MANAGE DETOURS & SERVICE DISRUPTIONS

Service Interruptions Management for Streets ITS (TripSpark's **fixed route software**) allows agencies to quickly and easily schedule service interruptions without having to re-post schedules. The module also allows agencies to communicate detoured route information to drivers and riders via on-board Ranger **MDTs**, automated voice announcements and signs, wayside signs, and the MyRide **passenger information system**.

📍 SCHEDULING DETOURS

Using the Service Interruptions module, agencies can easily create detoured routes that override the regular route during the days and hours that a detour is in effect. Service interruptions can span multiple schedules, be reused for recurring events, and even be scheduled for only specific hours of the day over the duration of a detour.

Reasons for scheduling a service interruption include:

CIVIC EVENTS
e.g. parades, block parties, and cultural festivals

CONSTRUCTION-RELATED ROAD CLOSURES
Including construction closures that only occur during non-peak commuting hours

INCLEMENT-WEATHER ROUTES
e.g. snow routes that only run when there is heavy snowfall

UNPLANNED ROAD CLOSURES
e.g. a major storm that has downed power lines, or a water main break

📍 AGENCY BENEFITS

- **Save time.** Detours are activated on top of the current production schedule, bypassing the need to update and post a temporary schedule with each new detour. Agencies can set the service interruption to expire at a certain time, after which the regular schedule automatically goes back into production.
- **Capture data for temporary stops.** In addition to supporting accurate reporting, this data can be used to assess how the detour impacted ridership.
- **Remain ADA compliant, even when detours are in place.** Make real-time information accessible to all riders via MyRide and the on board AVA system.
- **Re-Use detoured routes.** Detours can be re-used for recurring events such as annual parades.

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DRIVER BENEFITS

- **Eliminate the responsibility for manual announcements.** The AVA system can be set to display next stop information for temporary stops. Without the distraction of providing stop information to riders, drivers can focus on safely operating their vehicle.
- **Reduce radio chatter and improve communication.** Drivers receive a notification on their Ranger MDTs that their route includes a detour. They can view a map of the detoured route and temporary stops on their Ranger MDT.
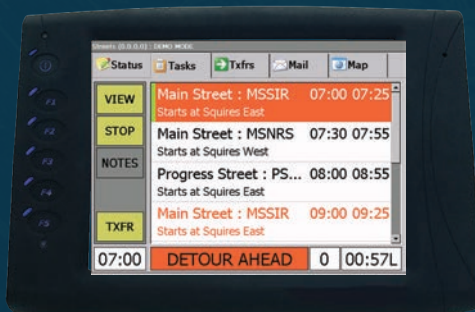
The upcoming detour is clearly indicated. Temporary stops are indicated by the orange highlighting.

- **Drivers are reminded when they are running a detour.** Many drivers know their routes and it's easy for them to forget to turn early due to a detour. Visual and audio reminders help them stay on route. When on a detoured trip, the Ranger MDT screen highlights detoured segments and temporary stops.
- **Help drivers stay on-route.** When driving an unfamiliar route, drivers may be more likely to get lost. Advanced turn alerts on the Ranger MDT help to keep drivers on-track, even on detoured routes.

Drivers receive advance turn alerts and see on-time-performance for the detoured schedule.
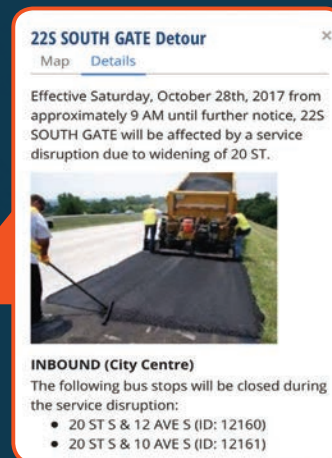
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RIDER BENEFITS

When Service Interruptions is used in conjunction with the **MyRide Passenger Information System**, riders will know when their route is impacted by a service interruption, if their usual stop is closed, and the locations of any temporary stops. Riders that use MyRide SMS or IVR also learn about service interruptions without needing to open the MyRide app or website. Riders get real-time information for temporary stops, and if they enter in the code for a closed stop, they will be informed that it is closed. They can also be directed to MyRide, the agency website, or elsewhere to get more information.

- **No need to call the agency for info.** Riders are provided with temporary stop locations and real-time bus departure information. Providing multiple ways for riders to access real-time detour information virtually eliminates the need to call the agency.
- **Improve mobility.** With access to clearly defined detoured route information, riders are able to quickly and easily find the correct bus and stop to get them where they need to go.
- **Ability to plan in advance.** When riders receive a notification about a planned detour, they can plan the correct time to arrive at the nearest temporary stop to minimize the impact of the detour on their day.
- **Know about emergency situations immediately.** If there is an unexpected service interruption such as a road closure due to a traffic accident, riders can be informed within minutes.
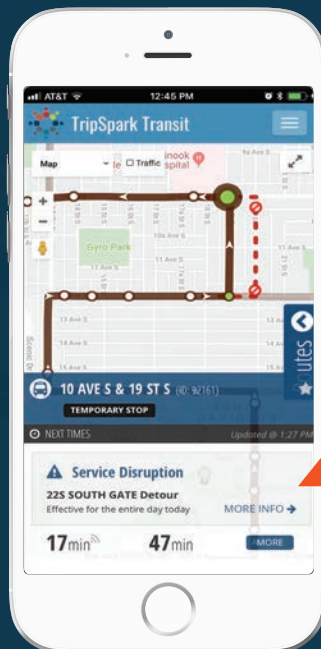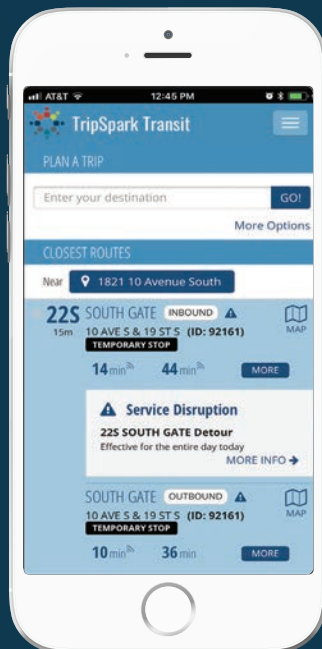
Riders clearly see detoured routes, closed and temporary stops. Riders can also see more information, including picture or video content.

MOVING ≫ ≪ TOGETHER

TripSpark Technologies is a transportation technology company focused on helping Fixed Route, Paratransit, Rideshare and private operators increase service and access to transportation, improve rider satisfaction, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

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