Triangle Seamless Public Transportation Service Project
Progress Report
January – June 2006

Prepared For:

City of Durham
City or Raleigh
Town of Cary
Town of Chapel Hill
Triangle Transit Authority
NCDOT Public Transportation Division

September 2006

Triangle Seamless Public Transportation Service Project
Second Progress Report – January–June 2006
Summary of Work Group Accomplishments

Activity 1: Undertake Regional Marketing Activities

♦ Agreed that *GoTriangle* would be the name of the regional seamless transit brand.

♦Updated the *GoTriangle.org* web site with improved information for each transit agency.

Activity 2: Prepare Seamless Triangle Service Bus Plan

♦ Identified service changes that would provide more coordinated route coverage.

♦ Prepared maps of local and regional services in the Durham/Chapel Hill/RTP and Cary/Raleigh/RTP areas.

♦ Initiated the review of fares, fare policies, and special fare considerations (including no fares) for TTA, Raleigh, Durham and Cary.

Activity 3: Develop Regional Customer Service Program

♦ Completed budget estimate for a regional call center for a portion of Fiscal Year 2007 (Target Implementation Date: March 2007).

♦ Received financial commitment from TTA, CAT and DATA for Fiscal Year 2007 budgets.

♦ Secured commitments from TTA, CAT and DATA to proceed with the development of an Interlocal Agreement for the regional call center.

♦ Agreed that the development of a regional customer service manual and the improvement of inter-agency communications will be completed as part of the implementation of the regional call center during Fiscal Year 2007.

Activity 4: Develop Triangle Seamless Service Paratransit Program

♦ Determined system costs for reviewing client applications and completing the functional assessment.

♦ Completed the administrative review of the draft documents and the legal review of inter-local agreement for regional paratransit trips.

♦ Determined need to resolve paratransit eligibility requirements for non-CAT and non-DATA residents.

Activity 5: Centralize Capital Procurements

♦ Agreed to expand the long-term and short-term capital procurement lists as such needs are identified by the other working groups.

Activity 6: Regionalize Installation and Maintenance of Bus Stops, Signs and Shelters

♦ Inventoried approximately 3,500 bus stops in the region and compiled a list of amenities.

♦ Determined the bus stops that will be shared by the systems (approximately 250). Agreed that the shared stops would receive priority for the new logos/signs.

Activity 7: Centralize Specialized Maintenance Services

♦ There is no progress to report as DATA did not activate its new operations and maintenance facility during this period.

♦ Other opportunities remain for specialized maintenance services such as for automated vehicle location equipment.

Activity 8: Implement Regional Information Technology Plan

♦ Completed the update of the Triangle Region existing ITS deployments inventory.
Technology categories included freeway management, incident and event management, traffic signalization, transit management, electronic fare payment, emergency management, highway-rail crossings, regional traveler information, and electronic toll collection.

♦ Updated the Triangle Region needs versus ITS user services matrix .

♦ Updated the Triangle Region technology inventory for TTA, C-Trans, Chapel Hill Transit, NCSU, CAT and DATA. Coverage included trip planning, automatic vehicle location, fare collection, automatic stop annunciation, paratransit scheduling, vehicle and facility camera surveillance , destination signage, voice communication, customer feedback, on-line pass sales, rideshare matching, and email management.

♦ Drafted advanced technology grant requests for automatic voice annunciation and for paratransit scheduling and routing software.

♦ Drafted the form for memoranda of understanding for automatic passenger counters and for ITS system interconnection and integration.

♦ Drafted systems engineering analysis plans for the automatic passenger counting system, the automatic voice annunciation system, the regional call center, the paratransit scheduling and dispatching software, and the real time passenger information projects.

Activity 9: Regional Coordination of Safety and Security Activities

♦ Developed a regional transit emergency call list.

♦ Procured cell phones for dispatch offices to insure that communications between regional systems could be continued during times of inclement weather or emergency.

Activity 1: Undertake Regional Marketing Activities

Participating systems and staff:
City of Durham: Ieshia Robertson
City of Raleigh: Erin Ganley / David Eatman
Triangle Transit Authority: John Tallmadge * / Julie Woosley
Town of Cary: Susan Moran
Town of Chapel Hill: Len Cone / Kurt Neufang
NCSU: Adena Messinger / Starr Wimberly / Christine Klein
Duke University: Cathy Reeve
Triangle J Council of Governments: Sanford Cross
(* denotes lead agency/staff person)

Tasks:
♦ develop and undertake internal and external communication activities
♦ develop unified system of graphics color schemes that would retain an identification of the local systems
♦ develop regional identity or "brand" for seamless service, image and route numbering schemes (in conjunction with planning staff)
♦ develop logo for regional seamless service that either incorporates or is compatible with local systems' logos
♦ develop marketing strategy and plan for seamless service brand, regional pass, seamless bus and paratransit services, etc.
♦ develop and oversee production and printing of seamless service map, schedules and other print materials
♦ update systems' websites for consistency
♦ plan and negotiate service promotions and advertising

Outcome: identity for seamless service, regional marketing strategy, plan, system map, schedules and other printed materials

Timetable/completion date: August 2005 – May 2006/June 1, 2006

Reporting period: January – June 2006

Tasks added:
♦ incorporate a narrative into the roll-out of the regional identity or "brand" for seamless service that all agencies will use when talking about the regional systems and seamless efforts, for consistency and brand identification

Tasks completed:
♦ agreed that GoTriangle would be the name for the regional seamless transit brand;
♦ completed update of GoTriangle.org website with improved transit information for each agency

Narrative:
The workgroup met four times during this period. At its January meeting, the workgroup decided to focus on development of the seamless transit brand logo prior to developing a broader marketing plan. The group also endorsed a task list, which includes:

♦ Develop a regional "umbrella" brand
♦ Regional passes (easy to pay) – Though these already exist, all passes would need to have new regional logo and be sold by all agencies.
♦ Single regional phone number (easy to get information) – Customer Service Working Group is making progress on this.
♦ Single regional website (easy to get information) – This exists at GoTriangle.org. It would need to be updated with the new regional logo, and other improvements.
♦ Regional system map / ride guide (easy to get information) – This would need to be created and doesn't need to wait on any other groups.
♦ Better information at transfer points (easy to transfer) – We envisioned a single bus stop sign with the regional logo and all routes serving the stop listed. We also discussed having information tubes/signs at each stop consistent throughout the system. This is would need to be coordinated with the Amenities and Procurement Working Groups.
♦ Single paratransit eligibility (universally accessible) – This is under development in the Paratransit Working Group.

The workgroup has developed several GoTriangle logo concepts and agreed upon a process to solicit feedback on them from agency staff, policy-makers, and the public. This will happen during October 2006. The workgroup also drafted a logo style usage guide that will be revised and completed following the selection of a logo.

Next steps:
♦ solicit feedback on seamless transit brand logo concepts and select a logo;
♦ coordinate with regional call center and signs/amenities workgroups on timing of implementation of seamless transit improvements;
♦ plan timing of public roll-out of the seamless transit brand; and,
♦ develop regional transit system map/ride guide and website coordination.

Activity 2: Prepare Triangle Seamless Service Bus Plan

Participating systems and staff:
City of Durham: Pierre Osei-Owusu and Chassem Anderson
City of Raleigh: David Eatman
Triangle Transit Authority: Patrick McDonough and John Tallmadge
Town of Cary: Ray Boylston
Town of Chapel Hill: David Bonk
NCSU: Adena Messinger
Triangle J Council of Governments: Sanford Cross* and John Hodges-Copple
(* denotes lead agency/staff person)

Tasks:
♦ assess systems' existing services
♦ identify service changes/improvements through better coordination of route coverage and trip timing

♦ define interagency process for reviewing service changes
♦ develop uniform route numbering system (in conjunction with marketing staff)
♦ develop and implement regional pass, joint transfer and fare policies

Outcome: seamless service plan that includes specific service improvements, uniform route number system, joint transfer and fare policies and regional pass

Timetable/completion date: August 2005 – May 2006/June 1, 2006

Reporting period: January - June 2006

Tasks added:
♦ None

Tasks completed:
♦ Identified service changes/improvements through better coordination of route coverage.

Narrative:

Depending on the task, members of the workgroup participated in meetings on January 9, 10, 23 and 24; February 27; March 30; and May 12. Meetings in January and February focused on service coordination and meetings in March and May focused on fares and fare policies.

Service coordination – Discussions that included Raleigh, Cary, NCSU and TTA identified a number of options for addressing gaps in service to improve regional connectivity. As a result of meetings and discussions, systems expressed interest in several options that included new and restructured services between RTP, Cary and Raleigh.

Capital and annual operating costs were calculated for each option. Due to continued local concerns about their ability to provide any funds for capital or operations, no service coordination options were advanced beyond staff discussions.

Discussions that included Durham, Chapel Hill and TTA identified several opportunities for addressing gaps in service. Due to system's differences in needs and priorities, no specific options were developed for consideration.

Fares and fare policies – A summary of systems' fares and polices was prepared for Cary, Durham, Raleigh and TTA (note: Chapel Hill and NCSU do not charge fares). During initial discussions systems agreed that it would be beneficial to work toward having more consistent fares and fare policies. Fare policies that were discussed included the following:

Fare free – systems expressed interest in including fare free as an option.

Single ride fare – Raleigh expressed interest in increasing its fare to $1.

Elderly – systems expressed interest in allowing seniors 65 and older to ride free all day.

Disabled – systems expressed interest in allowing the disabled to ride on fixed routes for ½ the single ride fare all day.

Special youth fares – systems expressed interest in allowing young people 6 and under to ride free.

Special student fare – systems expressed interest in further discussing the idea of allowing young people between 7-17 to ride for ½ the single ride fare all day.

Stored value card – systems expressed interest in selling $11 stored value card for $9.

Unlimited local passes – systems expressed interest in having some consistency with daily, weekly and monthly passes.

Employer and university passes – systems expressed interest in discussing the different agreements that were being used in the region.

While systems expressed interest in having more consistent fares and polices, at the end of the reporting cycle, there were no commitments to make any changes.

Next steps:

♦Review tasks;
♦Assess systems interest and commitment to addressing tasks; and
♦Prioritize and address tasks.

Activity 3: Develop Regional Customer Service Program

Participating systems and staff: City of Durham: Jan Jenkins City of Raleigh: Scott McClellan Triangle Transit Authority: Brian Fahey * and John Tallmadge Triangle J Council of Governments: Sanford Cross (* denotes lead agency/staff person)

Tasks
♦ develop comprehensive region- wide customer service manual
♦ develop uniform customer service training
♦ provide staff with region- wide knowledge of services
♦ centralize telephone information center 8
♦ upgrade telephone system
♦ coordinate storefront or other sales operations

Outcome: region- wide customer service manual, uniform training, centralized information center with upgraded phone system

Timetable/completion date: August 2005– February 2006/March 1, 2006

Reporting period: January 1, 2006 – June 30, 2006

Tasks Added:

♦ Begin Work on Interlocal Agreement between Triangle Transit Authority, city of Durham, and city of Raleigh to begin operations of a regional call center.
♦ Identify channels of communication between agencies for notification of service changes, detours and important updates.
♦ Planning and implementation of a regional call center that will begin operations on March 5, 2007.
♦ Procurement of an upgraded telephone system, to be used in the regional call center.

Tasks Completed:

♦ Completed budget estimates for a regional call center for a portion of Fiscal Year 2007
♦ Received financial commitment from TTA, CAT and DATA in Fiscal Year 2007 budgets.

Narrative:

Members of the work group continued meetings and research to develop regional customer service manual. During this period the group had participation from TTA, CAT and DATA staff. In February 2006 the work group's tasks came to a halt because of renewed interest for a single regional call center. Work began on creating a needs assessment and budget for a regional call center that would begin operations in March 2007. The work group leader created a proposed budget for Fiscal Years 2007 and 2008,
a needs assessment, and staffing estimates for the regional call center in March 2006. The work group leader met with TTA, CAT and DATA administration to review the

proposed budget, staffing estimates and needs assessment. In June, CAT and DATA committed $50,000 each in their FY07 budgets for the regional call center. TTA committed $218,000 towards the call center. In addition, TTA received a verbal commitment from the NC DOT to pay 90% of the costs for a new voice-over IP telephone system at TTA, to be used by the regional call center. The advanced technology grant request will go before the NC Board of Transportation in November 2006.

TTA, CAT and DATA administration will begin developing an Interlocal Agreement for the regional call center in August 2006. The town of Chapel Hill indicated that they did not wish to participate in the regional call center in FY07, but would consider joining the regional call center (sharing in the costs) in FY08.

Many initial work group tasks (such as development of a regional customer service manual and improving inter-agency communication) will be completed as part of the implementation of the regional call center. The regional call center implementation will begin in September 2006 with an anticipated start date of March 5, 2007.

Next Steps:

♦ Complete Interlocal Agreement for regional call center (September 2006).
♦ begin project for implementation of regional call center (September 19, 2006).
♦ Receive approval of Interlocal Agreement for regional call center from Raleigh and Durham city councils (October/November 2006).
♦ Receive NC Board of Transportation approval for advanced technology grant for the purchase and installation of upgraded phone system (November 2006).
♦ Procurement of upgraded telephone system (November 2006).
♦ Create regional customer service manual, as part of the regional call center (Completion Date no later than January 26, 2007).
♦ Submit regional call center budget for Fiscal Year 2008 to City of Raleigh, City of Durham and Town of Chapel Hill.
♦ Begin operating regional call center (March 5, 2007).

Activity 4: Develop Triangle Seamless Service Paratransit Program

Participating systems and staff:
City of Durham: Steve Mancuso *
City of Raleigh: Richard Vinson
Triangle Transit Authority: Tonya Dupree
Town of Chapel Hill: Henry DePietro
Triangle J Council of Governments: Sanford Cross
(* denotes lead agency/staff person)

Tasks:

♦ identify staff person to become familiar with the various eligibility policies
♦ develop interagency usage policies including no-show, cancellation, reservation and pick- up window
♦ develop uniform client eligibility standards
♦ enter into inter-local agreements for centralizing client eligibility determination
♦ centralize trip requests and trip segment responsibility
♦ develop procedure for scheduling and providing local and regional trips
♦ enter into inter- local agreements for providing regional trips

Outcome: seamless paratransit service that includes single point of contact for determining eligibility and making trip reservations, uniform standards and inter – local agreements for regional trips

Timetable/completion date: August 2005 – February 2006/March 1, 2006

Reporting period: January-June 2006

Tasks Added:

♦ none

Tasks Completed:

♦ Identified staff person to become familiar with the various eligibility policies.
♦ Developed interagency usage policies including no-show, cancellation, reservation and pick-up window.
♦ Developed uniform client eligibility standards.
♦ Centralized trip requests and trip segment responsibility.
♦ Developed procedure for scheduling and providing local and regional trips.

♦ Determined system costs for reviewing application and completing functional assessment.
♦ Completed administrative review of draft documents and legal review of inter-local agreement.

Narrative:
Workgroup has completed its work. The Interlocal Agreement and related documents need only be forwarded to the appropriate policy making bodies for their consideration.

Next Steps:

♦ consideration of inter-local agreement by governing bodies.

Activity 5: Centralize Capital Procurements (buses, signs, shelters, etc.)

Participating systems and staff:
City of Durham: Harriet Lyons
City of Raleigh: David Eatman
Triangle Transit Authority: Todd Horsley * and Laurie Barrett
Triangle J Council of Governments: Sanford Cross
(* denotes lead agency/staff person)

Tasks:
♦ review 5-year plans and identify capital items to be procured
♦ prepare specifications and issue bid
♦ selected vendor and enter into contract
Note: Participating systems and staff will review 5-year plans and identify capital items to be procured. Additional staff will be identified, as needed, to complete other tasks.
Outcome: more cost effective procurements and consistency with capital items
Timetable/completion date: to be determined for each procurement

Reporting period: January – June 2006

Task added:

♦ None

Tasks completed:

♦ Reviewed 5 year plans and identified capital items to be procured.
♦ Identified items/services that are common to each agency and procured on a regular or ongoing basis and determined if they could be jointly procured.

Narrative:

During several meetings in 2005, the work group had identified tires and bus stop signs from a prospective list of approximately 25 common items/services as short-term procurement items of mutual interest. The work group had also identified mutual interest in busses as a long-term procurement but agreed that no further action would be necessary during 2006. A final work group meeting was held on January 26, 2006 and it was agreed that the more items would be added to these short-term and long-term lists as the other working groups made further progress and identified such needs. There was no discussion with local service contractors during this meeting concerning improved joint procurement methods.

The work group had also identified the following challenges that hinder joint procurements by TTA, Raleigh and Durham:

1. TTA is the only agency that maintains a dedicated, full-time procurement staff. Capital Area Transit (CAT) and Durham Area Transit Authority (DATA) generally utilize the services of their respective municipal purchasing departments for procurements. All three agencies have their own procurement policies and procedures that must be followed.

2. TTA is the only agency that directly operates its bus service. Raleigh and Durham both utilize private contractors to manage/operate their bus services. The contractors for both Raleigh and Durham procure many of the items/services that are utilized in the operation of their bus services. These items/services are identified in their service contracts so there is little to no opportunity for joint procurements with the other agencies.

The work group also cited the recent joint procurement success in 2004-2005 with the $3.8 million Regional Fare System acquisition.

Next steps:

♦ develop and implement action plans for joint procurements of tires and bus stop signs;
♦ develop joint procurement strategies for items/services on the master list of common items procured by all agencies;
♦ coordinate with other working groups to assist with procurement of items/services identified by those groups; and,
♦ invite service contractors to make suggestions on items that can be jointly procured and ways that the agencies and service contractors can cooperate on procurements.

Activity 6: Regionalize Installation and Maintenance of Bus Stops, Signs and Shelters

Participating systems and staff:

City of Durham: Chassem Anderson
City of Raleigh: Scott McClellan * and Stefanie Toftey
Triangle Transit Authority: Ramond Robinson
Triangle J Council of Governments: Sanford Cross (* denotes lead agency/staff person)

Tasks:
♦ identify number, locations and condition of bus stop, signs and shelters
♦ develop uniform polices and procedures for bus stops, signs and shelters
♦ enter into inter – local agreement for installation and maintenance of bus stop, signs and shelters
♦ prepare and issue bid for maintenance services
♦ select contractor and enter into agreement for installation and maintenance services
♦ determine interest in converting or replacing stops and signs with unified system of graphics

Outcome: uniform polices and procedures, inter- local agreements for maintaining stops, signs and shelters, executed contract for services
Timetable/completion date: August 2005 – May 2006/June 1, 2006

Reporting period: January – June 2006

Tasks Added:

♦ None

Tasks Completed:

♦ Inventory of bus stops and amenities

Narrative:

Inventoried approximately 3,500 bus stops in the region and compiled a list of amenities. Determined the bus stops that are shared by the systems (approximately 250). Determined that the shared stops would receive priority for the new logos/signs. Continued discussion concerning maintenance practices and establishing uniform policies for bus stops, signs and shelters. Recognized that state and local ordinances will prohibit commercial advertising within the shelters and the public right-of-way.

Next Steps:

♦ rework CAT's bus shelter cleaning and maintenance RFP and determine which systems desire to be a party to contract;
♦ consider current contract obligations and issue cleaning and maintenance RFP when reasonable;
♦ prepare inter-local agreement;
♦ complete work reviewing local policies and procedures and prepare draft document for consideration; and,
♦ enter into discussion with private firms that provide and maintain shelters for advertising and prepare recommendations.

Activity 7: Centralize Specialized Maintenance Services (fare box, electronic sign, paint and body shop, major engine and transmission rebuilds, etc.)

Participating systems and staff:
City of Durham: Steve Mancuso *
City of Raleigh: Greg Barowski
Triangle Transit Authority: Laurie Barrett and Ed Evans
Triangle J Council of Governments: Sanford Cross
(* denotes lead agency/staff person)

Tasks:

♦ determine specialized maintenance services to be regionalized and location
♦ enter into inter – local agreement for specialized maintenance service
Note: Participating systems and staff will determine specialized maintenance services to be regionalized and location. Additional staff will be identified, as needed, to complete other tasks.

Outcome: more cost effective specialized maintenance service

Timetable/completion date: to be determined for each maintenance service

Reporting period: January – June 2006

Tasks Added:
♦ none

Tasks Completed:
♦ none

Narrative:

There is no progress to report as DATA did not activate its new operations and maintenance facility during this period. Other opportunities remain for specialized maintenance services such as for automated vehicle location equipment.

Next Steps:

♦ begin planning for the implementation of a regional body shop operation, which is to be located at the new DATA operations, maintenance, and administrative facility upon completion; and,
♦ identify other specialized maintenance activities that can be regionalized.

Activity 8: Implement Regional Information Technology Plan

Participating systems and staff:
City of Durham: Pierre Osei-Owusu
City of Raleigh: David Eatman
Triangle Transit Authority: Brian Blater, Laurie Barrett and John Tallmadge
Town of Cary: Ray Boylston
Town of Chapel Hill: David Bonk and Jeanmarie Curtis
NCSU- Institute for Transportation Research and Education: Debbie Collins*
Triangle J Council of Governments: Sanford Cross
(* denotes lead agency/staff person)

Tasks:
identify application of current technologies.
determine need for additional technologies.
develop plan for procuring and installing additional technologies.

Outcome: to be determined for each technology

Timetable/completion date: to be determined for each technology

Reporting period: January – June 2006

Tasks added:
Design and implement practices and tools for complying with and updating the Triangle Regional ITS Architecture.

Tasks completed:
♦ identify application of current technologies
♦ determine need for additional technologies

Narrative:

Members of this workgroup continue to serve as the transit subgroup of the Regional ITS Plan update efforts. Work on the Regional ITS Plan update continues as part of the Triangle Regional ITS Communications Partners activities. Tables 6 and 3 have been updated during this period and are attached.

As part of the Seamless MOU, this regional workgroup met on January 9, January 11, February 13, March 13, April 10. This is the latest list of projects.

Technology	Automatic Passenger Counters	Automatic Voice Annunciation	Call Center	Mobile Data Computers	Paratransit Scheduling Software	Real Time Passenger Information	Facility Security Cameras*	Vehicle Security Cameras
Cary								
Chapel Hill								$533,200
Durham		$96,982						
Raleigh	$68,725						$542,000	
Triangle Transit	$123,875		$140,000					
Cary		$100,716				$138,771		$62,800
Chapel Hill								
Durham	$63,656				$147,000	$563,096		
Raleigh						$743,694		
Triangle Transit		$259,413				$594,495		
Cary	$16,139			$105,181				
Chapel Hill		$176,330						
Durham				$202,201				
Raleigh								
Triangle Transit				$99,310				

Memorandums of Understanding (MOUs) are used not for defining roles in each project but also as part of the implementation of the Regional ITS Plan and documentation to the USDOT that we are in compliance with the Regional ITS Architecture. MOUs are at

various stages for the paratransit software and Regional Trip Planner software. MOUs are complete for the Raleigh / TTA paratransit software (attachment) and Chapel Hill / TTA Real Time Passenger Information projects (attachment). These will be adopted when all are complete and as a package

A System Engineering Analysis is also a requirement of receiving Federal funding for technology projects. One was prepared for the Chapel Hill Real Time Information System (attachment) and a template is being developed for future projects. A systems engineering analysis was prepared for all projects in the NCDOT grant application

A funding application is being updated for the Raleigh / TTA paratransit project. This paratransit application will become the regional paratransit scheduling and dispatching application for use or integration with all paratransit scheduling and dispatching software applications used in the region.

Inventories of current technologies are being created that include annual ongoing maintenance costs have been calculated as below.

Technology	Technology Specifics	Cary	Chapel Hill	Durham	NCSU	Raleigh	Triangle Transit	Wake Co
Trip Planner www.gotriangle.org REGIONAL	Vendor	Ontira Communications	Ontira Communications	Ontira Communications	Ontira Communications	Ontira Communications	Ontira Communications	
	Product Name	Trip Finder	Trip Finder	Trip Finder	Trip Finder	Trip Finder	Trip Finder	
	Initial Cost						$252,500	
	Annual Costs						$16,000	
	Brief Description							
	Replacement Year						Upgrade Only	
Automatic Vehicle Location	Vendor	NAVTRAK GPS	NextBUS				Radio Satelite Intergrators	
	Product Name							
	Initial Cost		$957,755				$158,150	
	Annual Costs						$40,000 -- service fee plus $10,000 for web based interface	
	Annual Communication Costs						$29,400	
	Brief Description	7 vehicles	83 vehicles				65 vehicles	

	Replacement Year						FY 09	
Fareboxes REGIONAL -	Vendor		GFI GenFare	GFI GenFare		GFI GenFare	GFI GenFare	
	Product Name		CENTSaBill	Odyssey		Odyssey	Odyssey	
	Initial Cost						$3,800,000	
	Annual Costs for Regional Maint Contract / not parts			$64,335		$64,335	$64,335	
	Annual software costs						start FY 2007	
	Brief Description		83 fareboxes	48 vehicles		65 vehicles	65 vehicles	
	Replacement Year			W/ new vehicles				
Automatic Stop Annunciation -	Vendor		Digital Recorder	Digital Recorder		Digital Recorder		
	Product Name		DR500C+, DR 600	DR 500 C+		DR600		
	Initial Cost			$173,720 (2003)				
	Annual Costs							
	Brief Description		30 DRI 500, 13 DRI 600	43 vehicles		65 vehicles		
	Replacement Year		Every 12 yrs /buses	FY09 - New Bus				
Paratransit Scheduling Software	Vendor	StrataGen	StrataGen					RouteMatch
	Product Name	Adept	Adept					RouteMatch TS (ASP)
	Initial Cost		$92,854					$33,500
	Annual Costs		$12,000					$39,000
	Brief Description							FY 07 new agreement
	Replacement Year							
Vehicle Security Cameras -	Vendor	SmartCAM		Safety Vision		Safety Vision		
	Product Name			RoadRecorder 6000		RoadRecorder 6000		
	Initial Cost							
	Annual Costs							
	Brief Description			44 vehicles		65 vehicles		
	Replacement Year			FY09 - New Bus				

	Vendor		Luminator and Twin Vision	Twin Vision			Voltron, Twin Vision	
-	Product Name							
Destination	Initial Cost							
Signs	Annual Costs							
-	Brief Description		40 - Lum, 43 - Twin Vision	43 vehicles			19 - Vol, 45 Twin Vision	
	Replacement Year		Every 12 yrs /buses				Every 12 yrs /buses	
	Vendor		Motorola				Motorola	Motorola
	Product Name		Models: CDM1250, CM300, HT1000, 700					800MHz
Voice	Initial Cost						$140,000	$98,000
Communication	Annual Costs		$9,000				$46,000 - Usage	40 Vehicles
(Radios)	Brief Description						64 - Two Way (Open) / Trunked	
	Replacement Year							2012
	Vendor							
-	Product Name							
Data	Initial Cost							
Communication	Annual Costs							
-	Brief Description							
	Replacement Year							
	Vendor						Customer Expressions	
Customer	Product Name						I-Sight	
Feedback	Initial Cost						$3,500	
Software	Annual Costs						$6,000 - 15 users	

-	Brief Description						System for collecting, managing and tracking customer comments	
	Replacement Year							
OnLine Pass Sales - -	Vendor						Paypal	
	Product Name						Paypel	
	Initial Cost						Per transaction	
	Annual Costs						On- Line interface allowing TTA to sell passes via Credit Card, E-Check and Debit Card	
	Brief Description							
	Replacement Year						FY 10	
Email Management - -	Vendor						Brontomail	
	Product Name						Email Marketing Software	
	Initial Cost						Email software to network changes to service also announce different announcement s	
	Annual Costs						$1,320	
	Brief Description							
	Replacement Year						Upgrade only	

	Vendor		Prosys purchased by Computer Service Partners/VNX Soltuionf or Digital Video Recorder, Sony, Pelco Cameras				Pelco/ Panasonic	
Facility	Product Name							
Security	Initial Cost		$90,482				$12,000	
Cameras	Annual Costs							
-	Brief Description		Park/ride lot surveillance				8 @ 6 Park Transfer Station	
	Replacement Year		2010-2015				Upgrade Only	
	Vendor						Trapeze Software Group	
Ridesharing	Product Name						RidePro	
Matching	Initial Cost						$232,000	
Software	Annual Costs						$58,000	
REGIONAL	Brief Description							
	Replacement Year						15-20 years	

Next steps:

♦ complete inventories with ongoing maintenance costs;
♦ prioritize technology projects by all of the working groups;
♦ prepare budgets for each project;
♦ prepare system engineering analysis for each project;
♦ identify funding opportunities and prepare grants as appropriate; and,
♦ complete MOUs.

Activity 9: Regional Coordination of Safety and Security Activities

Participating systems and staff:
City of Durham: Pierre Osei-Owusu and James Tinsley
City of Raleigh: David Eatman* and Scott McClellan
NCSU: Adena Messinger and Mike Brown
Triangle Transit Authority: David Kazanjian and Tellis Chandler
Triangle J Council of Governments: Sanford Cross
(* denotes lead agency/staff person)

Reporting period: January - June 2006

Tasks added:
♦ Pending

Tasks ongoing:
♦ inventory existing safety and security activities, programs and plans
♦ identify current and planned training activities
♦ develop a communications strategy
♦ procure capital items that will assist with regional communications and safety (in conjunction with capital procurement / technology workgroups)
♦ identify, plan and undertake emergency drill
♦ enter into inter-local agreement to pool administrative and capital resources during times of emergency

Tasks completed:
♦ developed a regional transit emergency call list
♦ Procured cell phones for dispatch offices to insure that communications between regional systems could be continued during times of inclement weather or emergency.

Narrative:
Activity for safety and security added to the Seamless Service Project in November 2005. At the first workgroup meeting on December 20, systems discussed their safety and security activities and plans and ideas for how they could work together in the future.

The workgroup held meetings on January 11th, April 4, and June 7th.

Next steps:

♦ continue discussing and finalize workgroup tasks;
♦ determine financial needs task implementation;
♦ identify outcomes; and,
♦ begin implementing tasks.