From: Kim Roney <mskimroney@gmail.com>
Sent: 10/25/2018 12:14:41 PM
To: jmorriss@ashevillenc.gov
Cc: Ken Putnam <kputnam@ashevillenc.gov>,Dianna Martinez <dmartinez@ashevillenc.gov>
Subject: Re: Buses leaving early

Word. There is an issue that's popping up where the app shows the bus coming in 1-3 minutes, then it switches and shows it's not coming for another 30-60. I've been told to screen shot it, but it's hard to do. I've seen on facebook that I'm not the only one seeing that happen.

For the most part, I have found Swiftly to be a major upgrade, and I'm not thrilled about the Transit app but I'm trying to figure it out.

Thanks for following up!
Kim

On Wed, Oct 24, 2018 at 2:19 PM Jessica Morriss <jmorriss@ashevillenc.gov> wrote:

> HI Kim, please talk to me about issues or complaints so that we can add them to the complaint log in addition to trying to address them by talking directly to operations management staff.Â I had planned to talk to them about busses leaving early already, as this is absolutely one area that they have complete control over and there should be no reason to leave a stop early.Â On a related note, we are trying to work with Swiftly to create better/easier query tools for us to be able to better monitor OTP, as well as missed trips and early departures.Â The current system is not the most user friendly, and so we hope to be able to track these types of occurrences more efficiently so that we can provide better oversight of the operations and contract compliance.Â
>
> Jessica
>
> Jessica Morriss, AICP, MPA
> Assistant Director
> Transportation Department
> City of Asheville
> jmorriss@ashevillenc.gov
>
> On Wed, Oct 24, 2018 at 7:53 AM Kim Roney <mskimroney@gmail.com> wrote:
>
>> Thanks, Ken and Jessica!
>>
>> On Wed, Oct 24, 2018 at 7:42 AM Ken Putnam <kputnam@ashevillenc.gov> wrote:
>>
>>> Good morning Kim!Â Thanks for sharing the subject information and I am asking Jessica to contact Joe to find out what happened.Â For the time being, the best contact is Jessica.
>>>
>>> Please let me know if additional information is needed.

> > On Tue, Oct 23, 2018 at 10:05 PM, Kim Roney <mskimroney@gmail.com> wrote:
> > Ken, sorry to send this to you but Iâ€™m not sure where to send issues now.
> >
> > I was at the transit center when the W1 arrived at 9:51. The riders on the bus told me that the E1 had already left for its 10pm route. The driver for the W1 attempted to leave at 9:59, and I alerted him not to leave early, that itâ€™s the last run of the night and that Iâ€™d been left before.Â
> >
> > I will be asking about early departures at the next TC meeting. Please let me know the best email contact for sending concerns. That may well be Joe or Jessica.
> >
> > Kim
> > --
> > Sent from my "smart" phone.
>
> --
> Kim Roney - Pronouns: She/Her/Hers
> Piano Teacher
> Asheville City Multi-Modal Transportation Commission & Transit Committee Member

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