Operations Transparency
Achieve High Performance in Service Efficiency and Asset Management
Public transportation is a lifeline in crisis

- Budgets are being slashed
- Services are being cut
- Routes are disappearing
- Riders are being stranded
- Transit workers are aging
- Fares are increasing

Transit agencies need to do-more-with-less in the face of increasing rider expectations and limited resources.
State of Good Repair is a priority supported by FTA specific funding

- FTA Regularly Solicits SOGR proposals
  - Recent request due March 22, 2012

- Focus is on improving and maintaining SOGR

- Latest FTA funding of $650 million to:
  - Improve transit capital asset condition
  - Improve transit asset management systems

- Asset management is defined by the FTA as:
  - A strategic and systematic process of operating, maintaining, and improving physical assets
  - With a focus on both engineering and economic analysis
  - To identify a structured sequence of maintenance, repair, rehabilitation, and replacement actions
  - That will achieve and sustain a desired state of good repair over the lifecycle of the assets at minimum possible cost.
Operations Transparency: Supports the SOGR agenda through better visibility, better asset decisions

Service Execution Management

Asset Management
- Asset Lifecycle Management
- Work Management
- Incident Management
- Materials Management
- Purchasing & Contracts
- Retirement/Disposal
- Compliance & Safety

Resource Management
- Finance Management
- Materials Management
- Procurement
- Payroll/Labor Management
- Budget Management
- Capital Project Management
- Capital Asset Depreciation

Extended Capabilities
- Remote Monitoring/Telematics
- GIS/Spatial
- Data Analytics
- Mobility Systems
- Others/Legacy Systems
Seizing the value of Operations

Transparency

• **Real-time** transaction management
• **Predictive life cycle** management
• Personnel productive and **efficiency**
• **Data-driven** decision
• Break down **information silos**
• Reduce technology **integration costs**
• **New insights** into cross-fleet integration
• Better **long-term planning**
Laying the groundwork for Operations Transparency success

Right Data → Integrated Framework → Standardized Process → Culture Change

Awareness of interdependent data for Operations Visibility
Integrated Framework to collect, manage, analyze data
Standardization of processes & controls
A culture change at every level of the organization
Applying value realization rigor to achieve real results

1. Diagnosis, Detailed Design and Implementation Planning Phases

   - Realization Planning
   - KPI Design
   - Governance Model
   - Reporting Mechanism

2. Deployment Phases

   - Capture Periodic Results
   - Realize Benefits
   - Make Adjustments
Tools and assets exist that can quickly get you to measurable results

Integrated Supply/Demand Planning for EAM

Maintenance and Repair Thought Leadership

Service Network Optimization (SNO)

Scientific Service Parts Management® (SSPM)

Reliability-Centered Maintenance
Process example: Integrated supply and demand planning

ISDP driving collaboration between supply (Logistics) and demand (Mechanical) functions.

- **Identify exceptions** that need additional focus
- **Jointly manage their resolution** through tactical and strategic actions
- **Improve operational efficiency** by getting supply better integrated with the maintenance event

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Operational  Tactical  Strategic
Process Example: The value of integrated data and processes

Results We’ve Seen
- Senior Logistics engagement
- Direct and timely communication
- Production impacts from parts availability avoided
- Realized millions of dollars in benefits and cost avoidance
- Positive feedback from operations personnel
- Better information sharing
Key factors for success in Operations Transparency

- Vision includes **full enterprise solution**
- **Leadership-driven** governance
- Integrated **value-realization roadmap**
- Clearly defined **Process Model**
- Enterprise Operational **Data Model**
- Integrated Business, Data and Application **Architecture**
- Create **early successes**
- **Communicate, Communicate, Communicate**
Michael Wilson
Accenture
+1 416 312 7539
michael.j.wilson@accenture.com

For More Information