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## HDPT Improves Technology for Riders and Staff

Harrisonburg, Va. – The Harrisonburg Department of Public Transportation (HDPT) has started a project to benefit riders and staff members.

HDPT started the process of replacing its intelligent transportation systems (ITS) and selected AVAIL Technologies to complete the project. AVAIL Technologies was selected from the seven proposals received in August 2016.

The ITS solution provides customers with real-time transit system information and alerts to changes in service. Customers are able to text, visit the website, or download the free app to monitor the times of when buses are due to arrive or if they are running late. In addition, staff members are able to collect more data than before and better manage the information it receives.

“While many transit organizations are just now installing their first phase of this software, HDPT is ahead of that curve and already on its second generation,” explained Alex Milburn, HDPT’s department systems analyst.

This week, AVAIL Technologies has installed the new technology on five transit buses for a test run of the software. The full installation on all 39 transit buses will take place in April and be available for the public to use in June.

Through this transition and as the former software is removed, the real-time bus arrival information may not be available for all bus routes. HDPT will post any changes in bus schedules to its website and social media sites as it does on a regular basis.

Once the new software is launched in June, HDPT riders are reminded to use the official app. Other apps, not affiliated with or supported by HDPT, have been created in the past and do not provide accurate and reliable information.

This software was purchased through a five year contract in the amount of \$983,111 and paid for through federal, state, and local funding.

*Situated on a 16-acre site, the **Harrisonburg Department of Public Transportation’s** award-winning facilities are home to approximately 120 employees and 117 buses, both school and transit buses. To learn more about HDPT, visit [www.HarrisonburgVA.gov/HDPT](http://www.HarrisonburgVA.gov/HDPT) or follow their [Facebook](#) or [Twitter](#) sites.*



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