

# **New York City Transit's Efforts Towards Central Control: A Progress Report**



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# History

- Master Tower Program
- Financial Crisis
- SOGR
- Consultant Study



# Incremental Centralization

- ATS-A
- CBTC
- I-Trac
- PLC Program
- ISIM B



# Maintaining Operational Effectiveness

- Continuity of operations
  - Organic Rules and Procedures
  - 80/20
  - Linguistics
- Institutional memory
  - Skills must migrate from site to off site
- Dynamic nature of workforce
  - Baby Boomers
  - From wetware to software



# Maintaining Operational Effectiveness

- Emerging Technologies
  - Lead time leads to obsolescence
- Alarm Fatigue
  - What is an alarm?
- Lessons Learned
  - Evolution not revolution
  - Contractor focus
  - Managing Organizational Change
  - Off-load experience onto systems



# Advancing Efficiency

- Incident Handling
  - Customer safety and fast response
- Service Delivery
  - Evolving metrics
- Public Predictive Data
  - Crowd control
- Open Data
  - Rotating Metrics
- Crowd Source Experience
  - Transitpedia



# Vision for the Future

- The experience less office
- Design out errors of ignorance
- General Design Philosophy

