Fox Cities Transit Commission on 2023-01-24 300 PM
Tues, Jan 24, 2023 3:00PM

George Dearborn (Chairman) 03:07
The next item is authorization of award of computer aided dispatch and automated vehicle location software. So, I need a motion to put that on the floor, please.

Rick Detienne (Commissioner) 03:20
So move.

Larry Wurdinger (Commission Member) 03:21
Second.

George Dearborn (Chairman) 03:22
We have a motion and a second. So, Dave, can you go through that, please?

David Vickman (Transit Operations Specialist) 03:26
Sure. Thank you chair. Hopefully you've all had a chance to read the memo in the packet. But I thought I would give a quick summary without reading the whole thing. So, I think Ron has shared over the past couple of meetings that our current system called Double Map, the vendor informed us couple years ago that they eventually were going to no longer support the project. In November of this year, they informed us that they're done at the end of 2023. So, we moved toward an RFP process to find a replacement system, which we released in November on November 9.

David Vickman (Transit Operations Specialist) 04:01
So, what is a CAD AVL system? That's a transit term. So, computer aided dispatch, automatic vehicle location system. It's basically some hardware onboard the bus that communicates with a number of systems like the farebox, the passenger counters, the interior signs, the voice announcements. It also talks to, or pulls in, GPS coordinates, shares that data with software in the cloud, and that data flows down to a product that operations and managers use in the office to monitor the system. It also flows to other software products we use that use that sort of data and to things like our bus tracking app and website. So it's critical data for us to monitor the system as well as for the customer and federal and state reporting.

David Vickman (Transit Operations Specialist) 04:57
So, we released the RFP in November. We got five proposals, one that was evaluated the highest and also demoed was from a company called GMV. So, we have that recommendation in the memo. The one thing I did want to point out to the Transit Commission is the piece we're missing here is our rider app. Double Map, our last provider, also included a rider app with the system. With the situation we're in where we could potentially lose a CAD AVL vendor and the app at the same time, we decided to go with a third party or look for a third party to provide the app instead of getting it from this type of vendor. And in fact, that is a really good decision because the of the proposals we got a number of them didn't even supply a app, they don't, they're not even in that business. And the vendors that did their apps were, in my opinion, of a lesser quality than the current one we have.

David Vickman (Transit Operations Specialist) 05:59
So, the piece we're missing is the app. And that's the next project is to search for an app that can use this data that is will be helpful for our riders. And focusing—I think the apps that are around now at least a few that we're looking at, they focus on more features. You know, some of them fold in fare payments, they have better trip

planning features. They may not be as good as showing a live smooth motion of a vehicle on a map, but they give good eta as far as your bus is coming in two minutes and things like that. So, there are more features, but not perhaps not as good as Double Map as far as showing where the vehicle location is. But we're still kind of looking through options. You know, we're not in a situation where we can hire a developer to create our own app. So we're looking at what's available in the market that could use our data at reasonable cost. So, with that, that's kind of the summary of that memo. The end of it is staff recommending award to the GMV.

George Dearborn (Chairman) 07:05
Does anyone have any questions about the—Yes, please?

Diane Dexter (Commissioner) 07:08
Have you spoken directly with any transit systems that do use the software?

David Vickman (Transit Operations Specialist) 07:13
Yeah, good question. So, part of every RFP is we do call the references and even if we can find references that weren't provided by the vendor, those are sometimes the best ones to call. Fortunately, the City of Waukesha hired this company last year so we went on a field trip down there, ask them a bunch of questions, kind of talked to their maintenance, one of their drivers, their manager to see how the system's operating for them over the past year. So good references.

Diane Dexter (Commissioner) 07:42
They do have a good video on YouTube that's about 10 minutes that pretty much explains how it works. It was very interesting.

George Dearborn (Chairman) 07:55
Anyone else? Okay, we have a motion and a second on the floor. All those in favor to award this to GMB contract to GMB say aye, please. Any opposed? Thank you motion carries.