



Planning, Development and Real Estate Committee

Board Information Item IV-A

March 8, 2007

**NextBus Initial Service Update
and New Routes**

**Washington Metropolitan Area Transportation Authority
Board Action/Information Summary**

<input type="checkbox"/> Action <input checked="" type="checkbox"/> Information	MEAD Number:	Resolution: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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PURPOSE

To provide an update of the Bus Customer Information System (CIS) initial service results and the plan for further implementation of NextBus system.

DESCRIPTION

The CIS will provide bus arrival and departure predictions to travelers on the internet, on strategically placed signage and personal communication devices such as cell phones and PDAs. NextBus is the system of choice by WMATA to provide this service to customers. NextBus accepts an electronic raw location feed from WMATA's existing Orbital OrbCAD Automatic Vehicle Location System and combines it with a data feed from the Trapeze Scheduling System. Both pieces of information are then processed in a predictive algorithm to provide estimated arrival times for requested bus stops.

The initial CIS pilot program was launched on November 9, 2006, with seven bus routes. Subsequent to this roll-out, the system performance as well as customer reactions have been closely monitored.

The results indicate that the CIS system is working at or above the 90% accuracy required by the contract, and feedback from customers has been highly encouraging.

Based on this pilot program success, the CIS implementation will be expanded to 24 additional routes. These routes were selected based on jurisdictional coordination, ridership and support data readiness.

FUNDING IMPACT

Budget:	\$15,010,000	(See Note)
Expense:	\$ 8,023,134	
Encumbrance:	\$ 5,149,782	
Pre-Encumbrance:	\$ 1,673,252	
Budget Balance:	\$ 163,830	

Note: The CIS system was funded as a part of this overall Bus Systems Integration Program. The award was made for \$2,001,829 and a modification was subsequently issued for \$388,375.

RECOMMENDATION

Based on the positive results of the pilot implementation, staff recommendation is to move forward with additional, and incremental, rollout routes until the system is completely rolled out.



Bus Customer Information System Initial Service Update and New Routes

Presented to the Board of Directors:

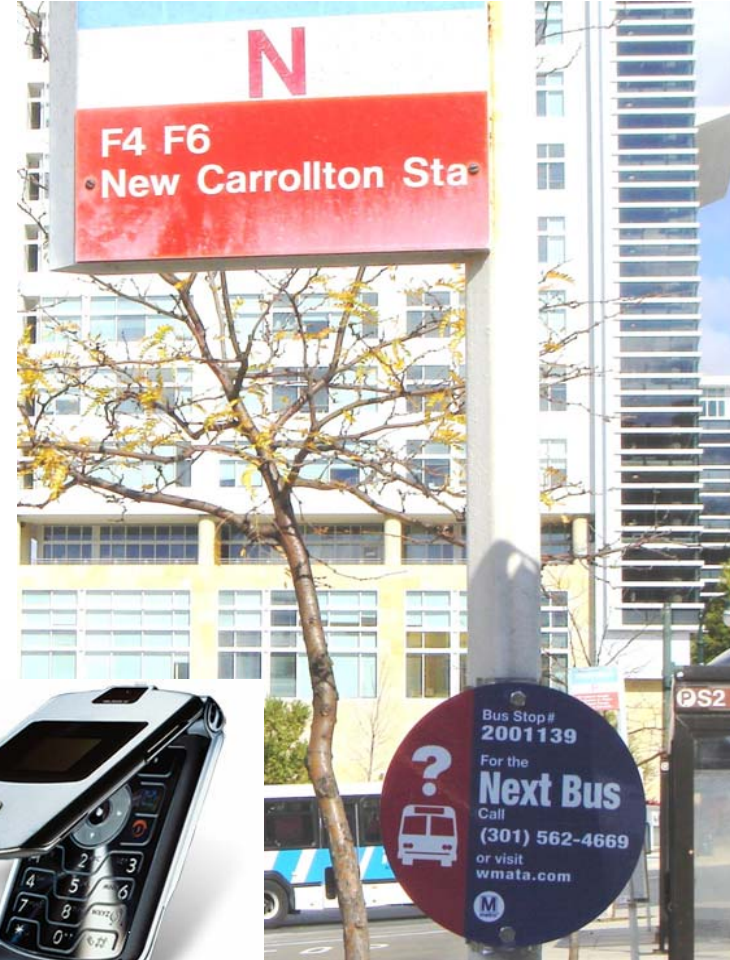
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Current Bus CIS Implementation





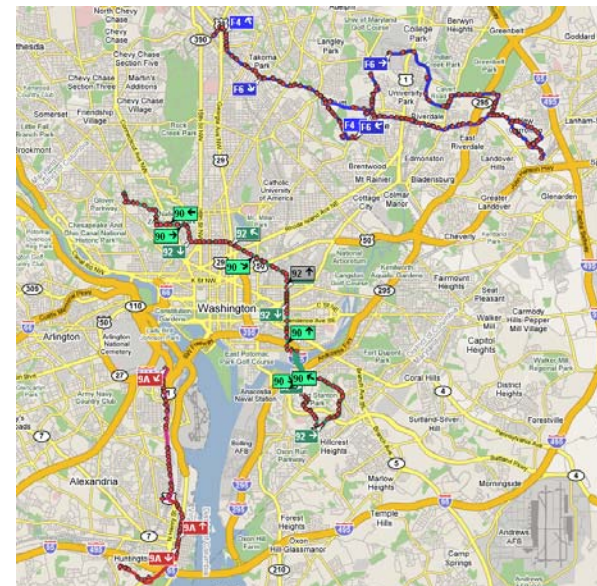
Results of the Pilot

- Since the pilot implementation on 11/7/06, the CIS averaged 92% prediction accuracy rate (higher than 90% required under the contract)
- Positive Media Coverage
 - **New Metro Technology Lets Riders Call For Bus Arrival Times**
*Tired of standing in the cold waiting for a bus? Metro has some new technology that will let you find out when the next bus will pull up just by using your cell phone. Fox 5's John Henrehan puts it to the test... **and found the bus arrived within 19 seconds of the prediction.***
- Customer Service comments generally very positive – with many asking ***“when will my route be included?”***

The screenshot shows the Metro website interface for checking bus arrival times. The user has entered stop # 1001127. The route is 90 UST-GARFIELD, Northbound To Newark St @ Idaho Ave. The current stop is 8THST - HST, and the next stop is UST NW + 14THST NW. The next buses are listed as follows:

Time	Route/Direction
2 minutes	(90 Northbound To Calvert St @ Billmore St X)
9 minutes	(92 Northbound To Newark St @ Idaho Ave)
21 minutes	(90 Northbound To Calvert St @ Billmore St X)
42 minutes	(90 Northbound To Calvert St @ Billmore St X)

Valid as of 5:46 PM Tuesday, February 20





Next Bus CIS Routes

- Configure and accumulate data for next 9 priority lines (or 24 routes) to be available for a go live date of April 1, 2007
 - Route 79 Georgia Ave Priority Corridor
 - Routes 70 & 71 Georgia Ave – 7th Street
 - Routes 16A, B, D, E, F, J Columbia Pike
 - Routes 16G, H, K, W Columbia Hgts W-Pentagon City
 - Route 16L Ann-Sky City-Pentagon
 - Route 38B Ballston – Farragut Square
 - Routes 30, 32, 34, 35, 36 Pennsylvania Ave.
 - Routes J1, J2, J3 Bethesda – Silver Spring
 - Route J4 College Park - Bethesda



CIS after April 1, 2007

