



Customer Services, Operations, and Safety Committee

Board Information Item IV-D

September 24, 2009

Update on NextBus

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

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

Next Bus Update

PURPOSE:

To provide the Board an Update on the implementation of Next Bus which went into full operation on July 1, 2009.

DESCRIPTION:

Next Bus is a service that provides bus customers with real-time predictions when the next bus will arrive. This information will be available to Metro customers via:

- Web Site
- Metro Interactive Voice Response (IVR) system;
- LED display signs at certain high volume bus terminals.

FUNDING IMPACT:

No impact on funding

RECOMMENDATION:

None



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

NEXT BUS UPDATE

Customer Service, Operations & Safety Committee

September 24, 2009



POST LAUNCH

Ongoing Activities:

- Management:
 - Developed performance reporting.
 - Developed service standards.
 - Reviewed and evaluated trends.
- Sign Quality Assurance:
 - Bus QA and Bus Transportation (BTRA) audited installation compliance on 12,000 bus stops.
 - Redirected contractor to correct errors.
 - In-house punch list.

metrobus

Next Bus.
Now Metro gives you one less thing to worry about.

Don't worry about long waits at the bus stop. Because Next Bus will make sure you and your bus arrive at the same time. All it takes is a few simple steps to put Metro's new technology to work for you.

- Call 202-637-7000 or visit MetroOpensDoors.com (click on "Next Bus").
- Enter your bus stop number (located at the top of the Next Bus Sign).
- Follow any additional prompts.

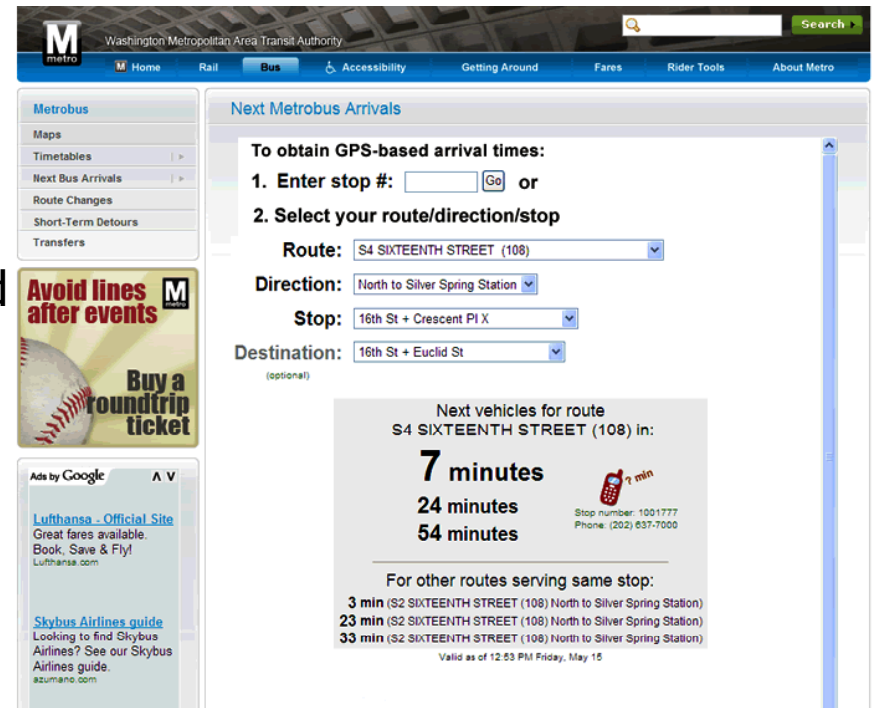
Next Bus is accurate to within 2 minutes before or after indicated arrival time.

M opens doors

The new Metrobus.
See how far we've come.

Ongoing Activities:

- Web Site Quality Assurance:
 - Bus QA performed random data and prediction verification.
- BUS Process Integration:
 - Coordinated weekly with BTRA, Bus Maintenance (BMNT), Bus Operations Control Center (BOCC), Track and Structures (TSSM), Information Technology (IT), Bus Planning (BPLN) and Bus Scheduling (BOSC).



Washington Metropolitan Area Transit Authority

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Metrobus

Maps

Timetables

Next Bus Arrivals

Route Changes

Short-Term Detours

Transfers

Next Metrobus Arrivals

To obtain GPS-based arrival times:

1. Enter stop #: Go or

2. Select your route/direction/stop

Route: S4 SIXTEENTH STREET (108)

Direction: North to Silver Spring Station

Stop: 16th St + Crescent Pl X

Destination: 16th St + Euclid St (optional)

Next vehicles for route S4 SIXTEENTH STREET (108) in:

7 minutes

24 minutes

54 minutes

7 min

Stop number: 1001777
Phone: (202) 637-7000

For other routes serving same stop:

3 min (S2 SIXTEENTH STREET (108) North to Silver Spring Station)

23 min (S2 SIXTEENTH STREET (108) North to Silver Spring Station)

33 min (S2 SIXTEENTH STREET (108) North to Silver Spring Station)

Valid as of 12:53 PM Friday, May 15

Avoid lines after events

Buy a roundtrip ticket

Ads by Google

Lufthansa - Official Site
Great fares available.
Book, Save & Fly!
Lufthansa.com

Skybus Airlines guide
Looking to find Skybus Airlines? See our Skybus Airlines guide.
azumano.com



CUSTOMER USAGE AND COMMENTS

- **Interactive Voice Response (IVR/phone) system:**

- Total calls received in July: 69,242
- Total calls received in August: 87,197

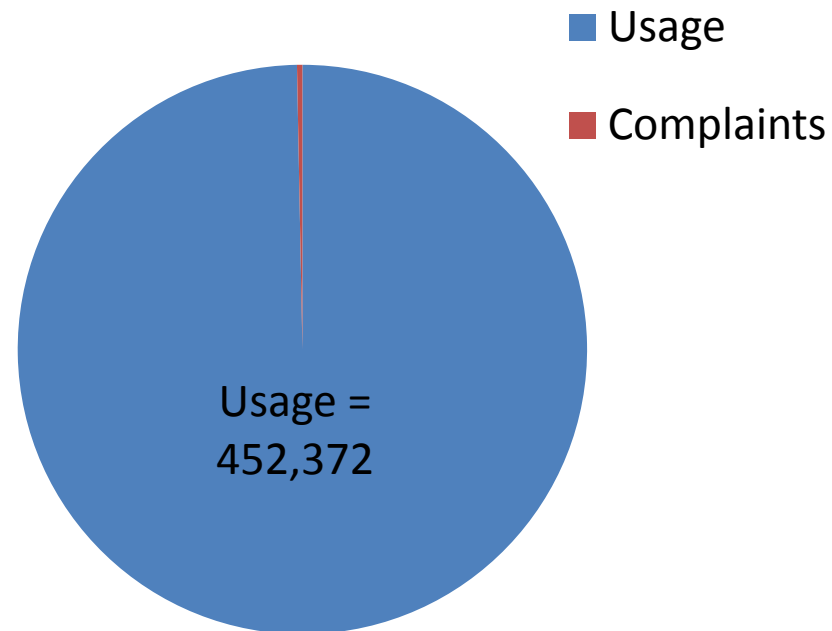
- **Website Views:**

- Total web views in July: 152,881
- Total web views in August: 143,052

- **Total Interactions in July and August: 452,372**

Next Bus Usage vs. Complaints July and August

Complaints = 136
July = 87
August = 49



CHALLENGES

- Schedule changes
- Equipment – bus radio replacement
- Next Bus sign vandalism
- Training



- **Consolidate the bus stop data base.**
- **Customized Management Tools:**
 - Real-time reporting (predictability, log-on, incident status).
 - Enhance on-time performance and reduce bunching.
 - Assist with customer complaints and accident investigations.
 - Real-time system monitoring alerts.

