

Customer Spotlight

rabbittransit
York County Transportation Authority
York, PA



Fleet:

Fixed Route 40
Paratransit 58
Supervisor 2

Avail Customer Since: December, 2008

Customer Goals:

The primary goal of deploying various technologies at rabbittransit is to improve customer service. This goal is approached both from an improvement in reliability and consistency of service, as well as an information accessibility standpoint for our customers.

Technologies Procured:

Rabbittransit procured Avail's fully integrated Advanced Traveler Information System (ATIS) for both the fixed route and paratransit operations. Avail seamlessly integrated our solution to the existing Trapeze PASS platform (MON) and the Trapeze F/X (MON) run cutting system. As part of the overall solution, Avail also procured the Trapeze PASS-IVR module. Voice and data communication is provided utilizing Motorola CDM750's on rabbittransit's entire fleet with exception of the YCTA Express. YCTA Express (commuter service to Harrisburg, PA) buses utilize CDM750's solely for voice communication and cellular modems for data communications over the public data network, providing seamless data connectivity on the Express buses as they travel to, from and within the city of Harrisburg. The rabbittransit Advanced Traveler Information System also includes the technologies listed below.

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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 type="checkbox"/> IVRLite | <input checked="" type="checkbox"/> Voice Radio integration |
| <input checked="" 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 checked="" type="checkbox"/> Supervisor laptops | <input checked="" type="checkbox"/> Head sign Integration |

Quote:

"Avail's software for the collection of service performance data has been an invaluable asset for rabbittransit. Utilizing the data that is collected from the ITS technologies on the bus has allowed rabbittransit to improve our bus schedules, providing better on-time performance to our rider's. The improved on-time performance has led to a higher level of customer satisfaction for our riders', which is a high priority here at rabbittransit."

Rich Farr-Executive Director

Website:

rabbittransit.org