



Pace buses serving the Elgin Transportation Center in Elgin, Illinois.

## S-5 Centralized Operations Control Facility

Initiative: Investigate the feasibility of a centralized fleet management system to improve monitoring and deployment of resources.

implement  
now

implement  
later

FURTHER  
INVESTIGATE

### Supports Goals:

Responsiveness, Safety, Adaptability, Diversity, Environmental Stewardship, Fiscal Solvency, and Integrity

To improve service monitoring and performance, Pace will investigate the benefits, challenges and feasibility of transitioning from individual garage-based service management to a centralized system.

Examples of benefits of combining garage dispatch and monitoring facilities into a single point may include a more efficient use of equipment resources across the service area. Pace may apply lessons learned from the experiences of South Division staff which currently provides centralized dispatch overnight for a limited number of Pace services. Centralizing may also help coordinate service disruptions from special events, episodic traffic congestion, agency responses to construction or mechanical failures.

Challenges may include migrating dispatching functions from nine garage divisions plus contracted operations, as well as understanding cost implications. However, the implementation of other *Driving Innovation* initiatives may also change the dynamics of centralized dispatching, and will be taken into consideration as investigation into this idea moves ahead.



One of Florida Department of Transportation's Regional Transportation Management Centers ([www.fdot.gov](http://www.fdot.gov)).