

RCTB RICHLAND COUNTY TRANSIT BOARD

19 N. Main St. Mansfield, Ohio 44902 419-774-5684 fax 419-774-5685

MINUTES OF the April 26, 2022 RCT Board special meeting

PRESENT:

Board - In person: Ed Pickens; Via Zoom: Scott Heimann, Clint Knight, Crystal Weese
RCRPC staff: Dave Gentile, Jean Taddie
First Transit (via Zoom): Bill Harned, Chris Terry

ABSENT: Donna Hight, Carl Neutzling, Nicole Williams

Call to Order

Vice-Chairman Ed Pickens called the special meeting to order at 2:07 p.m.

TransLoc / DoubleMap AVL Technology

Ed Pickens opened discussion on the problems that RCTB is still encountering with the TransLoc Ride System technology. The main goal is to prepare for the upcoming meeting with TransLoc management on Tuesday, May 3 @ 3p.m.

It has been 2 years and 5 months since RCTB signed the contract with DoubleMap, and over 6 months since TransLoc replaced the DoubleMap system with TransLoc Ride Systems. The system is still not up and running properly yet. Our drivers have been doing double duty for over 2 years, logging passengers on paper and in the DoubleMap/TransLoc tablets, and our admin team have put in excessive hours of troubleshooting.

The issues include:

- **REPORTS:** TransLoc's reporting function does not generate reports that RCTB needs for FTA and others, for example
 - No time or locations for on/offers
 - No route #s on the ridership summary
 - Passenger on/offers can only be tracked at a "bus stop," but we are a flag stop system, so every point on the route could potentially be a stop
- **ADA CALLOUTS:** Drivers are still noting some incorrect ADA-required stop announcements, which we may be able to correct in house if we had a user manual

RCTB's asks to TransLoc include:

- Show us how the TransLoc Ride Systems' capabilities compare to those

- promised in Scope of Work section of the DoubleMap contract
- Set the “Go Live” date to a future point when the system is functioning as indicated in the contract, with technical support until the system is running smoothly
- Provide us with user manuals with detailed instructions for:
 - Driver entries on tablets
 - Admin functions, such as correcting ADA callout locations
 - Generating useful reports
- Provide in-person training, especially for drivers
- Credit the past due invoices that RCTB is receiving in error for annual service
- Address the requests above within a 60-day time period

The issues and asks summarized above will be sent to TransLoc in advance of the May 3rd meeting.

Other Business from the Floor

There was no other business from the floor.

Adjourn

There being no further business, Crystal Weese made a motion to adjourn. Ed Pickens seconded the motion. With no further discussion, the motion carried.


The meeting adjourned at 3:19 p.m.

Next Meeting

The next regular monthly meeting is scheduled for Wednesday, May 11 @ 8:30am.



 Scott Heimann, Secretary



 Date

The undersigned duly qualified and acting chairman of the Richland County Transit Board certifies that the foregoing is a true and correct copy of the minutes, approved at a legally convened meeting of the Board, of the RCTB meeting held on April 26, 2022.



 Clint Knight, Chairman



 Date