

TRANSITECH

# Better Rider Information with Technology

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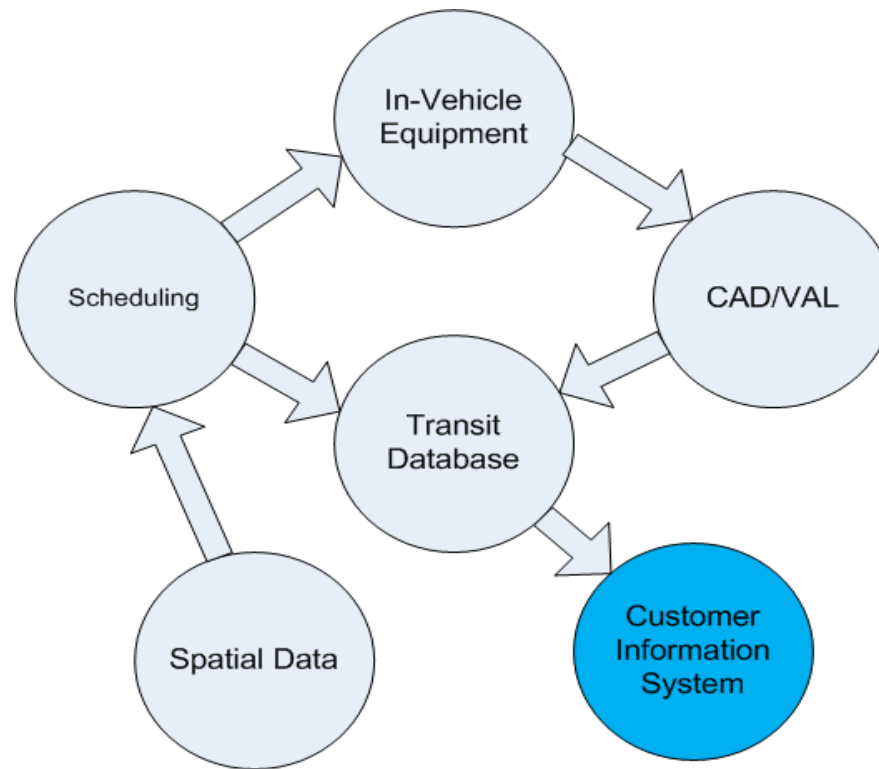
*Washington, DC*

## Bus Customer Information System (CIS) History

- Trip Planner, Trapeze, 1999
- Bus Systems Integration, 2005-2008
- CIS Pilot Program, Nextbus, 2006
- CIS System Launch, Nextbus, July 1<sup>st</sup>, 2009

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## System Overview



## CIS System Components

- Planning and Scheduling (Trapeze)
- Bus Stop Data and Annunciations (Clever Device)
- In-Vehicle Components (Orbital/ACS-Clever Device-Cubic)
- Bus OCC Dispatching System (Orbital/ACS)
- Data Sharing (Transit Database)
- Real-time CIS (Nextbus)

## CIS Operations Components

- Flat Organization Structure
- Fully Equipped Mobile Units
- Web Based Dashboard and Performance Matrix
- Internal and External Customer Communication
- Extensive Training at All Levels

## WMATA Real Time Bus CIS From Data to Information

### **Data>Static Report>Real Time Information**

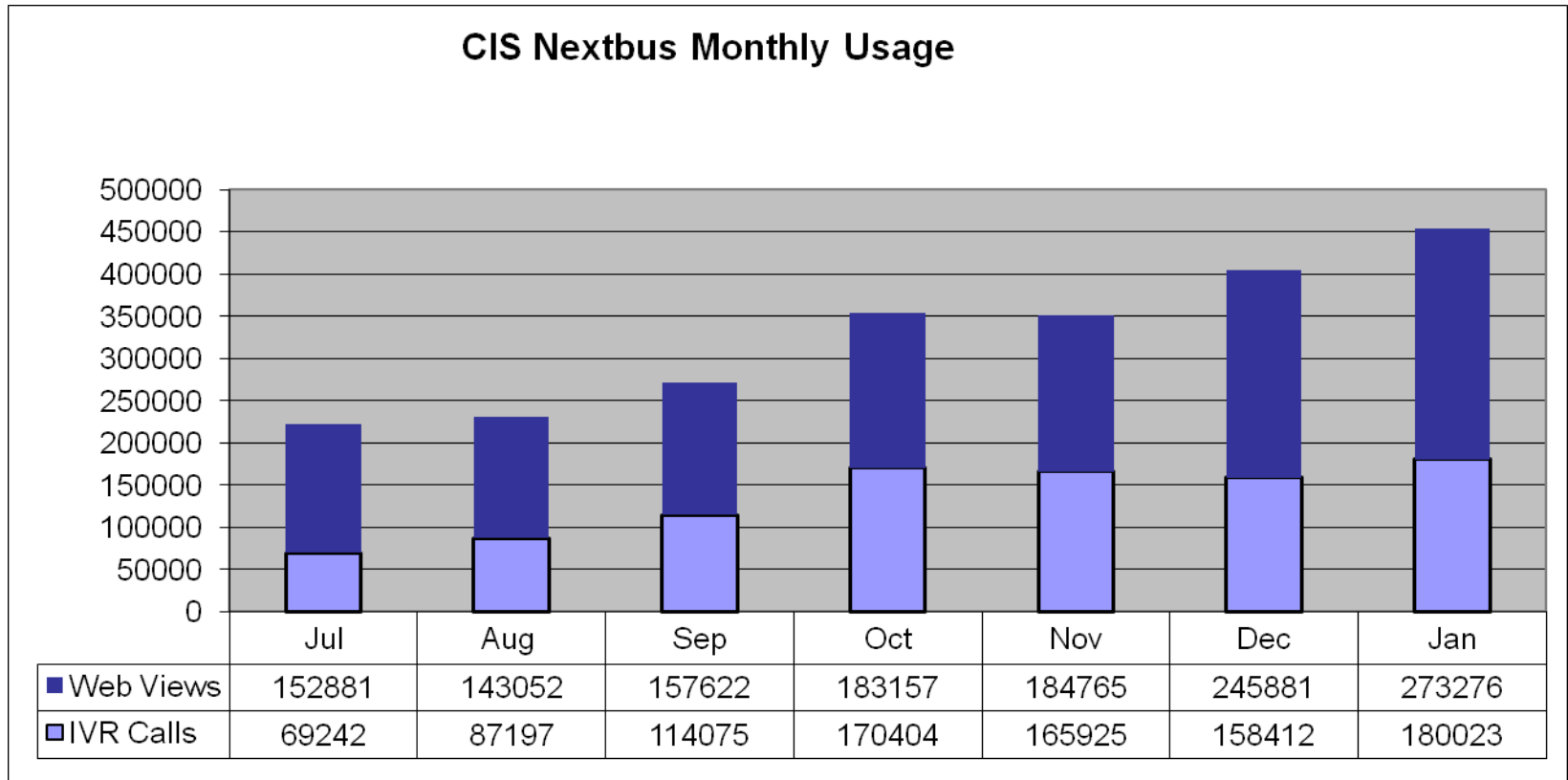
- Real-time Bus Arrival Time Predictability
- Real-time Operator Logon/Logoff
- Real-time System Status Monitoring
- Real-time Operations Performance Monitoring
- Historical AVM, APC, Fare box report
- Historical Operations Dashboard and Key Performance Indicators (KPI)

## WMATA Real Time CIS Benefits

- On-Time Performance Improvement with Less Early Buses
- Safety Improvement with Operator Awareness
- Constantly Increased Customer Usage
- Better Customer Communication and Service
- Information Based Operations Management
- Useful Tool for Emergency Management

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## CIS Customer Usage





## Conclusions

- WMATA Invested Heavily in New Technology
- WMATA Provided Real-time Customer Information
- WMATA Used the Same Information to Improve Operations Performance
- Technology Changed the Way Transit Agencies Operate and Customer's Experience