



TEXAS A&M UNIVERSITY
Transportation Services

Texas A&M University Transportation Services

One of the largest campus transit operations in North America with 97 buses that run on 18 routes both on and off campus.

Problem/Challenge

- Knowing where each bus is, and sharing this information with riders
- Accommodating ridership growth & increasing capacity for sporting events
- Rostering schedules to accommodate student-drivers

Solution

- Give riders access to real-time information
- Monitor real-time passenger data to make informed scheduling adjustments
- Use drag-and-drop rostering functionality

Result

- Reduce calls to dispatch
- Maximize capacity
- Easily schedule short shifts and split shifts

One of the Largest Campus Transit Operations in America

Founded in 1876, Texas A&M University is one of the largest Universities in America with over 63,000 students and 10,000 faculty. Many of these community members rely on TAMU's campus transit system to get around the school's 5,000 acre campus in College Station.

Texas A&M uses TripSpark's CAD/AVL and scheduling software, MDTs and automatic passenger counters to help them manage their transit operation. The technologies allow the university to transport an average of 50,000 passengers each day while school is in session.

Maximizing Efficiencies to Serve a Growing Student Population

Over the past 20 years, Texas A&M's student population has more than doubled. The school continues to attract more students, with the population growing at a rate of roughly 6% each year. Buses are expensive, so Texas A&M needed a way to accommodate sustained population growth without significantly increasing the size of their fleet.

Texas A&M University Transportation Services:
Addressing Campus Transit Needs with Technology

"We have gone from running about 4.5 million passenger trips up to nearly 8 million passenger trips, without overhauling the size of our fleet."

Randy Davidson, Senior IT Professional

Texas A&M has been able to accommodate their population growth by maximizing efficiencies. On-time-performance and ridership reports have allowed Texas A&M's transit planners to build more efficient routes that serve more riders.

Giving riders access to real-time bus location information has served to reduce riders' outdoor wait times and "where's my bus?" calls to the dispatch office.

Accommodating "Game Day" Crowds with Real-Time Dispatching

Football is a big deal at Texas A&M. On a football game day, the school attracts about 100,000 fans to the stadium and about 25,000 of them use campus transit to get there. Nobody wants to miss the start of the game, so it's important to provide the fans with timely service that they can depend on. Moving a large volume of riders in a short time-frame is made possible by making real-time routing adjustments to maximize each vehicle's capacity.

"Now that [riders] have that real-time data... it's allowed our dispatchers and our office staff to actually concentrate more on their job of running our fleet and making sure we're running it efficiently."

Justin Tippy, Transit Manager

"With TripSpark we can monitor the passenger counts and keep track of when the passengers are going where and that will help us to apply the buses as we need to."

Randy Davidson, Senior IT Professional



Rostering Flexible Schedules for Student-Drivers

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"Our students are only driving 2-3 hour shifts. They have to go to class so they can't be driving 8 hours a day like a normal transit driver. The way TripSpark works in this area is drag and drop. It makes it very easy for us to roster a schedule where it's been broken up in small pieces."

Randy Davidson, Senior IT Professional

Technology that Addresses the Needs of Campus Transit

As a campus operation, Texas A&M's transit needs are different from those of a typical fixed route operation. Justin, Randy and the Texas A&M team worked with TripSpark staff to apply their technology so that it addresses their unique needs.

By partnering with TripSpark, Texas A&M is able to maximize efficiencies and provide superior service to their riders – on a game day or any day.

"One thing we were looking for in a vendor is that they would be willing to work with us after the sale, and TripSpark has done that very well."

Justin Tippy, Transit Manager