Technologies and Programs that Encourage Metrobus Ridership

Transportation Planning Board

April 17, 2013

Metro Supports Bus Ridership by…

- Using advanced technology to provide customer information & enhance bus operations

- Conducting planning studies to evaluate and enhance bus service

- Engaging public to assess and improve service quality

Customer Information System Technologies

- Real-time bus arrival predictions

  - Customer information server interfaced to CAD/AVL to receive bus schedule and adherence information

  - Customers get bus arrival predictions through websites, text messages, voice calls, and smart phones

  - NextBus receives more than 3M inquiries each month; 30% of trips

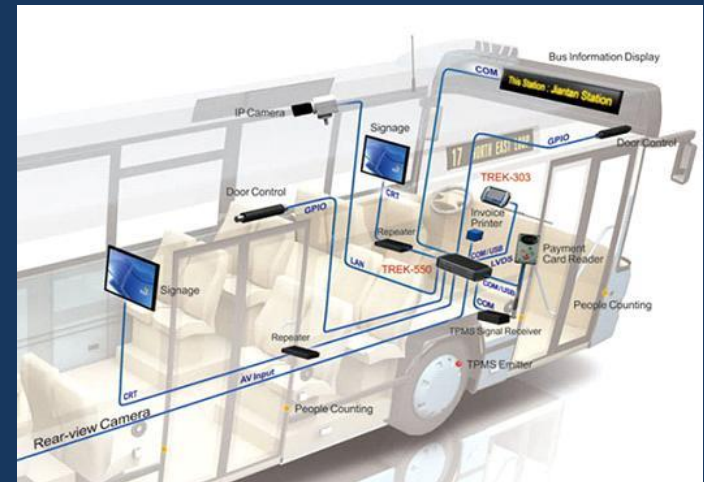# Customer Information System Technologies

- Customer Information System Signage

    - 50 signs distributed throughout the operational area displaying bus arrival information

    - Plans to install hundreds of LCD and LED signs at bus shelters and transit centers

- In process of implementing Consolidated Ancillary Bus Equipment and Fixed-end Systems project

    - Replaces on-board technologies and back-end CAD/AVL system in the bus operations control center

Back-End

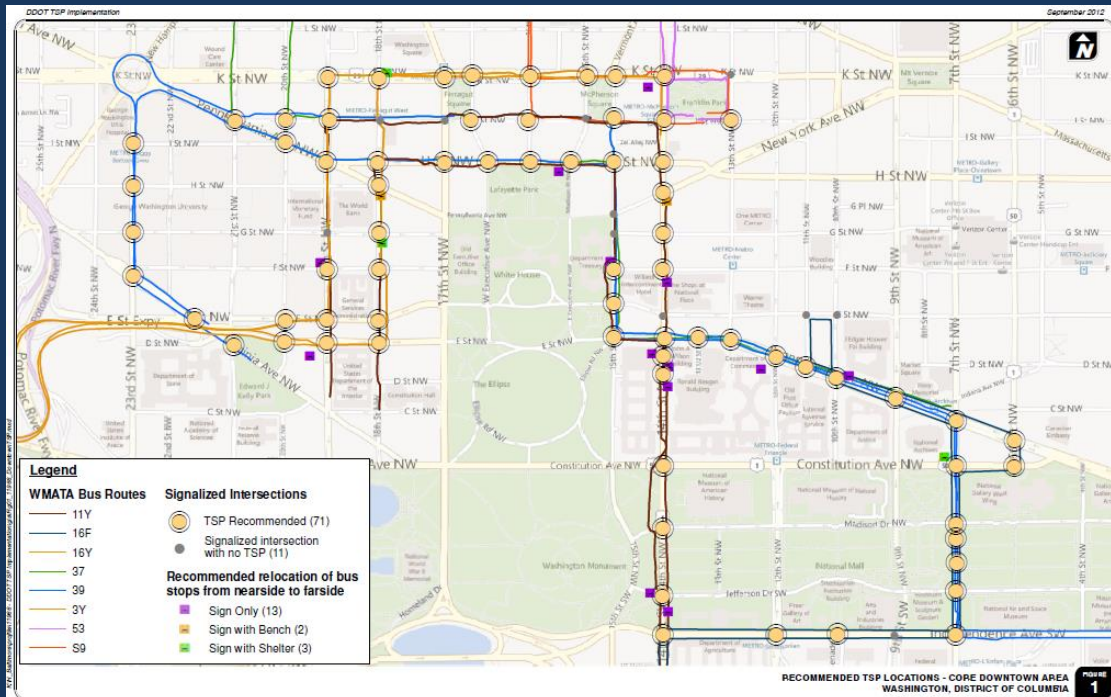AVL- incident & on-time performance monitoring

On-Board

Next stop and public service annunciation, destination signs, AVL, automatic passenger counters, vehicle health monitors

Improved Operations with Metrobus System Technology

- Currently operating transit signal priority technology on Georgia Avenue and Columbia Pike

- New transit signal priority installation

  - Funded by TIGER Grant

  - VA Rt. 7 and up to six additional corridors

Recommended TSP locations in the Downtown core

Additional Efforts that Encourage Metrobus Ridership

- Bus driver training

- On-board cameras

- On-time performance

- New Shepherd Parkway facility

- Expanded service

- Limited stop service

- User surveys

- New bus maps

Metrobus Planning, Development, and Implementation

- Regional Bus Study

- Priority Corridor Network

- Crystal City/Potomac Yard Transit Improvement Project

- Bus Priority Studies

  - H&I Streets Bus Lane Study

  - Service Evaluation Studies

Challenges

- Traffic congestion/reliability

- Increased dwell times

- Funding fleet expansion

- Right-of-Way issues

- Meeting demand

Thank you for your attention…

Questions?