

REFERENCES

1. *Guide for Improving the User-Friendliness of Information Services of Public Transport*, Ministry of Transport and Communications, Finland, Nov. 2003 [Online]. Available: <http://www.mintc.fi/www/sivut/dokumentit/julkaisu/miemiennot/2003/b112003.pdf>.
2. Texas Transportation Institute and NuStats International, *TCRP Report 45: Passenger Information Services: A Guidebook for Transit Systems*, Transportation Research Board, National Research Council, Washington, D.C., 1999 [Online]. Available: http://gulliver.trb.org/publications/tcrp/tcrp_rpt_45.pdf.
3. *TCRP Research Results Digest 5: Electronic On-Vehicle Passenger Information Displays (Visual and Audible)*, Transportation Research Board, National Research Council, Washington, D.C., June 1995 [Online]. Available: http://gulliver.trb.org/publications/tcrp/tcrp_rrd_05.pdf.
4. Cluett, C., S. Bregman, and J. Richman, *Customer Preferences for Transit ATIS*, Report FTA-OH-26-7015-2203.1, Prepared for Federal Transit Administration, Washington, D.C., Aug. 8, 2003 [Online]. Available: http://www.its.dot.gov/transit_dev/ATIS_NOW/ATIS.htm.
5. Lyons, G., R. Harman, J. Austin, and A. Duff, *Traveller Information Systems Research: A Review and Recommendations for Transport Direct*, Final Report, Aug. 2001 [Online]. Available: http://www.dft.gov.uk/stellent/groups/dft_mobility/documents/page/dft_mobility_503909.pdf.
6. Kenyon, S., G. Lyons, and J. Austin, "Public Transport Information Web Sites: How To Get It Right" (CD-ROM), The Institute of Logistics and Transport, Corby, United Kingdom, June 2001, 129 pp.
7. "Information Strategy 2006," Metro, Leeds, United Kingdom [Online]. Available: <http://www.wyltp.com/NR/rdonlyres/F5019BE0-69A1-4D87-9961-84175F685540/0/060310InformationStrategy.pdf>.
8. Wilbur Smith Associates, Kimley-Horn and Associates, Moore Iacofano Goltsman, Inc., and Harley & Associates, "MTC Transit Connectivity Study," Draft Summary Report, Feb. 10, 2006.
9. Shannon, E., W. Henderson, and K. Berger, "Ladies and Gentlemen: This Is Not a Drill. . . : A Study of Internal and External Emergency Communication Policies at the Metropolitan Transportation Authority, Long Island Rail Road, Metro-North Railroad, and New York City Transit," Permanent Citizens Advisory Committee to the MTA, New York, N.Y., Aug. 2005.
10. Smerd, J., "Inaudible Announcements in Subways Are Endangering Riders, Critics Say," *The New York Sun*, Sep. 21, 2005.
11. Bennett, C., "Delay Announcements Mostly Inaudible, MTA Finds," *Newsday.com*, Mar. 2, 2006.
12. Schweiger, C.L., *TCRP Synthesis 48: Real-Time Bus Arrival Information Systems*, Transportation Research Board, National Research Council, Washington, D.C., 2003, 61 pp. [Online]. Available: http://gulliver.trb.org/publications/tcrp/tcrp_syn_48.pdf.
13. Dailey, D.J., "Transit Information/Probe Systems Developed at the University of Washington," Presentation for *APTA International Best Practices Workshop: Bringing Intelligent Transport to Market*, San Francisco, Calif., Nov. 10–11, 2005.
14. Kizoom, Public Transport Intelligence, London, United Kingdom [Online]. Available: <http://www.kizoom.com/services/index.html>.
15. Hoyer, R., O. Czogalla, and A. Herrmann, "Experiences with an Operational Pilot of Personalised Information Services to Public Transport," *Proceedings of 12th World Congress on ITS*, San Francisco, Calif., Nov. 5–10, 2005.
16. Domblides, J., "The City of Portsmouth 'PORTAL' Case Study," *The IEE Road Transport Symposium*, 2005 [Online]. Available: <http://www.iee.org/oncomms/pn/aut/John%20Domblides.pdf>.
17. "Portsmouth's PORTAL Takes Poll Position in Race for Intelligent City Transport Systems," Cityspace press release, London, United Kingdom, Oct. 7, 2004.
18. Hill, D., "The Virtual Traveller: Tony Darby Is Changing the Way Auckland's Young People Access Information About Their Public Transport System," *CIO*, July 1, 2002.
19. "Self Service," *ITS International*, Nov./Dec. 2005, pp. 35–36 [Online]. Available: <http://www.itsinternational.com/news/article.cfm?recordID=2007> [accessed on Nov. 13, 2005].
20. Pecheux, K.K. and P.J. Vandergriff, "Customer Use of and Satisfaction with Real-Time Bus Arrival Information in Portland, Oregon," 84th Annual Meeting of the Transportation Research Board, Jan. 9–13, 2005.
21. Science Applications International Corporation, *Oregon Regional Intelligent Transportation Systems (ITS) Integration Program, Final Phase III Report: Transit Tracker Information Displays*, Contract No. DTFH61-96-C-00098, Nov. 14, 2003 [Online]. Available: http://www.itsdocs.fhwa.dot.gov/jpodocs/repts_te/13938.html#_Toc54771551.
22. Zimmerman, C.A., J. Daigle, and T. Coleman, "Traveler Information at Acadia National Park: Results of the Field Operational Test," *Proceedings of the ITS America Annual Meeting*, Minneapolis, Minn., 2003.
23. Scinteie, V., "The Future of Passenger Information Systems," *Proceedings of the 9th World Congress on ITS*, Chicago, Ill., Oct. 14–17, 2002.
24. "San Francisco Bay Area's 511 System" [Online]. Available: <http://www.511.org>.
25. Callow, S., U. Vogler, and D. Tolk, "Fulfilling User Needs in the Development of the Bay Area's 511 System," *Proceedings of the 12th World Congress on ITS*, San Francisco, Calif., Nov. 6–10, 2005.

26. "511 Transit: TakeTransit Trip Planner," San Francisco, Calif. [Online]. Available: <http://www.transit.511.org/>.
27. "511: Your Bay Area Travel Guide," San Francisco, Calif. [Online]. Available: <http://www.511.org/promo/realtime/default.asp>.
28. Illsley, N., "Transport Direct: Where Have We Got to, Where Are We Going?" *Proceedings of the 8th Annual INFORM Conference & Exhibition*, Cardiff, Wales, Oct. 28–29, 2003.
29. Öörni, S. and J. Vehviläinen, "Finnish Multimodal Passenger Transport Information R&D Programme—HEILI," *Proceedings of the 10th World Congress on ITS*, Madrid, Spain, Nov. 17–20, 2003.
30. Just, U., A. Bremen, B. Keppeler, P. Hindenburgst, and S. Kröpel, "Development of Multi-National and Multi-Modal Traveller Information Services in Northern Europe," *Proceedings of the 10th World Congress on ITS*, Madrid, Spain, Nov. 17–20, 2003.
31. Wren, A., "Peptran—Mobile Pedestrian and Public Transport Navigation in Your Pocket, Is This the Future?" *Proceedings of the 10th World Congress on ITS*, Madrid, Spain, Nov. 17–20, 2003.
32. Walsh, P., M. MacDonald, K. McDermott, and P. Glover, "Portsmouth's Real Time Integrated Traveller Information System (PORTAL)," *Proceedings of the 10th World Congress on ITS*, Madrid, Spain, Nov. 17–20, 2003.
33. "TriMet Transit Tracker," Portland, Ore. [Online]. Available: <http://www.trimet.org/arrivals/index.htm>.
34. "Translink Electronic Guide," Singapore [Online]. Available: <http://www.transitlink.com.sg/php/eguide/service-idx.php>.
35. Metro Transit, Minneapolis/St. Paul, Minn. [Online]. Available: <http://www.metrotransit.org/resolve/index.asp>.
36. "GIRO-Link," Singapore [Online]. Available: http://www.ezlink.com.sg/NEWS_giro.htm.
37. "All Systems Go," Capital Metropolitan Transportation Authority, Austin, Tex. [Online]. Available: <http://all.systemsgo.capmetro.org/> [accessed Feb. 26, 2006].
38. "San Francisco Muni Moves Forward with System-Wide NextBus Information," *Inside ITS*, Vol. 15, No. 22, Nov. 15, 2005.
39. "San Francisco Muni NextBus," San Francisco, Calif. [Online]. Available: http://www.nextmuni.com/servlets/COM.NextBus.Servlets.RedirectServlet?command=CHECK_IF_USER_ID_COOKIE_SET.
40. "Muni Automatic Train Control System," San Francisco, Calif. [Online]. Available: <http://www.sfmuni.central.com/>.
41. David Binder Research, Memorandum to San Francisco MUNI, Executive Summary—2005 MUNI Ridership Survey, Aug. 22, 2005 [Online]. Available: http://www.sfmuni.com/cms/rtpub/documents/2005MuniRiderSurvey_v6.pdf.
42. TranSystems Corporation with Planners Collaborative and T. Crikelair, "Elements Needed to Create High Ridership Transit Systems: Guidebook," Transportation Research Board, National Research Council, in preparation.
43. "Transit Trip Planner," Google [Online]. Available: <http://www.google.com/transit>.
44. "Data for BrailleNote and VoiceNote GPS Wayfinding Devices," TriMet, Portland, Ore. [Online]. Available: <http://www.trimet.org/news/archives/2004/nov16brailnote.htm>.
45. "TriMet Plugs into Riders," *BUSRide*, Sep. 2005, p. 52.
46. "iBus: Informing You Every Stop of the Way," London Buses, p. 2 [Online]. Available: <http://www.tfl.gov.uk/buses/downloads/ibus-leaflet.pdf>.
47. Frost, A., "Let Your TV Guide You with TfL's Journey Planner, Now on Sky Active," Transport for London, press release, Jan. 25, 2005.
48. "London Trials 'Voice of the Buses'," press release, Jan. 17, 2006 [Online]. Available: <http://www.tfl.gov.uk/tfl/press-centre/press-releases/press-releases-content.asp?prID=662>.
49. "Technology Symposium for Public–Private Partnerships," Presentation provided by Washington Metropolitan Area Transportation Authority, Washington, D.C., Feb. 16, 2006.
50. "Strategic Partnerships and Initiatives: Technology," Request for Information, v1.3_3, WMATA Planning, Development Engineering, Construction, Washington, D.C.