

City of Simi Valley  
Staff Report

April 6, 2026

**To:** City Council

**From:** Public Works Department  
Ron Fuchiwaki, Public Works Director

**Subject:** Approval of fifth contract amendment with Transtrack Systems, Inc. for the Transit Data Management Software System

**Staff Recommendation**

It is recommended that the City Council:

1. Approve the fifth contract amendment with Transtrack Systems, Inc. (Transtrack) (Attachment A), to retain the Customer Feedback Module and remove all other modules, retroactively extend the contract term for one year, from February 22, 2026, to February 21, 2027, and increase the not-to-exceed amount by \$15,848, for a total not-to-exceed amount of \$298,680.56; and
2. Authorize the City Manager to execute optional extensions, if necessary.

**Background**

In 2021, as part of the Short-Range Transit Plan's recommendation, staff procured a Transit Data Management Software System for an amount not to exceed \$172,863. The system provides web-based analytics and an automated data management system to aggregate data from multiple electronic sources efficiently. This system also produces statistical reports and automates the annual National Transit Database (NTD) reporting required by the Federal Transit Administration (FTA). The software system includes optional modules that could also be purchased in the future.

On February 22, 2022, the City approved the first contract amendment to purchase an Automatic Passenger Counter (APC) certification module, including two years of support and maintenance, in the amount of \$14,900, increasing the total not-to-exceed contract amount to \$187,763.

On May 1, 2023, the City approved the second contract amendment to expand the scope of services to include the Unlinked Passenger Trips (UPT) survey module and a Public Transit Agency Safety Plan (PTASP) reporting module, including one year of support and maintenance. This amendment increased the contract amount by \$11,700, bringing the total not-to-exceed amount to \$199,463.

On March 27, 2024, the City approved the third contract amendment to exercise the first one-year extension through February 22, 2025. The amendment added \$41,068.61, for

annual system support and maintenance, bringing the not-to-exceed contract amount to \$240,531.61. It also removed the PTASP reporting module because it was no longer actively used. Removing this feature lowered maintenance costs and allowed Transtrack to focus on the tools the City uses for operations and reporting.

On January 28, 2025, the City approved the fourth contract amendment to exercise the second one-year extension through February 22, 2026, adding \$42,300.95 and increasing the not-to-exceed amount to \$282,832.56.

Staff recently conducted a comprehensive review of system utilization to ensure alignment with current transit operations and fiscal priorities. Based on that evaluation, staff determined that only the Customer Feedback Module is still needed for operations and reporting.

### **Discussion**

The Customer Feedback Module provides a centralized system for receiving, tracking, and responding to customer comments, complaints, and service requests. The module allows staff to identify trends and implement data-driven improvements. The City has fully utilized this module to support transit operations, performance monitoring, and audits and compliance reviews.

Following a comprehensive evaluation of the Transit Data Management Software System, staff recommend discontinuing modules that are no longer fully utilized. This adjustment will reduce overall costs and align the contract with the City's current operational priorities.

Since its implementation, the Customer Feedback Module has been fully integrated into staff workflows and maintains historical records critical to performance monitoring and service quality. Continuing the module preserves the City's prior investment and ensures operational continuity.

Staff recommends retaining the Customer Feedback Module, enabling the City to continue using generated reports for NTD reporting as required by the FTA, as well as support other transit performance reviews and audits, while removing all other modules. This will require the contract to be retroactively extended for one year, allowing for annual evaluation of performance, budget, and operational needs.

### **Financial Impact**

The total cost is \$15,848, which was included in the FY 2025-26 Adopted Budget under Transit Operations Allocated Funds (Fund 750). No additional appropriation is required. This action has no impact to the City's General Fund.

### **City Council Priority**

This item supports the City Council's Thriving Community Pillar of Excellence Goal, which promotes a high quality of life through housing, inclusive programs, vibrant public spaces, and opportunities for community connection and services.

**Suggested Motion**

I move to/that:

1. Approve the fifth contract amendment with Transtrack, to retain the Customer Feedback Module and remove all other modules, retroactively extend the contract term for one year, from February 22, 2026, to February 21, 2027, and increase the not-to-exceed amount by \$15,848, for a total not-to-exceed amount of \$298,680.56; and
2. Authorize the City Manager to execute optional extensions, if necessary.

**Summary**

In 2021, as part of the Short-Range Transit Plan's recommendation, staff procured a Transit Data Management Software System. This system provides web-based analytics and an automated data management system to efficiently aggregate data from multiple electronic sources. It also produces statistical reports and automates the annual National Transit Database (NTD) reporting required by the Federal Transit Administration (FTA).

The Agreement included two optional one-year extensions, and the City Manager was authorized to approve those extensions. Staff recommends that the City Council approve the fifth contract amendment with Transtrack, to retain only the Customer Feedback Module and remove all other modules, retroactively extend the contract term for one year, from February 22, 2026 to February 21, 2027, and increase the not-to-exceed amount by \$15,848, for a total not-to-exceed amount of \$298,680.56; and authorize the City Manager to execute the optional extensions, if necessary.

**Prepared by:** Gian Maria Garcia, Management Analyst

**Attachment:**

Attachment A – Fifth Contract Amendment

**FIFTH AMENDMENT TO  
AGREEMENT NO. 3210071 BETWEEN  
THE CITY OF SIMI VALLEY AND  
TRANSTRACK SYSTEMS, INC.**

THIS FIFTH AMENDMENT (“Amendment”) is made and entered into this 6<sup>th</sup> day of April 2026, by and between the CITY OF SIMI VALLEY, a general law city and municipal corporation (“CITY”), and TRANSTRACK SYSTEMS, INC., a C-Corporation (“CONSULTANT”).

1. Pursuant to Section 9 of Agreement No. 3210071 (“Agreement”), Section 2, Section 3, and Section 5 (A) and (B) shall be amended to read as follows:

Section 2. **Term.** The term of the CONTRACT will be retroactively extended for one year from the date of this Fifth Amendment is made and entered, as written above, until February 21, 2027. This Fifth Amendment may be extended for two additional one-year terms upon written consent of the City Manager and CONSULTANT.

Section 3. **Description of Services.** CONSULTANT agrees to perform the services more specifically set forth in the “Scope of Work” attached hereto and incorporated herein, this Fifth Amendment, as Exhibit A-3.

Section 5. **Compensation and Payment.**

A. The total compensation payable to CONSULTANT by CITY for services under this Fifth Amendment to the CONTRACT shall not exceed the sum of \$15,848 for the work completed between February 22, 2026 to February 21, 2027, for a total not to exceed CONTACT amount of \$298,680.56, and shall be earned as the work progresses. Payment will be made based on the “Schedule of Fees” and payment schedules as set forth in Exhibit “B-1” attached hereto and incorporated herein. Notwithstanding the foregoing, Consultant has also provided its time and material rates for certain services identified in its bid and such rates are also listed in Exhibit B. Consultant acknowledges that CONSULTANT is not guaranteed to receive the Not-To-Exceed Amount or any particular or minimum amount of compensation or work under this CONTRACT.

B. After CONSULTANT has performed the services as specified in this CONTRACT, CITY shall be obligated to pay CONSULTANT based upon the actual CITY-authorized services received by the CITY in accordance with the Schedule of Fees in Exhibit B-1. In no event shall the total amount paid exceed the CONTRACT Not-To-Exceed Amount unless otherwise agreed to by the parties in writing.

2. **ELECTRONIC SIGNATURES.** This Amendment may be executed by the Parties on any number of separate counterparts, and all such counterparts so executed constitute one Amendment binding on all the Parties notwithstanding that all the Parties are not signatories to the same counterpart. In accordance with Government Code §16.5, the Parties agree that this Amendment will be considered signed when the signature of a party is delivered by electronic transmission. Such electronic signature will be treated in all respects as having the same effect as an original signature.

3. This Amendment may be executed in any number or counterparts, each of which will be an original, but all of which together constitutes one instrument executed on the same date.

4. Except as modified by this Amendment, all other terms and conditions of Agreement No. 3210071 remain the same.

[SIGNATURES ON NEXT PAGE]

IN WITNESS WHEREOF the parties hereto have executed this contract the day and year first hereinabove written.

**Attest:** **City of Simi Valley, A Municipal Corporation**

\_\_\_\_\_  
Lucy Blanco, City Clerk

By: \_\_\_\_\_  
Dee Dee Cavanaugh, Mayor of the  
City of Simi Valley, California

**Approved as to Form:** **Transtrack Systems, Inc.**

\_\_\_\_\_  
Algeria R. Ford, City Attorney

By: \_\_\_\_\_

Print Name: Leanne Tribe

**Approved as to Content:**

Title: General Manager

\_\_\_\_\_  
Samantha C. Argabrite, City Manager

By: \_\_\_\_\_

Print Name: Amy Waddell

\_\_\_\_\_  
Johanna Medrano,  
Deputy Administrative Services Director/  
Budget & Purchasing

Title: VP of Finance

\_\_\_\_\_  
Ronald K. Fuchiwaki,  
Public Works Director

EXHIBIT "A-3"  
SCOPE OF WORK

CONTRACT FOR PROFESSIONAL SERVICES BETWEEN THE  
CITY OF SIMI VALLEY AND TRANSTRACK SYSTEMS INC.  
TO PROVIDE A TRANSIT DATA MANAGEMENT SOFTWARE SYSTEM

**Description of Services**

Simi Valley Transit currently has the following modules in their TransTrack Manager instance:

- Daily Passenger Sheet
- Fare System Passenger Import
- Daily Driver Trip Sheet
- Daily Ops Dispatch Log & Safety
- Daily AVL/APC Analysis
- Vehicle Inventory & Roadcalls
- GL Crosswalk & Expense/Revenue Allocation
- Customer Feedback
- Service Planning Analytics
- Automatic Passenger Counter Module
- Ride Check App
- Transit Asset Management

Simi Valley has requested to reduce their TransTrack Manager instance down to the following module:

- Customer Feedback

If Simi Valley Transit accepts this proposal, ONLY the Customer Feedback module will remain in their customer environment. As part of this reduction, TransTrack will turn off all views, imports and reports except for those that are part of the feedback module.

EXHIBIT "B-1"  
SCHEDULE OF FEES

CONTRACT FOR PROFESSIONAL SERVICES BETWEEN THE  
CITY OF SIMI VALLEY AND TRANSTRACK SYSTEMS INC.  
TO PROVIDE A TRANSIT DATA MANAGEMENT SOFTWARE SYSTEM

**Price Quote & Payment Terms**

	Annual Cost	Not-To-Exceed Contract Amount
Services	\$0	
Annual Subscription Year 1	\$15,848	\$298,680.56
<b>Total</b>	<b>\$15,848</b>	

**Note:**

- The annual subscription cost will be billed upon execution of this agreement.
- All professional services in this work order use 2026 rates. If any work extends beyond 2026, pricing will need to be updated to reflect the current year's rates.
- Third-party vendor charges to interface with TransTrack are the responsibility of the City.

**Project Acceptance Criteria & Payment Milestones**

Acceptance Criteria	Payment Milestone
Upon execution of this price quote	100% of annual subscription for February 2026 – February 2027