



**Meeting Name: Public Services**

Meeting Date: August 8, 2023

Item Name: Augusta Transit Upgrade of the PASS IVR System

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**Department:** Augusta Transit

**Presenter:** Sharon Dottery

**Caption:** Approve Contract with Trapeze Software Group for the Upgrade of the PASS IVR System as a sole source procurement.

**Background:** Augusta Transit in conjunction with Augusta Information Technology has been reviewing an upgrade to the Interactive Voice Response (IVR) functionality of Trapeze. Trapeze is the primary application used by Augusta Transit for Scheduling and Operations.

The Paratransit program relies on the automated scheduling functionality of the IVR system that allows citizens in need of Paratransit to schedule transportation in advance via this phone system. This upgrade will allow Augusta Transit to continue to serve citizens in an enhanced, efficient, and effective manner.

**Analysis:** The mission of Augusta Transit is to give our customers access to all regions of Augusta-Richmond County by providing quality, dependable, safe, accessible, and affordable transportation, thereby enhancing the mobility of the general public as well as the transportation disadvantaged.

The goal of this project is to enhance the ability of Augusta Transit to better serve citizens in needs of Paratransit Transport.

**Financial Impact:** The project will be funded at 80% Federal and 20% local. The total cost is \$31,488.00.

	<b>Split</b>	<b>Federal</b>	<b>Local</b>
FTA Grant GA-2021-023	80/20	<u>\$25,190.40</u>	<u>\$6,297.60</u>
<b>Total</b>	<b>\$31,488.00</b>	<b>\$25,190.40</b>	<b>\$6,297.60</b>

**Alternatives:** Deny request.

**Recommendation:** Approve Contract with Trapeze Software Group for the Upgrade of the PASS IVR System.

**Funds are available in the following accounts:** The Augusta Transit 2023 budget 546709-1226-5424320 for the project cost.

**REVIEWED AND**  
**APPROVED BY:**

N/A