

To: Board of Directors

Date: August 13, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Swiftly Contract

Background:

For the past several years, County Connection has subscribed to Swiftly, a cloud-based transit data platform known for its seamless integration with existing bus hardware and robust data analytics. We initially implemented Swiftly's On-Time Performance and Run Times modules to gain a comprehensive understanding of our service delivery and have since added Live Operations/Real-time Passenger Predictions, GPS Playback, and Service Adjustments. These additions have further enhanced live vehicle tracking, improved on-time performance monitoring for operations and customer service staff, and provided better stop predictions and real-time information for our customers.

Contract Renewal:

The annual Swiftly contract currently begins each August. However, this time we are renewing it for an 11-month term to align its timeline with our fiscal year budget cycle starting in FY 2028.

Financial Implications:

The 11-month cost for the five operational modules is \$237,316. To help cover this expense, staff will apply \$86,699 in remaining Transit Performance Initiative (TPI) funds specifically to the On-Time Performance, Run Times, and GPS Playback modules to gather more up-to-date data. The remaining balance will be funded through TDA funds, which are already included in the FY 2027 budget.

Recommendation:

The Administration & Finance Committee and staff recommend renewing the contract with Swiftly for 11 months at a cost not to exceed \$237,316.

Action Requested:

The Administration & Finance Committee and staff request that the Board of Directors adopt Resolution Number 2027-01 authorizing the General Manager or designee to renew the agreement with Swiftly for their On-Time Performance, Run Times, Live Operations/Real-time Passenger Predictions, GPS Playback, and Service Adjustments software modules for 11 months at a cost not to exceed \$237,316.

Attachments:

Attachment 1: Resolution Number 2027-01

RESOLUTION NO. 2027-01

**BOARD OF DIRECTORS
CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

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**RENEWING A CONTRACT WITH SWIFTLY, INC. FOR AN ELEVEN MONTH TERM FOR
THE ON-TIME PERFORMANCE, RUN TIMES, LIVE OPERATIONS/REAL-TIME
PASSENGER PREDICTIONS, GPS PLAYBACK, AND SERVICE ADJUSTMENTS SOFTWARE
MODULES, FOR AN AMOUNT NOT TO EXCEED \$237,316**

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (Member Jurisdictions) have formed the Central Contra Costa Transit Authority (CCCTA), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions and certain unincorporated portions of Contra Costa County;

WHEREAS, on-time performance and run time data is critical for staff to make timely adjustments to CCCTA's bus schedules;

WHEREAS, obtaining useful and timely data from CCCTA's Clever Devices Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system installed on the buses has been an ongoing challenge;

WHEREAS, in December 2022, CCCTA entered into a sole source contract for on-time performance tracking and run time analysis with Swiftly, Inc. (Swiftly), a cloud-based transit data platform that integrates with existing hardware on the buses to provide data analytics and visualizations;

WHEREAS, on November 16, 2023, by Resolution 2024-08, the Board of Directors authorized renewal of CCCTA's contract with Swiftly for a one-year term for the On-Time Performance, Run Times, and Speed Maps software modules for an amount not to exceed \$130,000;

WHEREAS, on July 18, 2024, by Resolution 2025-01, the Board of Directors authorized a contract with Swiftly for Live Operations/Real-time Passenger Predictions, GPS Playback, and Service Adjustments software modules for a one-year term for an amount not to exceed \$181,000;

WHEREAS, on November 21, 2024, by Resolution 2025-14, the Board of Directors authorized an eight-month contract renewal for the On-Time Performance and Run Times software modules for an amount not to exceed \$58,000;

WHEREAS, on July 17, 2025, by Resolution 2026-02, the Board of Directors authorized a one-year contract renewal for the On-Time Performance, Run Times, Live Operations/Real-time Passenger Predictions, GPS Playback, and Service Adjustments software modules, for an amount not to exceed \$246,563;

WHEREAS, Swiftly's modules have provided staff with a powerful set of analytical tools that have reduced staff time required to analyze and develop schedule changes so staff can respond more quickly to

performance issues and/or operator concerns; and

WHEREAS, given the value demonstrated by the platform to date and anticipated needs for future projects, staff recommends and the Administration and Finance Committee concurs that the Board of Directors renew the contract with Swiftly for an eleven month term for the On-Time Performance, Run Times, Live Operations/Real-time Passenger Predictions, GPS Playback, and Service Adjustments software modules, for an amount not to exceed \$237,316.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority renews the contract with Swiftly, Inc. for an eleven month term for the On-Time Performance, Run Times, Live Operations/Real-time Passenger Predictions, GPS Playback, and Service Adjustments software modules, for an amount not to exceed \$237,316; and

BE IT FURTHER RESOLVED that the General Manager or designee is authorized to take any other actions necessary to give effect to this Resolution.

Regularly passed and adopted this 20th day of August, 2026 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Robert Storer, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board