

## Transportation Committee

Meeting date: January 13, 2020

For the Metropolitan Council meeting of January 22, 2020

**Subject:** Alerts-Manager and Real-Time Concentrator Software, Contract 19P218

**District(s), Member(s):** All

**Policy/Legal Reference:** 3-3 Expenditure Policy, Procurement of Goods and Services greater than \$500,000.

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**Division/Department:** Metro Transit/Transit Information

### Proposed Action

That the Metropolitan Council authorizes the Regional Administrator to negotiate and execute a sole source Contract 19P218 with IBI Group to provide software implementation, support and maintenance services for an Alerts Manager and Real Time Concentrator system for a three-year period in an amount not to exceed \$800,000.

### Background

Metro Transit currently uses an internally developed alerts management tool for updating riders about detours and other transit service disruptions. Customers can sign up to receive alerts for individual routes by text and email; at the end of 2019, Metro Transit had over 34,000 subscribers signed up for rider alerts. Metro Transit also uses other tools and platforms to communicate certain service alerts, such as social media and electronic signs which are updated as needed.

Additionally, Metro Transit currently publishes a weekly data feed with schedule and other transit information that is reflected in the online trip planner and other customer information tools. Metro Transit does not currently publish a dynamic, real-time feed to reflect and reconcile service changes or disruptions (such as a temporary bus stop closure or route detour) and real-time bus/rail location data. The impact to riders is that service changes are not always reflected in the tools being used to plan and make transit use decisions.

Metro Transit seeks to enter into a contract with IBI Group that will implement Alerts Manager and Real-time Concentrator software to more effectively create, manage, and send information about detours and disruptions to downstream customer information channels and to produce an accurate, robust real-time data feed to incorporate alerts and other real-time information into trip planning and other tools, and improve overall real-time transit information accuracy. A sole source procurement is requested for this software as IBI Group is the only vendor who can meet the Council's requirements.

### Rationale

The proposed improvements associated with the software will impact potentially all customers. Providing accurate and timely information about detours and disruptions and estimated departure times has become an expectation for riders.

The Alerts Manager and Real-time Concentrator systems will allow Metro Transit to provide more accurate, detailed, and relevant real-time information to riders and promote transit use and mode choices through:

- Implementing a system that streamlines and improves the creation, management and timeliness of rider alert messages to various customer information channels (such as the Metro Transit website, trip planner, electronic signs)
- Creating more granular alert subscription options, allowing customers to receive alert messages that more directly impact them
- Integrating bus, Northstar and light rail data into a cohesive data feed
- Publishing a real-time feed that other third-party transit apps (such as Google) can also use to share real-time rider alert, vehicle location and estimated departure time information
- Improving the ability to manage, report on and utilize rider alert data

### **Thrive Lens Analysis**

This action will advance the Thrive outcome of prosperity and livability by providing more accurate real-time information about existing transit operations that allows riders to make better-informed choices about their transit use and encouraging the overall use of transit. It will be an improvement for all transit users in our communities, promoting the general livability of the region.

### **Funding**

Funding for this contract is included in the Transit Information department budget.

### **Known Support / Opposition**

This project is part of a Metro Transit high-priority initiative program to Improve Detour Communication and has significant internal support. There is currently no known opposition.