



## Organizational, Services & Performance Monitoring Committee

July 1, 2025

### MEETING MINUTES

**Committee Members:** Ms. Pacetti (Chair), Mr. Sleasman, Ms. Elder, Mr. Love, Rev. Lucas

**Not Present:** Mayor Gallo, Ms. McPherson, Ms. Welch (Vice Chair)

**Staff/Other:** Shawn Becker, Nick Biggar, India Birdsong Terry, Janet Burney, Floun'say Caver, Melinda Dangelo, Nick Davidson, Wendy Feinn, Michael Fesler, George Fields, Bob Fleig, Anthony Garofoli, Rajan Gautam, Anna Hlavacs, Sharon Jenkins, Lawrence Jupina, Carl Kirkland, Sheila Miller, Charles Morgan, Jim Reed, Mike Schipper, Michael So, Kay Sutula, Wendy Talley, Dawn Tarka, John Togher, Carolyn Young

**Public:** Brian Gibbons, Loh, Chris Martin

Ms. Pacetti called the meeting to order at 10:10 am with a roll call. Five (5) committee members were present, representing a quorum.

A motion by Ms. Pacetti, seconded by Mr. Sleasman to approve the minutes from June 3, 2025, and was unanimously approved.

Ms. Pacetti called the first presentation Non-Competitive Procurement – a presentation of a recurring negotiated non-competitive procurement for annual software maintenance and support of the Authority's demand response, customer information and client communications software applications. Charles Morgan, Director of Information Technology, and Sean Becker, Program Contract Manager in Procurement, led the presentation. Mr. Morgan outlined the long-term use of Trapeze software for paratransit scheduling and dispatch, emphasizing its critical role in operations and ADA compliance. The software includes components such as PASS-CT for coordinated dispatch, PASS-Web for online scheduling, DriverMate tablets for real-time communication, and IVR systems for customer interaction. Concerns were raised about long wait times when calling dispatch, to which Nick Davidson, Director of Paratransit, responded that growing demand and limited call capacity were contributing factors. He explained that the upcoming mobile app would help reduce call volume by enabling more customers to book trips online, which currently accounts for only 3.5% of scheduling. Mr. Morgan also noted an upgrade to version 21 of the software was underway, expected to enhance stability and performance. He praised Trapeze for their 24/7 support and productive partnership, especially in handling critical system outages. Mr. Becker provided an overview of the procurement process, explaining that Trapeze is the sole provider due to the proprietary nature of the software. A recent audit tied a nearly 30% cost increase to higher operational metrics like trip volume and vehicle usage. The proposed three-year contract, totaling \$2,542,100, includes a fair 6% year-over-year increase after the first-year adjustment.

It was recommended that the Committee forward the item to the full Board for approval. A motion to do so was made by Mayor Koomar, seconded by Mr. Sleasman, and unanimously approved.

There being no further business to bring before this Committee, a motion to adjourn the meeting by Mayor Koomar, seconded by Mr. Sleasman. The meeting was adjourned at 10:25 am.



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Rajan D. Gautam  
Secretary/Treasurer



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Avis R. Lyons  
Interim Executive Assistant