

Customer Spotlight

River Valley Transit
Williamsport Bureau of Transportation
Williamsport, PA

Fleet:

Fixed Route 32
Supervisor 5



Avail Customer Since: February, 1999

Most Recent Contract:

June, 2008

Customer Goals:

RVT was looking for a solution that would provide a RVT with a management tool that could cross check data from the farebox system with financial reports and ridership reports.

Technologies Procured:

As Avail's very first customer RVT deployed Avail's original TIS system in 1999 and continued to utilize the system through 2009. Upgrades to the original system were implemented during this time period to enhance the functionality. However, recognizing the need for a more powerful tool, RVT sought to find a more complete ITS software system that had the ability to provide real-time passenger information and operational improvements across the system.

Working with Avail Technologies, Inc., RVT began utilizing Avail's full suite of ITS technologies. Avail's ITS solution allows RVT personnel and passengers to benefit from real-time route and schedule information. RVT on-road supervisors and dispatchers are utilizing the technologies to monitor schedule adherence, trip loads and systems checks. The RVT Management Team and Planning Department are utilizing DataPoint for operational analysis to monitor ridership and fare trends. Avail was able to tie all these systems together into a central database.

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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 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:

"The new technologies have allowed RVT to identify schedule adherence and capacity problems in real time. This has been a tremendous benefit to both our operations and our riders."

John Kiehl-Asst. Executive Director

Website:

Ridervt.com