

The Regional Municipality of York

Regional Council
January 22, 2015

Report No. 1 of the
Commissioner of Transportation Services

York Region Transit (YRT/Viva) On-board Farebox System Software Maintenance and Support Contract Extension

1. Recommendations

It is recommended that:

1. Council authorize an extension of the contract between the Region and Garival Inc. for software maintenance and support of York Region Transit's (YRT/Viva) on-board farebox central management system, pursuant to the Direct Purchase provisions of the Purchasing Bylaw on the following terms:
 - a) The contract be extended for a further term of five years, from April 1, 2015 to March 31, 2020, under the terms and conditions outlined in this report.
 - b) The Region pay the contractor \$36,896 for the initial 12 months of the contract, with each additional 12-month term subject to annual rate adjustments as defined in the contract, resulting in a total cost of \$195,886, excluding taxes.
 - c) The Region pay the contractor for additional services, when needed, subject to annual rate adjustments as defined in the contract, resulting in a total estimated additional cost of \$50,000, excluding taxes.
2. Council authorize the Commissioner of Transportation Services to execute the necessary amendment to the contract.

2. Purpose

This report seeks Council authorization to extend the current contract between the Region and Garival Inc., for a further term of five years, for York Region Transit's (YRT/Viva) on-board farebox central management software maintenance and support. The current contract does not contain a renewal

provision, however, the system is a requirement of YRT/Viva to continue the use of its current fare collection system installed on all conventional buses.

In seeking authority for the contract extension, this report also requests approval of a Direct Purchase, pursuant to the provisions of Section 9 of the Purchasing Bylaw, on the basis that the paramount consideration in seeking the contract extension is compatibility with existing equipment and service.

3. Background

Garival Inc. is the Canadian distributor of GFI Genfare on-board farebox equipment and has been providing satisfactory service to YRT/Viva before and since the amalgamation of transit services in 2001

Garival Inc. has been the Canadian distributor for GFI Genfare fareboxes and services since 1983. These fareboxes were installed on transit buses prior to the amalgamation of transit services in 2001. To maintain continuity and consistency in the customer experience, the same fareboxes continued to be installed on YRT/Viva conventional buses after the amalgamation. In June 2008, Council approved the implementation of central management software and the ongoing software maintenance and support.

All YRT conventional buses are equipped with electronic registering fareboxes

With electronic fareboxes, customers pay their fare upon boarding the bus using cash, a ticket or pass. The electronic fareboxes allow the operators to register the various cash fares and passes by pressing pre-assigned buttons on the farebox keypad. The acceptance and classification of adult, student, senior and child tickets are done automatically, based on the length of the tickets.

At the end of each day, data from the registering fareboxes is transferred to a central system through the computer located at the three bus garages by means of data downloading probes.

4. Analysis and Options

The central farebox management system allows access to data at the YRT/Viva offices for generating various route-specific ridership and revenue reports

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The central farebox management system allows networking of the local computers and brings together the data collected from each of the bus garages. This allows access to the data from a central location and also allows staff to provide systems support. The system provides the following benefits:

- Timely and accurate ridership and revenue reports as the data is accessed centrally from YRT/Viva.
- Ability for YRT/Viva staff to monitor, configure, and update the farebox system from a central location.
- Allows the revenue and ridership data to be stored in a central database as required by the Region's Information Technology (IT) services standards. These standards enable the database to be stored in a fully redundant, clustered and secured environment, which is backed up on a daily basis.

The central farebox management software maintenance and support contract ensures reliable operation of the central management software

Garival Inc.'s contract provides:

- Telephone support in the form of technical assistance and advice on the use and configuration of the software
- Correction of software deficiencies within a timeframe as agreed upon with YRT/Viva based on the severity of the deficiency
- Bug fixes and minor upgrades of the software
- 24-hour, 7-day support, on-site or remotely

Link to key Council-approved plans

Vision 2051 includes a goal relating to development of infrastructure for a growing Region, which states that:

“A seamless network for mobility provides accessibility to all destinations using diverse transportation options for people in all communities, promotes active healthy living and safely and efficiently moves people and goods.”

The YRT/Viva on-board fare collection system supports this goal by improving the speed and reliability of the transit system through the use of intelligent transportation systems. Reliable fare collection equipment also protects revenues collected through transit fares.

5. Financial Implications

The estimated cost to the Region for the five-year contract extension with Garival Inc. for software maintenance and support is \$195,889 and \$50,000 for additional services

Table 1 provides a summary of the central management software maintenance and support costs to be paid to Garival Inc. from 2015 to 2019.

**Table 1
Software Maintenance and Support Costs, 2015 to 2019**

Description	Year 2014 (Existing)	Year 2015	Year 2016	Year 2017	Year 2018	Year 2019	Total Cost
Central Management Software	\$35,822	\$36,897	\$38,004	\$39,144	\$40,318	\$41,528	\$195,889

Table 2 provides a summary of Garival Inc.'s rates for additional services outside of the software maintenance and support contract that may be required over the contract extension period.

**Table 2
Rates for Additional Services**

Description	Year 2015
Garival Inc. Technician	\$100 per hour
Genfare (Manufacturer) Technician	\$215 per hour
Travel to York Region – Garival Inc. Technician	\$1,200 per trip
Travel to York Region – Genfare Technician	\$1,900 per trip
On-site expenses	\$200 per day

An annual cost increase of three per cent will be applied to the rates in Table 2 on each of the contract anniversary dates. The proposed rates in Table 2 are consistent with the current rates that Garival Inc. charges. They are also

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consistent with the rates for services provided by the contractors for similar systems such as YRT/Viva ticket vending machines.

6. Local Municipal Impact

YRT/Viva will continue to provide York Region residents with reliable, on-board fare payment options by maintaining the existing high level of service.

7. Conclusion

Garival Inc. is the Canadian distributor of GFI Genfare on-board farebox equipment and has been providing satisfactory service to YRT/Viva staff.

YRT/Viva staff recommends that the current contract with Garival Inc. be extended for a period of five years from April 1, 2015 to March 31, 2020, including additional services as required.

Continuation of the contract with Garival Inc. ensures uninterrupted and on-going reliable operation of the farebox central management system.

For more information on this report, please contact Rajeev Roy, Acting Director, Strategic Business Planning at ext. 75682.

The Senior Management Group has reviewed this report.

Recommended by:

Approved for Submission:

Daniel Kostopoulos, P.Eng
Commissioner of Transportation Services

Bruce Macgregor
Chief Administrative Officer

January 20, 2015

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Accessible formats or communication supports are available upon request