

City Council – Action Request Form

Date: August 15, 2023

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Aaron King, Assistant City Manager
Jeff Fansler, Director of Transportation

Council Action Requested:

Resolution Authorizing the City Manager to Enter into a Contract with GMV Syncromatics for Real-Time Passenger Information for Winston-Salem Transit Authority’s Fixed-Route Bus System

Strategic Focus Area: Quality Transportation
Strategic Objective: Improve Integrated Road Network
Strategic Plan Action Item: No
Key Work Item: No



Summary of Information:

The Winston Salem Transit Authority (WSTA) operates 45 Fixed-Route buses. In 2012, WSTA entered into an agreement with NextBus for Real-Time Passenger Automatic Vehicle Locator (AVL) services for these buses, however, NextBus no longer offers the service. WSTA participated in a Regional Request for Proposal (RFP) project with the Piedmont Authority for Regional Transportation (PART) and the Transit Systems for Burlington, Greensboro, High Point, Chapel Hill, Orange County and Davidson County for the design, delivery, and installation of Real-Time Passenger Automatic Vehicle Locator (AVL) advanced technologies and support equipment, software, and hardware on August 30, 2021.

The RFP was developed and managed by PART with industry best practices and meets compliance requirements of the Federal Transit Administration (FTA) with designated evaluation criteria and independent reviews to confirm the RFP submissions that were both responsive and responsible. There were five responsible and responsive bids for AVL services; Transloc, Passio/Ecolane, Passio/CTS, Connexionz and GMV. Based on the independent evaluations, price submissions, interviews of vendors and the Best and Final Offer (BAFO) submissions, the members of the RFP evaluation committee recommended the contractual award to GMV Syncromatics Corporation for Real-Time Passenger AVL technology.

Committee Action:

Committee	PW, FC 8/15/2023	Action	Approval
For	Unanimous	Against	
Remarks:			

WSTA has identified funding to support contracting with GMV for Real-Time Passenger AVL for the following features: Base AVL Hardware/Software installation, Automatic Voice Annunciators (AVA), LED Next Stop signs, Realtime Passenger Mobile App and LCD Outdoor and Indoor Monitors. When additional funding is available, staff recommends adding additional features to enhance the customer experience.

On June 21, 2022, City Council approved the City Manager to enter into a contract with GMV Sycromatics Corporation for Real Time Passenger AVL Technology in the amount of \$550,000.

During the contract execution, it was discovered that the previously approved resolution did not contain the annual costs for REMIX Technology for the five-year term of the contract agreement.

REMX is a planning software that allows the user to analyze data to create alternatives for route deviations or enhancements to manage better route performance. It designs transportation options to prioritize the needs of the community, and rapidly iterate in-house which is a cost savings benefit.

Within this software, staff will have the ability to create new route patterns that will provide statistics on the vehicle demand, route frequency, etc.

REMX also links the Transit Authority to other agencies who use REMIX software data. This includes GTA, High Point and PART (which has been a helpful tool).

The amended total cost for GMV Syncromatics which includes REMIX software installation and annual maintenance support fees is \$1,045,889.