



Meeting Date: December 8, 2021

Agenda Item: E.3

## AGENDA SUMMARY REPORT

### **SUBJECT:**

Presentation, Discussion and Possible Action - Far North Group: Fare Modernization and Integration Project

### **SUMMARY:**

On August 31, 2021 CalTrans finalized the California Minimum General Transit Feed Specification (GTFS) Guidelines. A GTFS Realtime feed lets transit agencies provide consumers with realtime information about disruptions to their service (lines not operating, important delays, etc.) location of their vehicles, and expected arrival times.

Due to the rapid pace of technology many transit providers in California are often not compliant with General Transit Feed Specifications (GTFS) as outlined by CalTrans.

Realtime GTFS, and other standards that build the modern transportation (network mobile phones, contactless payments, google and apple maps) that allow riders to have a seamless planning and purchasing experience. Lack of compliance is not the fault of small public agencies - implementing contactless payments and publishing real time data to standards requires a level of sophistication that is beyond the many rural, small and even medium-sized operators in California.

During COVID-19, collecting fares has become problematic because cash payment and processing increased exposure between operators and customers, and between operators and back-office personnel processing cash. Contactless solutions and the real time publication of transit schedules are critical to resuming transit services, and to increasing customer trust of the safety of transit.

### **STAFF RECOMMENDATION:**

Direct staff to continue researching the Fare Modernization and Integration Project and ways to implement GTFS and direct staff to present a draft agreement between Swiftly and MTA for GTFS software at the January 2022 Board Meeting.