

ARR's Fleet System Enhancement Project

Transitioning from RMS to the New System

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Fleet System Enhancement Project Outline

- Project Background and Infrastructure
- Current System Gaps Description
- New System Software Solution

Project Background and Infrastructure

- In 2017 ARR began the process to replace its 17-year-old SWTS fleet system with Fleetmind RMS
- To meet ARR's requirements, RMS had to be integrated with the two City of Austin (COA) systems used by ARR
- To achieve the integration, an IT infrastructure had to be built to unify all the systems' workflows using the COA's Enterprise Service Bus (ESB) interface. Once the infrastructure was completed and the integration was finalized, the project was implemented in October 2021
- After the implementation, ARR identified and addressed system gaps that it encountered with the Fleetmind system by creating manual workarounds, which stretched its bandwidth

Fleetmind System Gaps Description

- ARR conducted a gap analysis that identified the following Fleetmind system gaps (attempts were made to resolve the issues, but they are recurring issues):
 - When there is an increase in the volume of request, the Fleetmind system goes offline and needs to be restarted. This causes system performance issues
 - Fleetmind is unable to uniformly update the software on the units due to system downloading issues
 - The routing functionality is deficient in error handling
 - When Fleetmind is used in the semi-automated vehicles it's unable to record pickups from both sides of the street
 - Fleetmind has limited reporting functionalities and video access / storage

New System Software Solution

- The ARR/Fleetmind contract ends in FY23. This affords ARR the opportunity to pursue new software technology that will address the current Fleetmind system gaps
- ARR researched several fleet software. The goal was to identify a software that could meet the current system demands, with expansion capabilities to meet future needs. And one that could also leverage the existing infrastructure and equipment
- The RubiconSmartCity software solution was identified by ARR stakeholders as a software that can meet the department's needs
- The Rubicon software is App and computer accessible. It uses artificial intelligence to optimize routes, offers uniformed software updates and customizable reporting using telematics, it's cloud base with large storage capacity, it records pickups on both sides of the street, and it's expandable. Rubicon can integrate with asset management systems, COA systems and existing equipment. It will also diminish the need for the current manual workarounds

Based on the reasons outlined in this PowerPoint ARR is pursuing a new software solution

Questions

