

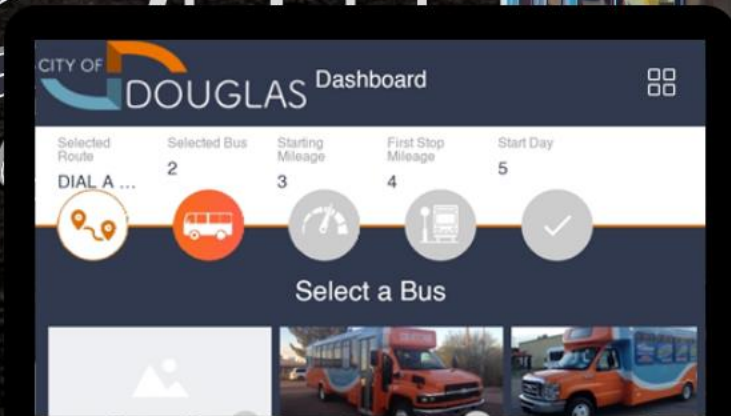
CITY OF DOUGLAS

COCHISE CONNECTION  
OPERATED BY THE CITY OF DOUGLAS

NET-CRAFT.COM

# DOUGLAS RIDERSHIP TRACKING APP

November 16, 2021





## Background

Population 16,534

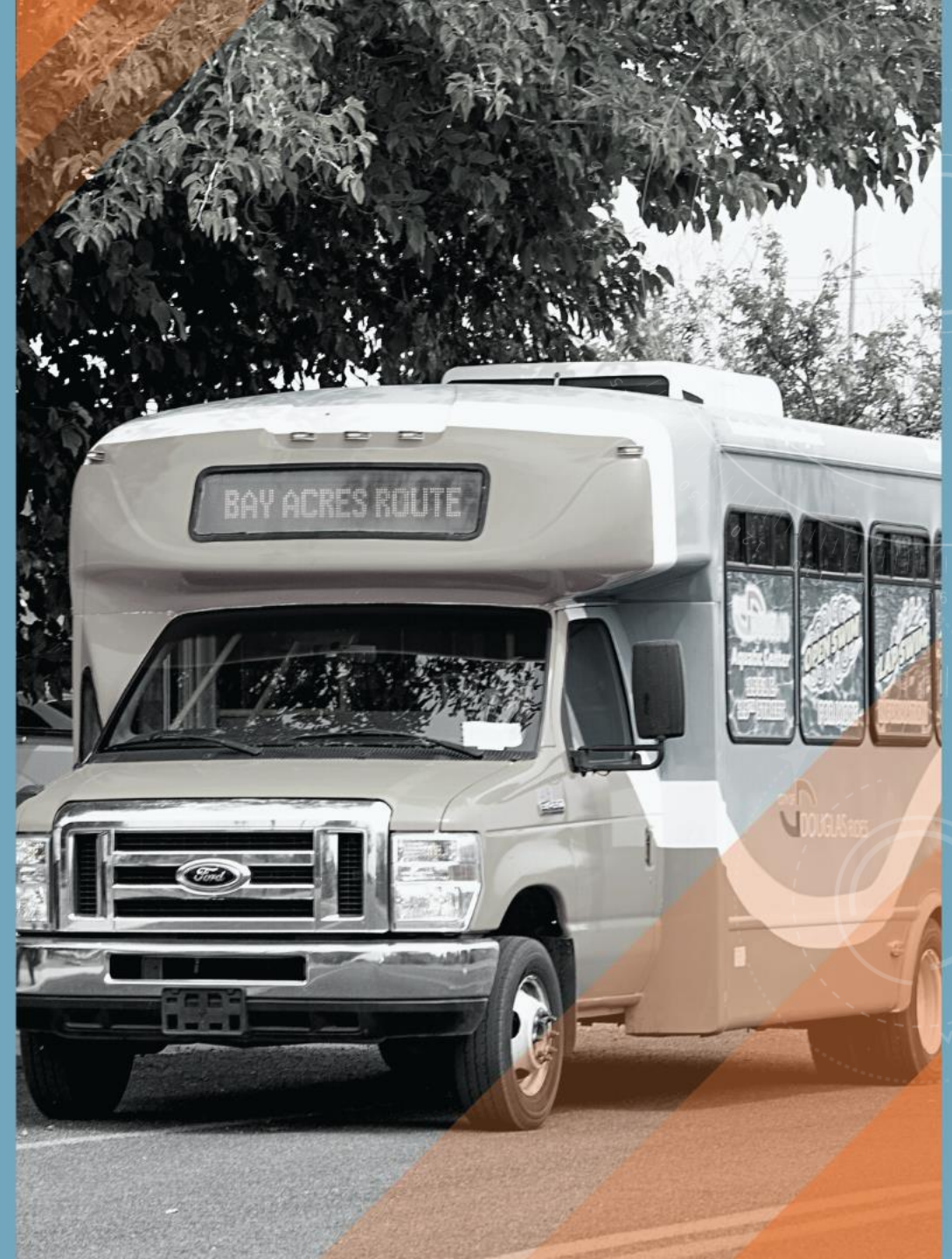
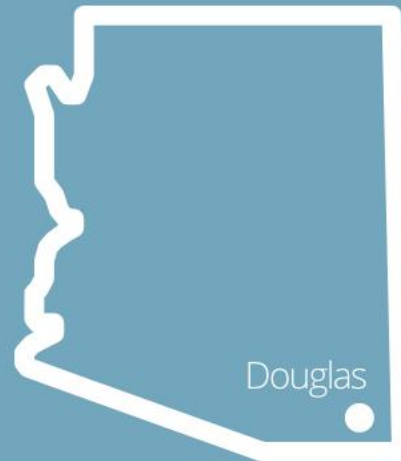
Median Age 32.7

Border City

Distance to Phoenix: 230 miles

Distance to Tucson: 120 miles

City Began Transit in 2012





# RIDERSHIP & ROUTES

- Ridership
  - October 2018 – September 2019
    - 58,321 year
    - Average 4,860 month
    - Average 200 rides a day
- Routes
  - 2 Fixed routes
  - Dial-A-Ride
  - Cochise College
  - Elfrida
  - ACT
  - Cochise Connection
  - Bisbee Bus



# NEED

Douglas Rides started with 2 fixed routes and dial a ride

Added: 4 routes, nutrition runs and began operating the Bisbee Bus in 2014

Increased 1,000 rides per month

Complex reporting with so many routes, demographics and increased ridership

Significant staff time to complete reports





# PLAN

- Seek Vendors providing ridership tracking
- Solution not completely meeting our needs and too expensive
- Seek a custom solution meeting needs and budget
- Budget \$20,000
- Contacted various app developers



# DEVELOPING A CUSTOM APPLICATION

- **Developed a scope of work**
  - Product to electronically record ridership statistics and mileage using a mobile device
  - Track: Date, Driver, Route, Bus, Stops, Demographic, mileage, mapping
  - System operates without a data connection and syncs when WiFi is available
  - Flexibility on ability to add different routes, buses, drivers, stops and demographics
  - Add deboarding
  - Custom reports that can be exported to Excel
  - Easy to use!





# TESTING

Began development in August 2018

Sync & Reporting Issues

Final testing was completed in  
February 2020 (paperless!)

30 Builds



# ENHANCEMENTS

Utilizing the same app, we added different but related enhancements to different transit related tasks



Electronic Pre/Post Trips Forms

- QR Codes on Elderly/Disabled Bus Passes

- Real Time GPS Tracking



# ELECTRONIC PRE/POST TRIP FORMS

GOAL: Achieve paperless processing of bus pre and post inspections using the driver tablets and enable electronic reporting capabilities.

- ▶ 12 paper forms were being generated daily
  - ▶ More than 3,000 forms per year
  - ▶ 15,000 forms for 5 years retained per retention records policy
- ▶ Forms were not providing insight on conditions of buses
- ▶ Needed to implement controls to ensure all items are being inspected
- ▶ Allows pictures to be uploaded



«Embracing our Heritage, Advancing our Future»  
**DAILY INSPECTION REPORT**

LICENSE PLATE #  
7415

DRIVER'S NAME  
RODOLFO CASILLAS

DATE  
11.08.2021

START MILEAGE  
183041

TOTAL MILEAGE  
183447

THIS REPORT IS FOR BOTH PRE-TRIP & POST-TRIP INSPECTIONS

GENERAL	PRE-TRIP	POST-TRIP	FRONT/REAR	PRE-TRIP	POST-TRIP	DRIVER AREA	PRE-TRIP	POST-TRIP
Engine: Performance	✓	✓	Alternating Flashers	✓	✓	Horn	✓	✓
Engine: Excessive Smoke	✓	✓	Turn Signals	✓	✓	Fuel Gauge	✓	✓
Leaks	✓	✓	Windshield	✓	✓	Tire Depth	✓	✓
Steering System/Front Axle	✓	✓	Emergency Door	✓	✓	Oil Pressure	✓	✓
Service Brake	✓	✓	Crossover Mirror	✓	✓	Water Temperature	✓	✓
Parking Brake	✓	✓	Tail Pipe	✓	✓	Amp meter	✓	✓
Drive Line/Rear Axle	✓	✓	Headlights	✓	✓	Windshield Wiper	✓	✓
Springs	✓	✓	Stop Lights	✓	✓	Windshield Washer	✓	✓
Exhaust System	✓	✓	License Plates	✓	✓	Defroster Fans	✓	✓
Charging System	✓	✓	INTERIOR			Heater Fans	✓	✓
Transmission	✓	✓	Fire Extinguisher	✓	✓	Light Monitor System	✓	✓
Annual Inspection	✓	✓	Roof Hatch(s)	✓	✓	Mirror Adjustments	✓	✓
RIGHT/LEFT SIDE			Reflectors	✓	✓	Ignition/Master Switch	✓	✓
Fender Convex Mirror	✓	✓	First Aid Kit	✓	✓	Brake Test	✓	✓
Rear View Mirror	✓	✓	Bio Hazard Kit	✓	✓	Speedometr/Tachometer	✓	✓
Front Tires/Wheels	✓	✓	Seat Frames/Cushions	✓	✓	Wheelchair Lift/Restraints	✓	✓
Rear Tires/Wheels	✓	✓	Emergency Door, Latch/Buzzer	✓	✓	Vehicle, Registration/Insurance	✓	✓
Windows	✓	✓	Service Door/Steps/Handles	✓	✓	Driver's Seat Belt	✓	✓
Battery Compartment	✓	✓	Cleanliness	✓	✓	RAMP/LIFT		
Clearance Lights/Maker	✓	✓	Condition of Floor	✓	✓	Counter Reading	282	282
Fuel Cap	✓	✓				Functioning	✓	✓
Entrance Door	✓	✓						

DRIVER'S COMMENTS

**PRE-TRIP DRIVER CERTIFICATION:** By signing below I attest that I have reviewed the previous inspections report and performed a pre-trip maintenance inspection for each item listed above. I have noted those found to have defects.

☒ NO DEFECTS ☐ DEFECTS AS NOTED

**POST-TRIP DRIVER CERTIFICATION:** By signing below I attest that I have reviewed the previous inspections report and performed a post-trip maintenance inspection for each item listed above. I have noted those found to have defects.

☒ NO DEFECTS ☐ DEFECTS AS NOTED

MECHANIC'S COMMENTS

☒ ABOVE DEFECTS HAVE BEEN CORRECTED ☐ ABOVE DEFECTS NOT NECESSARY FOR SAFE OPERATION OF VEHICLE

DATE 11.08.2021 SIGNATURE 

# QR CODE BUS PASSES



GOAL: Implement a touchless bus pass verification system through the use of the driver tablets that would automate pass information to the ridership tracking application

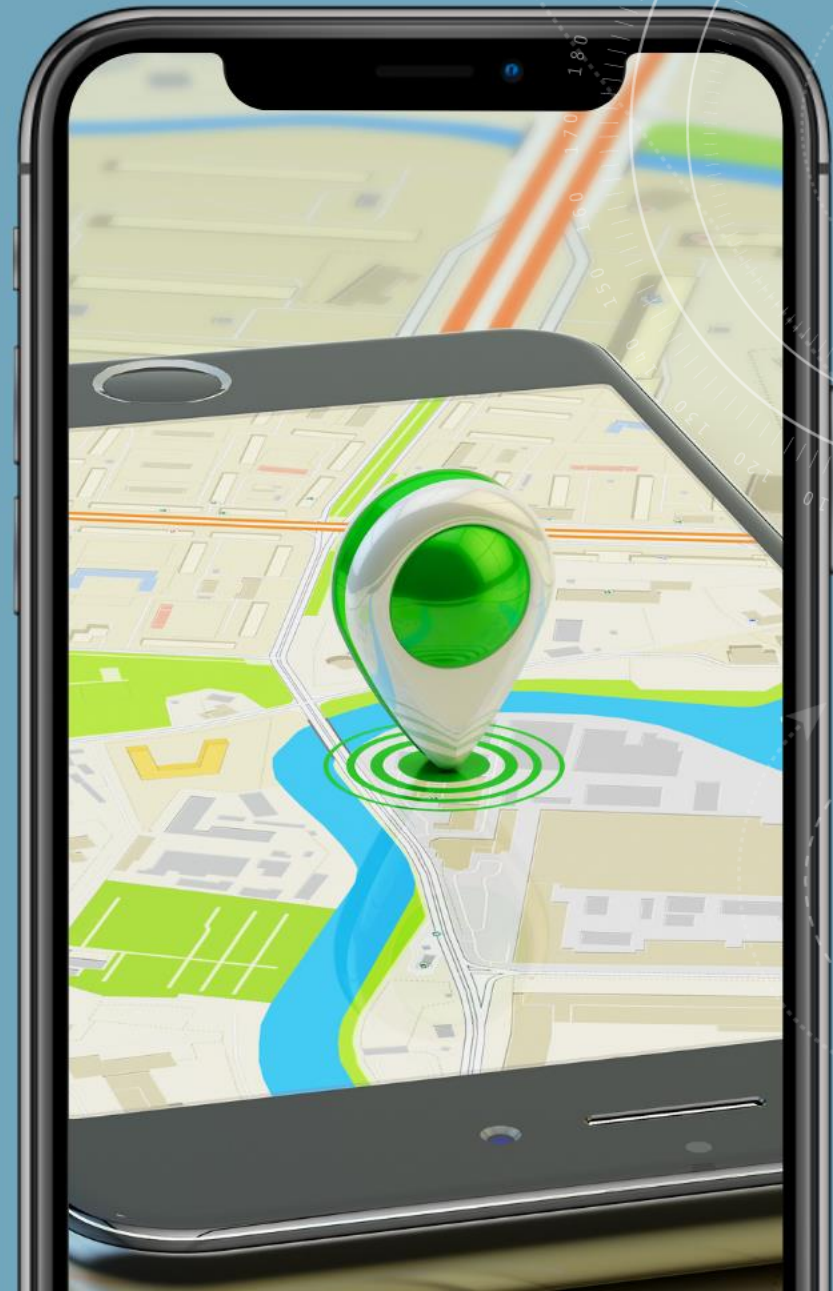
- Currently process 1,830 bus ride passes for elderly/disabled
- Implementing a touchless solution during the pandemic
- Better enforcement of bus passes before boarding
- Pilot program for other bus pass development



# REAL TIME GPS BUS TRACKING


GOAL: Reduce dispatch calls to drivers and track bus routes by implementing GPS real time bus tracking utilizing the driver tablet


- City communicates via cell phone with bus drivers. GPS will enable fewer calls regarding driver whereabouts
- Archiving routes shows areas needed for coverage or potential overlaps in service
- Provides monitoring for drivers to be on designated route






### Enter Information

 Driver Licence Number

 Password



[Forgot password?](#)


Login



1:34

CITY OF DOUGLAS

Dashboard



Selected Route

Selected Bus

Starting Mileage

First Stop Mileage

Start Day


1


2


3


4


5













Select a Route



COCHISE CONNECTION



Continue →

Vehicle Inspection Form

Pre-trip

Post-trip





▼

5





- Selected Route  
1
- Selected Bus  
2
- Starting Mileage  
3
- First Stop Mileage  
4
- Start Day  
5

Select a Route

COCHISE CONNECTION

PIRTLEVILLE/BAY ACRES

MIDTOWN

ACT

DIAL A RIDE

BISBEE BUS

COLLEGE/BISBEE



- Selected Route  
DIAL A ...
- Selected Bus  
2
- Starting Mileage  
3
- First Stop Mileage  
4
- Start Day  
5

Select a Bus

Ford Eldorado / 7400  
People: 32

Chevy Eldorado / 7404  
People: 26

Ford Starcraft / 7408  
People: 18

Eldorado Aerolite / 7402  
People: 6

Chevy ARBOC / 7405  
People: 14

Champion Freightliner / 7410  
People: 32

Ford Eldorado Aerolite / 7403  
People: 6

Ford Starcraft / 7407  
People: 18

Chevy Express3500 / 7411  
People: 15







Selected Route: PIRTLE...  
Selected Bus: Ford El...  
Starting Mileage: 3  
First Stop Mileage: 4  
Start Day: 5



Enter Starting Mileage



111111



Continue



1

2

3

4

5

6

7

8

9



0

Done



Selected Route: PIRTLE...  
Selected Bus: Ford El...  
Starting Mileage: 111111  
First Stop Mileage: 4  
Start Day: 5



Enter First Stop Mileage



111112



Continue



1

2

3

4

5

6

7

8

9



0

Done



3:59

CITY OF DOUGLAS

Dashboard

Selected Route

DIAL A ...

Selected Bus

7400

Starting Mileage

001

First Stop Mileage

002

Pause

Complete the Shift

Select a Passenger for a Track

QR Scanner

ELDERLY

Free FEES

+Add

0

DISABLED

Free FEES

+Add

0

ADULT

\$ 1

+Add

0

SENIOR

\$ 0.5

+Add

0

ATTENDANTS

Free FEES

+Add

0

STUDENTS

\$ 0.75

+Add

0

U6

Free FEES

+Add

0

TRANSFER/FREE

Free FEES

+Add

MONTHLY

Free FEES

+Add

Deboarding Tracker

Select stop Station

0

DOUGLAS RIDES

COCHISE CONNECT

www.douglasaz.gov

520.417.7400

BUS PASS

WILBER WILDCAT

ELDERLY

21000

Expiration Date: May 31, 2021



← Cancel

ADULT

\$ 1.0

\$ 0.0



0

Boarding Tracker



PORT OF ENTRY



−

1

+

Delete & Save

Add & Save



1:36

CITY OF DOUGLAS Dashboard

Selected Route  
DIAL A ...

Selected Bus  
7400

Starting Mileage  
001

First Stop Mileage  
002

Pause

Complete the Shift

Select a Passenger for a Track

QR Scanner

ELDERLY

Free FEES

+Add

0

DISABLED

Free FEES

+Add

0

ADULT

\$ 1

+Add

\$ 0 0

SENIOR

\$ 0.5

+Add

\$ 0 0

ATTENDANTS

Free FEES

+Add

0

STUDENTS

\$ 0.75

+Add

\$ 0 0

U6

Free FEES

+Add

0

TRANSFER/FREE

Free FEES

+Add

MONTHLY

Free FEES

+Add

Deboarding Tracker

Select stop Station

0

4:04

CITY OF DOUGLAS Dashboard

←

Cancel

Deboarding Tracker

Select a stop Station

1 DAR Home Address

2 NUTRITION

3 OTHER APPROVED BY SUPERVISOR

4 WAL-MART

5 FOOD CITY

6 MEDICAL CENTERS/DIALYSIS

7 MERCHANTS/DOWNTOWN

8 PORT OF ENTRY

9 TRANSFER CENTER

10 DOUGLAS VISITOR CENTER

11 MIDTOWN ROUTE STOPS

12 PIRTLEVILLE/BAY ACRES ROUTE STOPS

13 ELFRIDA ROUTE



←

Complete the Shift

Start Date

06.12.2019

Start Time

02:42 PM

End Date

06.12.2019

End Time

02:45 PM

Enter Mileage

111118

111119

ELDERLY	Free FEES	<div><div></div><div></div></div> 1
DISABLED	Free FEES	<div><div></div><div></div></div> 0
ADULT	\$ 1	<div><div></div><div></div></div> 1
SENIOR	\$ 0.5	<div><div></div><div></div></div> 0
ATTENDANTS	Free FEES	<div><div></div><div></div></div> 0
STUDENTS	\$ 0.75	<div><div></div><div></div></div> 0
U6	Free FEES	<div><div></div><div></div></div> 0
TRANSFER/FREE	Free FEES	<div><div></div><div></div></div> 0
MONTHLY	Free FEES	<div><div></div><div></div></div> 0
BISBEE ELDERLY	Free FEES	<div><div></div><div></div></div> 0
BISBEE DISABLED	Free FEES	<div><div></div><div></div></div> 0
Total Amount:		<div><div></div><div></div></div> 2

Complete the Shift

CITY OF DOUGLAS

Dashboard

Selected Route

1

Selected Bus

2

Starting Mileage

3

First Stop Mileage

4

Start Day

5

Select a Route

COCHISE CONNECTION

Continue →

Vehicle Inspection Form

Pre-trip

Post-trip

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COCHISE CONNECTION

PIRTLEVILLE/BAY ACRES

MIDTOWN

ACT

DIAL A RIDE

BISBEE BUS

COLLEGE/BISBEE

Watch

Map

Satellite

Las Cienegas NCA

Madera Canyon

Sonora

Elgin

Whetstone

Tombstone

Gleeson

Elfrida

McNeal

Double Adobe

Bisbee

Lowell

Naco

Aduana

Corral de Enmedio

Kosterlitzky

La Bola

Lochiel

Kino Springs

Beyerville

Harshaw

Patagonia

Sierra Vista

Sierra Vista Southeast

Hereford

Miracle Valley

📍

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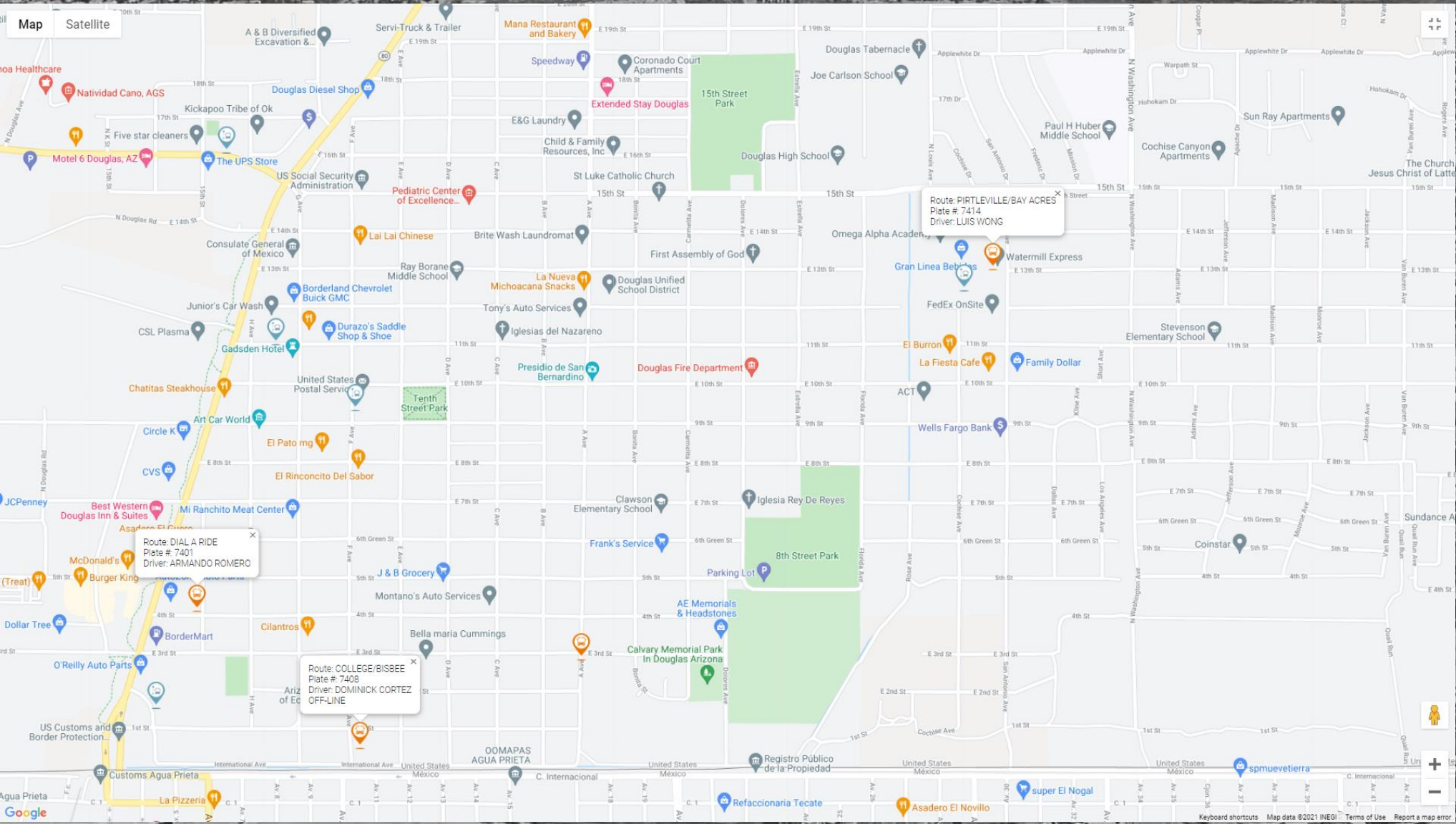
-

🔄

Keyboard shortcuts Map data ©2021 Google, INEGI Terms of Use Report a map error

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Route: PIRTLEVILLE/BAY ACRES  
Plate # 7414  
Driver: LUIS WONG

Route: COLLEGE/BISBEE  
Plate # 7408  
Driver: DOMINICK CORTEZ  
OFF-LINE

Route: DIAL A RIDE  
Plate # 7401  
Driver: ARMANDO ROMERO



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Add New Driver

Show

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entries

Search:

ID	Added Date	First Name	Last Name	Email	Driver License	Role	Active	Action
30	12-18-2018	Test	Driver	test4.avv+1@gmail.com	00001	Driver	Yes	Edit
21	12-17-2018	VICTOR	ROJAS	victorrojas@douglasaz.gov	0327	Driver	Yes	Edit
22	12-17-2018	JUAN	ROJAS	juan.rojas@douglasaz.gov	1353	Driver	Yes	Edit
23	12-17-2018	MARVIN	SKINNER	marvin.skinner@douglasaz.gov	1354	Driver	Yes	Edit
24	12-17-2018	RODOLFO	CASILLAS	rodolfo.casillas@douglasaz.gov	1401	Driver	Yes	Edit
25	12-17-2018	ARMANDO	ALVARADO	armando.alvarado@douglasaz.gov	1544	Driver	No	Edit
26	12-17-2018	ARMANDO	ROMERO	armando.romero@douglasaz.gov	1550	Driver	Yes	Edit
27	12-17-2018	MARIO	PORTUGAL	mario.portugal@douglasaz.gov	1585	Driver	No	Edit
28	12-17-2018	HAZIEL	CARMONA	haziel.carmona@douglasaz.gov	1581	Driver	No	Edit
29	12-17-2018	Test2	Test22	jasonjit+99@gmail.com	998877	Driver	No	Edit

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Add New Bus

Show

10

entries

Search:

ID	Image	Added At	Vehicle Model	License Plate	Place Number	Is Active	Actions
22		11-05-2018	Chevy ELDorado	7404	26	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
21		11-05-2018	Ford ELDorado Aerolite	7403	6	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
26		11-05-2018	Champion Freightliner	7410	32	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
38		10-28-2020	Ford Starcraft	7401	9	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
30		11-05-2018	Ford Starcraft	7414	18	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
25		11-05-2018	Ford Starcraft	7408	18	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
24		11-05-2018	Ford Starcraft	7407	18	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
31		01-16-2019	Champion Freightliner	7415	34	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
23		11-05-2018	Chevy ARBOC	7405	14	Yes	<a href="#">Edit</a> <a href="#">Delete</a>
34		08-09-2020	Chevy Starcraft	Bisbee - 402	12	Yes	<a href="#">Edit</a> <a href="#">Delete</a>

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Add New Demographic Category

Show

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entries

Search:

ID	Added At	Item Name	Default Price	Default Discount	Default PassNumber Setting	Is Active	Actions
62	08-09-2020	REBOARD MONTHLY PASS - BISBEE	Free	No Discount	Required	Yes	<div>EditDelete</div>
61	08-09-2020	REBOARD SENIOR MONTH PASS - BISBEE	Free	No Discount	Required	Yes	<div>EditDelete</div>
60	07-29-2020	MONTHLY SENIOR PASS - BISBEE	0.75	No Discount	Required	Yes	<div>EditDelete</div>
59	07-29-2020	MONTHLY PASS - BISBEE	25.00	No Discount	Required	Yes	<div>EditDelete</div>
58	07-29-2020	U6 - BISBEE	Free	No Discount	Not required	Yes	<div>EditDelete</div>
57	07-29-2020	TRANSFER/ FREE - BISBEE	Free	No Discount	Not required	Yes	<div>EditDelete</div>
56	07-29-2020	STUDENT - BISBEE	0.25	No Discount	Not required	Yes	<div>EditDelete</div>
55	07-29-2020	SENIOR - BISBEE	0.50	No Discount	Not required	Yes	<div>EditDelete</div>
54	07-29-2020	ADULT - BISBEE	1.00	No Discount	Not required	Yes	<div>EditDelete</div>
53	07-29-2020	ATTENDANTS - BISBEE	Free	No Discount	Not required	Yes	<div>EditDelete</div>

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Add New Station

Show

10

entries

Search:

ID	Added Date	Name	Latitude	Longitude	Active	Action
54	05-12-2021	CSL PLASMA CENTER	31.34605473	-109.5574571	Yes	<div>Edit</div> <div>Delete</div>
53	08-04-2020	OTHER - Bisbee			Yes	<div>Edit</div> <div>Delete</div>
52	07-29-2020	Copper City Apartments - Bisbee	31.39409	-109.92604	Yes	<div>Edit</div> <div>Delete</div>
51	07-29-2020	San Jose Square - Bisbee	31.396508	-109.929849	Yes	<div>Edit</div> <div>Delete</div>
50	07-29-2020	Triangle Apartments - Bisbee	31.39867	-109.92614	Yes	<div>Edit</div> <div>Delete</div>
49	07-29-2020	Bisbee Senior Center - Bisbee	31.39956	-109.91538	Yes	<div>Edit</div> <div>Delete</div>
48	07-29-2020	Safeway - Bisbee	31.40155	-109.9176	Yes	<div>Edit</div> <div>Delete</div>
47	07-29-2020	Naco - Bisbee			Yes	<div>Edit</div> <div>Delete</div>
46	06-30-2020	Bisbee City Hall - Arizona Street	31.41167	-109.87792	Yes	<div>Edit</div> <div>Delete</div>
45	06-30-2020	Copper Queen Hospital - Bisbee	31.418	-109.88413	Yes	<div>Edit</div> <div>Delete</div>

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Add New Route

Search:

Show

10

entries

ID	Added At	Route Name	Route Group Name	Demographic Categories	Stop Stations	Status	Actions				
62	09-15-2021	test sv	test sv		CSL PLASMA CENTER	New	Copy	Unpublished	Edit Relations	Edit	Delete
53	10-06-2020	COLLEGE/BISBEE	college_bisbee	STUDENT ID SEMESTER PASS, STUDENT ID \$25, DGLS/BISBEE TO COLLEGE NON-STUDENT, DGLS - BIS, ELDERLY, DISABLED, BISBEE ELDERLY, BISBEE DISABLED	PORT OF ENTRY, DOUGLAS VISITOR CENTER, COCHISE COLLEGE - DOUGLAS, BISBEE - WARREN CITY HALL, WAL-MART, FOOD CITY	Published	Copy	Unpublished	Edit Relations	Edit	Delete
52	08-13-2020	BISBEE BUS	bisbee_bus	BISBEE ELDERLY, BISBEE DISABLED, ADULT - BISBEE, SENIOR - BISBEE, STUDENT - BISBEE, ATTENDANTS - BISBEE, U6 - BISBEE, TRANSFER/ FREE - BISBEE, MONTHLY SENIOR PASS - BISBEE, MONTHLY PASS - BISBEE, REBOARD SENIOR MONTH PASS - BISBEE, REBOARD MONTHLY PASS - BISBEE, DEVIATION - BISBEE	OTHER - Bisbee, Copper City Apartments - Bisbee, San Jose Square - Bisbee, Triangle Apartments - Bisbee, Bisbee Senior Center - Bisbee, Safeway - Bisbee, Naco - Bisbee, Bisbee City Hall - Arizona Street, Copper Queen Hospital - Bisbee, Copper Queen Plaza / Lyric - Bisbee, Cochise County Courthouse - Bisbee	Published	Copy	Unpublished	Edit Relations	Edit	Delete
48	11-15-2019	DIAL A RIDE	dial_a_ride	ELDERLY, DISABLED, ADULT, SENIOR, ATTENDANTS, STUDENTS, U6, TRANSFER/FREE, MONTHLY, BISBEE ELDERLY, BISBEE DISABLED, ELFRIDA	DAR Home Address, NUTRITION, OTHER APPROVED BY SUPERVISOR, WAL-MART, FOOD CITY, MEDICAL CENTERS/DIALYSIS, MERCHANTS/DOWNTOWN, PORT OF ENTRY, TRANSFER CENTER, DOUGLAS VISITOR CENTER, MIDTOWN ROUTE STOPS, PIRTLEVILLE/BAY ACRES ROUTE STOPS, ELFRIDA ROUTE	Published	Copy	Unpublished	Edit Relations	Edit	Delete
45	06-11-2019	ACT	act	ACT	PORT OF ENTRY, ACT	Published	Copy	Unpublished	Edit Relations	Edit	Delete
44	06-11-2019	COLLEGE/BISBEE_OLD	college_bisbee	ACT, STUDENT ID SEMESTER PASS, STUDENT ID \$25, DGLS/BISBEE TO COLLEGE NON-STUDENT, DGLS - BIS, ELDERLY, DISABLED, BISBEE ELDERLY, BISBEE DISABLED	PORT OF ENTRY, DOUGLAS VISITOR CENTER, COCHISE COLLEGE - DOUGLAS, BISBEE - WARREN CITY HALL, ACT, WAL-MART, FOOD CITY	Unpublished	Copy	Unpublished	Edit Relations	Edit	Delete



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Search

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Stop Stations

Dem. Categories

QR Codes

Daily Inspection

Statistical Info

Completed Routes

IF Report

Global Report

Ridership Report

Vehicle Log Report

Settings

Online Tracking

List of Completed Routes

Show

10

entries

Search:

ID	Date Of Synchronization	Date Of Route Start	Date Of Route Finish	Route Name	Bus Model	License Plate	Driver							
10471	11-09-2021 06:45 AM	11-09-2021 06:28 AM	11-09-2021 06:45 AM	ACT	Champion Freightliner	7410	MARVIN SKINNER	Map	Mileage	Edit	Change log	Delete		
10470	11-08-2021 06:48 PM	11-08-2021 01:07 PM	11-08-2021 06:48 PM	BISBEE BUS	Ford EL Dorado	Bisbee - g2	JESUS GUERRERO	Map	Mileage	Edit	Change log	Delete		
10469	11-08-2021 06:23 PM	11-08-2021 05:51 AM	11-08-2021 06:23 PM	COCHISE CONNECTION	Champion Freightliner	7415	RODOLFO CASILLAS	Map	Mileage	Edit	Change log	Delete		
10468	11-08-2021 04:51 PM	11-08-2021 04:51 PM	11-08-2021 04:51 PM	DIAL A RIDE	Ford EL Dorado	7400	CYNTHIA ROBLES	Map	Mileage	Edit	Change log	Delete		
10467	11-08-2021 04:38 PM	11-08-2021 04:38 PM	11-08-2021 04:38 PM	DIAL A RIDE	Ford EL Dorado	7400	CYNTHIA ROBLES	Map	Mileage	Edit	Change log	Delete		
10466	11-08-2021 04:38 PM	11-08-2021 04:21 PM	11-08-2021 04:38 PM	ACT	Ford Starcraft	7407	DOMINICK CORTEZ	Map	Mileage	Edit	Change log	Delete		
10465	11-08-2021 04:38 PM	11-08-2021 01:35 PM	11-08-2021 04:37 PM	DIAL A RIDE	Ford EL Dorado	7400	CYNTHIA ROBLES	Map	Mileage	Edit	Change log	Delete		
10464	11-08-2021 04:21 PM	11-08-2021 02:00 PM	11-08-2021 04:21 PM	COLLEGE/BISBEE	Ford Starcraft	7407	DOMINICK CORTEZ	Map	Mileage	Edit	Change log	Delete		
10463	11-08-2021 04:10 PM	11-08-2021 07:58 AM	11-08-2021 04:10 PM	MIDTOWN	Ford Starcraft	7401	ARMANDO ROMERO	Map	Mileage	Edit	Change log	Delete		
10462	11-08-2021 04:08 PM	11-08-2021 07:09 AM	11-08-2021 04:08 PM	PIRTLEVILLE/BAY ACRES	Ford Starcraft	7414	LUIS WONG	Map	Mileage	Edit	Change log	Delete		

Showing 1 to 10 of 7,849 entries

Previous

1

2

3

4

5

-

785

Next

# TRAINING

1.5 hr. instruction and the rest was field training on their own

7 months of training (paper and tablet)

## Concerns:

Driver acceptance



**Resolution:** Drivers learned the system quickly and became part of their daily routine

## Doubt to Completion

**Resolution:** After more than 1 year in testing we finished in February 2020





# TABLET POLICY

- The tablet that the City provides to Users will be primarily for City business related purposes
- Employees are responsible for the general care of the tablet and associated equipment issued by the City
- Employees are expected to protect mobile devices used for work-related purposes from loss, damage, or theft. It is the responsibility of the User to ensure the City-provided tablet is kept in a reasonable and safe condition
- Employees are expected to refrain from using their tablets while driving. Regardless of the circumstances, including slow or stopped traffic, employees are required to pull off to the side of the road and safely stop the vehicle before entering ridership
- Employees are responsible for notifying supervisor of any issues related to the operation of the tablet





# COST



\$61,380 for software and enhancements

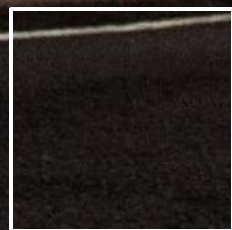
\$1,500 for 9 tablets

\$4,500 for computer and hardware

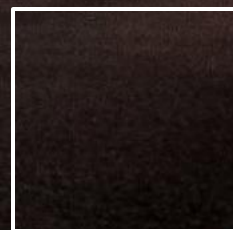




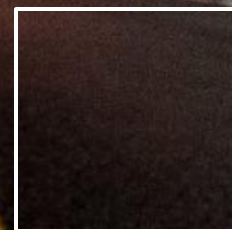
# LESSONS LEARNED



Time and dedication for  
app development



More specific on scope of  
work



Enjoyed flexibility working  
with App developer



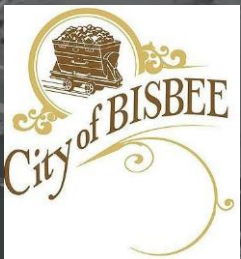
Goals in writing to stay on  
task!





# PARTNERSHIPS OBTAINED

- ▶ Implemented the Ridership Tracking App in Bisbee
- ▶ Partnered with Net-Craft.com to market and sell Ridership Apps to other agencies
- ▶ Sold and implemented Ridership Tracking App to Vista Transit in Sierra Vista
- ▶ Sold Ridership Tracking App to Willcox
- ▶ Working with SEAGO for Regional Grant
- ▶ Legacy Foundation of Southeastern Arizona and ADOT – Funding Source





# CONTINUE TO ADD FUNCTIONALITY

- Add more stops to our routes
- Use Data to make decisions
- Further development and enhancements
- Other asset inspections such as shelters





# Questions

DOUGLAS RIDES / COCHISE CONNECTION

520-417-7400

<http://www.douglasaz.gov/283/Public-Transportation>

<https://douglastransit.com/>

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