

Customer Spotlight

The Rapid
Interurban Transit Partnership
Grand Rapids, MI

Fleet:

Fixed Route 116
Paratransit 91
Supervisor 15



Avail Customer Since: May, 2006

Most Recent Contract: February, 2011

Customer Goals:

To adopt hardware and software which will provide the ITP staff with better fleet and service information while helping operators and managers operate the system more efficiently. The hardware and software will also ensure better scheduling and more accurate real-time information for ITP riders.

Technologies Procured:

Avail seamlessly integrated our solution to the existing Trapeze PASS platform and a Schedule Masters Fixed Route run cutting system. The fixed route vehicles were outfitted with Avail's full suite of ITS technologies which includes the items listed below. As part of the overall project, the paratransit vehicles now utilize a paperless manifest system, closed mic communications and audible turn-by-turn navigational assistance for drivers. This system also includes dispatch at multiple locations as well as Predictive Departure estimation and dissemination to the web, single point of logon, farebox control, headsign control, "closed mic" voice communications, Automatic Next Stop Annunciation, Automatic Passenger Counting and a covert alarm and microphone for emergency situations. System acceptance and 30 day operational period were completed in August 2008.

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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 type="checkbox"/> Supervisor laptops | <input checked="" type="checkbox"/> Head sign Integration |

Brian Pouget-Director of Operations

Website:

ridetherapid.org