



Staff Report

TO: City Council
FROM: Kari Mendoza, Administrative Services Director
DATE: June 21, 2022
SUBJECT: **Approve a Five-Year Subscription to Swiftly, a Real-Time General Transit Feed Specification Platform, in an Amount Not to Exceed \$249,200**

Background and Analysis:

The City of Beaumont Transit Department has been using a bus tracking application called Double Map since 2013. Double Map is available to the public to track buses on a desktop or mobile device. Although this service has been adequate to the customer service needs in the past, the functionality of the platform has not grown with the needs of new requirements set forth by California Department of Transportation (Caltrans).

On August 31, 2021, Caltrans finalized the California Minimum General Transit Feed Specification (GTFS) Guidelines. A GTFS real-time feed lets transit agencies provide consumers with real-time information about disruptions to their service (lines not operating, important delays, etc.), location of their vehicles, and expected arrival times. Due to the rapid pace of technology many transit providers in California are often not compliant with GTFS as outlined by Caltrans. Beaumont Transit currently offers riders a bus tracking app through Double Map, however this information does not adhere to GTFS guidelines requiring agencies to produce a GTFS Realtime feed, which can be integrated with applications such as Google Maps and includes predictions for upcoming arrivals and alerts about changes to service. Beaumont Transit has reviewed options for becoming compliant with Caltrans guidelines and has identified Swiftly Inc. (Swiftly) as a uniquely viable solution for replacing Double Map.

Swiftly's Transitime product with real-time passenger predictions, leverages the real-time and historical movements of vehicles to predict arrival times faster and more accurately than existing systems on the market. Once configured with the static GTFS, on-board cellular routers, and tablets installed with the Onboard application, real-time passenger predictions uses real-time global positioning system (GPS) data alongside historical system speeds, travel times, reliability, and more to ultimately generate highly

accurate arrival predictions for passengers. These predictions are re-calculated with every GPS update, ensuring that passengers and internal staff are consistently receiving the most up-to-date prediction information. Real-time passenger predictions includes vehicle location and prediction feeds in a variety of standard formats (GTFS-Realtime, javascript object notation and extensive markup language application programming interface), which can be integrated with third-party web and mobile applications via an extensive application programming interface library, as well as other passenger facing endpoints such as short message service and interactive voice response systems and electronic signage. These systems and signage are part of a future project to grow Beaumont Transit and bus predictive transparency for waiting passengers at the bus stops.

The Swiftly platform has other modules that are included with the Real-Time Passenger Predictions, these other modules include:

- Live Operations – notifies transit dispatch of service gaps and the Driver.
- On-Board App - notifies drivers regarding schedule adherence.
- GPS Playback - gives the ability to playback the route and vehicle movements
- On-Time Performance - gives management the ability to improve schedule and on-time performance.

Swiftly is a sole sourced product that is only available through Swiftly. The City Attorney has reviewed and approved attached service agreements.

Fiscal Impact:

Total 5-year subscription is \$249,200 and will be fully funded through Riverside County Transportation Commission State Transit Assistance Project awarded for FY 23 No.23-05. As a capital improvement, this five-year subscription amount will not affect farebox recovery. Current annual rates for Swiftly are \$49,280 a year, which will likely increase by 2028 when the annual cost will be paid for by Transit Services Fund.

Recommended Action:

Approve the purchase of a five-year subscription to Swiftly in an amount not to exceed \$249,200 as part of FY23 RCTC STA project No. 23-05 and authorize the Mayor to sign the order form.

Attachments:

- A. Terms of Service
- B. Sole Source Documentation

C. Order Form and Agreement