Rural Technology in Virginia

Kevan Danker, JAUNT
Passenger Information Pilot Project

Next Bus Arrival Time Algorithm

FM Subcarrier

Bus Stop Display

Audible

LED

Antenna

Human Services Transportation
Passenger Information System

Increasing Passenger Satisfaction through decreasing the unknown
Waiting Issues

- Unoccupied time feels longer
- Expectation increases anxiety
- Anxiety makes waits seem longer
- Uncertain waits seem longer than finite waits
- Unexplained waits seem Unfair
- Longer waits are more acceptable for “known” times
Passenger Information System

Lessons

- Research = Theory
- Marketing Plan for New Technology
- Batteries = Weak Link
C.A.R.S.D.
Computer Assisted Reservations, Scheduling and Dispatching System

Where, When?

Increasing Passenger Satisfaction through increasing availability of information
C.A.R.S.D.
Computer Assisted Reservations, Scheduling and Dispatching System

Integration & Project Management Consultants
- Develop needs analysis
- Develop Specifications
- Assist with reviewing proposals
- Integrate various technologies

Training
- Software company’s suggest X, I suggest X times 1.5
- Pre go-Live
- Go-Live
- Post Go-Live
C.A.R.S.D.
Computer Assisted Reservations, Scheduling and Dispatching System pt. 2

**Go-Live Quickly**
- Take some time to transition
- Make goal for COMPLETE transition and stick to it
- Queuing configuration can contain single or multiple lines

**Listen to Sales Pitches and Analyze**
- Ask MANY questions about how your processes will work with their system
- See exactly how it will work on their system...may not be as easy as they describe
IVR
Integrated Voice Recognition & Response

Hello...

Increasing Passenger Satisfaction through increasing availability of information
IVR
Integrated Voice Recognition & Response

Pilot – 1st in Country
- Developed alternate words...Yes, yeah, yep, uh huh, etc.
- Slang – Y’all, Thursday week,
- Recorded all “frequent stops” (2,000+)

Call-In
- Listen to your trips
- Cancel your trips

Call-Out
- Trip Reminders Night before with option to cancel
- Rural Routes – Notification when trip is moved more than 20 minutes with option to cancel

Human Services Transportation
IVR
Integrated Voice Recognition & Response

Challenges

- In-house test first then use passengers for testing
- Voice recognition not meeting expectations
- Disabled customers chose not to use system
- Maintenance of Voice Files
Rural ITS in Virginia

- Security Cameras on buses
- Maintenance Management
- Facility Security Cameras
- VOIP Phone System
Rural ITS in Virginia

questions

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