

# Regional Transit System

# GPC Update May 12, 2022

## RTS App – GNV RideRTS



# GNV RideRTS

- Introduced in August 2021 and went live on October 2021
- Included with the current operations system from Clever Devices (no additional costs)
- RTS staff actively working on improvements and updates with the app developer

# Improvements/Updates Completed

- Bus no longer disappearing from the app.
- Schedule feature issue solved.
- Route schedules available for all routes.
- Route colors on app improved.
- Detour changes were updated - shows dotted line depending on zoom level.

## Improvements/Updates Completed

- Map remains static instead of moving.
- Increased polling rate from 30 seconds to 15 seconds which reduced icon “jumping” & provides a smoother view of bus travel.
- Issue of keyboard covering app has been resolved.
- Stops near me option added.

## Improvements/Updates In-Progress

- Cutaway Hardware install for ability to track route 150. Contract completed, waiting on equipment to arrive and be installed.
- Bus capacity indicator feature will be activated (early May).
- Routes near me option (early May)
- Exploring a landing page to provide the map as a home page.

# Customer Monitoring

## Apple Platform:

- 1,132 new apple downloads in March
- 27,421 downloads since launch
- Average 4,824 active users each day
- Active devices have an average of 23 sessions per week.
- App has been used on Apple devices 1,547,056 sessions since launch

## Android Platform:

- 1,500 active users daily
- 4,621 total downloads

# Customer Feedback

## RTS Customer Service app related comments/complaints:

- January - 19
- February – 18
- March - 14
- April – 9 (as of 4/20/22)

Complaints have been trending down as improvements are made and customers become accustomed to app and added features.

# Transit App Alternatives

Staff continues to explore alternatives with other developers who specialize in serving transit agencies.

- Costs – alternative apps started at \$125,000 annually or more plus implementation costs.
- Features – Features and options varied from app to app, but none guaranteed detours/disruptive service updates such as GNV RideRTS.
- Compatibility – Several vendors were not compatible with the current hardware and/or were not able to provide a response to the staff inquiry: City Mapper, ETATransit, Travelwhiz, and Avail (MyStop App).



# Peer Agency Transit App

Agency Name	State	Tracking App
Chatham Area Transit Authority	GA	In-house developed app - CATapp (Chatham Area Transit App)
City of Tallahassee	FL	Moovit
Champaign-Urbana Mass Transit District	IL	In house developed app - iPhone only
Berks Area Reading Transportation Authority	PA	BARTAGo App developed by Modeshift, Inc
Centre Area Transportation Authority	PA	MyStop
Greater Lafayette Public Transportation Corporation	IN	MyCityBus app - developed by Trispark Technologies
Lexington Transit Authority	KY	No app information
Tompkins Consolidated Area Transit	NY	Ithica Transit app - developed by Cornell app Development
Kalamazoo Metro Transit System	MI	MyStop
Capital Area Transportation Authority	MI	Transit App
Fresno Area Express	CA	Fresno Transit app - developed by ScholarDev LLC
Lane Transit District	OR	UMO Mobility App
Capital Metropolitan Transportation Authority	TX	In house developed app - CapMetro App
Montbello Bus Lines	CA	Tap App
Chapel Hill Transit	NC	Transit App

# Transit App Alternatives Summary

Vendor Capabilities and Options	Clever Devices (RTS Vendor)	Moovit	UF Computer Science	Modaxo/ TransLoc	GoSwiftly/ TRANSIT
Find Stops near me	Yes	Yes	Yes	No	Yes
Trip Planner	Yes	Yes	Yes	No	Yes
Multi Method Trip Planner	No	Yes	No	No	No
Favorites	Yes	Yes	Yes	No	Unknown
Stop times	Yes	Yes	Yes	No	Yes
Disruptive service/Detours	Yes \$0	Maybe	No	No	No
Transit Mobile Ticketing	Can add text link	Yes	No	No	Module available for \$
Scooter Rental	N/A	Yes, Approx. \$30K	No	No	No
Maintenance Package	Yes \$0	\$50K/year (5 year min)	\$140K/year	Yes	Yes
On-Demand Transit Micro Mobility	N/A	Yes, Approx. \$30K	No	Yes	Module available for \$
Rider Alerts	Yes	Yes	Yes	Yes	Module available for \$
Base Cost	\$0	\$260,000	\$120,000 Plus FTE	\$330,000	Approximately \$125,000
<b>Total Estimate Cost</b>	<b>\$0</b>	<b>\$310,000</b>	<b>\$260,000 Plus FTE</b>	<b>\$330,000</b>	<b>Approximately \$125,000</b>

# Thank You!

