



Meeting Date: October 27, 2026

Consent Agenda: Swiftly Software On-Time Performance & Run Time Renewal

BACKGROUND:

GRTC is dedicated to enhancing service reliability, performance monitoring, and operational efficiency through targeted technology investments. Accurate measurement of on-time performance (OTP) and optimized run times are essential to ensure schedule compliance, maintain customer satisfaction, and support effective resource allocation. In 2025, GRTC implemented Swiftly Software's advanced analytical tools to promote data-driven service planning and improve operational efficiency.

Swiftly, Inc. is a nationally recognized provider of real-time transit data platforms, delivering an integrated suite of modules designed to enhance performance tracking, service planning, and rider communication.

GRTC seeks to procure an annual license and services renewal to continue operating under a software agreement.

HIGHLIGHTS:

- The software renewal encompasses an annual license for two critical modules:
 - On-Time Performance (OTP) Module – This module provides real-time and historical data regarding schedule adherence across the transit system, thereby enabling performance reporting, trend analysis, and enhancements in service reliability.
 - Run Times Module – This module evaluates actual vehicle performance against scheduled times and generates data-driven recommendations for adjusting run times. Such adjustments support more accurate scheduling, alleviate operator stress, and improve the overall rider experience.
- The total estimated cost for this procurement is \$124,045.70 and is funded with federal, state, and local funds.

Federal (28%)	State (68%)	Local (4%)
\$ 34,732.80	\$ 84,351.08	\$ 4,961.82

RECOMMENDATION:

That the Board of Directors authorize the procurement of Swiftly Software licenses for On-Time Performance and Run Time modules.

Ellen Robertson, Secretary
GRTC Board of Directors

Date