMPACT

The additional funding of \$594,980 will be added to the FY20 budget under cost center 9210, for Contract No. PS43249000, increasing the total contract value to \$1,887,906. The recommended contract modification is within the Board approved capital Life-of-Project budget for CP 207153. Since this is a multi-year project, the project manager and the Chief Information and Technology Officer will be responsible for budgeting the project funds.

Impact to Budget

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

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Improved safety assessment and reporting supports Metro Vision 2028, Strategic Goal 5: "Provide

responsive, accountable, and trustworthy governance within the Metro organization,” and specifically fulfills Initiative 5.6: “Metro will foster and maintain a strong safety culture.”

ALTERNATIVES CONSIDERED

The Board may choose not to approve the contract modification. This option is not recommended as Metro’s existing systems are obsolete and do not meet the needs of ergonomic and environmental reporting. By approving the staff recommendation, Metro can take advantage of the technology solutions currently available to meet the needs of the agency.

NEXT STEPS

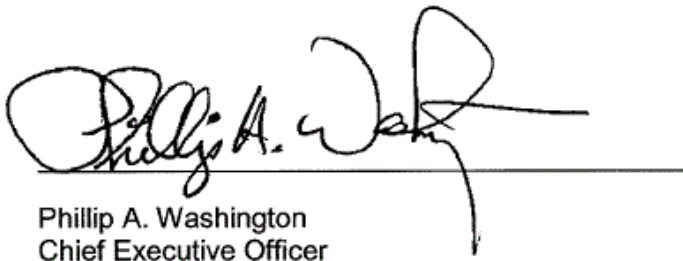
Upon approval by the Board, staff will execute Modification No. 3 to Contract No. PS43249000 and will re-baseline the project management plan and schedule to implement the new Environmental and Ergonomics modules.

ATTACHMENTS

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

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