

Customer Spotlight

amtran
Altoona Metropolitan Transportation Authority
Altoona, PA

Fleet:

Fixed Route 34
Supervisor 5



Avail Customer Since:

August, 2001

Most Recent Contract:

May, 2008

Customer Goals: *To better serve Amtran's customers with a predictive arrival system.*

The goal of deploying the Smart Bus System at Amtran is to improve customer service by improving the predictability of fixed route service. Amtran's intent was not only to provide their customer's real-time information via mobile devices or by their website, but to provide the Amtran staff with immediate, comprehensive information to improve service planning, maintenance and customer service.

Technologies Procured:

Amtran initially contracted with Avail Technologies in August, 2001 to deploy Avail's Traveler Information System. In May, 2008 Amtran through a competitive procurement process again selected Avail as their vendor of choice for the implementation of a Smart Bus System with real-time traveler information.

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|---|---|--|
| <input checked="" type="checkbox"/> Computer Aided Dispatch | <input checked="" type="checkbox"/> Automatic Vehicle Location | <input checked="" type="checkbox"/> Route Schedule Adherence |
| <input checked="" type="checkbox"/> Mobile Data Terminals | <input checked="" type="checkbox"/> Automatic Passenger Counting | <input checked="" type="checkbox"/> Data Radio Integration |
| <input checked="" type="checkbox"/> Auto Next Stop Annunciation | <input checked="" type="checkbox"/> IVRLite | <input checked="" type="checkbox"/> Voice Radio integration |
| <input type="checkbox"/> Scheduling Software Interface | <input checked="" type="checkbox"/> Statistical Reporting Package | <input checked="" type="checkbox"/> Farebox Integration |
| <input checked="" type="checkbox"/> Real-Time Passenger Information | <input type="checkbox"/> Kiosk Information | <input type="checkbox"/> Traffic Signal Priority |
| <input checked="" type="checkbox"/> Wayside Signs | <input type="checkbox"/> Supervisor laptops | <input checked="" type="checkbox"/> Head sign Integration |

Quote:

"Before the installation of Avail's IVRLite our customer service staff was handling approximately 700 customer service calls per month. Today the IVRLite system is handling approximately 3500 calls per month and providing riders real-time information via the phone. This has allowed the staff to focus on other areas of customer service."

Eric Wolfe-General Manager

Website:

Amtran.org



Enhance your rider's experience