

## RTAP Peer Roundtable: Fleet Maintenance

8/14/2024 10–11:30am

### Participants:

1. Nancy Brown, Duluth Transit Authority
2. Stacy Struck, Prairie Lakes Transit
3. Kayla Neptune, Prairie Five CAC, Inc. / Prairie Five RIDES
4. Jeremiah Kappedal, White Earth Public Transit
5. Michelle Miranowski, United Community Action Partnership, Inc. / Community Transit
6. Crystal Gauthier, City of Brainerd / Brainerd & Crow Wing Public Transit
7. Julie Zietlow, TSE, Inc.
8. Sean Upshaw, MnDOT OTAT
9. Jeremy Monahan, Prairie Lakes Transit
10. Bill Spitzer, Rolling Hills Transit/ Semcac
11. Mike Boll, Rainbow Rider Transit
12. Jim Wolter, MnDOT OTAT
13. John Groothius, MnDOT OTAT
14. Kirk Kuchera, Cedar Valley Services, Inc. / SMART
15. Paul Coyour, Prairie Five RIDES
16. Mike Greenbaum, Newtrax
17. Allison Karau, TMT (Take Me There) Transit
18. Pat LaCourse, Brown County Heartland & Hermann Express
19. Tina Neary, MnDOT OTAT
20. Mariah Kathan, RTAP
21. Jaycie Kratky, RTAP

### Roles

- Moderator: Mariah
- Note taker: Jaycie

### Summary

After reviewing the ground rules and roles for the meeting, the group discussed the challenges with fleet management, what is not working, and what works well. There was discussion on how agencies are using software and which software is being used. At the end of the notes section, you will find the different software discussed and links to each website if you are interested in using one of them.

1. Participants shared how they were handling their fleet maintenance. They shared if they were using paper, software/apps, or a hybrid. There were multiple options from each category introduced.
  - a. Challenges identified included: managing documentation with a hybrid system, managing vendor invoicing, aging fleets, high-cost repairs, maintenance human error, paper is tough to keep track of and manage, scheduling and prioritizing repairs, and training staff on the technology.
  - b. Many participants were in attendance and were excited to learn about the ways other agencies are handling fleet maintenance, what technology or paper strategies are being used, and what cost is associated with each.
  - c. There were a variety of different software options offered (noted in the table at the bottom of the document).
2. How are agencies handling maintenance notifications?
  - a. Agencies with certain software can communicate directly with maintenance software based on what they enter for pre and post trip inspections.
  - b. Some agencies collect data through paperwork and manually input and schedule with maintenance in house or an outside vendor if required.
  - c. Agencies are also creating and maintaining spreadsheets that track fleet maintenance dates, cost of repairs, and vendors.
3. What are the concerns identified?

- a. Some agencies are concerned with drivers not being accurate in the reporting, filling out sheets for the whole week on one day, drivers not having a smartphone and requiring the use of a tablet. Solutions that were offered included requiring pictures as they did their inspections on each area.
  - b. One agency brought up the idea of Zonar wands, but they are a \$30,000 investment.
4. Ask a Peer!
- a. Prairie Lakes Transit asked what other agencies are doing to recruit more drivers. Some areas are having issues finding full-time drivers in specific locations and haven't had some positions filled in over a year. SMART recently had a hiring frenzy and hired more people in 2 months than in the past 12 months but ended up losing some. UCAP mentioned they have had success with newspaper ads and gets most of their applicants that way.

**Vehicle Inspection Software Discussed in This Roundtable**

Links to the vehicle inspection tools are linked below, as well as discussion of the pros and cons of different tools discussed in the meeting. We encourage you to reach out to contacts at these agencies with any questions you may have about the software.

Transit System	Vehicle Inspections Software
Arrowhead Transit	<a href="#">Fleetio</a> (low cost, ~\$200 per vehicle with a one-time set up fee)
City of Brainerd	Paper and electronic ( <a href="#">Routematch</a> )
UCAP	<a href="#">Collective Data</a> tablets or computer
Newtrax	Paper to electronic. Switched to a software that is being custom built for them.
Prairie Five RIDES	Mostly paper now. New software is currently being rolled out is <a href="#">Ecolane</a> .
Rainbow Rider	<a href="#">Eptura</a> (used be called <a href="#">ManagersPlus</a> )
SMART	<a href="#">Fleetio</a> on tablets or drivers can download the app to their cell phone

**Other software used by agencies not on today's call:**

Wadena County Friendly Rider	<a href="#">CTS</a>
Tri-CAP Transportation	use tablets, <a href="#">Novus</a>
TRUE Transit/VINE Faith in Action	<a href="#">Routematch</a>
Tri-Valley	<a href="#">Inspect software</a> <a href="#">ETA</a>

A few agencies also use [Keller checklists](#) for paper inspections.

**Advantages/Disadvantages of Software Shared:**

**Fleetio**

- Any issues identified in the inspection, lead drivers are notified

- Driver can take pictures of what's wrong
- Sends service reminders for oil changes, etc.
- Low-cost relative to other tools

**Collective Data**

- can pull up reports per vehicle for reporting to MnDOT

**Next Meeting:** TBD. MnDOT is in a transition with their contract to support RTAP. Once a contractor is in place, it is likely new roundtables and topics will be announced.