

# Interline

## Interline

Interline Technologies LLC is a technical services and products company that helps organizations understand and improve transportation networks, digitally. Interline is certified as a Small Business Enterprise (SBE) by the State of California Department of General Services (DGS) and by Los Angeles Metro, with an office in Alameda, California.

## Software Services

- Multi-modal trip planner
- Transit-data engine for planning and analysis

## Website

- <https://www.interline.io/>

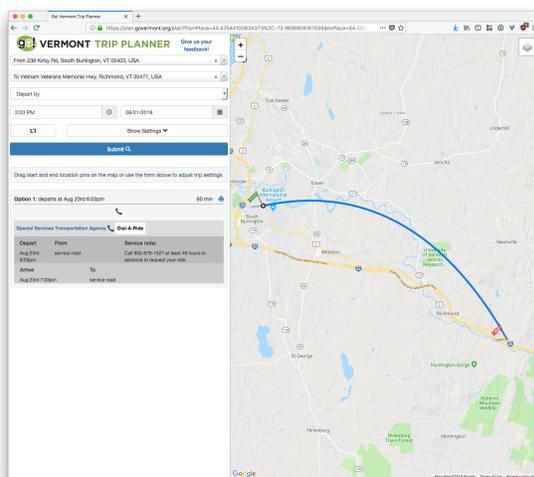
## Contact

- Drew Dara-Abrams, Ph.D, Principal, [drew@interline.io](mailto:drew@interline.io)

## References

- Oregon DOT, OR
- City of Palo Alto, CA
- Metropolitan Transportation Commission, CA

## Experience



Interline has experience building and deploying open-source software for transportation and geographic applications. Interline has provided technical services to: Vermont Agency of Transportation (VTrans), the California Department of Transportation (Caltrans), LA METRO, Oregon DOT, the City of Palo Alto (California), and more.

Since 2014, Interline's team has created and maintained the Transitland open data platform, which currently aggregates GTFS and GTFS Realtime data from over 2,500 transit agencies across 55+ countries. Interline combines the Transitland platform with open-source routing engines to run trip

planning portals and related services for transit agencies of all sizes around the United States.

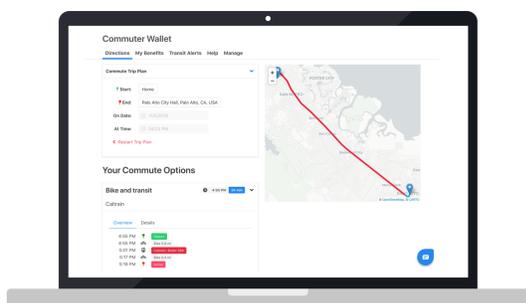
Interline is experienced in providing traveler information systems and transportation data services to both urban and rural settings. Interline has successfully provided trip planning portals and transit data analysis software with an emphasis on connections between urban, rural, tribal, and intercity transit operators. Interline's transit data analysis software is also used by various agencies to perform "Title VI" analysis.

## Services

Interline offers a multi-modal trip planner for use by riders and a transit-data engine for planning and analysis by staff or stakeholders.

Interline technical specialties include public-transit data (GTFS and GTFS Realtime), multi-modal trip planning/routing, open-source software, open and public data, "big data" systems and large-scale data analysis, and geographic search (geocoding). Interline uses agile development and user-focused design practices to make this expertise useful and accessible to its clients.

## Equity



## Engagement

Interline practices "user research" in which we use interviews, surveys, and other structured means to work with our clients to better understand their end users and stakeholders. Interline's routing engines are multi-modal, to also support pedestrians and cyclists.

## Language

Interline's public sector clients have pre-existing contracts with other firms to translate materials into various languages. Interline can work alongside firms to ensure that systems are multilingual.

## Unbanked

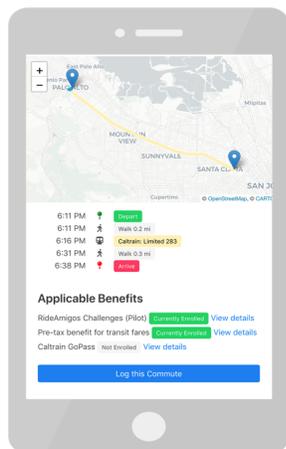
While Interline's software and data systems do not involve actual ticketing/fare payment, Interline collaborates with its clients and relevant vendors to ensure that overall systems are usable by transit riders without access to banking and/or credit services.

## Accessibility

Interline systems are equipped to handle riders in wheelchairs or with other mobility impairments.

## Financial

### Cost



Interline is prepared to discuss cost-sharing arrangements with clients. For federally funded projects, Interline has provided a 20% cost-share.

### Pricing

Interline offers two services, the multi-modal trip planner for use by riders and the transit-data engine for planning and analysis by staff/stakeholders.

The startup/installation costs of Interline’s multimodal trip planner for use by riders are typically \$5,000 - \$50,000 based on the size and complexity of the geographic service area, the number of data feeds, and user interfaces. The maintenance and operation costs are \$500 - \$3,000 per month based on number of users (riders) and level of support needed by the agency. Discounts are available for advanced payment.

The startup/installation costs of Interline’s transit-data engine for planning and analysis by staff/stakeholders are typically \$10,000 - \$30,000 based on size and complexity of transportation options and custom data sources to include. The maintenance and operation costs are \$500 - \$5,000 per month based on the number of users (e.g. staff planners) and level of support needed. Discounts are available for advanced payment.

### Revenue

Interline systems do not collect revenue.

### Financial Sustainability

Interline prides itself on serving its clients in the long term, and works with their clients to understand their most important priorities. Interline helps its clients put their initial budgets toward the most critical aspects of getting the project off the ground. Sometimes this may mean a "pilot"; other times it may mean a full deployment of the service that is only targeted at one population to start.

Interline is able to provide different tiers of services for clients' needs at different stages. Interline can scale servers and related data costs as clients'

