Powerful
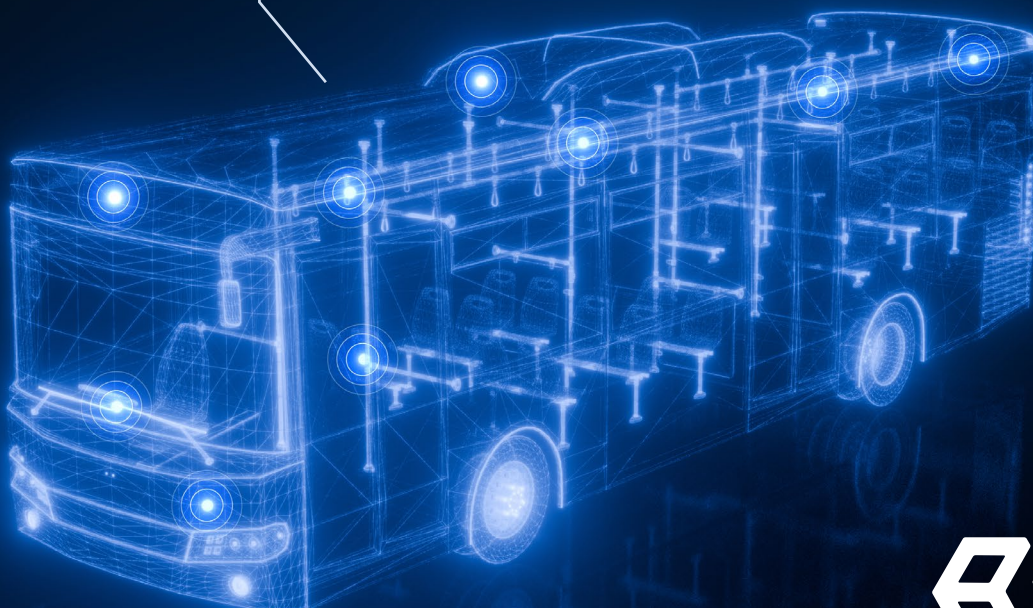# Performance
Insights

- On time running and KPI reporting
- Optimise your timetables using actual run times
- Measure success by stop, trip, route, vehicle and hundreds of other dimensions
- Model the impact of changes

The Challenge: Optimal Timetables for Optimal Service Delivery

Public transport timetables are fundamental to the reliable delivery of services to passengers, and efficient operations for the operator and transport authority of those services.

When service times don't match the timetable, the passenger suffers and customer satisfaction plummets. The operator suffers because they may be penalised for not meeting performance targets. The authority suffers because their reputation for delivering an optimal transport service is tarnished.

Timetables that match reality underpin passenger confidence and the delivery of an optimal public transport service, but the challenge is, how can this be achieved in a consistent and reliable way?

The Barrier: Poor quality and disparate data

Data is the solution, and also the challenge, for operators and authorities. The volume, variety and granularity of transport data available today is unprecedented, yet most organisations who deliver transport services do not have the right technology to decipher and use that data in a way that delivers value to all stakeholders.

The systems in use today to generate performance data for bus services are subject to data quality, delay and loss issues. There are many potential reasons for this, including loss of connectivity, GPS wander, source system logic limitations and driver error. This reduces the ability to accurately measure things like trip completions and on time running, especially when relying on a single source of data.

When an operator is measured for performance using data that is incomplete or has errors, it can lead significant penalties, impact their reputation and their potential to retain and win contracts. This is fair when it is the result of operational failure, but not so when due to a system fault or data loss.

Without good data, operators and authorities are 'driving blind' in their goal of creating a service that delivers what passengers need.

The netBI Solution: Machine learning with fused data

netBI's powerful data processing and reporting capability, driven by its proprietary data processing and machine learning algorithms, enables very quick fusion of multiple data streams, matching them to each trip to give a near perfect picture of what actually happened on the road.

This creates a highly accurate, fault tolerant, auditable, blended data set that can be used to validate trip completions, calculate reliable on time running measures, generate optimal timetables and much more.

netBI's configurable processes allow clients absolute flexibility to match their business needs, such as setting up automated reports to measure their particular contracted definition of on time running.

netBI helps to remove the guessing game when setting service targets and finding worthwhile areas for improvement. For example, clients can determine the achievable performance improvements possible for each route, given the variability of traffic conditions and run times at particular times of the day, week, month or year. Such insights give operators, and agencies, the ability to focus their efforts on where the real problems are, allowing them to deliver achievable material improvements.

This best practice approach and the outputs that netBI generates can support many other critical functions across network planning, staffing allocations, driver safety, fleet deployments, ZEB transitions, deadhead optimisations and much more – all of which can significantly impact the operator's service delivery, profitability and reputation.

Why Wait When You Can Optimise Now?

netBI offers a highly valuable solution to those clients seeking to improve their bottom line. Operators have been known to be paying hundreds of thousands of dollars in penalties for under-performance each month, costing millions annually and risking valuable service contracts. But this doesn't need to be the case - the solution is here, and it is called netBI.

Similarly, whether bidding for new or existing contracts, netBI offers a competitive edge via its innovative and granular planning, performance and efficiency insights.

netBI works with over 60 transport authorities and operators across Australia and New Zealand to optimise timetables and offer countless additional advantages through harnessing the power and insights of data. Get in touch to find out how you can too.

✉ contact@netbi.com.au