

CITY OF SANTA ROSA
CITY COUNCIL

TO: MAYOR AND CITY COUNCIL
FROM: RACHEL EDE, DEPUTY DIRECTOR - TRANSIT
TRANSPORTATION AND PUBLIC WORKS DEPARTMENT
SUBJECT: AGREEMENT WITH AVAIL TECHNOLOGIES, INC. FOR
CONTINUED MAINTENANCE AND SUPPORT FOR CITYBUS
PASSENGER INFORMATION SYSTEMS

AGENDA ACTION: RESOLUTION

RECOMMENDATION

It is recommended by the Transportation and Public Works Department that the Council, by Resolution, approve a five-year Maintenance and Support Agreement with Avail Technologies, Inc., of State College, Pennsylvania, in order to maximize CityBus' initial capital investment in automated vehicle location systems, that will consist of five annual payments not to exceed a total of \$497,117.

EXECUTIVE SUMMARY

The agreement provides CityBus with maintenance and support services for five additional years to fully realize the benefit of the initial capital investment in the Automated Vehicle Locator (AVL) System for the CityBus fixed-route fleet. The AVL system provides tools for improved fleet management to promote efficient operations, enhanced service planning and performance evaluation capabilities, and real-time bus arrival information for the public, available via phone, text, web, and smartphone app.

BACKGROUND

On July 17, 2012, the City Council awarded a Professional Services Agreement, F000410A, to Avail Technologies, Inc. for design, delivery, and installation of hardware for the purpose of GPS vehicle location, vehicle diagnostics, passenger counting, on-board messaging and routing information, and providing real-time bus arrival information to the public. This system collects and manages data hosted and maintained by the vendor at a remote location with a five-year maintenance and services term for a fixed price of \$1,483,015. The First Amendment supplemented Exhibit A, which modified the equipment installed in six newly-acquired buses.

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The Avail system is installed on the twenty-eight vehicles in the CityBus fixed-route fleet, and provides real-time bus arrival information the public via phone, text, web, and smartphone app. The system also tracks vehicle location, counts all passenger boardings and alightings at the bus stop level, and provides data for optimizing system performance, including schedule adherence. This data is used on an ongoing basis by operations and administrative staff for evaluating system performance and improving service delivery. The system simplifies bus operator responsibilities by integrating passenger counting, stop announcements, and destination sign displays into one module.

PRIOR CITY COUNCIL REVIEW

On July 17, 2012, Council awarded the original Professional Services Agreement for a five-year term in the amount of \$1,483,015.

ANALYSIS

The Avail system is currently installed in CityBus' entire twenty-eight vehicle, fixed-route fleet. The Avail system is a fully vendor-hosted solution that includes:

- GPS-based Automated Vehicle Location (AVL),
- Automated Passenger Counting system (APCs),
- On-Board Systems Integration (Fareboxes, Stop Enunciators, Head Signs, and Engine Diagnostics),
- Real-Time Bus Arrival Information via Cell Phones, Smart Phones, Web Devices, and SMS Texting,
- Real-Time Arrival Signage,
- Interactive Voice Response for the CityBus phone system,
- Automated System Performance Reporting,
- On-Time Performance and Stop Utilization data,
- Computer Aided Dispatch,
- QR Code Support,
- Google Transit Integration,
- CityBus scheduling software integration, and
- "511.org" system integration for regional transit ridership information.

The cost of the first five years of maintenance and support which began November 1, 2013, was included in the original contract award and expires October 31, 2018. This new agreement will provide the maintenance and support of the Avail system through October 31, 2023. The Transit Division has determined that to fully realize the benefit of the initial capital investment in the AVL system, entering into a new agreement will allow CityBus to continue to use the existing equipment installed in the fleet, which has a useful life of approximately 10 years and bring financial benefits to the City.

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In addition to this new agreement for the support and maintenance of the system, a separate amendment to the initial agreement is being processed for the City Manager's signature, to enable the Transit Division to purchase related equipment as needed during the extended term of the maintenance and support agreement.

FISCAL IMPACT

This action has no impact on the General Fund. Funding for the first year of the agreement (\$96,031) is included in the FY 2018-2019 Transit Division operating budget and funded with State Transportation Development Act (TDA) Article IV funds. The subsequent annual funding for the remainder of the term (\$401,086) will also be drawn from State Transportation Development Act (TDA) Article IV grant funds.

ENVIRONMENTAL IMPACT

This action is exempt from the California Environmental Quality Act (CEQA) because it is not a project which has a potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect physical change in the environment, pursuant to CEQA Guideline section 15378.

BOARD/COMMISSION/COMMITTEE REVIEW AND RECOMMENDATIONS

Not Applicable

NOTIFICATION

Not Applicable

ATTACHMENTS

- Resolution / Exhibit A – Maintenance and Support Agreement with Avail Technologies, Inc

CONTACT

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