

Minutes

RTA Organizational, Services and Performance Monitoring Committee Meeting

9:01 a.m., March 3, 2020

Committee members: Lucas (Chair), Byrne, Serrano, Weiss

Other members: Clough, Joyce, Moss, Pellot

Not present: Bibb, McCall

Also Present: Agnew, Anderson, Beveridge, Birdsong, Bitto, Bober, Burney, Cernoia, Cranford, Dangelo, Davis, Dietrich, Feliciano, Garofoli, Gibbons, Jaszczak, Jones, Kerg, Kirkland, Lee, Lewis, Loh, Marcano, Metcalf, Pickett, Rusnov, Schipper, Scott, Sutula, Togher, Vukmanic, Wiehe, Winn, Woodford, Zeller

Rev. Lucas called the meeting to order at 9:01 a.m. The secretary called the roll and reported that four (4) committee members were present.

Paratransit Program Update

Nick Davidson, director of Paratransit, made the presentation. Today's presentation is about Paratransit operations improvements, top priorities, statuses and current challenges. Over the past six months, they have focused on improving the customer service experience by reducing call wait time and leveraging the schedule technology. The van schedule software system has technical tools and features they can leverage to provide the best in class customer service while maximizing efficiency. The largest concern of passengers is increasing on-time performance and reducing on-board travel times.

Leveraging scheduling technology has been their biggest focus recently. To accomplish this, they adjusted the logic used in the system to determine the ordering and grouping of trips and reducing the on-board travel time. Travel time calculations have been modified to reflect traffic pattern variations for peak versus non-peak times and weekend versus weekday travel. They introduced schedule optimization. This is when a scheduling software analyzes all the trips in the system and all the vehicles on the road to provide the best scheduling solution balancing efficiency and customer service. These changes may occur due to cancellations, new schedule trips, construction or traffic congestion. Based on these factors, trips move between vehicles in real time. The algorithm considers on-board travel time, backtracking and distance traveled by the vehicle and the passengers. Continuous optimization is used in private logistics companies like Fed Ex and Uber.

Call Center improvements include additional customer service training to the reservationist. Training will be ongoing in 2020 to dispatchers, operators and reservationist. Trip cancellation improvements have been made, such as having a live reservation agent handle all cancellations during the prime of the day and by the dispatch after hours. Previously, passengers would leave a voicemail with their trip information. Sometimes critical information was missing or not comprehended. Dispatch would have to make follow up calls for a majority of the messages. They have reduced the call wait time by over 60% by expanding the hours of operations. The previous hours were 8:30 am – 4 p.m. It is now 7:30 am – 4:30 pm with no mid-day break. Calls are now spread out and the call times have decreased. They also hired two reservationist. The call times during the summer of last year was 18 minutes. In September, it spiked to over 30 minutes. By year-end, it was under 7 minutes and continues to decline.

They modernized the communications technology. In Fall 2019, they piloted and implemented the DriverMate Onboard tablets for RTA and contractor vehicles. It has the operators schedule on the tablets. Previously, operators had to stop at each pick up and record the time of their arrival and mileage. Now the information is captured electronically. The tablet introduced turn-by-turn navigation with Google similarly used on a smart phone. It allows the dispatch to have enhance visibility of each operator's location and

geographically. The Dispatch Manager and Monitor is a tool in Trapeze that allows dispatch to proactively manage trips that have the potential of falling behind and trips that are running behind. It has reduced radio traffic by not having to call to see where operators are located. As a part of the DriverMate project, the radio system was updated to the statewide MARCS system, which is used by Police, Fire and other first responders. It has improved coverage and eliminated dead zones.

All of the changes have led to improved customer service, which is reflected in the on-time performance metrics. Since July 2019, on-time performance improved by 7% and is trending upwards. While on-time performance has been increasing, they have been reducing the amount of time each passenger spends on-board. Trips that were delivered in 61 minutes or more have been reduced by over 8%. They are currently implementing Street Routing Software, which will modernize road speed calculations. Currently travel time is based on an average system speed. This software will analyze each trip and determine its predictive path of travel similar to what GPS does for your car. It will evaluate each road type, for instance the highway, central business district and residential neighborhood. It will provide more accurate travel times. They are looking to decrease the cancellation rate, which is 35-40% each month. High cancellation rates increase overtime, result in high call volumes, longer wait time and undesirable pick up windows. They are researching and developing strategies to tackle this issue.

Mr. Joyce asked if there is any public education to deal with the high cancellation rate. Nick said they are speaking with transit partners about their strategies and working with the American Bus Benchmark Group (ABBG). They will come back with recommendations. Rev. Lucas thanked the team for their work. The tablets have made great improvements. Paratransit riders may cancel due to illness. He suggested there be a public forum to go over the cancellation policy. Staff is working on it. Mayor Clough thanked the staff for the improvements. Ms. Birdsong added that subscription trips contribute to cancellations. If there is a standing appointment that isn't followed up on, that can result in a cancellation. Also they are looking at how far out a customer can book a trip. Address changes, deaths and different contact information can increase cancellations.

RFP Procurement: Maintenance Services and Leasing of Radial Tires

Dan Kerg, manager of Fleet Planning and Engineering and Ted Pickett, Procurement Team Leader, gave the presentation. This is for a five-year tire lease and maintenance contract. RTA tire requirements are for 430 coaches. The coaches average 35,200 miles per year. There are six (6) tires per coach and ten (10) tires per articulated coach. The average tire last approximately 53,670 miles. The Authority requires approx. 1,980 tires per year. Leasing is less costly than buying. The lease option tire and labor cost is \$1,031,137 a year. The buy option cost include the tires, labor (six employees), tire equipment maintenance, totaling \$1,348,500 a year plus a one-time capital purchase, tire machine and tooling for \$87,000. The advantages of leasing is reduced initial cash outlay, paying only for mileage traveled, a complete service program, a fixed price, leasing is not subject to pricing fluctuation, reduction in GCRTA liability on disposal of scrap tires, on-hand inventory at all District garages and technical expertise. Additionally, it ensures tires are defect free when received, tires are serialized for asset tracking and the contractor furnishes all repair materials & labor to maintain fleet.

Maintenance advantages include inspection of each tire's tread-depth once per month, checks & corrects air pressure in each tire at least two (2) times per month, dismounts, mounts, balance & rotate tires to maximize tire mileage and ensures minimum tread depth of rubber remains on each tire after re-grooving. Reporting advantages include a report of monthly tire mileage by tire, coach and District, monthly summary of work completed and monthly summary of spare tires.

The RFP was issued November 4, 2019. Eight (8) interested parties downloaded the package. Three (3) vendors proposed. The first year estimated contract cost 106,200,000 tire miles at a \$0.005645 average cost per mile for a total cost of \$599,499.00. The tire maintenance is \$431,683.20 for an estimated total cost of \$1,031,137.40. The evaluation panel consisted of various RTA departments using evaluation criteria. The recommended vendor is Michelin North America Inc. located in Greenville, SC. They have over 50,000 vehicles in the U.S. under lease. They have been in business for over 100 years.

Organizational, Services and Performance Monitoring Committee

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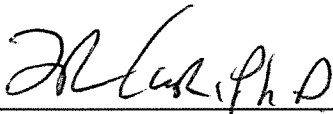
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They have experience with some of the largest transit authorities in the U.S., which include New Jersey Transit, Southeastern Pennsylvania Transit Authority, Denver Regional Transportation District and others.

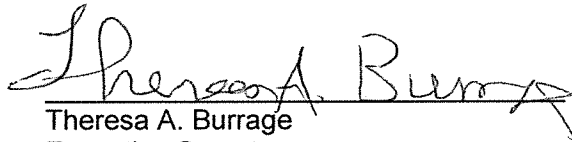
Staff requests that the Organizational, Services & Performance Monitoring Committee recommend to the Board of Trustees the award of a contract to Michelin North America, Inc. for the Tire and Wheel Maintenance Services and Leasing of Radial Tires in an amount not to exceed \$5,410,542 for a five (5) year period.

Mayor Clough thought RTA bought their tires. Ted said that RTA has always leased tires. He has purchased tires for 25 years. Mayor Weiss asked if the contractors are on site and if Michelin is the current contractor. Ted said the vendor supplies the employees, who do the work. The current contractor is Goodyear. Ms. Birdsong added that she has worked at agencies that bought tires. It is very tedious and takes a lot of man power to maintain. There has been an overwhelming transition from buying to leasing in the industry over the last 5-10 years.

Rev. Lucas asked for a motion to move this to the full board. It was moved by Ms. Serrano, seconded by Mayor Byrne to move this to the full board. The meeting was adjourned at 9:27 a.m.



Floun'say R. Caver, Ph.D.
Interim Secretary/Treasurer



Theresa A. Burrage
Executive Secretary