ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

STAFF REPORT

MEETING DATE: 7/22/2020   **Staff Report No.** 20-201a

TO:	**AC Transit Board of Directors**
FROM:	**Michael A. Hursh, General Manager**
SUBJECT:	**CAD/AVL Real-Time Passenger Information System**

BRIEFING ITEM

RECOMMENDED ACTION(S):

Consider receiving an update on Computer Aided Dispatch and Automated Vehicle Location (CAD/AVL) Real-Time Passenger Information System. [Requested by Director Harper - 3/11/20]

STRATEGIC IMPORTANCE:

Goal - Convenient and Reliable Service
Initiative - Service Quality

In April 2019, the CAD/AVL project launched ACT Real-Time, the District's Real-Time Passenger Information System with the goal to provide accurate next bus arrival predictions to AC Transit customers using different communication modes and channels. The suite of applications in the Real Time Passenger Information solution includes the following: Wayside signs, the ACT RealTime Website, the responsive mobile app, and the GTFS - RT (General Transit Feed Specifications -Realtime) feed which provides additional feeds to other transit apps, 511.ORG, and Google Maps. In the background, all of these solutions are powered by BusTime$^@$ provided by Clever Devices.

BUDGETARY/FISCAL IMPACT:

There is no budgetary or fiscal impact associated with this report.

BACKGROUND/RATIONALE:

The implementation of ACT RealTime has met several challenges. Most of these challenges are related to prediction accuracy, information related to bus arrival time on different Mobile Applications, Operator Logons, Network reliability and equipment operability. At the request of this Board, this briefing will outline the operational steps necessary to achieve accurate real time predictions. These steps are highlighted in attachment 1, a PowerPoint presentation that will also present examples of prediction failures and the steps that staff employed to resolve them. Finally, the PowerPoint presentation will highlight several steps and focus areas that staff continues to employ to address many operational issues that impact real time predictions as we work to improve this important service to AC Transit customers.

ADVANTAGES/DISADVANTAGES:

This report is to inform the Board of the steps necessary to achieve accurate real time predictions and to emphasize the steps staff are putting into place to reach that goal.

ALTERNATIVES ANALYSIS:

There is no alternative analysis needed because this is an informational report only.

PRIOR RELEVANT BOARD ACTION/POLICIES:

None

ATTACHMENTS:

1.   Real Time Passenger Information Presentation

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