

TRANSIT OPERATIONS**1. Transit Software**

1.1. Remix

Remix Technologies LLC is used to assist staff with planning & scheduling fixed route services.

1.2. Route Match

County uses Route Match for reservations, scheduling, dispatch, and management of the paratransit and fixed route service. County has purchased licenses for several installations of the software and has an ongoing service and maintenance contract with Route Match for needed maintenance and support of the system as well as periodic review and refining of the system's parameter settings.

1.2.1. Contractor will communicate directly with Route Match for support of the system. Contractor will contact Route Match Customer Care for any event of trouble with the system or ITS equipment.

1.2.2. Contractor will be responsible for all costs associated with training employees to proficiency use the Route Match system. This shall include initial training, semi-annual refresher training and update training, as needed, should there be system upgrades.

Contractor shall detail the experience of all key staff with the Route Match software including exporting Ad-Hoc reports into Excel. Current knowledge of and experience using the Route Match system and ad-hoc reports is considered beneficial.

2. Software Parameter Settings

2.1. Parameters are set in the automated reservations, scheduling, and dispatch software to be consistent with the County's service policies and standards. Changes to the parameter settings in the system must be approved by the County. If changes in parameter settings are desired or needed, the changes shall be communicated by Contractor to County including reasons and supporting documentation. Contractor will make the appropriate changes upon approval.

2.2. Contractor will work with County to fine-tune settings to allow the system to develop schedules that accurately reflect the real-time operational environment (vehicles, routes, etc.). This shall include gathering actual vehicle travel speeds by area and time of day and using this information to fine-tuning speed settings. Contractor also shall assist with testing of new parameter settings and "what if" scenario testing to fine-tune parameters in the system. All trips shall then be scheduled to allow for compliance with service policies and standards (on-time pick-ups and arrivals, travel times, etc. in accordance with federal ADA Guidelines) given the parameter settings in the system. If Schedulers, Customer Service Representatives or Dispatchers override the system and manually add trips to runs that result in system violations or unallowable trips, the Contractor shall assume full responsibility for operational and financial impact if there is no acceptable explanation or County approval of that scheduling action.

TRANSIT OPERATIONS**3. On-Board Technologies**

- 3.1. County shall provide all on-board technologies including tablets, mobile data units (MDU) security cameras, Automatic Vehicle Location (AVL), and automated voice annunciation equipment necessary for the proper operation of LakeXpress and LCC services. County will have the on-board technologies initially installed on most LakeXpress and LCC transit revenue vehicles.
- 3.2. County has an ITS Contractor to provide software, the initial hardware installation, along with maintenance and support for the on-board technology units provided and installed on all vehicles, as applicable. Contractor shall be responsible for the installation of replacement units and removal of old/faulty units on both transit revenue and non-revenue vehicles. Contractor shall advise County of any operational, system, hardware or software issues associated with the on-board technologies immediately or within one (1) hour of knowledge of the technology issue and notify County ITS Contractor.
- 3.3. Contractor shall be responsible for installing replacement security cameras, automated voice annunciation and AVL units on transit revenue and non-revenue vehicles and shall be responsible for removing County supplied on-board technologies as required for FTA and FDOT-compliant transit operations. County shall have final approval of any subcontractor used to install or reinstall the on-board technologies. All on-board technology units supplied by County to Contractor shall remain the property of County.

4. Telephone System

- 4.1. Telephone system shall be set up to allow a reservations supervisor or member of management to monitor call activity. The monitor shall be able to see the number of active and busy workstations, the number of callers in each call group queue and the longest hold times in each call group in real time. LED display boards, linked to the phone system, shall be placed in the reservations and dispatch areas. These LED displays shall show real-time information about the number of callers in the queue and the longest hold time in the two main call groups (reservations and dispatch).
- 4.2. Telephone system shall be capable of preparing daily telephone performance reports showing call activity and call handling performance by hour of the day for each call group (including the total number calls received, the number answered, the number abandoned, the average hold time, the maximum hold time, and the average talk time). Reports shall be generated daily and reviewed by Contractor to ensure that call performance standards are met. The system shall be capable of capturing and reporting information not only about primary hold times, but secondary hold times (e.g., calls first taken in reservations but then transferred to dispatch or another call group).
- 4.3. The telephone system shall have recorded playbacks which County shall have access to monitor customer service. All main service (non-administrative) lines shall be recorded. The recording system shall capture and store conversations in a digital format. The recording system shall allow stored calls to be easily selected and reviewed for quality assurance purposes by times or days, by call group, and by client number. Contractor will be responsible for retaining all recordings for a period of six months.

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- 4.4. The system shall be capable of allowing the use of Interactive Voice Response (IVR) to allow for callers to use an automated system to request trips, cancel trips and/or access trip information within the Route Match and Route Shout.
- 4.5. Automatic answering devices or Interactive Voice Recognition (IVR) systems may be substituted for normal reservation taking. Contractor must implement a means for passengers to speak directly with a qualified representative to coordinate pick-up/drop-off or other service-related information.

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