



## Benefits of Real-Time Arrival

Supporting technologies improve on-time performance and schedule planning through real-time operations management and development of realistic schedules. The resulting, more reliable transportation helps increase ridership by assisting passengers in keeping their work and personal schedules. Real-time operations management also improves failure management and incident response times, which helps restore a system back to normal. These systems also provide litigation support for accident investigations and customer complaint claims.

Supporting Technologies	Overlapping	Real-Time Information
<ul style="list-style-type: none"> <li>Improved on-time performance and schedule planning</li> <li>Improved incident management and response times</li> </ul>	<ul style="list-style-type: none"> <li>Reduced passenger wait times, better service reliability, and reduced safety/security risks</li> <li>Increased customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Use of passenger information systems to disseminate safety and security messages and next train/bus arrival information</li> </ul>

Passenger wait times are reduced by way of more reliable service and passenger choices. Pre-trip information sources, such as customer service centers, websites, traveler information line (e.g., 511 support), have a direct impact upon reduced passenger wait times and help to increase choice travel. Although stop signage with next-arrival information does not directly reduce wait times, since passengers have to be at the stop to know this information, it reduces anxiety and may provide a perceived benefit of more safety and less security risk. However, when such pre-trip information is available on web sites, passenger planning is aided and anxiety is reduced. Real-time vehicle information helps operations management maintain Trains/buses on schedule, which reduces service variability and increases passengers' perception of performance. Real-time information is most valuable to passengers in departure time decisions, i.e., what time to depart to a stop, which requires access to pre-trip information. By knowing next train/bus arrival information, passengers are able to make better use of their time or seek alternate modes of transportation (e.g., if the wait time is too long).

There is also the benefit of using passenger information systems for public advisories, street closures, accidents or re-routing. Communication systems, such as Transit Television Network (TTN), were being used to disseminate safety and security messages to the riding public.

Overall, there is improved fleet management and incident response times, which helps restore the system back to normal. This may reduce the delay incurred by the passengers, and increases customer satisfaction by way of better service reliability, convenient traveler information and improved customer services.