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COUNTY OF ERIE

MARK C. POLONCARZ

COUNTY EXECUTIVE

February 10, 2018

Erie County Legislature
92 Franklin Street 4th Floor
Buffalo, New York 14202

Re: Contract for Transportation Dispatching Software

Dear Honorable Members:

The attached resolution requests authorization for the Department of Senior Services to contract with Buffalo Intelligent Technology Systems (BITS) to implement a computerized scheduling and dispatching solution for the Department's Going Places Transportation system.

Should your Honorable Body require any further information, I encourage you to contact Tim Hogues, Commissioner of Senior Services. Thank you for your consideration on this matter.

Sincerely yours,

A handwritten signature in blue ink, reading "Mark C. Poloncarz".

Mark C. Poloncarz, Esq.
Erie County Executive

Enclosure
MCP/mc

cc: Tim Hogues, Commissioner, Department of Senior Services

MEMORANDUM

To: Honorable Members of the Erie County Legislature
From: Department of Senior Services
Re: Contract for Transportation Dispatching Software
Date: February 10, 2018

SUMMARY

Approve the attached resolution to allow the Department of Senior Services to contract with Buffalo Intelligent Technology Systems (BITS) to implement a computerized scheduling and dispatching solution for the Department's Going Places Transportation program at an annual contracted cost not to exceed \$16,000. The initial contract period would be for the ten month period, March 1, 2018 through December 31, 2018, with the option for the County to extend the agreement beyond its initial term for up to three additional one year periods.

FISCAL IMPLICATIONS

Existing appropriations to pay for the initial contract period, March 1, 2018 through December 31, 2018, are available in the Department's IIIB-2018, grant's Professional Services Contracts and Fees accounts (acct# 516020). Funds to pay for subsequent contract years would be subject to annual appropriations to be included in the Department's county budgets as approved by the County Legislature.

REASONS FOR RECOMMENDATION

BITS was selected through a RFP process to assist the Department of Senior Services to better serve the seniors of Erie County with more efficient ride scheduling to meet the ever growing transportation demand.

BACKGROUND INFORMATION

The Department's senior transportation program provides approximately 68,000 rides annually to seniors for medical appointments, grocery shopping and to senior centers. Replacing our current paper driven scheduling system with a new computerized scheduling and dispatching program will more efficiently schedule riders, provide additional rides to more seniors and reduce paper documentation.

BITS will work with the Department to (1) identify current demands of the transportation system (2) implement their solution to meet the demands (3) train staff on the usage of software (4) provide ongoing technological support.

CONSEQUENCES OF NEGATIVE ACTION

The Department of Senior Services will be unable to effectively improve the transportation service provided to residents.

STEPS FOLLOWING APPROVAL

The Department of Senior Services will enter into the contract with BITS to implement a scheduling and dispatching solution.

**A RESOLUTION SUBMITTED BY:
DEPARTMENT OF SENIOR SERVICES**

RE: Contract for Transportation
Dispatching Software

WHEREAS, the Department of Senior Services continually seeks to improve the operation of its senior transportation program and had identified a need to improve the efficiency of ride scheduling and usage of current vehicles; and

WHEREAS, the Department of Senior Services therefore issued an RFP in November 2017, to select a vendor to provide transportation dispatching software and staff training; and

WHEREAS, Buffalo Intelligent Technology Systems (BITS), an experienced, local agency with a strong background in transportation scheduling, was selected through the RFP process; and

WHEREAS, the Department of Senior Services now desires to contract with BITS to implement their product solution, at a cost not to exceed \$16,000 annually, for the initial contract period March 1, 2018 to December 31, 2018, with the option for the county to extend the agreement beyond its initial term for up to three additional one year periods; and

WHEREAS, appropriations to pay for the initial contract period of, March 1, 2018 through December 31, 2018, are available in the Department's IIIB-2018 grant's Professional Services Contracts and Fees account (acct# 516020); and

WHEREAS, funds to pay for subsequent years of the contract would be subject to annual appropriations to be included in the Department's county budgets as approved by the County Legislature.

NOW, THEREFORE, BE IT

RESOLVED, that the County Executive be and is hereby authorized to contract with BITS, at a cost not to exceed \$16,000 annually, to implement their computerized scheduling and dispatching software for the Department's senior transportation program, during the initial contract period March 1, 2018 to December 31, 2018, with the option for the county to extend the agreement beyond its initial term for up to three additional one year periods; and be it further

RESOLVED, that available appropriations in the Department's III-B 2018, grant's Professional Services Contracts and Fees accounts (acct# 516020) be utilized to pay for the initial contract period of March 1, 2018 to December 31, 2018; and be it further

RESOLVED, that funds to pay for subsequent years of the contract would be subject to annual appropriations to be included in the Department's county budgets as approved by the County Legislature; and be it further

RESOLVED, that certified copies of this resolution be forwarded to the: County Executive's Office, Division of Budget and Management, Comptroller's Office, and the Department of Senior Services.