From: Jessica Morriss <jmorriss@ashevillenc.gov>
Sent: 11/3/2018 10:49:48 AM
To: Kim Roney <mskimroney@gmail.com>
Cc:
Subject: Re: Buses leaving early

Kim, I *think* I may understand what is happening with the app as it happened to me the other day. I also talked with someone in IT who helped with procuring it and also uses it daily.

It appears that the app will switch to 0 or remove the trip as an option if it thinks that you aren't able to get to the stop on time based on your location. So it's using your gps location and calculating the distance to the stop and your walking speed and the gps location of the bus and it's speed and then calculating how much time you have to get there. If it thinks you're not going to make it it based in this calculation it will remove the trip and then just tell you the next bus arrival. What's strange though is that it sounds like it's doing this when you're actually at the stop already. It may be that the gps of phones is not always perfect and it thinks you're not there and you're going to miss it the bus, when in actuality you're right there.

I'm planning to talk to swiftly to get more information on this but wanted to get back with you on what I've learned so far. I hope this makes sense.

Jessica

Sent from my iPhone

On Oct 25, 2018, at 4:35 PM, Kim Roney <mskimroney@gmail.com> wrote:

> It's with the Swfitly mostly, but I did see it once on the Transit app.
>
> On Thu, Oct 25, 2018 at 4:10 PM Jessica Morriss <jmorriss@ashevillenc.gov> wrote:
>
> > Hi Kim, I remember you talking about the weird thing happening on the app. Is it the transit app that it is doing it or the Swiftly app?
> >
> > Jessica Morriss, AICP, MPA
> > Assistant Director
> > Transportation Department
> > City of Asheville
> > jmorriss@ashevillenc.gov
> >
> > On Thu, Oct 25, 2018 at 12:14 PM Kim Roney <mskimroney@gmail.com> wrote:
> >
> > > 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. 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. 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. 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.

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! Thanks for sharing the subject information and I am asking Jessica to contact Joe to find out what happened. 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 I’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 it’s the last run of the night and that I’d been left before.

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
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Sent from my "smart" phone.

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Kim Roney - Pronouns: She/Her/Hers
Piano Teacher
Asheville City Multi-Modal Transportation Commission & Transit Committee Member

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