

“ Providing updated information is becoming a more important part of public transport services overall. In addition to reducing actual wait time RTI (Real Time Information) appears to also **reduce the perceived wait**



Some studies* found at-stop information lead to a decreased perceived waiting time of **20%** and also found that bus riders who were not provided with RTI perceived their wait to be longer than it actually was, whereas those who have such information did not**.

* Dziekan, K., Kottenhoff, K. (2007)

** Watkins, K., Ferris, B., Borning, A. Scott Rutherford, G. & Layton, D. (2011)