

Procurement for Revised Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) System
Optional Pre-bid Meeting
Remote/Virtual Meeting via Zoom Platform
Monday, July 24, 2023 @ 2:00 p.m.

Attendees:

Jean Taddie, Transit Development Manager, Richland County Regional Planning Commission
Tara Burchett, Assistant General Manager, Richland County Transit
Chris Terry, General Manager, Richland County Transit
Megan Matheny, RLS & Associates
Keven Izen, Passio Technologies
Brian Neie, Cubic Corporation (NextBus)
Chris Nelson, Cubic Corporation (NextBus)

Introductions

- As the Compliance Coordinator and Project Manager, Jean offered a welcome and initiated introductions
- Jean services as the Transit Development Manager for the Richland County Regional Planning Commission; the agency offer administrative support for Richland County Transit
- In this capacity, she manages grants, procurements, and contracts for the transit system
- Chris provided an introduction; she has been with RCT since 2012 and has served as the General Manager (GM) since 2018
- Tara is the acting Assistant General Manager (AGM) for RCT and has served in this capacity since 2019; she has been with the agency since 2017 working as the Accounts Payable/Dispatch Manager before transitioning to the AGM
- Chris Nelson is an Account Manager with Cubic Corporation; company has a large umbrella of products including NextBus, a public transit vehicle tracking system
- Brian Neie is the Senior Technical Support, Operations Manager, for Cubic Corporation (NextBus)
- Kevan Izen is the Business Development Manager for Passio Technologies

Project Overview

- Jean overviewed funding sources and support for this project
- Project is funded with federal, state, and local dollars; it subject to federal clauses which are included in the solicitation
- RFP has the required language for any resulting contract; language was vetted by the County Prosecutor's Office and requirements from the Ohio Revised Code
- Jean overviewed the required federal clauses and associated certificates included in the solicitation
- She confirmed one paper/hard copy and one identical electronic copy is required; RCT has other active procurements so the outside of the envelope must be labeled appropriately

- Jean confirmed proposals are due by 4:00 p.m. on Thursday, August 17th; bids received after this date and time will not be considered

Scope of Work/Technical Specifications

- RCT fleet contains nineteen vehicles; system operates twelve vehicles during peak service – seven fixed route & five demand response
- Jean spoke to the technology enhancements addressed in the Transit Development plan currently underway
- She confirmed RCT will be moving away from the flag stop system to a designated bus stop model within the year
- C. Nelson: With respect to reporting based by ridership type, one concern is the legality of collecting that type of data without consent
- Jean confirmed the state requires ridership reports by passenger type; ridership types are consistent with the agency's fare structure (e.g. adults, youth, elderly and disables, etc.)
- Brian: To confirm, the driver of the vehicle captures the fares and rider type?
- C. Terry: Yes, the drivers manually capture type of rider and fare media used upon boarding
- C. Nelson: What is your fare collection technology? Cubic Corporation offers a broad range of services/products including Umo fare collection technology.
- How are passes validated when customers board/ride?
- C. Terry: Fare boxes are manual drop boxes available on each vehicle. Fare media is validated by the operators upon boarding. The agency has color coded passes for each type (e.g. adult, reduced fare, etc.). A visual inspection is performed and the operator documents the fare type. Wheelchairs, children under the age of six who ride for free, are also captured.
- Keven: Under the current flag stop system, what are the parameters for riders/customers for catch the bus?
- C. Terry: Customers can signal to the drive and catch the bus anywhere along the route that is safe to do so *with the exception* of shopping centers due to the amount of pedestrians that congregate there
- Keven: When capturing passenger type and fare type, does the system need to indicate payment type? The Passio product captures the ridership by fare type. The combination is customizable to meet the needs of the agency and there is no limit on number buttons on the driver screen
- C. Nelson: Who maintains the GTFS data?
- Megan confirmed GTFS data has been managed by a GIS/planner for the Richland County Regional Commission. However, the staff member who managed the data is longer with the agency. The intention/need is for this data to be managed by the contractor through the revised system. Static data for RCT is current; however, minor route changes are underway and the feed will need to be updated upon implementation of the new system
- Jean confirmed route modifications are infrequent, occurring once every four to five years
- C. Nelson: Is the current onboard technology referenced in the RFP contracted with one vendor or are they independent/separate contracts?
- C. Terry: The on-board technology including the radios and camera systems are provided by different vendors; maintained under separate contracts

- Megan added that as systems are upgraded over the TDP planning horizon, there is an opportunity to integrate systems under one or fewer contracts
- C. Nelson: Are APCs included? Their product is modular meaning components can be added to accommodate future needs of the agency
- RCT does not have APCs at this time.
- Jean overviewed the evaluation criteria as presented in the RFP
- C. Nelson: Where is the funding for this project coming from? Have funds been received, approved, or included in the budget:
- Jean: The RCT Board is firm for the need on this; their partners, including Richland County Commissioners, are in support of this project and have some funding if the agency cannot cover with grant funds; this is a high priority issue for them as well. The local support is there in the event grant funds do not come to fruition.
- C. Nelson: How do you want your end users/riders to receive information?
- Jean: We do have a rider app with real time tracking information we wish to include in the new system; the app is offered under the current vendor and branded as such. This is the part of the system that is functioning without issue.
- Jean confirmed a quarter of RCT passengers do not have access to a smartphone
- Megan offered clarification around the mobile app. The standard real time tracking app offered currently is required; however, a more sophisticated vendor branded or preferably white label app that provides real time tracking, multimodal trip planning, reservations for demand response service, and fare payment (contactless fare payment system identified as a future technology enhancement in the RDP) is optional. Standard real time tracking app is required; MaaS solution (app) is optional.
- C. Nelson: They have a huge span of customizable solutions. They receive positive feedback from clients about their predictions; RCT would never get a report that says this is not accurate.
- C. Nelson: Do you have electronic signage at the transit hubs or shelters
- Jean stated we do not have electronic signage in/outside of the transit hub or at any of the ten shelters located at bus stops within the RCT network.
- Keven: Is the voice announcement system internal and/or external?
- C. Terry: Internal
- It was referenced by C. Terry that RCT uses Ecolane for their demand response service; vehicles are used interchangeably with all vehicles used for fixed route service.
- Kevin: Their solution works off of the same hardware as Ecolane.
- Brian: How are you currently interacting with the vendor on issues with the CAD/AVL system? How do you report and check the status of your issue?
- C. Terry: RCT does not have on-site mechanics to address hardware issues; they rely on the vendor for assistance. Chris overviewed the process with Ecolane products and the responsiveness of the vendor in resolving issues/addressing repairs.
- C. Nelson: We did not see any information about warranty in the proposal.
- Jean: Warranty is addressed on page 18 and included in the price proposal.
- Brian: How are operators logging into the tablets:

- C. Terry: The MDTs are kept on the vehicles at all times and charged automatically through the vehicle; drivers log-on with their first intimal and last name and code; they verify the bus following log-in
- C. Terry: RCT must be able to redeploy buses to different routes at any time during the day; system must be able to accommodate.
- Brian: From the equipment perspective, are they 12 or 24 volts?
- C. Terry: I believe 12 volts but will confirm. Tara confirmed equipment as 12 volts following the meeting.
- Jean: RCT will post the recording of the meeting with the answers to the questions on/or before August 4, 2023; their team might be able to turn this around this week.