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News Release

Union County Transportation Using New Technology

September 10, 2014, Monroe, NC – Union County Transportation has installed new technology in its vehicles that improves safety and communication.

The Automatic Vehicle Location system and Mobile Data Tablets installed in Transportation vehicles are compatible with the RouteMatch scheduling software used by the Transportation division.

The tablets allow drivers to have real-time communication with dispatch. In these times when fear of carjacking and other safety related issues have become a reality, the installation of the tablets also offer a “safety tool” for drivers as office staff now has the ability to conduct real-time vehicle tracking and secure the real-time collection of vehicle coordinates, events and speeds.

Dispatchers and drivers easily communicate with each other by sending pre-canned messages such as “emergency” or “passenger conduct issue” to receive assistance without bringing attention to the driver.

In addition to the safety advantages, the Mobile Data devices create efficiencies in dispatcher and driver functions and allow the billing representative to perform some tasks electronically.

Upon arrival at scheduled appointments, with the touch of a few buttons, drivers are able to document their arrivals and departures, fares paid and whether the passenger is on-board or a no-show. Additionally, the dispatcher is able to assign additional trips through the system, which places all necessary information at the fingertips of the drivers and alerts them that new information has arrived. These actions are transmitted electronically to the dispatch screen and the verification screen used by the billing representative.

"Implementation of this program has resulted in a significant reduction in radio communication time as well as dispatch confusion," said Transportation Director Annette Sullivan. "Data entry by the billing representative has been reduced as the data is transmitted electronically and requires minimal correction during the verification of the data. Last, but certainly not least, the paper documents being provided to the driver each day have been reduced by approximately 50 percent, providing a foundation towards someday becoming paperless in our operation of the system."