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CityBus upgrades dispatch center

Lafayette, Ind. – March 12, 2018 – CityBus, which provides public transportation throughout the Greater Lafayette area, recently completed a \$33,400 upgrade to its dispatch center at CityBus administrative headquarters, 1250 Canal Road.

The investment included new computers, screens, cameras, custom-created software and ergonomically designed furniture, said John Connell, manager of operations. “Our dispatch center is the hub of operations management, a critical component in assuring our riders travel easily, safely and on time.”

Stepping into the dispatch center, with 10 computer screens displaying every aspect of operations, is akin to what you might see in a science fiction movie, Connell said. “Watching our dispatchers handle multiple tasks, track all the operations and coordinate requests from drivers is a lesson in efficient use of technology to benefit our riders.”

Wall-mounted and desktop screens capture live data, such as the location of each bus in its fleet of more than 70, with 60 typically on the road at any given time. Information is continuously fed to CityBus systems that alert riders when to expect their buses, when there may be a detour or updates on weather events. Other software features track the number of passengers on each bus, counted by an infrared system at the doors.

New and additional cameras were part of the upgrade. Two wall-mounted, oversize screens carry a combined two dozen live photos of exterior and interior facilities at the headquarters and downtown transfer station. Each bus also has an array of video cameras onboard.

A staff of four share dispatch duties, covering the hours of 4 a.m. to 9:30 p.m. Their responsibilities include scheduling drivers, responding to in-route bus needs, monitoring camera shots from the headquarters and downtown transfer station and tracking the location of every bus in service.

“Because our dispatchers monitor many areas, we chose furniture that can be adjusted for each staff person, assuring comfort and their ability to stay sharp at all times,” Martin Sennett, general manager said. “While dispatch is a seldom-seen part of CityBus, it’s a vital center of activity, making periodic upgrades important.”

CityBus riders may sign up for email and text alerts by texting “gocitybus” to 64600. Standard rates apply. CityBus also offers a real-time mobile bus tracker, DoubleMap.

CityBus, the operating name for Greater Lafayette Public Transportation Corporation, is a municipal corporation established in 1971. CityBus provides over 4.5 million rides annually for passengers in the Greater Lafayette area, including ADA paratransit services for people with disabilities.

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