

To: Operations & Scheduling Committee

Date: 08/29/2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: *Ref*

SUBJECT: Clever Insights Contract

Background:

In 2002, County Connection purchased 64 buses equipped with the Clever Devices Intelligent Vehicle Network (IVN) II system, which includes an Automated Voice Announcement (AVA) system for Americans with Disabilities Act (ADA)-compliant stop announcements and an Automatic Passenger Counting (APC) system. Subsequent bus purchases have also included newer versions of Clever Devices IVNs, which helps operators log in, monitors vehicles for dispatch, and provides valuable ridership data for reporting purposes.

RideCheck Plus

The RideCheck Plus module which is part of the Clever Devices suite has been essential for generating detailed ridership data for mandatory National Transit Database (NTD) reporting and internal stakeholder presentations. The onboard equipment tracks passenger boardings and alightings, passenger loads, and service hours and miles. Operators also log fare information on their Mobile Data Terminals (MDTs). This data is uploaded to RideCheck Plus, which uses algorithms to validate and discard bad data, ensuring the accuracy of all reporting. This module is being discontinued by Clever Devices at the end of December 2025 and will be replaced by Clever Insights.

Clever Insights and Clever Reports

The upgraded Clever Insights platform is a web-based reporting solution that provides planners and dispatchers easy access to service information. This new software allows staff to create customized reports and test various data processing scenarios without compromising the integrity of the core data.

Additionally, Clever Reports will provide new metrics that staff have previously been unable to track, including operator performance, miles, and hours for "deadhead" trips, as well as time-series and map data on vehicle-dispatch communication outages. In the future, this new functionality will also allow County Connection to securely share data with third-party vendors in a standardized manner.

Financial Implications:

The upgrade to Clever Insights and the addition of Clever Reports will result in a three-year cost increase of \$28,152.91 to the existing Clever Devices annual maintenance contract as shown below.

	Module		Year 1	Year 2	Year 3	3 Year Total
Upgrade	Clever Insights	Implementation Fees	\$20,707.30	\$20,707.30	\$20,707.30	\$62,121.90
		SaaS	\$35,548.44	\$43,619.06	\$49,579.38	\$128,746.88
	Clever Reports	SaaS	\$-	\$3,476.00	\$3,476.00	\$6,952.00
	Total		\$56,255.74	\$67,802.36	\$73,762.68	\$197,820.78
Current	Ridecheck Plus	Being Discontinued	\$54,892.71	\$56,539.49	\$58,235.68	\$169,667.88
Difference			\$1,363.03	\$11,262.87	\$15,527.00	\$28,152.91

Recommendation:

Staff recommends amending the current contract with Clever Devices to include the upgrades to Clever Insights and the new Clever Reports module.

Action Requested:

Staff requests that the O&S Committee forward the proposed amendment to the Clever Devices maintenance contract to the Board for approval.

Attachments:

None