

Rail Transit Technology

Report 134

Transit, Call Centers, and 511: A Guide for Decision Makers

This report explores the operational characteristics of 511 telephone traveler information systems and examines how 511 systems interact with transit system call centers. This report inventories existing 511 systems throughout the country, documents the extent of transit participation and transit agency experiences with 511, and presents guidance to assist transit agencies and 511 system administrators in determining a transit-511 telephone strategy.

Synthesis 104

Use of Electronic Passenger Information Signage in Transit

This synthesis documents U.S. and international use of electronic passenger information signage in terms of the underlying technology, sign technology, characteristics of the information, resources required, and decision processes used to determine its use.

Synthesis 91

Use and Deployment of Mobile Device Technology for Real-Time Transit Information

This synthesis examines the use and deployment of real-time transit information on mobile devices. It explores the underlying technology required to generate the information to be disseminated, the mobile technology used for dissemination, the characteristics of the information, the resources required to successfully deploy information on mobile devices, and the contribution of mobile messaging to an overall agency communications strategy, including information equity.

Synthesis 77

Passenger Counting Systems

This report documents the state of the practice in terms of analytical tools and technologies for measuring transit ridership and other subsidiary data. Survey results include transit agency assessments of the effectiveness and reliability of their methodologies and of desired improvements. The survey was designed to emphasize automatic passenger counter (APC) systems, but agencies using manual systems were also surveyed to gain an understanding of why new technologies have not been adopted.

Legal Research Digest 51

Technology Contracting for Transit Projects

This report examines issues that transit attorneys should be aware of when drafting technology contracts. It addresses how provisions differ depending on the nature of the contract, the type of technology being procured, and whether the system is controlled internally or externally by the agency. Specific focus is given to cloud computing as an alternative delivery mode, and indemnification.

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