



# STAFF REPORT

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**Meeting Type:** City Council Meeting  
**Meeting Date:** April 15, 2024  
**From:** Andi Howell, Transit Director  
**Subject:** Contract Approval: Transit Technology Implementation Project

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## DECISION TO BE MADE:

Whether to authorize the City Manager to execute a contract with Access Tech for technological services for the Transit Department.

## BACKGROUND / CONTEXT:

### Background on Technology Implemented by Transit

Capital improvement needs pertaining to on-vehicle equipment and technology were identified in the [Transit Master Plan](#) (pg. 38) adopted by City Council in April 2020. In pursuit of fulfilling the City's goals and in the interest of providing the best customer experience to Sandy residents, Transit has applied many new technology features to our vehicles. SAM vehicles are all equipped with Mobile Data Terminals (MDTs) which allow customers to use an app to find a vehicle's location and be provided "next bus" arrival times based on their location. The app is Passio Go (upgraded from our original Double Map app). These MDTs also provide SAM with data such as arrival and departure time history, passenger loads, vehicle speed history and more. For passengers, these MDTs and their corresponding GPS also provide automated announcements and interior LED signs such as "next stop Langensand" for those who are hearing or sight impaired. The Passio system provides bus schedule information, known as General Transit Feed Specification (GTFS) software, which supports the open release of the data. By providing open release of data, SAM's trip details and real time bus locations can be captured by Google Transit and other trip planning apps for the public. County service vehicles, both MHX and Villages Shuttle, also have the same equipment for streamlined customer service.

The Passio contract also integrated new dispatch software, CTS. This new software has automated mapping features and the ability to track unmet needs, which are rides that could not be accommodated. Additionally, this software has the ability to schedule rides online, make automated phone calls to passengers to remind them of their ride (rather than dispatch personnel doing this every evening), and allow passengers to sign up for notification texts to let them know when the driver is five minutes away and when the driver has arrived. Dispatch software such as this that can "improve dispatching, monitoring and reporting" and "embrace customer-facing technology innovations that improve customer access and confidence and reduce Sandy Transit's per-customer costs" (implementation of dispatch software was suggested in the [Transit Master Plan](#) on page 31).

Additionally, SAM vehicles are equipped with customer available WiFi from Single Point, Hanover Destination Signs, Safety Vision, Apollo and Safety Fleet surveillance cameras, Drive CAM (dashboard cameras that record driver activity monitored by a third party), First Net communications, and MP Web Vehicle Maintenance software.

### Grant Application

In 2019/2020, ODOT partnered with several agencies across the State, including SAM, to conduct a technology assessment. The assessment was prepared by Full Path Transit Technology and Trillium Solutions in October 2020, and concluded "as a small provider and early adopter of technology, Sandy Transit is positioned to lead the way in developing the best methods to maintain systems at the smaller scale. Budgeting, maintenance, and training are areas where many if not most small transit agencies struggle and where no readily replicable solutions have been established in the industry. If Sandy Transit is able to arrive at a solution that may also serve other small agencies in Oregon or elsewhere, we encourage the agency to document the approaches and share it with ODOT and present them at conferences or other knowledge-sharing venues."

Thus, the idea for this project was born and a grant application was submitted to the STIF Discretionary Fund in 2023. Sandy staff applied to the STIF Discretionary Grant Program for a project total of \$450,000 of which \$360,000 is grant funded. The project was very well received by the State and was awarded full funding.

### **KEY CONSIDERATIONS / ANALYSIS:**

#### Project Scope: Transit Technology Implementation Project

This project is designed to assess the technology being used at Sandy Area Metro (SAM); identify areas of redundancies/efficiencies; maximize the value of the technology in use; develop a technology maintenance plan; evaluate, update, and maintain current technology; and procure/implement a mobile payment option. As agencies across the state utilize new grant funding for on board technology and emerging vehicle technology such as electric buses, these maintenance plans can be shared to enhance the technological understanding of other smaller agencies, saving valuable and often unavailable staff time.

The project has four identified tasks:

- **Task 1:** Technology assistance in updating, maintenance and integration of technology used by Recipient and collaborating partners, specifically beginning with working with staff and vendor on current Mobile Data Terminals (MDT) system problems.

Deliverable: Identifying problems and assisting with corrections to current technological equipment, such as the MDTs. Written procedures for ongoing maintenance, updates and shared data as part of the technology plan.

- **Task 2:** Technology needs assessment for Recipient and collaborating partners

Deliverable: Written assessment and plan that outlines description of technology used, recommended training of staff, staff members responsible, future training needs, future technology implementation, written documentation of procedures/best practices.

- **Task 3:** Mobile ticketing/fare payment system procurement and implementation

Deliverables: Work with the City and/or a consultant hired by the City on a Request for Proposal, Selection of Vendor, mobile application technology plan.

- **Task 4:** Analysis of emerging charging management software.

Deliverable: Written list of available charging software and attributes. Tasks 1 – 3 are the most important deliverables. Task 4 will be conducted time permitting in the overall project.

### Vendor Solicitation and Evaluation

In January Sandy Transit staff released a Request for Proposals (attached). Due to the pioneering spirit of this transit technology project, staff did not expect more than one bid. The bid was properly posted in a newspaper, on the Sandy RFP webpage, and three technology companies were contacted regarding the RFP. Two bids were received. The submitted bids were reviewed by a three-person evaluation committee and a clear winner was identified (Access Tech). On March 21, 2024 an Intent to Award was published. On March 25, 2024 staff met with the company that was not selected to explain the highlights from the evaluation committee's notes. No protest to the RFP was submitted.

Members of the RFP evaluation committee included: Andi Howell, City of Sandy (SAM); Kristina Babcock, Clackamas County H3 (MHX, Villages Shuttle); and Dwight Bashear, Wilsonville Transit (SMART).

### **BUDGET IMPACT:**

This project was included in the BN 2023-25 adopted budget.

- Total Project Estimate: \$450,000
- Grant Amount Awarded: \$360,000

### **RECOMMENDATION:**

Staff recommends authorizing the City Manager to execute the proposed contract with Access Tech.

### **SUGGESTED MOTION LANGUAGE:**

"I move to authorize the City Manager to execute the proposed contract with Access Tech for the Transit Technology Implementation Project, as included in the agenda packet."

### **LIST OF ATTACHMENTS / EXHIBITS:**

- Contract with Access Tech
  - Access Tech Bid
- Sandy RFP: Technology Implementation Project
- STIF Grant Application