

Inter Office Memo

To: Board of Directors  
From: Anne Muzzini, Director of Planning and Marketing  
Reviewed By: *AM* *PL*

Date: February 9, 2011

**SUBJECT: Mobile Data Terminals (MDT's) for LINK Vans**

**SUMMARY OF ISSUES:**

Staff is recommending that an upgrade to data communication be purchased as part of the LINK van replacement project.

Mobile data terminals (MDT's) will connect LINK vans to dispatch via cellular service. Drivers get pick up and drop off information via their MDT instead of paper manifests and enter actual pick up and drop off information as it occurs.

MDT's allow same day changes to be made easily without voice communication and to transmit actual on-time performance, odometer readings, and vehicle location in real time. Dispatchers are able to see where drivers are, what vans are running late, and move trips to other drivers as necessary.

In most systems that use MDT's, the driver is given only a few trips at a time, as opposed to the whole day's worth of work. This allows cancellations and other same day trip changes to be handled by dispatch without involving the driver. MDT's have the ability to increase the efficiency because same-day adds, moves, and changes can be made on the fly. Another advantage is that it eliminates manual re-entry of actual trip data off the paper manifest, saving clerical work. If CCCTA wants to run a "flex route" where passengers can call in to request a route deviation, same day dispatching will make this possible.

If CCCTA is going to upgrade to enable real time scheduling, now is the time as the cost can be included in the van replacement project. CCCTA's existing contractor for the scheduling software is Trapeze. In order to seamlessly tie the scheduling and dispatching programs together, it is necessary to use Trapeze, who will be responsible for supplying and installing the upgrade.

**RECOMMENDATIONS:**

The Operations and Scheduling Committee recommends purchasing MDT software and hardware. Authorization is included in the van project resolution. It is estimated that the price of the Trapeze software will not to exceed \$100,000 and the purchase the on board equipment will not exceed \$50,000.

**FINANCIAL IMPLICATIONS:**

The cost for this capital investment is covered by the funding for the van replacement project.

**OPTIONS:**

1. Support O&S recommendation
2. Other action as determined by the Board