

RESOLUTION

NO: 2021-04-048

LIVINGSTON COUNTY

DATE: April 13, 2021

Resolution to Amend the Agreement with DoubleMap, Inc. to Purchase the Ecolane Interactive Voice Response (IVR) System – LETS

WHEREAS, Livingston County and DoubleMap, Inc. entered into an agreement to provide dispatch software and mobile data terminals for LETS transit operations as authorized by Resolution 2019-07-103; and

WHEREAS, in the early stages of implementation LETS determined that DoubleMap's TapRide software could not perform several critical functions and therefore does not meet the technical specifications outlined in the bid; and

WHEREAS, DoubleMap subsequently proposed a partnership with Ecolane USA, Inc. to provide its DRT software which does meet the required technical specifications, and LETS requested an amendment to the agreement adding Ecolane as a subcontractor, which was authorized by Resolution 2020-11-268; and

WHEREAS, LETS successfully launched the Ecolane DRT software in March 2021 and is satisfied with its performance and the vendor's product support during implementation; and

WHEREAS, in an effort to improve customer service and take full advantage of the platform's capabilities LETS is requesting authorization to purchase Ecolane's Interactive Voice Response (IVR) system which provides customers with automated ride reminder calls, including the option to cancel their ride over the phone; and

WHEREAS, the automated ride reminders and cancellations have the potential to significantly reduce the volume of passenger no-shows, which are an ongoing source of waste and inefficiency costing LETS an estimated \$68,740 in FY 2019 as a result of customers forgetting scheduled rides or failing to cancel scheduled rides they no longer need; and

WHEREAS, the total cost of the IVR system is \$63,900 for the first year and \$19,400 per year for licensing costs in years 2-5 with the option to discontinue at any time; and

WHEREAS, LETS has federal and state grant funding available to reimburse 100% of project costs in years 1-5.

THEREFORE BE IT RESOLVED that the Livingston County Board of Commissioners hereby authorizes an amendment to the agreement with DoubleMap, Inc. to purchase the Ecolane Interactive Voice Response (IVR) system at a cost not to exceed \$63,900 for the first year and \$19,400 for annual licensing costs in years 2-5.

BE IT FURTHER RESOLVED that the Livingston County Board of Commissioners authorizes any budget amendments necessary to effectuate the above.

BE IT FURTHER RESOLVED that the Board Chair is authorized to sign the amended agreement and future renewals upon review and/or preparation by Mark Koerner, LETS Transit Attorney.

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MOVED:

SECONDED:

CARRIED: