(For Board Meeting of September 9, 2005)

SUMMARY OF RECOMMENDATIONS
MEETING OF THE TRANSPORTATION COMMITTEE/
COMMITTEE OF THE WHOLE
FRIDAY, SEPTEMBER 9, 2005
(CHAIR HAROLD C. BROWN, JR.)

Item No. 1

Authorize the elimination of Golden Gate Transit regional commute shuttle bus Routes 32 and 34 due to low ridership, effective December 11, 2005.

Action by the Board – Resolution

Item No. 2

Authorize execution of amendments to the Professional Services Agreement and the Software License Agreement with GIRO, Inc., relative to Contract No. 97-BT-8, *Purchase, Delivery, Installation and Support of Software Program for Golden Gate Transit Fixed Route Bus Scheduling System*, for long-term upgrade and maintenance support for HASTUS software modules used in bus scheduling, dispatching and timekeeping operations, at a cost schedule as outlined in the staff report, for a six-year period beginning with FY 05/06.

Action by the Board – Resolution

Agenda Item No. 2

To: Transportation Committee/Committee of the Whole
Meeting of September 9, 2005

From: Ron Downing, Principal Planner, Service Development
Alan R. Zahradnik, Director of Planning
Celia G. Kupersmith, General Manager

Subject: **APPROVE ACTIONS RELATIVE TO THE ELIMINATION OF GOLDEN GATE TRANSIT REGIONAL COMMUTE SHUTTLE BUS ROUTES 32 AND 34**

Recommendation

The Transportation Committee recommends the Board of Directors authorize the following actions relative to a staff proposal to eliminate Golden Gate Transit (GGT) regional commute shuttle bus Routes 32 and 34 in December 2005 due to low ridership:

1) Eliminate GGT Route 32 regional commute shuttle bus service effective December 11, 2005; and,
2) Eliminate GGT Route 34 regional commute shuttle bus service effective December 11, 2005.

This matter will be presented to the Board of Directors immediately following this meeting for appropriate action.

Summary

GGT commute Routes 32 and 34 are well below productivity standards for commute service (generally 20 passengers per trip or per hour). Passenger counts are provided by bus operators for every bus trip of every day. These passenger counts were verified via field checks by the Bus Scheduling Department and Transportation Department staffs in May and June 2005, and most recently in late August after school resumed.

Route 32 averages about 2 passengers per bus trip on its 8 daily trips between Peacock Gap and the San Rafael Transit Center (SRTC). It is the only regularly scheduled bus service through the Peacock Gap/Glenwood area of San Rafael. It has some local ridership, including a few riders traveling to Peacock Gap in the morning. Route 34 averages about 5 passengers per bus trip on its 12 daily trips between Santa Venetia and SRTC. Santa Venetia has an above average percentage of minority population according to the U.S. Census. Route 34 service to Santa

Venetia is complemented by midday service on local bus Route 33, which is contracted by the Marin County Transit District (MCTD). Route 34 carries as many or more local riders than San Francisco-bound passengers. Ridership has continued to decline on both routes such that it is no longer an effective use of peak period resources to continue these regional bus services.

These routes are the least productive of all District regional bus routes and represent an expensive commitment of peak period resources for a very small number of passengers. It is proposed to eliminate all service on both routes. In accordance with the Rules of the Board, a public hearing was held on August 11, 2005, to receive public comment on the staff proposal. In addition to the oral testimony at the hearing, staff received written comments in the form of emails and letters. The public comments and staff responses to comments are summarized in the attachment.

Because there is some local travel on these two routes and in response to public comments from transit dependent residents of Santa Venetia and Glenwood requiring public bus service for general mobility and seeking improved local bus service, District staff discussed with MCTD staff the possibility of MCTD providing substitute local service. MCTD has indicated that it will not consider some substitute Route 33 local bus service in Santa Venetia for local travel needs until its Short-Range Transit Plan is released in October 2005, and then only in the context of other local transit needs in Marin County and the County's Measure A sales tax funding process. MCTD advises that implementation of new local transit services are likely to occur no earlier than next fiscal year, beginning July 2006. Without MCTD providing some substitute local service, certain transit dependent residents may suffer hardship due to lack of travel options. However, staff analysis finds that the recommended actions do not disproportionately impact minority communities.

San Francisco-bound and local bus riders who have access to automobiles and carpools or can use non-motorized means may reach Marin County Civic Center or SRTC to connect to other GGT buses. In addition, private taxi service is available for travel to and from SRTC. Staff also considered various options for retaining and improving regional commute bus services to and from the Route 32 and 34 service areas, but does not recommend them due to their resulting operating deficit and low productivity. For example, retaining one daily shuttle bus round trip would require about $50,000 annual subsidy to accommodate 20 passenger trips per day. Extending a shuttle trip to a round trip to San Francisco to provide direct service would require about $150,000 annual subsidy to accommodate 40 passenger trips per day. Staff also discussed with MCTD staff other options, such as local taxi service, and finds that offering publicly sponsored private taxi service as an alternate to GGT regional bus service is not currently a feasible option for the District due to taxi operating limitations and federal regulations. Also, it is notable that some Peacock Gap residents once participated in the District's Club Bus program. If current residents organize a commuter club, they can request that the District add a new club to the program. Staff can work with Route 32 and Route 34 riders in this regard, but caution that clubs usually require at least 30 regular members to be economically viable.

In recognition of the District's financial situation, staff recommends this regional bus service reduction be implemented as follows:

- Eliminate GGT Route 32 effective December 11, 2005; and,
- Eliminate GGT Route 34 effective December 11, 2005.

Final Board action is requested at its September 9th meeting, immediately following this Transportation Committee meeting.

Staff finds that the recommended actions are exempt from the California Environmental Quality Act (CEQA) based on them having no possibility of significant effect on the environment due to the small numbers of bus riders impacted.

Fiscal Impact

The elimination of Routes 32 and 34 in December 2005 has been identified in the FY 2005/2006 budget as a cost savings measure. The projected six-month expense reduction between December 12, 2005, and June 30, 2006, is estimated to be about $184,000. If all existing bus riders discontinue riding GGT, fare revenue would decrease by about $20,000 during this same time period.

Attachment

ATTACHMENT

COMMENTS RECEIVED FROM ALL SOURCES REGARDING THE POTENTIAL DISCONTINUANCE OF GGT ROUTES 32 AND 34

GENERAL COMMENTS	Route 32	Route 34	
Yes, Cut routes	1	1	
No, Don't cut - ride to SF	6	16	by 19 individuals
No Don't cut - ride local service	4	12	by 14 individuals

SPECIFIC COMMENTS	Route 32	Route 34		Staff Response to Specific Comments
Restore one or two direct trips to SF or keep one or two shuttle round trips	1	5	by 6 indviduals	Staff has looked at this and determined under a "best case" scenario, the net cost after fares would be $157,752 ***per route*** (annually) to restore 1 round trip to SF and $315, 504 ***per route*** (annually) to restore 2 round trips to SF. Staff also determined that the net cost of keeping one Route 32 or Route 34 shuttle round trip would be $58,000 per year per route; to keep two round trips would be $112,700 per year per route.
Use smaller buses or vans	0	1	by 1 individual	Under current conditions, no significant savings would be achieved by operating a smaller bus or van. Federal regulations limit District's ability to contract for other bus or taxi replacement services
Will be left with no options	3	4	by 7 individuals	District staff is working with MCTD to determine local bus options. Private taxi service is readily available to and from SRTC.
Wants Rte 33 to start earlier/end later	0	8	by 8 individuals	Changes to Route 33 are the responsibility of MCTD, not the District.
Need more MCTD/local transit options	0	9	by 9 individuals	Changes to local Marin service are the responsibility of MCTD, not the District.
Concerned about access to schools	0	4	by 4 individuals	Concerns related to access to local schools have been referred to MCTD.
Concerned about access to local jobs	1	2	by 3 individuals	Concerns related to access to local jobs have been referred to MCTD.
Wants weekend local service	0	3	by 3 individuals	Requests for weekend local service have been referred to MCTD.

Agenda Item No. 3

To: Transportation Committee/Committee of the Whole
Meeting of September 9, 2005

From: Susan Chiaroni, Deputy General Manager, Bus Transit Division
Teri W. Mantony, Deputy General Manager, Administration & Development
Joseph Wire, Auditor - Controller
Celia G. Kupersmith, General Manager

Subject: **AUTHORIZE EXECUTION OF AMENDMENTS TO THE PROFESSIONAL SERVICES AGREEMENT AND TO THE SOFTWARE LICENSE AGREEMENT WITH GIRO, INC., TO PROVIDE LONG-TERM UPGRADE AND MAINTENANCE SUPPORT FOR SOFTWARE MODULES USED IN BUS SCHEDULING, DISPATCHING, AND TIMEKEEPING OPERATIONS**

Recommendation

The Transportation Committee recommends that the Board of Directors authorize amendments to the Professional Services Agreement and the Software License agreement with GIRO, Inc., to provide for the long-term upgrade and maintenance over a six year period of the software modules acquired in Contract No. 97-BT-8, *Purchase, Delivery, Installation and Support of Software program for Golden Gate Transit Fixed Route Bus Scheduling System, with GIRO, Inc.*

This matter will be presented to the Board of Directors immediately following this meeting for appropriate action.

Summary

At the August 5, 2005, Transportation Committee meeting, staff presented an informational background and summary of the District's experience with the HASTUS Scheduling and Dispatch system and its producer, GIRO, Inc. of Montreal, Canada. A copy of that earlier item is attached as reference.

Given the District's ongoing commitment to technology and improvement of operating efficiencies, it is believed that a multi-year investment in the HASTUS product is now appropriate. In the past several years the District has entered into contractual relationships with third-party vendors for both Finance and Maintenance Management systems whose products form the backbone of our Information Systems. These contracts recognize this ongoing

partnership by committing to the continuous maintenance and version upgrade of these systems. Similar rationale is now being applied to regular HASTUS upgrades.

This proposal provides for upgrade and maintenance of the HASTUS Scheduling, Dispatch and Timekeeping software, over a six-year period as scheduled in the table below.

HASTUS Upgrade & Maintenance Cost Schedule						
Item	**FY2006**	**FY2007**	**FY2008**	**FY2009**	**FY2010**	**FY2011**
License cost	$101,125					
Implementation cost	$164,340		$117,000		$124,100	
Maintenance cost		$ 55,600	$ 57,300	$ 59,050	$ 60,850	$ 62,700
Annual Total s	$265,465	$ 55,600	$174,300	$ 59,050	$184,950	$ 62,700
Cumulative Total	$265,465	$321,065	$495,365	$554,415	$739,365	$802,065

The District has maintained a continuous annual Maintenance Contract with GIRO since the completion of implementation. Now it is recommended that the District not only maintain a continuous agreement with GIRO, but also contract for three biannual software upgrades to assure that the most recent versions available are being used. This replacement and upgrade would take place in fiscal years FY05/06, FY07/08 and FY09/10. Staff recommends this approach for the following reasons:

Obsolescence

The District is currently using version 2000 of the software, five years behind the current 2005 version. While GIRO will continue to support this version, it is no longer being improved and, at five years old, it is essentially obsolete. This outdated version is in use at only two of two hundred and fifty installations worldwide, and even then it is used only for Scheduling functions, and not Operational functions as is being done at the District.

GIRO has made continuous improvements to every module of the software since 2000, producing dramatic increases in the operating efficiency of the programs. Over the past several months, a team of District staff with representatives from Bus Scheduling, Dispatch, Timekeeping, Planning and Information Systems has reviewed this enhanced functionality. It is believed these product enhancements are essential to current operations. Examples of the improvements include:

- A new run cutting algorithm *(CrewOpt)* replaces the District's existing SuperMicro version which has been discontinued and is no longer being enhanced.
- An extension of object-oriented architecture throughout the system, enhancing the ability of all users to access and manipulate data more efficiently.
- Extension to the Interface generator facilitating the provision of schedule data to the Metropolitan Transportation Commission which is needed for participation in the 511

information system. Extension to the development of new interfaces to the new IFAS Payroll and Spear Materials and Maintenance systems.

It is also the opinion of staff that a long-term commitment to version upgrades will contribute substantial efficiencies to Scheduling, Dispatch and Timekeeping operations by: establishing an "ongoing improvement" process in which business rules and procedures are continually refined during the implementation process. Furthermore, this increases the Vendor's incentive to incorporate District recommended improvements into the system, as has been the case with other agencies which have adopted a scheduled upgrade program.

Financial Incentives

Two significant financial incentives exists for a two-year upgrade cycle. First, in order to encourage timely upgrades, GIRO makes them available free of license fee for a period of two years from the previous upgrade. The license fee increases by 10% in each succeeding year. For example, in the table above, the license cost for the FY 05/06 upgrade is $101,125 which represents a license fee of 30%, or 10% for each year since 2002. By upgrading on a two year frequency in FY 07/08 and FY 09/10, these fees are entirely eliminated.

Second, a more frequent upgrade cycle, minimizes implementation costs since many customized functions actually become part of the standard version. New program features facilitate adoption by users and enhanced familiarity of the vendor with District operations increases the efficiency of the implementation. In the table above, a comparison of the implementation costs of $164,340 for FY05/06 to those of the succeeding FY07/08 upgrade of $117,000 shows a reduction of about 28%.

Sole Source Considerations

In conformance with FTA funding requirements, District legal staff has advised that the execution of this contract amendment is subject to the production of a sole source justification as its provisions fall outside of the scope of the original contract. For the purposes of this amendment, sole source requires that the product or service is available from only one source and that a cost analysis be completed to demonstrate that pricing is reasonable.

It is the opinion of staff, and legal counsel concurs, that the products and services described by this amendment can only be supplied by GIRO, Inc. because of the intellectual property rights accruing to them as creators of the software. No other vendor has the rights to source code or expertise with which to provide this upgrade to our system at a comparable cost.

A competitive procurement was conducted in the award of the original contract in which system pricing, features and the industry reputation of the vendors were analyzed and weighed according to FTA procurement regulations. The cost of a new Bus Scheduling system procurement would be substantially in excess of the costs of this upgrade, and could not be justified.

Staff has prepared a cost analysis based upon a comparison of this upgrade cost to the cost of a new procurement and, a comparison of the pricing formula used by GIRO in this proposal to previous similar work performed by GIRO for the District and other transit agencies.

Further detailed information on pricing structure, features analysis, and ongoing program maintenance costs is available upon request.

Fiscal Impact

The total amount of these amendments to the Professional Services and Software License Agreements with GIRO, Inc. over a six-year term is $802,065. The first year cost of $265,465 is 80% FTA grant-funded and has been included in the FY 05/06 capital budget. Costs for succeeding years will be 100% District funded and will be included in the Operating Budgets for each year.

Attachment

ATTACHMENT

Agenda Item No. 2

To: Transportation Committee/Committee of the Whole
Meeting of August 5, 2005

From: Susan Chiaroni, Deputy General Manager Bus Division
Celia G. Kupersmith, General Manager

Subject: **GENERAL UPDATE ON THE HASTUS PROGRAM**

Recommendation

The following report is provided for informational purposes, and no action is required. This item is intended to provide the newer members of the Board of Directors with an overview of the Hastus software that is used by District staff.

Background

In June of 1997, following a competitive procurement, the Board approved purchase of the Hastus scheduling software system from GIRO, Inc. of Montreal, Canada. This system is used by the Bus Division to efficiently schedule bus runs and drivers' workshifts. Hastus includes functions for vehicle scheduling, run-cutting and the assignment of bus operators.

In December of 1999, the Board authorized the purchase of additional modules which provided functionality for Dispatching, Timekeeping and Ridership analysis. As part of this acquisition, all software including the scheduling modules previously purchased, were upgraded to the then current 2000 version. In addition to these procurements, the District contracts annually with GIRO, to provide Maintenance and support services for the products under license.

The Hastus system is a comprehensive set of tools for service design, operations, and tracking. In seven years of experience with the Hastus system, District staff has learned to utilize its sophisticated functions to streamline District operations, while increasing the variety and responsiveness of our service to the public.

A complete list of the primary Hastus modules currently under license from GIRO, includes the following:

- ***HASTUS-Vehicle and Minbus*** **-** A graphical scheduler designed to build efficient timetables and vehicle schedules for bus and other fixed-route services. Multiple scenarios can be stored for different periods of the year or days of the week.

- ***HASTUS-Crew and Supermicro*** - Optimizes the allocation of vehicle work designed by Hastus-Vehicle above and assembles into days of work (Runs) in conformance with District requirements and applicable Memorandums Of Understanding between the District and the unions that represent our employees. .
- ***HASTUS-Roster and RosterPlus*** - Assists in the flexible structuring of Run assignments into work for individual driver assignment based on daily, weekly or signup length service periods.
- ***HASTUS-DDAM*** – Facilitates the day-to-day management of transit operations by tracking driver availability and matching to unassigned work. Provides real-time tracking for hours worked, vacation, sick leave, and extra-board lists and provides an accurate source of Operator Timekeeping and Payroll data.
- ***GEO*** – Manages and stores the geographical locations and relationships within our transit service area including; itineraries, street detail, stop coordinates, landmarks, etc.
- ***HASTUS-Rider*** - Stores ridership data collected from Traffic Checkers or and facilitates the analysis of demand curves based on route and time-of-day.

Aside from providing the core focus for Bus Planning and Operations activities, Hastus' underlying Oracle database acts as a central repository from which data can be extracted automatically feeding numerous District computer systems as well as several Bay Area Regional systems sponsored by the Metropolitan Transportation Commission.

Fiscal Impact

There is no fiscal impact associated with this informational report.