



Date of Memo: September 10, 2024
Current Meeting: September 18 & 19, 2024
Board Meeting: September 25, 2024

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President and Chief Executive Officer Jennifer Pyrz
FROM: Senior Director of Service Planning Annette Darrow
SUBJECT: Consideration and approval of Swiftly renewal

ACTION ITEM A – 6

RECOMMENDATION:

It is recommended that the Board of Directors authorize the President and Chief Executive Officer to enter a contract with Swiftly for one year to procure software to provide real-time arrival information, TSP data calls, enhanced dispatch tools, rider alerts/detours, and enhanced data analytics, with a total cost not exceeding \$328,205.

BACKGROUND:

Swiftly is a hardware-agnostic, cloud-based software platform that provides internal and external information in real-time. IPTC implemented Swiftly in late 2019 with the launch of the Red Line and the Marion County Transit Plan. Swiftly provided more precise real-time arrival predictions, live operations for bus headway management, runtime analysis, rider alerts, text, interactive voice response, and backend data analytics that can be shared with third parties. We have expanded to allow our new Transit Signal Priority (TSP) system to run off data provided through Swiftly.

DISCUSSION:

Renewing the contract with Swiftly will maintain real-time information services and allow our new TSP system to run off the data provided. IPTC will launch a new TSP system this October on BRT lines and eventually local routes to speed up routes, allowing great efficiency and passenger experience.

ALTERNATIVES:

The Board could choose not to award. This would mean IPTC would not have rider alert information or real-time customer predictions through Swiftly, Speed Map for scheduling, or TSP for the BRT lines and local lines in the future.

FISCAL IMPACT:

The total cost of this procurement is \$328,205 for 2024-2025. The funding for this project is budgeted and will come out of the Operating Budget.

DBE/XBE DECLARATION:

Not applicable.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on September 18, 2024 and Service Committee on September 19, 2024.