



Swiftly Overview and Update

September 21, 2023

Annette Darrow, Senior Director of Service Planning

Swiftly transit data platform

145+ agency partners

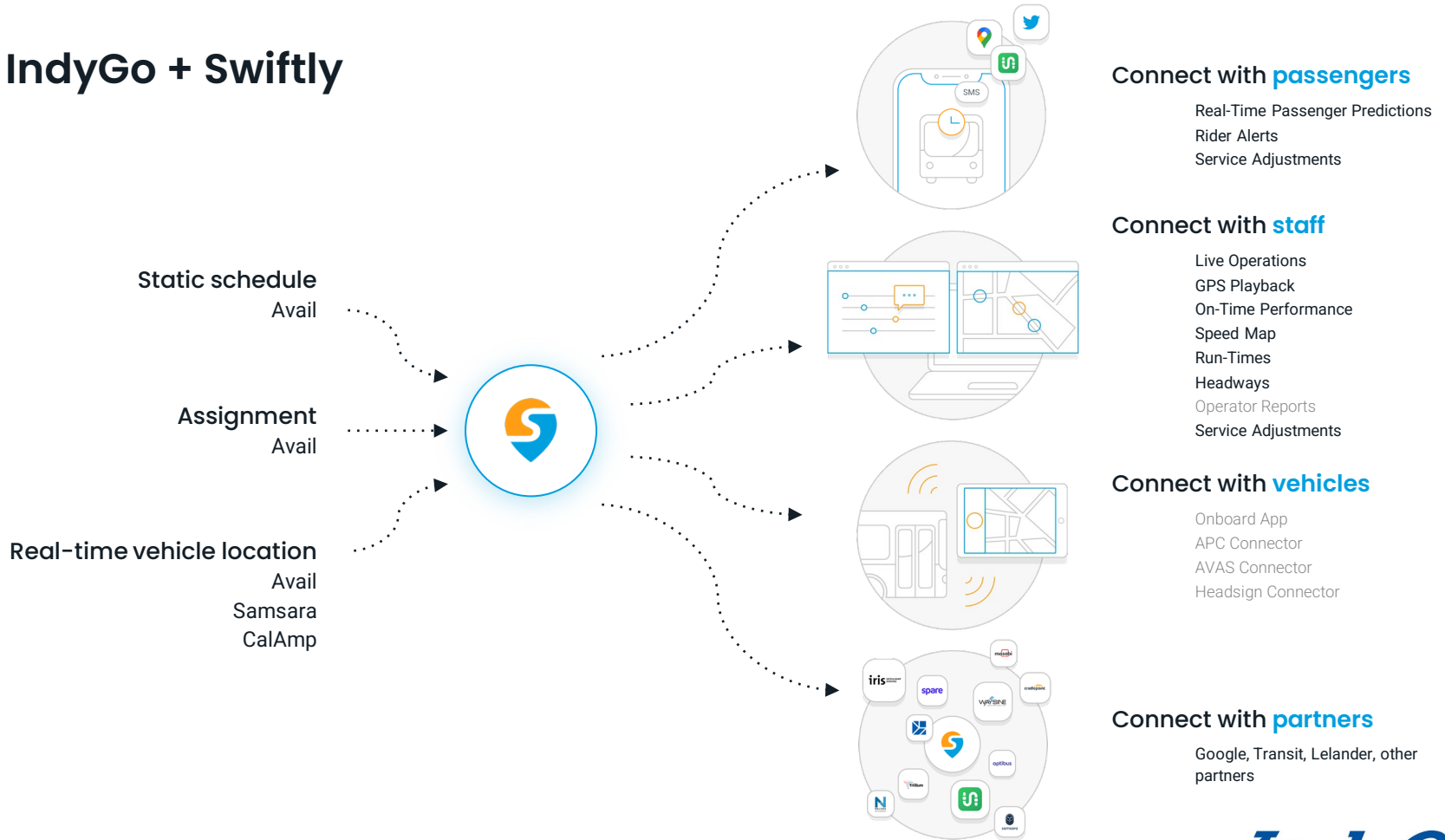
8 countries

2 billion annual transit trips

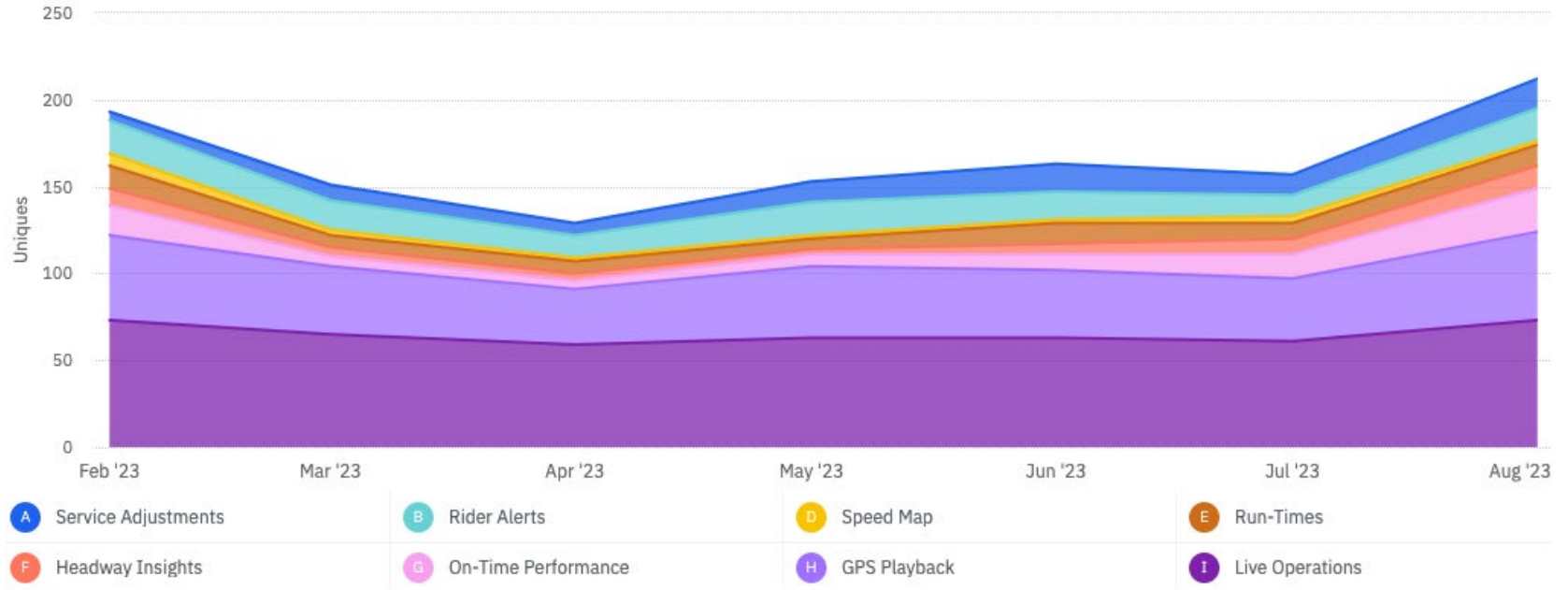
5.5 billion annual API calls



IndyGo + Swiftly



Dashboard usage trends



Monthly Swiftly Dashboard usage (unique users) in the last six months

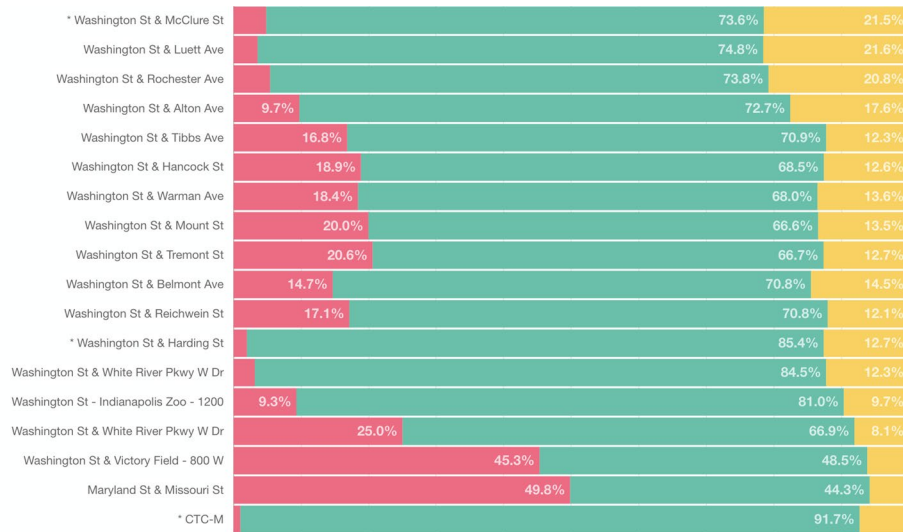
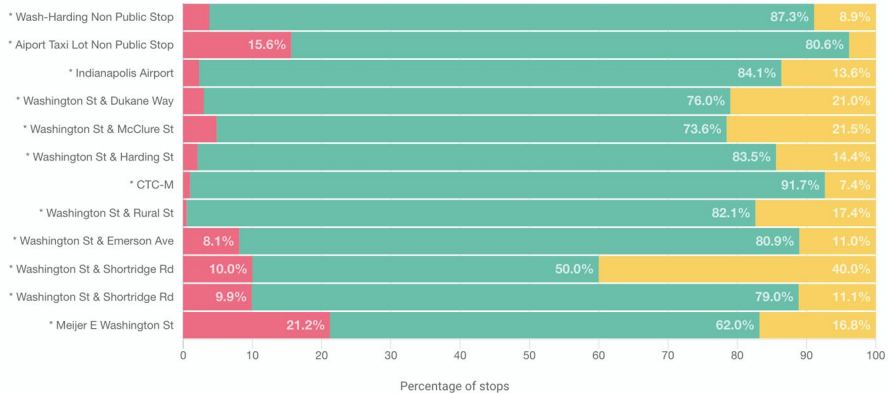
Use On-Time Performance Stop-to-Stop Analysis

8 - Washington

To Meijer E Washington St

Sorting: % #

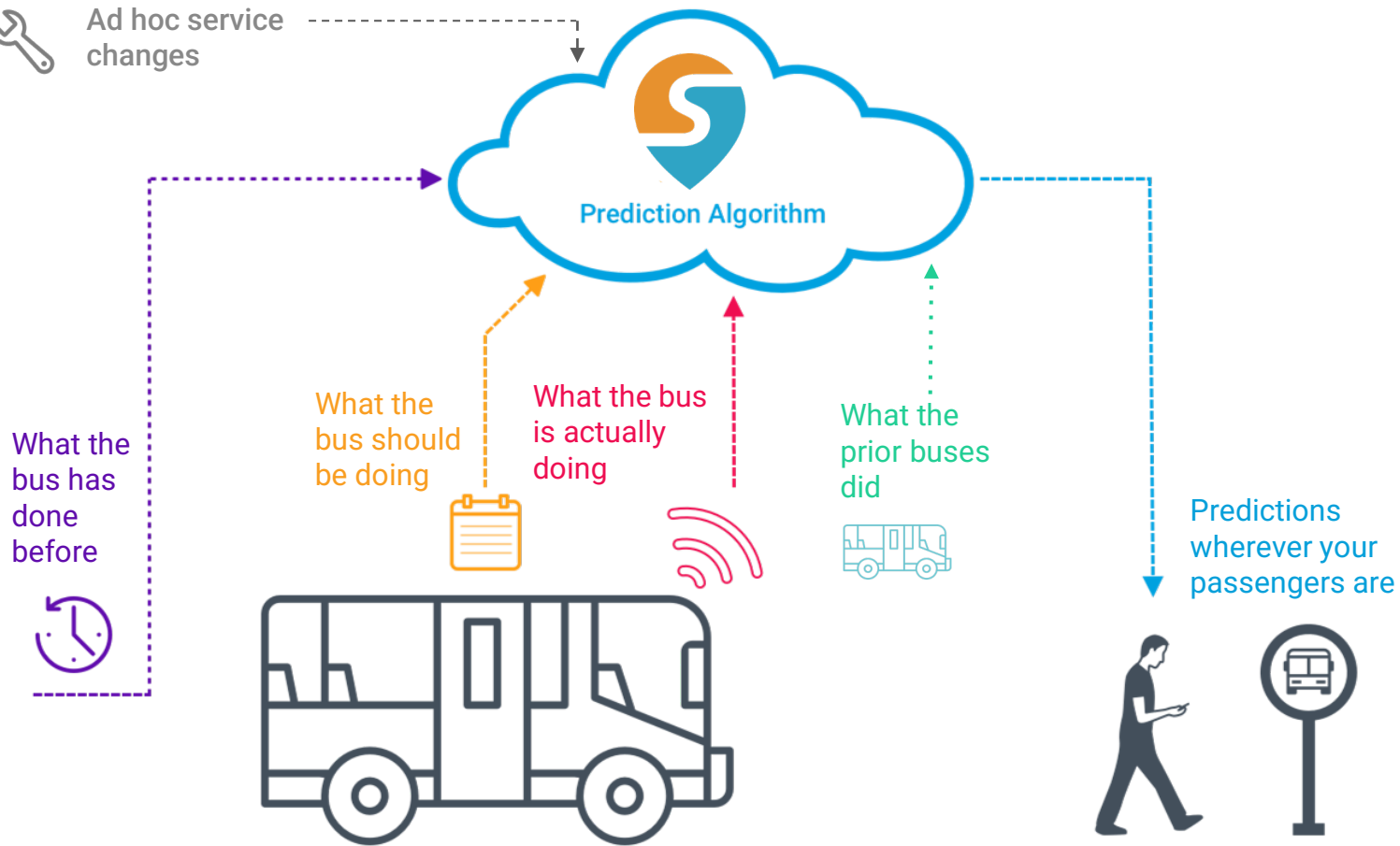
All ● Early ● Late ● On-Time



May 2023



Ad hoc service changes



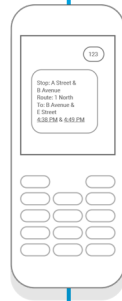
Improve the Passenger Experience

Success

Improved Equity through Transit

By the numbers

- On average, 2,269 SMS messages and 50,720 next bus arrival calls fielded by Swiftly-powered SMS/IVR system over the past 12 months.
- Customer Service staff are getting fewer “Where’s my bus” calls due to the SMS/IVR system



Month	Agent Calls	IVR Calls	SMS
Sep-22	15,289	54,705	2,042
Oct-22	14,542	54,048	2,400
Nov-22	16,450	47,720	2,498
Dec-22	16,134	45,352	2,273
Jan-23	13,749	46,039	2,199
Feb-23	14,996	45,089	2,104
Mar-23	16,076	46,818	1,883
Apr-23	17,151	47,296	1,960
May-23	13,853	51,873	2,225
Jun-23	12,986	57,819	2,381
Jul-23	12,214	56,852	2,598
Aug-23	15,790	55,033	2,661
Total	415,131	1,362,040	69,192

The above metrics calculated on September 1, 2023

Improve the Passenger Experience

Success

Open data and APIs

By the numbers

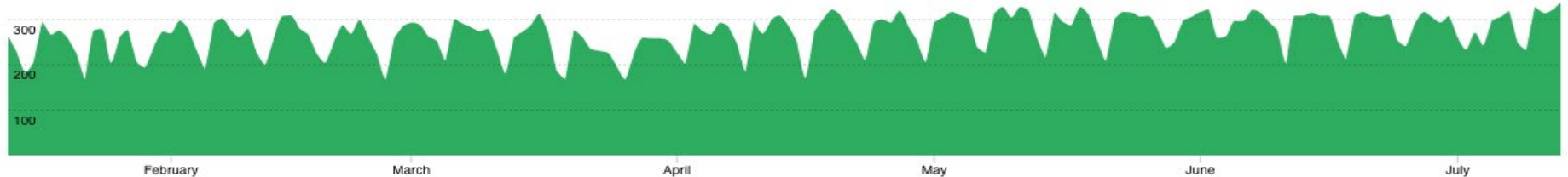
Over **8 million** API calls in June 2023

- API calls from third-party developers, including: Transit App, Google Maps, GTT, Lelander, and others.

1,891 Transit users and **40,653** sessions last month

- Riders are receiving highly accurate ETAs from Swiflyt data in Transit—and there are many other apps leveraging the same predictions.

Users



Transit Signal Priority – **Swiftly Speed Map**

Problem

Speed data necessary for TSP projects

IndyGo needs more accurate and granular speed data to assist in their future TSP projects such as Purple Line

Baseline

Data unavailable from Avail

Before Speed Map, speed data was difficult to get out of Avail in a meaningful way. We wanted to spend that time fixing problems and emphasizing successes.

With Swiftly

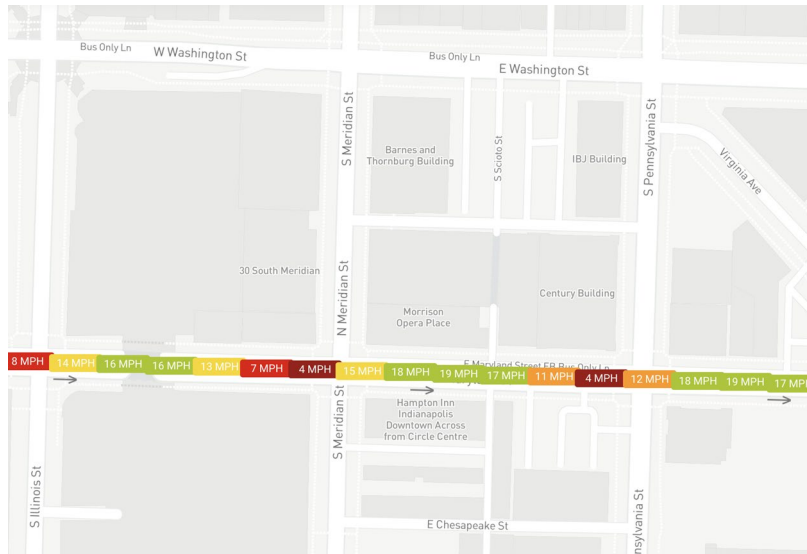
Time savings = more improvements

With Speed Map, IndyGo users can summarize existing conditions for speed and variability by stop segment and lane configuration in minutes versus weeks compared to using data from Avail.

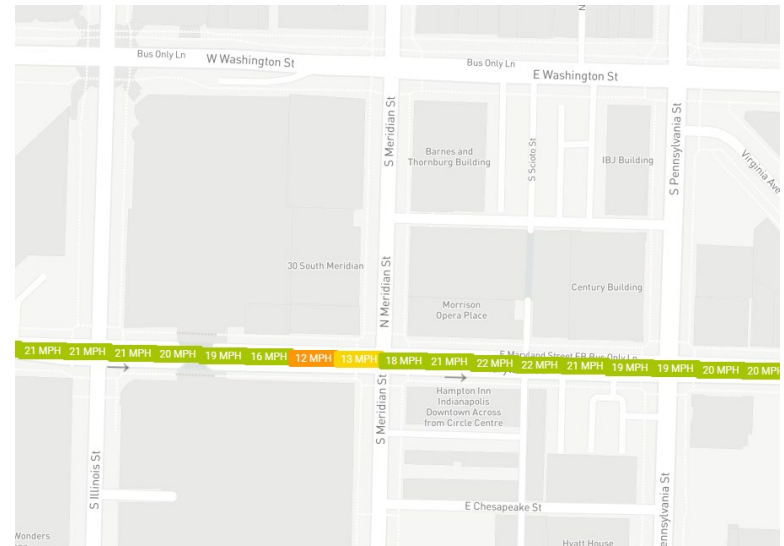
Transit Signal Priority – Swiftly Speed Map

Success

TSP implemented at the Maryland & Illinois and Maryland & Meridian intersections have drastically improved median bus speeds from January 2023 (left) to August 2023 (right).



Jan 2023



August 2023