WMATA Riders Advisory Council Resolution on Real-Time Bus Information

Whereas, the NextBus system allows riders to access real-time information about bus arrivals on the Web and on mobile devices;

Whereas, real-time information is extremely valuable to riders, allowing them to better time their actions to catch a bus or make decisions about which bus to choose;

Whereas, according to a UK study, real-time information also improves riders' perception of bus reliability and frequency;

Whereas, WMATA has been working with NextBus to set up a new and more accurate real-time information system for Metrobus;

Whereas, some Metrobus riders have been using NextBus at their own risk for several months, and many have found it useful despite its limitations; now, therefore be it

Resolved, the Riders' Advisory Council urges WMATA to work with NextBus to complete and officially release the system as soon as practical, and

Resolved, the Riders' Advisory Council requests that WMATA explore opportunities for RAC members and interested members of the public to start using the NextBus system in a "beta test" before it is officially launched, and as soon as possible, to receive feedback and benefit riders.

Approved by the Riders' Advisory Council - March 4, 2009