

Item Title: Approval for Wake County Human Services to enter into a 5-Year Software Contract with RouteMatch

Specific Action Requested:

That the Board of Commissioners authorizes the County Manager to enter into a multi-year contract with RouteMatch Software Incorporated for the provision of transportation scheduling software, subject to language, terms and conditions acceptable to Wake County Information Services and the County Attorney.

Item Summary:

Wake County Human Services (WCHS), through GoWake Access, provides transportation services to the elderly, persons with disabilities, Medicaid participants, and other eligible individuals. County staff, our service vendor, and the City of Raleigh, use RouteMatch software to manage the program.

Staff request the Board's approval to contract with RouteMatch for a period of five years. This five-year agreement, totaling \$558,000, is an industry standard and will enable GoWake Access to continue providing a high-level of system support and services. Routematch provides a web-hosted service enabling County staff, our vendor (MV Transportation), and GoRaleigh Access to share detailed trip information over the Internet. RouteMatch helps staff meet the growing demand for transportation services and ADA Paratransit requirements in the following ways:

- Optimizing Performance Delivery
- Providing Real-time Dispatching
- Improving Trip Management and Verification
- Improving Eligibility Processes
- Increasing Connectivity with Customers
- Streamlining Reporting

The contract allow GoWake Access to access the latest version of the software which improves and increases the number of passengers per revenue mile, reduce rider no-shows, and minimize driver idle time and overtime. The five-year agreement aligns with the current five-year agreement with MV Transportation and the five-year Interlocal Agreement between Wake County and City of Raleigh to share the cost of transit resources. The sharing of resources allows us to improve trip efficiency and an overall reduce costs for MV Transportation, GoWake Access, and GoRaleigh Access. The City of Raleigh will reimburse Wake County for their usage of the software. This new contract will not be impacted by any changes that may be made to the way we provide Human Services Transportation.

Attachments:

1. RouteMatch Contract
2. Cost Expense Chart