Review of: "Intelligent Transportation System Real-Time Tracking"

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Potential competing interests: No potential competing interests to declare.

This paper describes a pilot experiment to introduce a real time tracking system into a university bus system to help reduce waiting times and uncertainty for student riders.

Most of the paper describes the system's objectives, components, architecture, and workflow. I am not an expert in the design of these systems, so I cannot comment on this aspect of the paper as such. However, my sense is that these systems have been introduced in a number of urban settings already, so there must already be literature in transportation research that has carefully studied the benefits and costs of such systems, either from rider surveys or administrative trip data. Such papers should be cited and discussed in the introduction.

The paper also concludes with a statement that “the pilot experiment demonstrated several notable benefits”. I feel that this claim is not substantiated. Did passengers download the software you developed, and use it when planning their rides? Did you survey waiting times and uncertainty before the system was developed, and did you conduct a follow up survey to measure changes in these attributes? I would be more convinced by more detailed, quantitative evidence of the benefits of the system, or even by some follow up, qualitative interviews with users.