Actively Managed Fallbacks

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Key Presentation Take-Aways

- What are “Fallbacks”? Why do them?
- How do you “actively manage” a fallback?
- Which routes make good candidates?
- What components go into making an “actively managed fallback” work well?
- What tools and training do we need to deliver “Actively Managed Fallbacks”?

What are "Fallbacks"?

- More than one Operator per bus

Why would you use one?

- Layover and coach constraints
- Less idle vehicle layover hours
- Less base to terminal deadhead miles
- Operator recovery/break/meal requirements

Example of a Fallback



10 minute frequency on a 60 minute roundtrip cycle
= **6 coaches**
Not enough time for minimum Operator recovery/break
= **7 operators**



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What if the cycle duration is longer?




10 minute frequency on a 90 minute roundtrip cycle

= 9 coaches

Not enough time for minimum Operator recovery/break

= 10 operators?





AND the frequency is greater?

5 minute frequency on a 90 minute roundtrip cycle

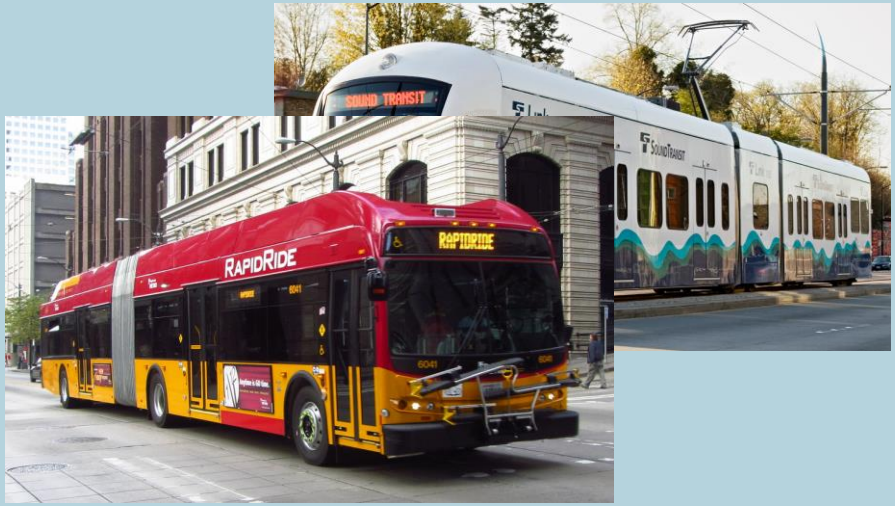
= 18 coaches

Not enough time for minimum Operator recovery/break

= 19 operators?

Where do we see "Fallbacks" today?

- Rail Systems
- BRT Systems



But really…

- Anywhere where transit frequency is intense (i.e. 10 minutes or better) and need for layover space is at a premium

What is an "Actively Managed Fallback"?

- Add an on site terminal manager or field/road dispatcher to manage service

Manage what?

- The buses, (i.e. queueing)
- The operators, (i.e. sequence & vehicle)
- The headway, (i.e. avoid bunching)

Managing to headways, instead of managing to schedules

- Customer driven…
- Somewhere between 10 and 15 minute service, the customer expectation shifts
- Under/Better than 10 minute frequencies, the customer only cares about real time schedule info, if anything
- Does your agency have headways standards?

Reliability Metrics

- Reliable service @ KC Metro is:

  1 minute early to 5 minutes late for the on time performance of our schedules

- But for RapidRide (BRT) it's

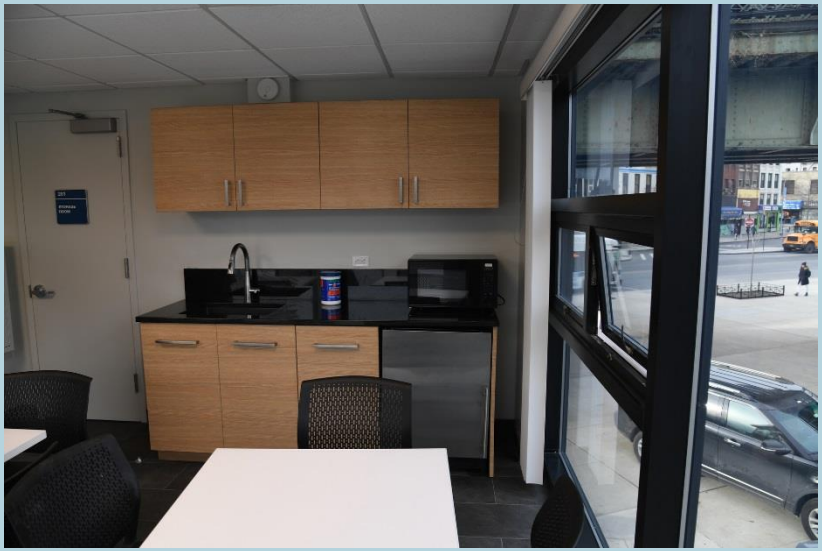
  Actual headway must be less than 3 minutes greater than the scheduled headway OR if the headway is 7 minutes or less, the actual headway is less than 2 minutes greater than the scheduled headway

Choosing A Route for "Actively Managed Fallbacks"

- 10 minute frequency or better
- A need to maintain/control layover needs
- Terminal is away from customers
- Route's future is stable
- Easy for operators to access (parking?)
- Operator support space?

Operator Support Spaces – "Swing Rooms" or "Recovery Rooms"

- Restroom Access (i.e. "Comfort Station")
- Waiting/Recovery Area
  - Space to sit
  - Table to eat at
  - Sink
  - Garbage
  - Microwave
  - TV?



Where to locate "Recovery Rooms"

- As close to terminal as possible
- Lease a storefront?
- New Structure?
- Plan into future facilities?

Operator training?

Special Training for Operators?

- Holistic approach to service
- Respect for instructions given in the field
- Less tied to schedule
- More tied to headway

Terminal Manager/Field Dispatcher Training

Special Training for Terminal Managers

- Relationship, teamwork with Control/Communication Center & operators
- Headway management

Terminal Manager/Field Dispatcher Tools?

Special Tools for Terminal Managers

- Keeping operator assignments in order
- Real time information
- Guidance on dispatch

Experience from the audience?

Q&A