BT Update – September 2014

Two components will be covered in the AT Board Session;

1. Real time demonstrations of key solutions;

2. Update on Business Technology

Auckland Transport
An Auckland Council Organisation

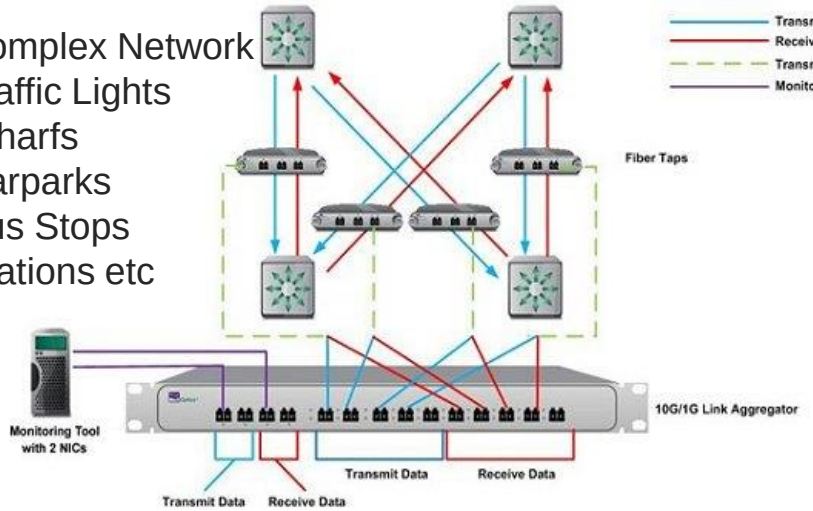
Board Update

Business Technology - 2014

Complexity of Operations

1800. 1 Petabyte
Storage per week

Complex Network
Traffic Lights
Wharfs
Carparks
Bus Stops
Stations etc



183 changes to systems per month

Train Operations
Parking
Special Events

Average of 7,560 pages of email, per second processed

436 Servers
(doubled in 15 months)

1700 & growing (Includes 3rd parties)

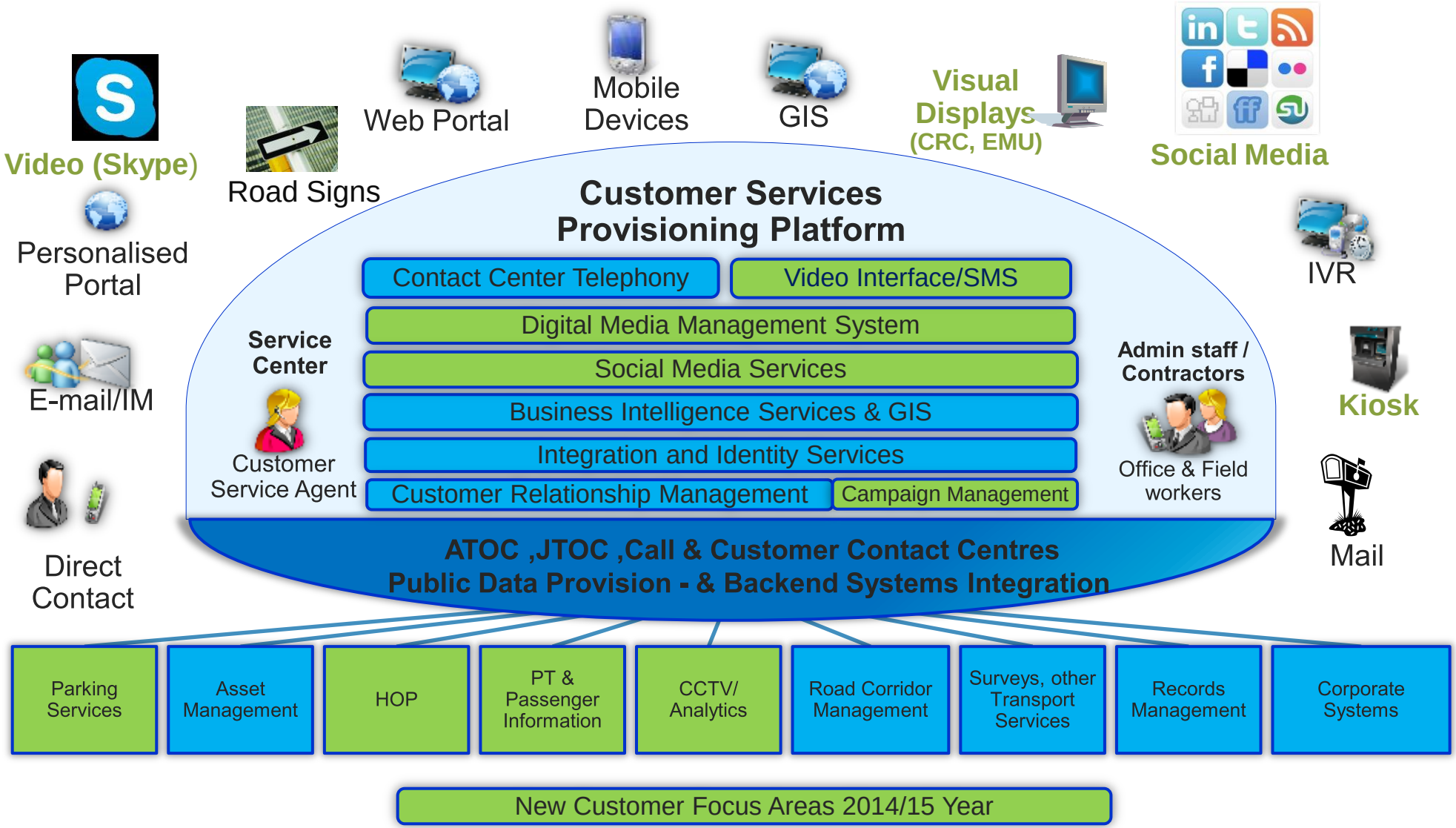
Handhelds
Parking
AIFS

450 service requests from users a week

115 incidents to manage a week

AT Services Platform

2011 Vision to Executive and Board – updated 2014



Strategic Vendors

Microsoft®

Other Relationships

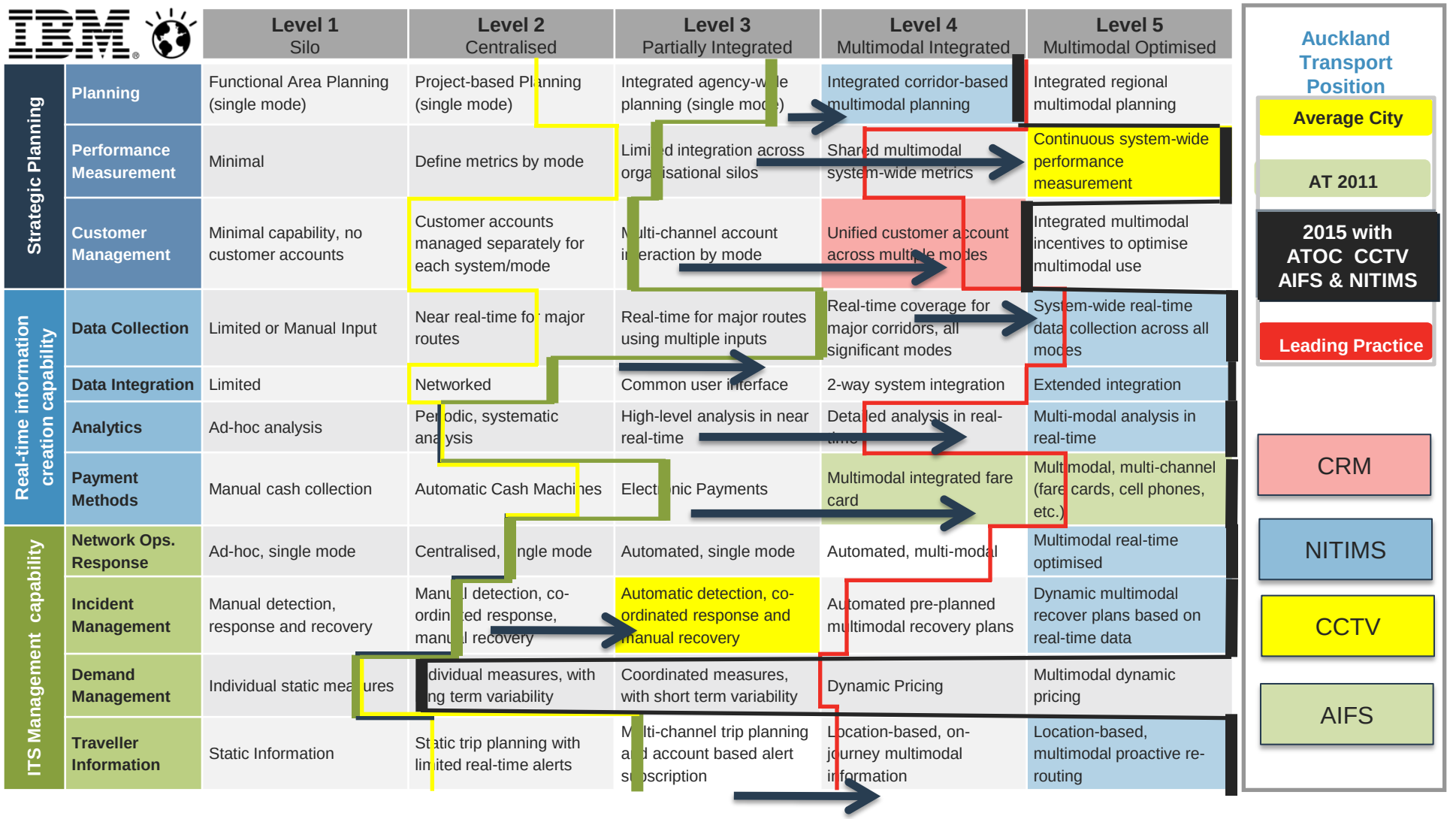
NZTA, POLICE, ATEED, AUT, TRANSPORT SECTOR

Other Vendors

60 + vendors to manage
Currently 30 significant BT contracts to negotiate this year.

AT ITS Maturity Indicators – Direction Shift

The indicative Maturity Model was based on interviews & feedback, assessment by IBM



		Level 1 Silo	Level 2 Centralised	Level 3 Partially Integrated	Level 4 Multimodal Integrated	Level 5 Multimodal Optimised
Strategic Planning	Planning	Functional Area Planning (single mode)	Project-based Planning (single mode)	Integrated agency-wide planning (single mode)	Integrated corridor-based multimodal planning	Integrated regional multimodal planning
	Performance Measurement	Minimal	Define metrics by mode	Limited integration across organisational silos	Shared multimodal system-wide metrics	Continuous system-wide performance measurement
	Customer Management	Minimal capability, no customer accounts	Customer accounts managed separately for each system/mode	Multi-channel account interaction by mode	Unified customer account across multiple modes	Integrated multimodal incentives to optimise multimodal use
Real-time information creation capability	Data Collection	Limited or Manual Input	Near real-time for major routes	Real-time for major routes using multiple inputs	Real-time coverage for major corridors, all significant modes	System-wide real-time data collection across all modes
	Data Integration	Limited	Networked	Common user interface	2-way system integration	Extended integration
	Analytics	Ad-hoc analysis	Periodic, systematic analysis	High-level analysis in near real-time	Detailed analysis in real-time	Multi-modal analysis in real-time
	Payment Methods	Manual cash collection	Automatic Cash Machines	Electronic Payments	Multimodal integrated fare card	Multimodal, multi-channel (fare cards, cell phones, etc.)
ITS Management capability	Network Ops. Response	Ad-hoc, single mode	Centralised, single mode	Automated, single mode	Automated, multi-modal	Multimodal real-time optimised
	Incident Management	Manual detection, response and recovery	Manual detection, co-ordinated response, manual recovery	Automatic detection, co-ordinated response and manual recovery	Automated pre-planned multimodal recovery plans	Dynamic multimodal recover plans based on real-time data
	Demand Management	Individual static measures	Individual measures, with long term variability	Coordinated measures, with short term variability	Dynamic Pricing	Multimodal dynamic pricing
	Traveller Information	Static Information	Static trip planning with limited real-time alerts	Multi-channel trip planning and account based alert subscription	Location-based, on-journey multimodal information	Location-based, multimodal proactive re-routing

Some Influencers on BT

CRL

- additional 150+ people to support
- Documents of 1GB file size
- 3D drawings
- Storage growth
- Wide diversity of partners requiring secure access and solutions

Integration of complex station and infrastructure designs, to existing infrastructure solutions

BT works to align to;

- Strategic Themes
- Long Term Plans
- Customer Focus

Whilst being

- Best bang for dollar
- Being innovative

WIFI on Public Transport

- Requires research
- Need to, and are overcoming known world wide issues in reliable WIFI deployment on commuter trains

Future

AT is investing in technology and will continue to do so.
All infrastructure build now comes with smart technology

Millions of rows of data is collected every day by AT
Data has to be transformed to Information
Information enables Customer Transport Mode choice

Transport modes and services provided by AT will change as technology enables change.

The PT vehicle of the future ?

**AT knows not all customers have there own technology,
access to information is key, for them,
AT has to enable this for all customers**