Real-Time Disruption Management

Be at your best, when disruptions are at their worst

The true test of an effective CAD/AVL system is how quickly it can help you manipulate service during disruptions and relay the changes to your riders in real time. When you use powerful automated tools and real-time vehicle insight to shorten service interruptions and ease your passengers' pain, you make a big difference to their day. That's something they'll value and remember.

With Vontas OnRoute's Real-time Disruption Management, making service changes is easy and simple. By reducing the manual processes that slow down service manipulation and restoration, you can create or modify service on the fly and inform your passengers of changes as they happen.

Overview

Quick Detour Definition

- Automatically detects impacted routes and stops from a user-drawn path
- Searches for and quickly copies previously created detours
- Creates alternate stops along drawn detour path; selects stop announcements to be played
- Predicts when upcoming vehicles arrive at stops beyond the detour path, updated based on detour delays
- Relays detour information accurately to third-party applications

Inform and Notify

- Creates service notices (for Block Overloads, Route Detours, etc.)
- Service Notice Templates enable your Communications team to create and approve pre-determined text for commonly recurring incidents
- Templates automatically populate text, saving time

Bus Bridging/Special Work

- Creates unscheduled routing and trips on the fly quickly to provide ad hoc service during disruptions or special events
- Provides operators with turn-by-turn navigation throughout the ad hoc work
- Enables trips to be quickly cancelled or for number of vehicles on the road to be quickly reduced
- Informs passengers immediately of the new service being performed
- Sends email notifications to internal stakeholders of imminent or expiring detours

Agency Benefits

Quick Service Recovery

Last-minute adjustments to service, caused by accidents, a water main break, or blocked rail crossings, happen often. Special events, such as a presidential motorcade jamming roads for hours, are one-off disruptions that can paralyze your operations. Either way, your service adjustment capabilities need to be robust and flexible. Real-time Disruption Management makes service interruptions easier to handle. Adjusted service is in place in no time, operators get turn-by-turn guidance on alternative routes, and your passengers are quickly informed of service changes.

Real-Time Passenger Updates

Passengers can tolerate delays and disruptions to their journey, but uncertainty that comes with service interruptions causes massive frustration. Changes in service must be communicated as they happen so your riders get up-to-the-second information they need to plan their day accordingly. Vontas OnRoute makes it easy to generate service alerts based on the adjustments you've created, keeping your ridership informed of impacts to their travel.

Operational Transparency

Vontas' integration capabilities with third-party software lets you share up-to-the-second information across departments for total transparency and quicker decision-making. Miscommunication and multiple data entry are a thing of the past when operations, maintenance, customer service, scheduling, incident reporting, and yard management are integrated.

Passenger Benefits

Minimal Service Disruption for Riders

- Easy-to-follow, guided process creates service adjustments in minutes, avoiding frustrating delays for passengers, or keeping waiting times at tolerable levels
- Locates all the information required to create the adjustment in one place, quickly establishing ad hoc service and reducing passenger frustration

Reliable Service During Unexpected or Special Events

- Creates additional or special service on the fly, such as defining temporary stops, a new route trace, and turn-by-turn navigation for the Mobile Data Terminal (MDT)
- Copies and activates historical service adjustments so new service can be quickly relayed to passengers
- Pre-plans changes to long-term detours (e.g. phased construction work), and adjusts a scheduled detour to respond to unexpected events
- Customizes detour validity period to reflect changing conditions on the ground (e.g. detours start immediately, Weekend or Weekday only)

Accurate, Real-Time Passenger Information

- Keeps passengers informed of service adjustments as soon as finalized, reducing uncertainty when disruptions occur
- Marks affected service for route detours as cancelled on passenger information systems to prevent passengers from planning a trip that is no longer possible
- Quickly locates the stop, or intersection, where a detour will be drawn. Checks location accuracy with the Streetview function

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