

Date: September 24, 2025

To: Board of Directors

From: Sam Desue, Jr.



Subject: **RESOLUTION NO. 25-09-46 OF THE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRIMET) AUTHORIZING A MODIFICATION OF THE CONTRACT WITH TRAPEZE SOFTWARE GROUP FOR THE TRIPBROKER API FOR TRAPEZE PASS CLOUD HOSTING SERVICES**

1. Purpose of Item

This Resolution requests that the TriMet Board of Directors (Board) authorize the General Manager or his designee to execute a modification of a sole source contract (Modification) with Trapeze Software Group (Trapeze) for the Tripbroker Application Programming Interface (API) software module for Trapeze PASS Cloud Hosting Services.

2. Type of Agenda Item

- ☐ Initial Contract
- ☒ Contract Modification

3. Type of Contract Procurement

- ☐ Low Bid / Invitation to Bid (ITB)
- ☐ Request for Proposals (RFP) (inc. CM/GC, Architecture & Engineering services)
- ☒ Other (inc. sole source): Sole Source

4. Reason for Board Action:

Board authorization is required for sole source contracts exceeding \$250,000.

5. Type of Action

- ☒ Resolution
- ☐ Ordinance 1st Reading
- ☐ Ordinance 2nd Reading

6. Background

Pursuant to requirements of the Americans with Disabilities Act (ADA) and Federal Transit Authority (FTA) regulations, TriMet's Accessible Transportation Program (ATP) operates the LIFT paratransit service for customers who are unable to ride fixed route service because of a disability. TriMet LIFT provides an on-demand, shared-ride transit service within TriMet's fixed route service area.

In 1994, TriMet purchased software from On-Line Data Products to automate scheduling and dispatching of LIFT rides in accordance with ADA guidelines. Trapeze subsequently acquired On-Line Data Products and has extended and enhanced the software over time. TriMet's LIFT

Program uses the Trapeze software for customer data, reservations, scheduling, eligibility certification, Interactive Voice Response (IVR), and dispatching LIFT rides. LIFT is heavily reliant upon this software to manage its daily business and maintain compliance with the ADA.

At its July 28, 2021 meeting, the Board approved Resolution No. 21-07-42, which authorized a four-year contract with Trapeze in the amount of \$1,360,931. Since that contract was executed, TriMet has implemented additional software modules to increase the effectiveness of paratransit service delivery. New modules include Viewpoint, an analytics tool; Trip Broker, which simplifies transferring a trip to be fulfilled by a partner organization; and Driver Mate, an improved operator interface.

At its September 25, 2024 meeting, the Board approved Resolution No. 24-09-48, which modified the 2021 Trapeze contract and unified the licensing and maintenance costs of the various Trapeze software modules into one contract in the amount of \$3,869,931, and extended the contract termination date to July of 2029.

Separate from the 2021 Trapeze contract, in November of 2023 TriMet entered into a three-year, sole source contract with Trapeze to provide hosting services for the Tripbroker API software module that integrates with the Trapeze PASS software. The Tripbroker API module integrates the dispatch of supplemental service providers (Broadway Cab, Big Star, Uzurv) and supports future provider integrations with a microtransit platform and transportation network companies. The Tripbroker software module and the Trapeze PASS software are proprietary to Trapeze and cannot be obtained from other sources.

The initial value of the November 2023 Trapeze Tripbroker contract was \$250,560. Since the initial contract, TriMet has executed three contract modifications that provide for training services, revise payment milestones, and allow updates and configurations to be made. The current Trapeze Tripbroker contract value is \$356,411, and it was most recently modified on April 14, 2025.

On April 23, 2025, the Board approved Resolution No. 25-04-23, adopting revisions to the TriMet Contract Review Board Rules. Among the changes was a requirement that the Board approve all Sole Source Contracts exceeding \$250,000. In this Resolution, TriMet seeks Board approval to increase the Trapeze Tripbroker software contract value by \$103,558, increasing the total contract value to \$459,969. Because this is a modification to a sole source contract that exceeds \$250,000, it requires Board approval.

The additional funds will be used to add the Trapeze Service Infraction Module to the platform. The Infraction Module is a software feature within the Trapeze system that allows paratransit agencies to record, track, and manage rider behavior and policy violations. Examples include no-shows, late cancellations, abusive conduct, or misuse of the service.

The Infraction Module will provide a structured way to document incidents consistently. This will ensure fairness and transparency when applying agency policies, ensure that TriMet complies with federal requirements, and provide accountability and efficiency.

7. Description of Procurement Process

As noted above, the software is proprietary to Trapeze and cannot be obtained through other sources. Therefore, a Sole Source award is appropriate. Notice of Intent to Award was published on September 5, 2025 and no protests were received.

8. Disadvantaged & Small Business Utilization

Trapeze self-performs all work under the contract.

9. Financial/Budget Impact

TriMet's Accessible Transportation Program (ATP) will be utilizing Federal 5310 grant funds for this purchase, which has been budgeted and approved in TriMet's FY2026 budget.

10. Impact if Not Approved

If the Board chooses not to approve the Resolution to fund the additional capabilities provided by this Modification, TriMet could face increased safety risks, concerns regarding federal compliance, operational inefficiencies, and degradation of paratransit service. The software and associated upgrades are only available through Trapeze.

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A MODIFICATION OF THE CONTRACT WITH TRAPEZE SOFTWARE
GROUP FOR THE TRIPBROKER API FOR TRAPEZE PASS CLOUD
HOSTING SERVICES**

WHEREAS, TriMet has authority under ORS 267.200 to enter into a contract modification with Trapeze Software Group (Modification); and

WHEREAS, by Resolution No. 25-06-29, dated June 25, 2025, the TriMet Board of Directors (Board) adopted a Statement of Policies requiring it to authorize Sole Source contracts obligating TriMet to pay in excess of \$250,000; and

WHEREAS, the total amount of the modified contract exceeds \$250,000;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Modification shall conform with applicable law.
2. That the General Manager or his designee is authorized to execute the Modification in the amount of not more than \$103,558, for a new total contract amount of \$459,969, through the termination date of November 15, 2026.

Dated: September 24, 2025

Presiding Officer

Attest:

Recording Secretary

Approved as to Legal Sufficiency:



Legal Department