

## **Nextbus System Outage FAQs**

**Question:** Why isn't there any bus prediction information? Including:

- Why is Nextbus not working?
- Why aren't the predictions on unitrans.ucdavis.edu working?
- Why aren't the predictions on the UC Davis Mobile App working?
- Why aren't the predictions on the Nextbus App working?
- Why is the phone line for predictions not working?
- Why is the text for predictions not working?

**Response:** Unitrans buses use NextBus technology to provide bus location data and predictions. The Nextbus system uses AT&T's 3G network to transmit bus location information and generate arrival predictions but AT&T decommissioned the 3G network on February 22, 2022. As a result, the communications equipment that provides bus arrival predictions will stop operating, and we will be unable to get bus arrival predictions until we receive and install new equipment sometime in May 2022.

**Question:** Why didn't you anticipate this sooner? Didn't you know that this was coming?

**Response:** Yes, we did, and we have been working to get the replacement equipment we need to make the system work. However, between supply chain issues caused by the pandemic and the demand for 3G replacement technology for a lot of industries, the equipment that we have ordered has been significantly delayed.

**Question:** When will bus location information and predictions be available again?

**Response:** We expect the system to be working again in late April/early May.

**Question:** Why can't you tell me exactly where the bus is?

**Response:** Unfortunately, because the location technology no longer works, we do not know exactly where the buses are. The buses are operating though and you should arrive at your stop 3-5 minutes before the scheduled arrival time. Buses may run late though, particularly in the afternoon, due to traffic.

**Question:** My bus has not arrived yet and I've been here at the bus stop for ( ) minutes. Is my bus running?

**Response:** There may be a lot of traffic, a bus might be stuck at train tracks, or there may be some other disruption causing the bus to be late (especially on Thursday and Friday afternoons.) We understand that this is very frustrating, and we really appreciate your patience.

**(Note to Staff: We'll ask Dispatch to notify Uni1 if a significant disruption occurs so that we can communicate this to customers.)**

**Question:** When will my bus arrive? Where is my bus?

**Response:** Unfortunately, bus location information is not available and we do not know exactly where your bus is. We recommend that you get to your bus stop 3-5 minutes before the scheduled arrival time.

**Question:** Can't you call your dispatch office to find out where my bus is?

**Response:** Unfortunately, our dispatchers on duty only know where a bus might be located by calling the driver on the radio, and our radio system does not have the capacity to handle the volume of calls that our customers would like us to make to find out where their buses are located.

**Question:** Where can I find a bus schedule?

**Response:** All bus schedules are available online at [unitrans.ucdavis.edu](http://unitrans.ucdavis.edu), [unitrans.com](http://unitrans.com), Google maps, and other third party services. Bus schedules are also available in hard copy on all Unitrans buses, and we restock the buses frequently. Note that Unitrans is not operating the full level of service listed under "Regular" service in the physical bus schedule. Use online schedules for the most up to date information.

**Question:** Will I still be able to see bus arrival predictions for the (A or L) line and the Causeway Connection?

**Response:** Yes - The A and L lines are operated by Yolobus for now and the Causeway Connection is operated by Yolobus and Sacramento Regional Transit. Yolobus and Sacramento Regional Transit work with different companies for their bus arrival prediction service, and they are not expected to experience any disruptions.

**Question:** Then why doesn't Unitrans use the company that Yolobus/Sacramento Regional Transit uses instead so that I can still get my bus arrival prediction?

**Response:** Unfortunately, different companies require that we buy different types of equipment to enable their bus arrival prediction services, and the equipment currently on Unitrans' buses is not compatible with those other services.

**Question:** How do I know when to get to my bus stop without the prediction/location information?

**Response:** You can use the trip planner on our website at [unitrans.ucdavis.edu](http://unitrans.ucdavis.edu) or Google Maps to get information on when you should get to your bus stop based on the bus schedule and when you want to get to your final destination. You can also look at the schedules posted on our website or in hardcopy on the buses.

To determine when you should arrive at your bus stop from the online or printed schedule, go to the schedule page for the bus line you want to ride and find your bus stop. Note that all stops are not listed, only scheduled stops are listed. If your stop is not listed, use the listed scheduled stop BEFORE your stop. Arrive at your stop 3-5 minutes before the scheduled stop time shown in the online or printed schedule.

**Question:** I left something on the bus. Can you tell me where the bus is so that I can try to find it?

**Response:** Unfortunately, bus location information is not available and we do not know exactly where your bus is or where it will be, except that all bus routes (except the T line) start and end at either the MU or Silo terminals. If you are able to wait for the bus to return to the terminal or to your bus stop where you got off the bus, you may be able to locate your item. Please remember that Unitrans is not responsible for any lost items and cannot guarantee that any item lost on our buses will be found.