CITY OF HIGH POINT
AGENDA ITEM

Title: TransTrack Manager Software

From: Angela Wynes

Public Hearing: N/A

Meeting Date: July 17, 2023

Advertising Date /   N/A
Advertised By:

Attachments: Recommendation Form
Sole Source Request Form
City of High Point Letter
TransTrack Soluitons Group Proposal

PURPOSE: Procure software as a service (SaaS) that allows the transit system to consolidate data from multiple sources under one umbrella to allow more efficient and effective management of resources.

BACKGROUND: No individual software system will collect or produce all the data transit systems need. Data is generated daily for federal and state reporting requirements, managing daily operations and maintenance, and monitoring operational and fiscal efficiency and effectiveness. Often staff members have to pull data from multiple sources to produce reports, usually in individual spreadsheets. Transit staff has been searching for a product that does not duplicate the current systems; instead, it consolidates the data from each system under one umbrella. At one point, staff thought we would have to find a company to develop a product specifically for our needs. At the 2022 North Carolina Public Transportation Conference, we discovered a vendor, TransTrack Systems, that explicitly does what we are seeking. They are the only vendor with software that combines all the existing data into one database allowing for appropriate access by all authorized individuals. TransTrack Systems provides a web-based transit business analytics and data management system to efficiently aggregate data from multiple sources for enhanced performance monitoring and reporting. The TransTrack Manager™ Application acts as a system consolidator or data warehouse focused exclusively on key transit agency information for display using business analytics.TransTrack enables users to customize views and reports without duplicating the data in a stand-alone spreadsheet.

BUDGET IMPACT: The five-year contract totals is $288,259. The federal share is $230,607 and the City share is $57,652.

RECOMMENDATION / ACTION REQUESTED: Staff is requesting City Council award a sole source five-year contract to TransTrack Solutions Group in the amount of $288,259, and authorize the appropriate City Official(s) to execute all necessary documents.

HIGH POINT

NORTH CAROLINA'S INTERNATIONAL CITY™

Requisition # 33551

CITY OF HIGH POINT
SOLE SOURCE JUSTIFICATION FORM
(For Items Costing **$10,000.00 or More**)
Statutory Reference N.C.G.S. 143-129(e)6

Vendor: **TransTrack Systems Inc**

Item(s): **TransTrack Manager Software**

Justification:

See attached memo

Estimated expenditure for the above item(s): **$288,259.00**

Accounting Unit and Account(s): 641622 522403

CHECK ALL ENTRIES BELOW THAT APPLY TO THE PROPOSED PURCHASE.
ATTACH A MEMO CONTAINING JUSTIFICATION AND SUPPORT DOCUMENTATION.

1. ☑ Performance or price competition for a product are not available.

2. ☑ A needed product is available from only one source of supply.

3. ☐ Standardization or compatibility is the overriding consideration.

4. ☐ The parts/equipment are required from this source to permit standardization.

5. ☐ None of the above applies. A detailed explanation and justification for this sole source request is contained in attached memo and support documentation.

The undersigned requests that competitive procurement be waived and that the vendor identified as the supplier of the material or service described in this sole source justification be authorized as a sole source for the material or service.

Department Head/Authorized Personnel **Greg Venable** Digitally signed by Greg Venable Date: 2023.06.07 14:42:58 -04'00'

Department/Division **Transportation/Transit**   Date

APPROVAL PROCESS

Purchasing Manager **Candy E. Harmon** Digitally signed by Candy E. Harmon Date: 2023.07.07 15:00:36 -04'00'

Financial Services Director **Bobby Fitzjohn** Digitally signed by Bobby Fitzjohn Date: 2023.07.07 15:25:43 -04'00'

City Council ($30,000 – Up)

Ms. Candy Harmon
Purchasing Manager
City of High Point
211 S. Hamilton
P.O. Box 230
High Point, NC 27261

Dear Ms. Harmon,

TransTrack Solutions - TransTrack Manager is *the only off the shelf, SaaS module solution* that offers NTD reporting (21 reports), monthly and annual NTD support, and a complete NTD reporting option.

Within the TransTrack Manager, we have several operational modules including Customer Service, Contract Compliance, APC Data Scrubbing & NTD Certification, Safety and Security, Zero Emission Bus Reporting and EAM Facilities.

The City of High Point can implement any of these modules at any time in the future, as your needs change. The base system offered to the City of High Point will be implemented in 90 days from notice to proceed.

Other ITS vendors may claim they have NTD reporting capability, however, the reports they offer are restricted to data generated from within their system - hours and miles (2 reports). TransTrack Solutions is vendor agnostic and imports data from over 86 different vendors daily.

Let me know if you need additional information or support.

Regards,
Stuart

Stuart Crust
Senior Business Development Manager
TransTrack Solutions Group

714 609 6017 | www.transtracksystems.net

stuart.crust@transtrack.net

BUDGETARY PROPOSAL
DATA MANAGEMENT SYSTEM

For

September 8, 2022

Budgetary Proposal - Data Management System

High Point Transit System(High Point Transit) has a desire to procure a Data Management System for management reporting as well as supporting National Transit Database (NTD) reporting. TransTrack Systems, Inc., is offering a data management system to efficiently aggregate data from multiple sources for enhanced monitoring and reporting. The system is capable of consolidating, displaying, and reporting key performance statistics from many High Point Transit systems.

TransTrack Systems application is easy to use and capable of:

- Aggregating and providing tools to manage transit information such as safety and security, customer complaints/commendations, training, and certifications to reduce/eliminate the need for tracking data manually within spreadsheets.
- Producing reports required for internal and external reporting requirements (e.g.,Board, State and Federal Reporting).
- Consolidating information from multiple data sources including fare collection systems, finance systems and optionally Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) and Automatic Passenger Counting (APC) systems.
- Displaying data in a variety of formats for reporting and analysis.

These requirements are fulfilled with the web-based TransTrack Manager™ application.

The TransTrack Manager™ application acts as a system consolidator or data warehouse focused exclusively on key High Point Transit information. Summary data may be imported from an existing system or entered directly into the TransTrack Manager™ application at either thesummary or transaction level.

TransTrack Manager™ provides timely access to valuable information such as hours and miles of service, farebox revenues, ridership, costs, road calls, missed trips, safety incidents, accidents, and schedule adherence. Because key performance and operational data is accessible through one database, High Point Transit will achieve significant operational efficiencyby:

- Eliminating repetitive manual data entry processes
- Reducing the time spent cross-referencing and reconciling the same data from multiple sources
- Automating financial processes (e.g., cost and revenue allocations) and operational processes (e.g., incident reporting) to consistently collect, analyze, and report performance data
- Streamlining monthly, quarterly, and annual management reporting production processes
- Improving management access to transit information for ongoing operational decision-making.
- Consolidate Data from Multiple Sources

Data necessary for the management and operation of High Point Transit would be consolidated the TransTrack Manager™ application.

Exhibit 1: System Consolidator

The TransTrack Manager™ application is designed to improve data integrity and efficiency by maximizing the use of automated data imports, and by providing an intuitive interface used for manual data input. The mix of automated import and manual input may change over time as new technologies are implemented and operations and processes evolve. Information stored in the TransTrack Manager™ application is shared and accessible throughout the High Point Transit organization. High Point Transit will be able to not only view summary data in key reports, but to also drill down and view the details leading to observed results (e.g., ridership data by stop).

1.1 Description of Modules

The TransTrack Manager® application is modular and organized around functional areas. Our customers may select the level of information to be stored and utilized for agency-wide reporting within each module. The following provides a brief description of each module.

Organization Module – Defines who the agency is in terms of organizational structure, reporting rollups, and service provider information. The Organization Module is part of the Basic License. An add-on option for tracking Purchased Transportation Contract Compliance is available in this module and allows for data separation by contractor in all other modules.

Routes Module – Defines the reporting structure for services and routes (e.g., Name, Route #, NTD Mode, Agency-defined Programs). Route assignments are part of the Basic License. Two optional license add-ons are available for this module including the ability tocollect and report stop-level data from manual passenger counts used in determining passenger miles for NTD Reporting, or to import and clean Automated Passenger Counting(APC) data. Stop-level passenger data may be analyzed using our Service PlanningAnalytics package, allowing drilldowns by route, direction, day type, time of day and even trip. TransTrack has an optional Ride Check App which allows for real-time data collection and input using Android devices.

Farebox Module – Contains the fare structure and definitions of fare types. Monthly summary-level passenger data by route is part of the Basic License. Additional license options are available to track daily passenger statistics by fare type and trip and to link ridership statistics to the Finance Module for daily farebox reconciliation. Potential data sources for passenger statistics include manual input from driver trip sheets, import of Automated Fare System (AFS) data, or import from paratransit scheduling software trip sheets. Mobile Ticketing information may be imported and stored in this module.

Operations Module – Contains actual service hour and mile information as well as incident and schedule adherence information. The Basic License allows for monthly tracking of service hours and miles by route and day type. License add-ons are available for daily incident tracking and calculation of exceptions to scheduled hours and miles of service, manual input of driver trips sheets, or import of hours and miles of service from automated scheduling systems. Incident and schedule adherence data from the CAD/AVL system would be stored in this module and is an optional license add-on. Three other add-on options are available in this module: one for tracking operator pull-out and attendance; a second for tracking paratransit customers, reservations, and manually scheduled driver manifests; and a third for tracking vanpool statistics. Schedule Adherencedata from AVL systems may be analyzed in this module by route and driver as well as other factors using our new Service Planning Analytics.

Safety Module – Allows tracking of safety and security incidents to help identify the need to file monthly NTD Safety & Security reports. Input of monthly summary level statistics by program/mode/service type are available as part of the Basic License. Incident level tracking and classification of safety and security events and claims is a license add-on

option. The Daily Safety & Security Sheet allows an agency to store results of accident investigations and categorize preventable and non-preventable accidents as well as data fields required for NTD Reporting. The PTASP report is also available as an option.

Fleet Module – Tracks monthly fleet maintenance information at a summary level with the Basic License. The Fleet Inventory add-on option allows for input/import of fuel consumption and vehicle miles as well as tracking of road calls, vehicles on hold, and Annual NTD Vehicle Inventory reporting. Other add-on options are available for import of maintenance system data (e.g., PMI Program, Vehicle Costs and Labor, Work Orders).

Finance Module – Tracks revenues and expenses, including stored procedures to allocate operating costs and operating revenues to individual routes. The Basic License allows for input of total monthly expenses and passenger revenues by program/mode/service type. Add-on options allow for import of general ledger expense and revenue information with route level allocations.

Plan Module – Contains performance standards and targets for key performance indicators. The Plan module stores summary level performance data and reports using information from more than one module (e.g., cost per passenger, passengers per hour. The Plan Module includes reports with information needed for annual NTD reporting as well as monthly management reports and Executive Dashboards. This module is part ofthe Basic License. TransTrack offers Business Analytics+ as an add-on option to provide clients with new agile analytics including dashboards, predictive analyses, and expeditedreport development made possible with embedded analytics. Self-Serve Analytics is a new tool that allows individual agencies to create their own dashboards and reports from the consolidated data in TransTrack.

Personnel Module – Total pay hours by program/mode/service type may be stored here as part of the Basic License. An add-on option allows for tracking information in other modules by employee. Vacancy rates and turnover may also be tracked in this module along with employee pay hour imports, useful in NTD reporting and contract compliance assessments. Reports for tracking training, discipline, attendance, and consolidation of all employee related data contained in TransTrack (e.g., accidents, customer complaints, schedule adherence) are available with an add-on license option.

Feedback Module – Customer feedback information may be tracked monthly by program/mode/service type as part of the Basic License. Add-on options include import of daily incident summaries from other CRS and call center telephone systems or the ability to track, record, investigate, and resolve customer comments as they are received,including on-line web-pages.

Support Module – Lists contacts for technical support from TransTrack staff and provides online user documentation and training materials. This module is included as part of the Basic License.

Utilities Module – Manage system security and password control in this module. TransTrack defines views to which the client has access and then the client defines individual user and group security classifications. This module is part of the Basic License.

TAM Module – Provides the basic tools to manage rolling stock replacement planning, facilities condition assessment and facilities capital project planning.

Analytics Module – Data from the other modules may be viewed and analyzed using TransTrack Analytics. These include Executive, Customer Feedback, Service Productivity, Finance, Safety, Operations and Maintenance Analytics. For those agencies with AVL and/or APC imports, Service Planning Analytics are available for analysis by time of day and stop. Agencies who wish to develop their own dashboards and reports may do so using Self-Serve Analytics. The data in TransTrack Manager has been configured to allow process owners and business managers to produce their own reports without undergoing a time-consuming data mapping and software integration process.

TransTrack EAM – Vehicle, component, equipment, and fixed facilities inventory, with tracking and reporting for a wide range of critical tasks, including work orders, repairs, preventative and non-preventative maintenance scheduling, defect tracking, warranty tracking, and fuel and mileage tracking. In addition, a complete inventory module covering stock items, work order entries, purchase orders and adjustments, physical inventory, and reconciliations. Additionally, there are special features for tire inventory, tracking and reporting.

The Exhibit 2 summarizes features by module for the basic license and add-on license options.

Exhibit 2 – Summary of Modules & Add-Ons

Module	Features of Basic License	Add-On License Options
Organization	Defines organizational structure and service calendar	Purchased Transportation Service Monitoring
Routes	Defines reporting structure for services and routes; stores route service schedule by run cut	Passenger Mile Calculations Mobile Ride-Check App for Data Collection APC Data System Import
Farebox	Stores fare structure and monthly summary of total passengers by route and day type	Daily Passenger Sheet/Import of AFS Data

Module	Features of Basic License	Add-On License Options
Operations	Stores monthly summary of service hours and miles by route and day type	Daily Driver Trip Sheets/Import DR Scheduling System Daily Operations Dispatch Log & Safety Statistics Daily CAD/AVL Data Import Daily Dispatch (Driver Check-In) Vanpool Tracking DR Reservations (<16 DR Vehicles)
Safety	Stores monthly summary level accident data by program/mode/service type	Daily Operations Dispatch Log & Safety Statistics
TransTrack EAM	Basic fleet maintenance reporting	TransTrack EAM – fully integrated Management and organization of fleet maintenance, parts and materials, inventory, purchasing software. Facilities – work orders and inspection management including state of good repair
Finance	Tracks monthly operating expense and passenger revenue input at the program/mode/service type level and allocated to routes by day type	General Ledger Import & Expense/Revenue Allocation
Plan	Contains performance standards, transit plan statistics and key reports (e.g., management dashboards, NTD Reports, key performance indicator reports)	NTD Report Information Service Provider Reports Executive Management Reports
Personnel	Stores monthly pay hours by program/ mode/service type	Agency Employees and Pay Hour Import Training & Certifications

Feedback	Stores monthly customer feedback summary by program/mode/service type	Daily Customer Feedback & Call Center Info
TAM	Stores basic tools	Fleet Replacement Planning
		Facilities Assessment/Capital Planning
Support	Provides on-line help button, technical support contacts and training materials	NTD Annual Report Assistance
		Consulting Assistance & Special Analyses
		Training
Utilities	Provides user security and password control	Data Alerts
Analytics	Provides access to data analytics and predictive analysis tools	Business Analytics+ Service Planning Analytics Self-Serve Analytics

Comprehensive Reporting Capabilities - Comprehensive reporting is of key importance to how High Point Transit redefines Transit. The TransTrack Manager™ application comes with a robust set of reporting capabilities. These include both standard reports as well as an option to create custom reports (e.g., Monthly or Quarterly Report to the High Point Transit Board of Directors).

Key Performance Indicators (KPIs) - Information provided is used to make informed decisions which help drive improved performance and best practices.

The TransTrack Manager™ application offers a variety of standard KPI reports, with samples provided as Exhibits 3 and 4. TransTrack will also develop customized reports to match preferred formats that are currently used by High Point Transit for quarterly reporting.

Exhibit 3: Sample KPI Report

Monthly Management Report Summary
**March, FY17**
System & Program Summary

	March FY17	March FY16	% Change	Year-To-Date FY17	Year-To-Date FY16	% Change
System Total						
Total Passengers	377,980	389,024	-2.8	3,514,487	3,634,989	-3.3
Revenue Passengers	377,980	389,024	-2.8	3,514,487	3,634,989	-3.3
Weekday Total Passengers	346,989	357,715	-3.0	3,085,202	3,197,239	-3.5
Saturday Total Passengers	19,473	20,255	-3.9	275,801	276,048	-0.1
Sunday Total Passengers	11,518	11,054	4.2	153,484	161,702	-5.1
Weekday Average Passengers	15,086	15,553	-3.0	15,741	16,230	-3.0
Saturday Average Passengers	4,868	5,064	-3.9	7,072	7,078	-0.1
Sunday Average Passengers	2,880	2,764	4.2	3,488	4,146	-15.9
Vehicle Revenue Hours	26,562.28	26,606.55	-0.2	226,162.99	227,336.59	-0.5
Total Vehicle Hours	29,046.37	29,208.00	-0.6	247,833.31	249,574.57	-0.7
Revenue Vehicle Miles	478,771.1	487,526.7	-1.8	4,023,073.0	4,092,964.8	-1.7
Total Miles	525,874.7	534,435.4	-1.6	4,417,177.8	4,483,278.0	-1.5
Total Fleet Miles	445,657,634.0	565,034,788.0	-21.1	4,285,412,630.0	4,518,381,058.0	-5.2
Total Revenue	$2,557,604	$2,272,073	12.6	$22,995,538	$21,487,008	7.0
1. Local Program						
Number of Weekdays	23	23	0.0	196	197	-0.5
Number of Saturdays	4	4	0.0	39	39	0.0
Number of Sundays	4	4	0.0	44	39	12.8
Total Passengers	306,813	314,578	-2.5	2,929,583	3,010,465	-2.7
Revenue Passengers	306,813	314,578	-2.5	2,929,583	3,010,465	-2.7
Weekday Total Passengers	277,264	284,426	-2.5	2,514,816	2,582,958	-2.6
Saturday Total Passengers	18,341	19,543	-6.2	264,662	269,815	-1.9
Sunday Total Passengers	11,208	10,609	5.6	150,105	157,692	-4.8

Exhibit 4: Sample KPIs in Bar Chart Format

Key Performance Indicators

Indicator ☰	Past 12 Months ▼	% of Prior Year ▼	Year-To-Date Through March FY17 Actual	FY18 Actual	% Variance
Passengers / Revenue Hour			15.5	15.0	(3.23%)
Operating Costs / Revenue Hour			$91.28	$91.60	0.35%
Farebox Recovery Ratio			26.01%	21.68%	(16.65%)
Total Accidents / 100K Service Miles			2.88	2.46	(14.58%)
Percentage of Trips On Time			83.65%	82.08%	(1.88%)
Total Miles Between Agency Defined Roadcalls			4,475	8,057	80.04%
Complaints / 100K Passengers			11.18	16.46	47.23%

Apr '17   Mar '18

Executive Dashboards – The TransTrack Manager™ application offers an easy-to-use, graphical presentation of key performance indicators. Dashboards provide a reporting format that can be used to assess overall agency performance, relative to established targets, based a set of agency-defined indicators. Exhibits 5 and 6 present a standard Dashboard, with drill-down capabilities, which run directly from the TransTrack Manager™ application.

Exhibit 5: Sample Executive Dashboard
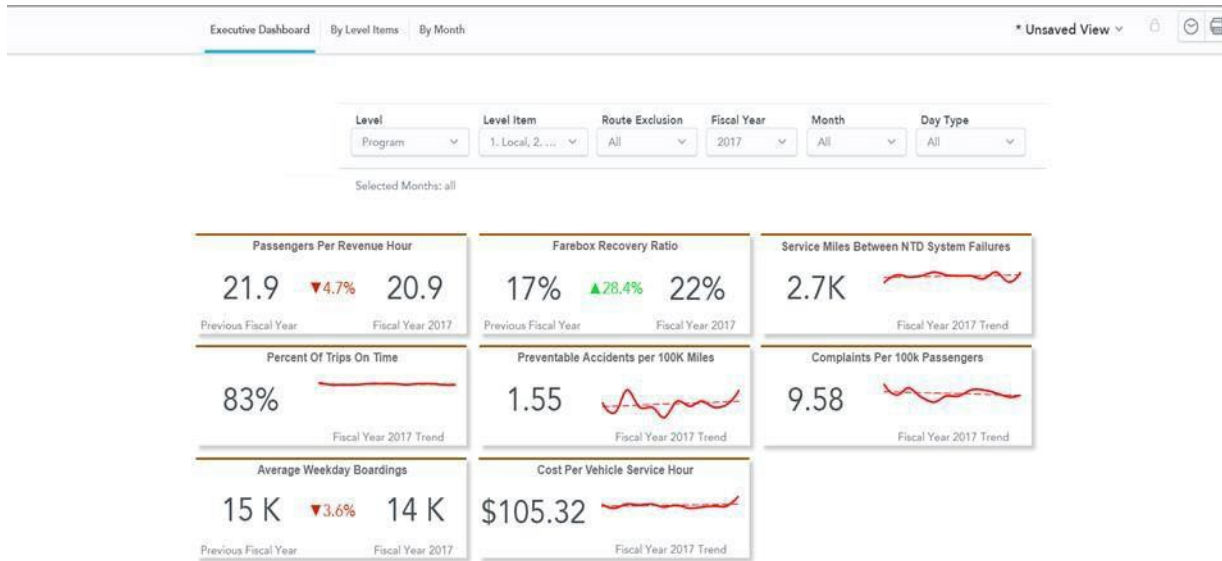
Exhibit 6: Sample Financial Dashboard – Farebox Recovery

Schedule Adherence & Service Planning Dashboards – High Point Transit uses data from its ride checks to assess on-time performance overall, by route and by stop. The TransTrack Manager™ application provides a variety of data to help analyze on-time performance for service planning and scheduling changes.

Exhibits 7, 8 and 9 present information from the Schedule Adherence and Ridership Dashboards.

Exhibit 7: Schedule Adherence Dashboard – Summary
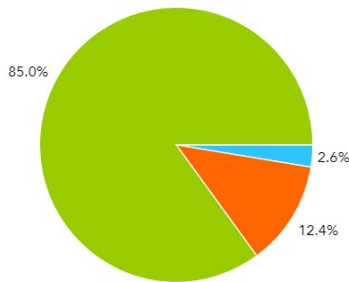
©TransTrack Solutions Group
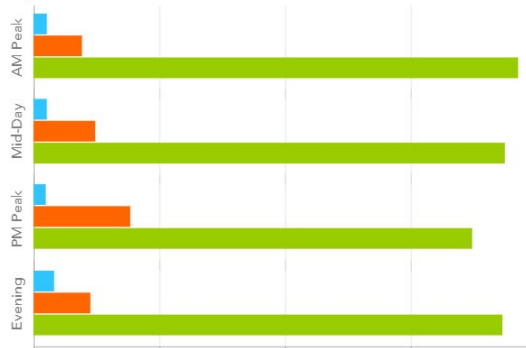
Exhibit 8: Passenger Boarding by time of day

Weekday Passenger Boardings by Trip Time
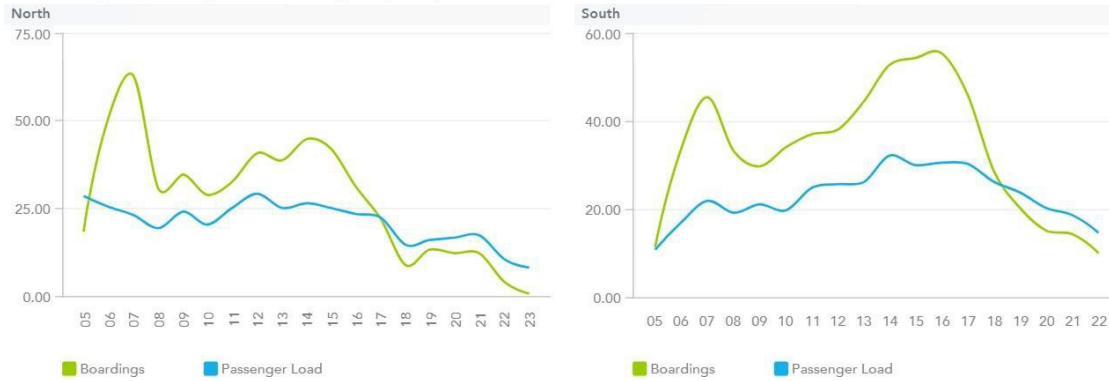
Exhibit 9: APC Dashboard – Stop Level Data

Proprietary – For High Point Transit System *internal / funding partners use only.*
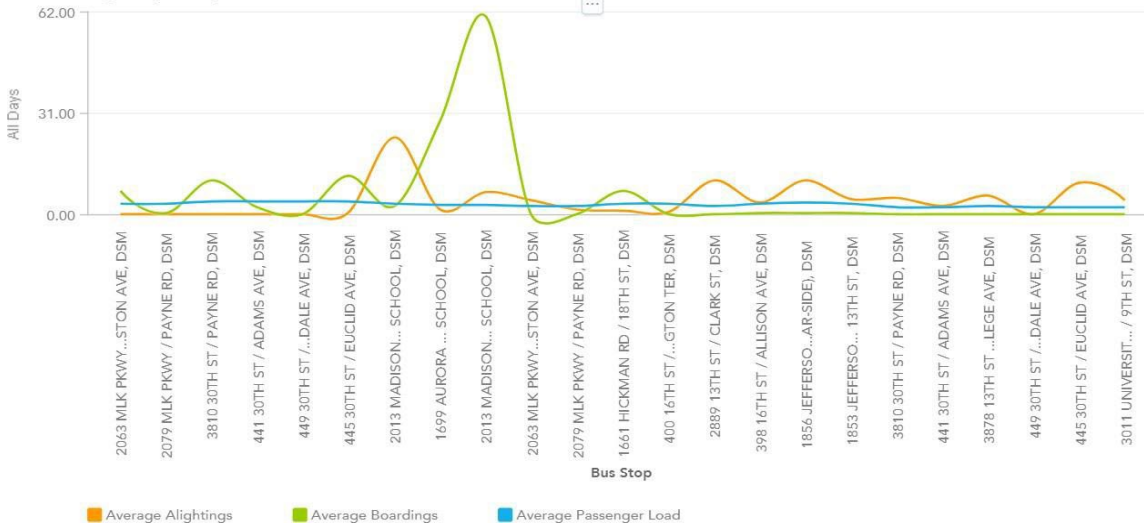
Provide Data in Multiple Formats - TransTrack Solutions Group recognizes that data is used in a variety of ways. Canned reports such as executive dashboards provide the ability to quickly assess agency performance and operating effectiveness. Business analysis requires access to data at a more detailed level with the ability to sort, filter, and trend data to best provide the needed information. TransTrack Manager™ offers a wide range of options to serve our clients.

Drill-Down Capability - Available throughout the TransTrack Manager™ application in the form of user defined parameters and report filters. Data is displayed in several different views that allow our clients to see various levels of detailed and summary level data. View and report filters allow clients to define the data that will be displayed. Examples of standardfilters include Date Range, Route, Program, Division, Mode, Service Type, Vehicle #, Type of Incident, Complaint or Road call Report Output.

TransTrack Manager™ offers a variety of options for delivering information to system users including static reports, dashboards, line graphs, bar charts and pie charts. TransTrack Manager™ also provides the ability for users to export data from views and reports. Formatted report data can be exported in PDF format. Detailed data from system views maybe filtered and exported to a csv file format for use in Microsoft Excel or other applicationsfor ad hoc analysis and reporting.

Source Data Access - All source data imported/input and displayed in TransTrack views can be exported in csv format for use in other external report generating platforms. TransTrack Manager™ also offers an Agency Summarized Database view which contains the values for many performance indicators at every detail level available. Data from this view can also be exported for use in custom report generation.

Project Approach - TransTrack has developed a three-phased approach to help determine how to best serve our transit industry clients and help them realize significant improvements in information availability, accuracy, and timeliness. Our approach is designed to help client transit agencies, both public and private, maximize staff resources by eliminating redundant data entry and reconciliation activities.

- **Phase 1: Business Process Review**
  There are several considerations in determining the best configuration to meet High Point Transit short term and long-term goals. The first phase identifies and prioritizes the processes that have the greatest potential for improvement and impact within High Point Transit . As part of this evaluation, we identify potential strategies for meeting both internal and external reporting needs for key information items such as farebox revenues, and operating performance. We review existing reports, data sources, and create a process trail.

  Results from Phase 1 will include process documentation and specific recommendations for data configuration. We will develop a plan to improve the productivity and efficiency of your data collection and reporting processes. Results are presented to High Point Transit staff

and management.

- ## Phase 2: Implementation and Training

Building on the Phase 1 assessment, we identify and set-up the modules and data input and reporting configuration to best meet High Point Transit needs. High Point Transit staff   gain access to the appropriate modules and screen views in TransTrack Manager based on their role in data input, management, and reporting.

TransTrack will configure and populate look-up tables to meet High Point Transit requirements. New reports and custom imports (or exports) will be developed at this time, if required based on the Phase 1 analysis. For example, the B-10 Report and import of Trapeze Scheduled Hour and Mile data are two possible items that require such effort.

Training will be conducted in small groups of 4 - 8 people, who will be fully trained on working in the system and provided relevant supporting documentation. TransTrack provides laptops for use in training, complete with a copy of the database configured foryour organization.

Training is broken down into three sessions.

1. Session One the user learns how to log-on, print a report, sort data, and generally maneuver in the system.
2. Session Two is specific to pre-defined user groups and functional areas, identified in the Phase 1 review.
3. Session Three occurs six to eight weeks following initial implementation to address and discuss potential changes in process, data input views, filters, or reports.

Training materials will be customized to reflect High Point Transit processes, data collection and   input strategies using Phase 1 documentation. Daily, weekly, and monthly checklists are provided for data entry and review tasks.

It is during Phase 2 that High Point Transit changes the way it does data collection and reporting, realizing both significant savings in staff time and improved accuracy and timeliness of data. The amount of change will depend on the configuration selected. TransTrack professionals will help clients to successfully manage change.

- ## Phase 3 – On-Going Maintenance & Support

Because the software application is internet-based, there is an on-going partnership with TransTrack who are available for technical support, product improvements, consultation, and user support. TransTrack will train new employees in best practices and system utilization, as well as help High Point Transit review performance results and continue to improve and streamline data collection effort s.

TransTrack Solutions Group will be there at start-up, when your first Local and State reports are due, when processes are not quite working the way you would like, when new staff

need training, and when you decide to change your fare structure, route structure, or run assignments. Through any service provider changes, we will help High Point Transit ensure dataIntegrity. TransTrack views this project as a partnership and will there to support High Point Transit every step of the way to make sure TransTrack Systems is meeting your expectations and delivering the reports and analytics we have promised.

TransTrack Solutions Group Experience - TransTrack Solutions Group was formed in January 2002 by transit management professionals to help transit agencies maximize their business knowledge and streamline processes associated with collecting, reporting, and analyzing real-time performance data. TransTrack Solutions Group® specializes in transit industry planning, management, operations, reporting, and process reengineering. TransTrack Solutions Group delivers a comprehensive business intelligence solution that satisfies the diverse reporting requirements for all users from executive management to operational staff.

The TransTrack solution is web-based and consists of balanced scorecards, dashboards, standard and ad- hoc reports, data exports, and alerts. TransTrack Manager™ is helping managers across the nation make better decisions through more effective management of agency resources. Transit industry professionals designed Transit Performance Manager™; transit agencies developed and tested it; and it is available for immediate use by transit agencies, with minimal set-up requirements.

The unique combination of industry expertise, knowledgeable management, technical skills, and hands-on experience are the key differentiators we provide to each of our clients.

TransTrack Manager™ is currently being used by 95 transportation agencies across North America to improve performance monitoring, service quality, effectiveness, and efficiency.

Exhibit 10: TransTrack Solutions Group - Client References

Client	*Location*	*Vehicles*	*Client Contact*
	Lawrenceville, GA	*91*	*Ms. Loammi Aviles* *Transit Section Manager* *Phone: (770) 822-7444* *Email:* *Loammi.Aviles@gwinnettcounty.com*
	Des Moines, IA	*250*	*Ms. Amber Dakan* *Finance Manager* *Phone:(515)283-8134* *Email: adakan@ridedart.com*
	Ann Arbor, MI,	*158*	*Ms. Rosa Maria Njuki,* *Corporate Strategy and Performance Officer* *Phone: (734)794-1769* *Email: RNjuki@theride.org*

Budgetary Pricing

For this budgetary proposal, TransTrack Solutions Group is proposing a SaaS model basic set of TransTrack modules, that provides NTD reporting capabilities to support High Point Transit immediate needs and a strong foundation to add additional modules in the future.

Pricing for High Point Transit includes the following modules:

- Basic License Fee
- Daily Passenger Sheet / Import / AFS System Data (Import of GFI farebox data)
- Daily Operations Dispatch Log & Safety Statistics
- Daily CAD/AVL Data Analysis (Import of Synchromatics AVL)
- Vehicle Inventory, Fueling & Road call Sheet
- Agency Employees
- GL Crosswalk & Expense/Revenue Allocation import expenses and revenue

TransTrack Solutions Group	City of High Point <75 Vehicles
Total Annual Fees Fiscal Year 1 (Prorated for 6 Mo's)	$ 20,800
Total Annual Fees Fiscal Year 2	$ 42,848
Total Annual Fees Fiscal Year 3	$ 44,133
Total Annual Fees Fiscal Year 4	$ 45,457
Total Annual Fees Fiscal Year 5	$ 46,821
Phase 1 Labor & Travel Costs	$ 15,200
Phase 2 Labor & Travel Costs	$ 52,200
Total - Services	**$ 67,400**
Total - Year 1 Costs	**88,200**

Custom reporting is available at a cost of $175/hr. (Basic Reports take approximately 20 hours to create). 80 hours of programing time is included with this quote.

Note: Vendors typically do not charge TransTrack Systems for interface costs. If the vendor does charge TransTrack Systems, the costs will be the responsibility of the client.

Optional Items not included in the above pricing and can be added at anytime:
- Daily Driver Trip Sheet / Import DR Scheduling System
- Customer Feedback & Call Center Info

- ZEB Reporting Module
- PTASP & TAM Reporting
- Self Service Analytics