

# OPERATIONS CONTROL CENTER – GAINING CONTROL

2017 APTA Bus & Paratransit Conference

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# Who/What is an Operations Control Center (OCC)



City of Phoenix OCC 2017





City of Phoenix OCC 2017



City of Phoenix OCC 2017



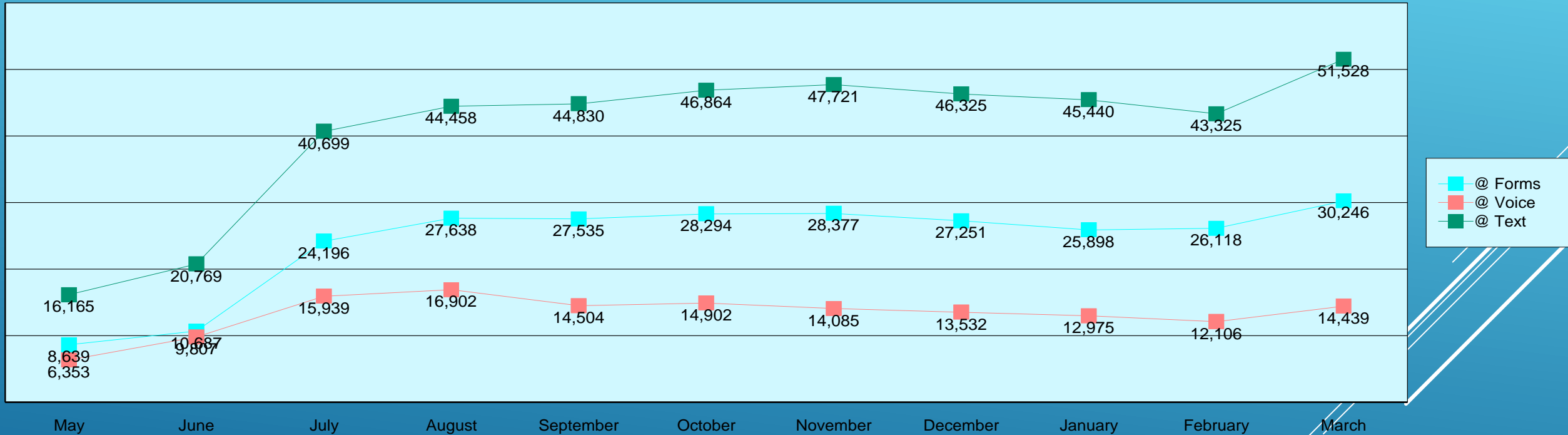


City of Phoenix OCC 2017

OCC 11 Month Call Count

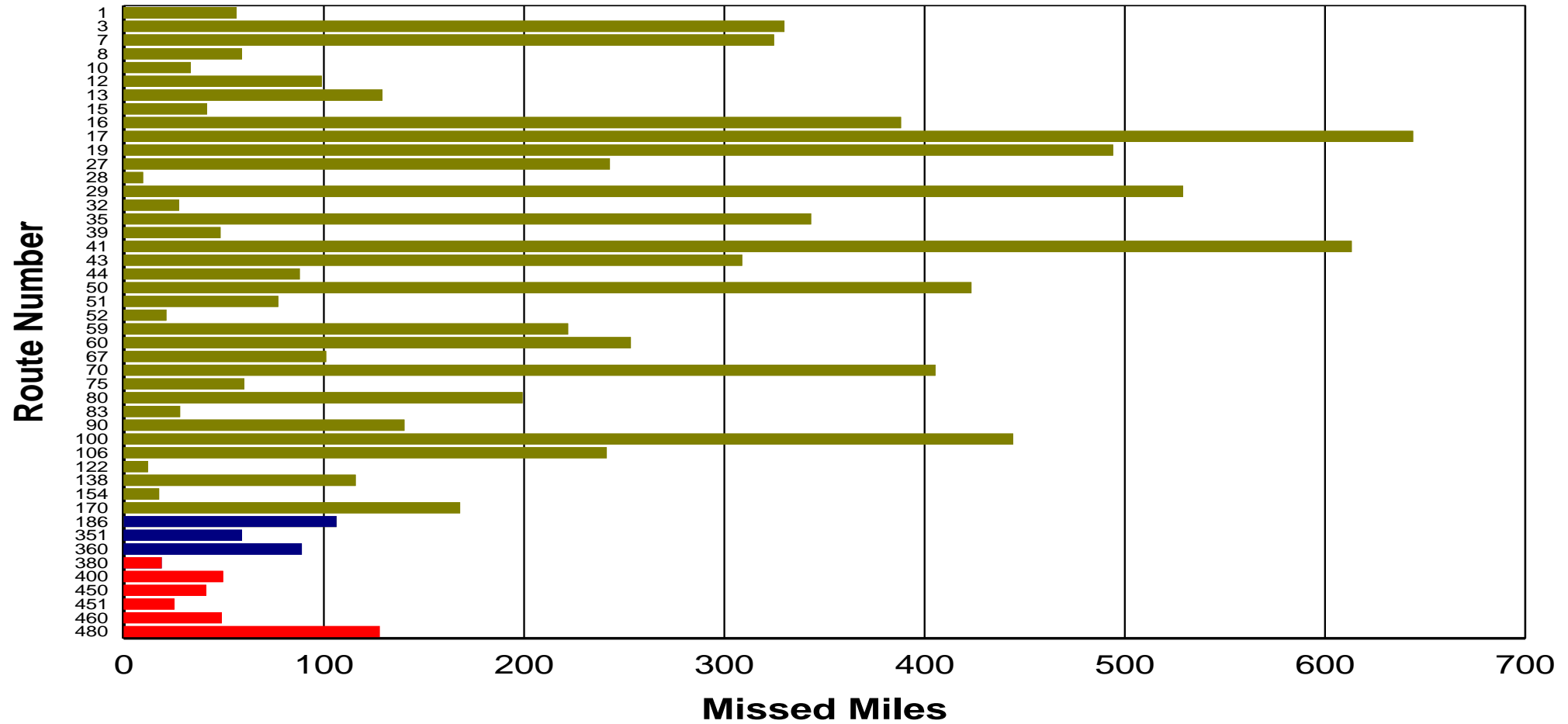


# 11 month OCC Activity Break out (03/2017)



March 2017

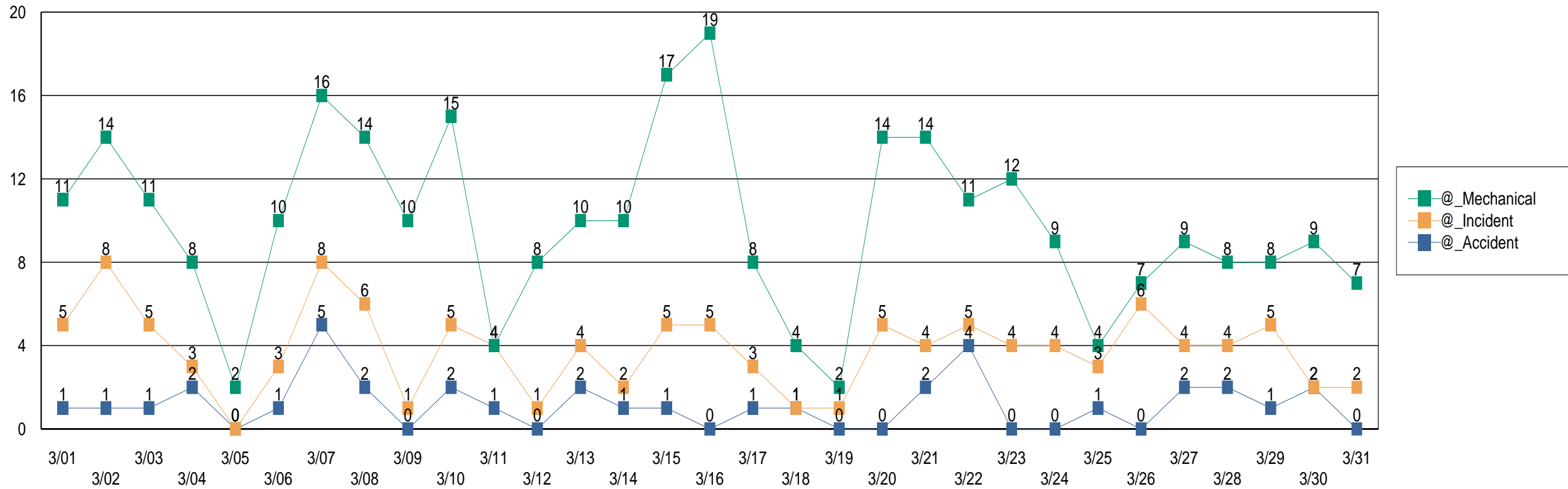
## Missed Miles By Route





# March 2017 Missed Service Breakout

## Incidents By Type per Day





Los Angeles Metro EOC 2016



# How do we make sense of the noise?

```
- * .INMSG * Process_VehiclePosition: iVehicle = 700 latest PSA = 0
- * .INMSG * ULU Poll Received - UID=7114.
- * .INMSG * Process_VehiclePosition: iVehicle = 883 latest PSA = 63
- * DINMSG * Received Adherence Msg, Vehicle=5130, Route=50, Block=60
-2025, IncdCode=0, SrcStation=99, SrcProcess=10
- * DINMSG * Process Adherence Msg, iVehicle=362, iBlk=338, oldRoute=
e=50, IncdType=2025
-19 - * DINMSG * Adherence Update Sent-Vehicle=5130, Route=50, Block=
6, Oper=102083, Incd=2025, LastTPSName=107C, LogId=1267204007, AS=41,
- * .INMSG * ULU Poll Received - UID=6434.
- * .INMSG * Process_VehiclePosition: iVehicle = 557 latest PSA = 9
- * .INMSG * Process_VehiclePosition: psaUpdate should be sent to CAD
le = 557
- * DINMSG * inmdhdlr's Process_IncidentAction iVehicle 557 iBlk 65749
2025
- * DINMSG * Incident Update Sent-Vehicle=6434, Route=30, Block=5005,
Oper=000270, Incd=2025, LogId=0
- * ----- * Logon Div=10, Veh Div=10, Cur Route=30, Veh Type=1,
Timestamp=12/31/69 17:00:00, CurrentTime=04/28/17 16:15:1
- * .INMSG * ULU Poll Received - UID=7111.
- * .INMSG * Process_VehiclePosition: iVehicle = 000 latest PSA = 63
- * .INMSG * ULU Poll Received - UID=6555.
- * .INMSG * Process_VehiclePosition: iVehicle = 658 latest PSA = 3
- * .INMSG * Process_VehiclePosition: psaUpdate should be sent to CAD
cle = 658
- * DINMSG * inmdhdlr's Process_IncidentAction iVehicle 658 iBlk 66081
2030
- * DINMSG * Incident Update Sent-Vehicle=6555, Route=30, Block=1554, P
```



# Decision Making Process

Safety

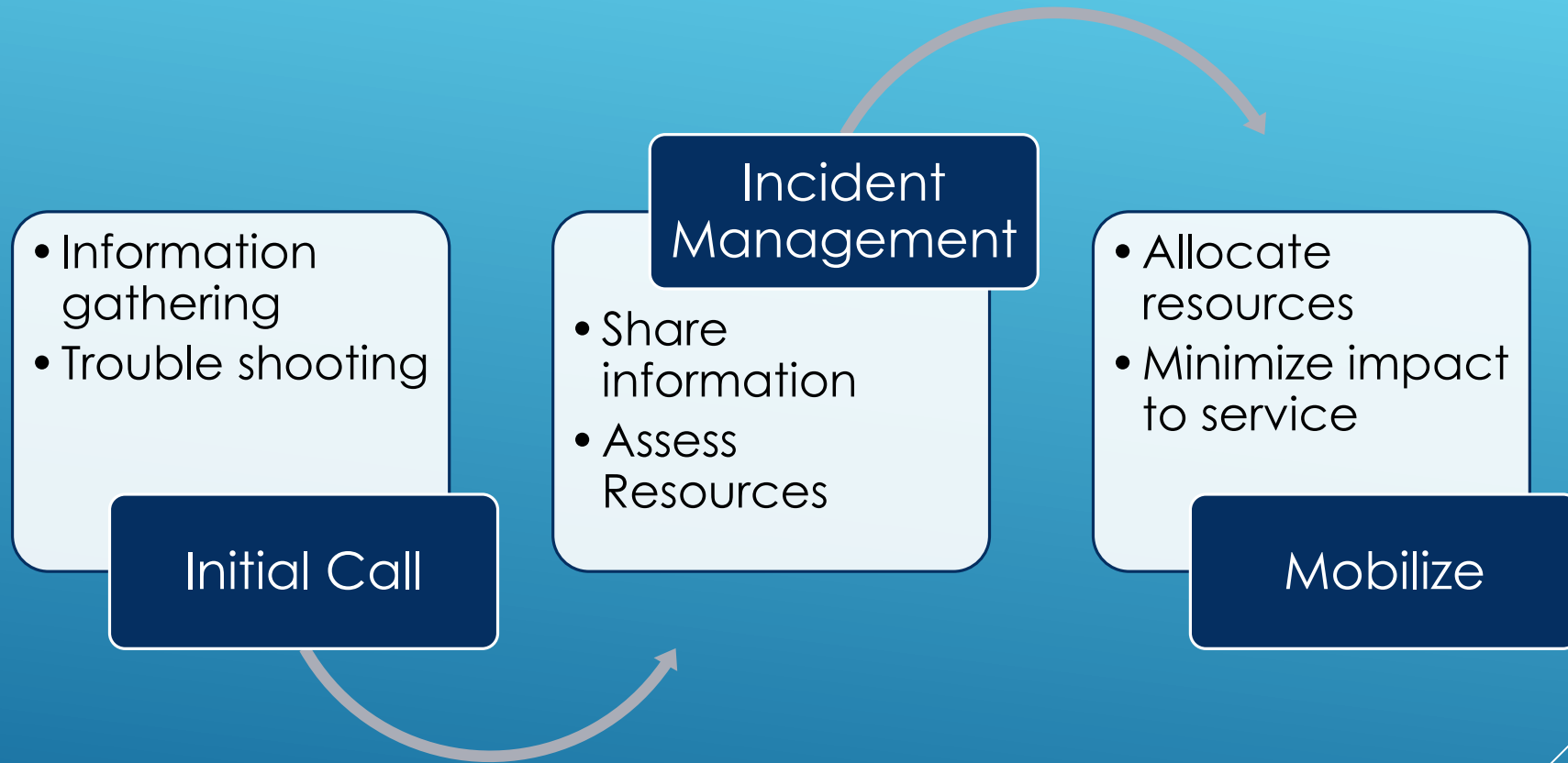
Schedule

Financial impact

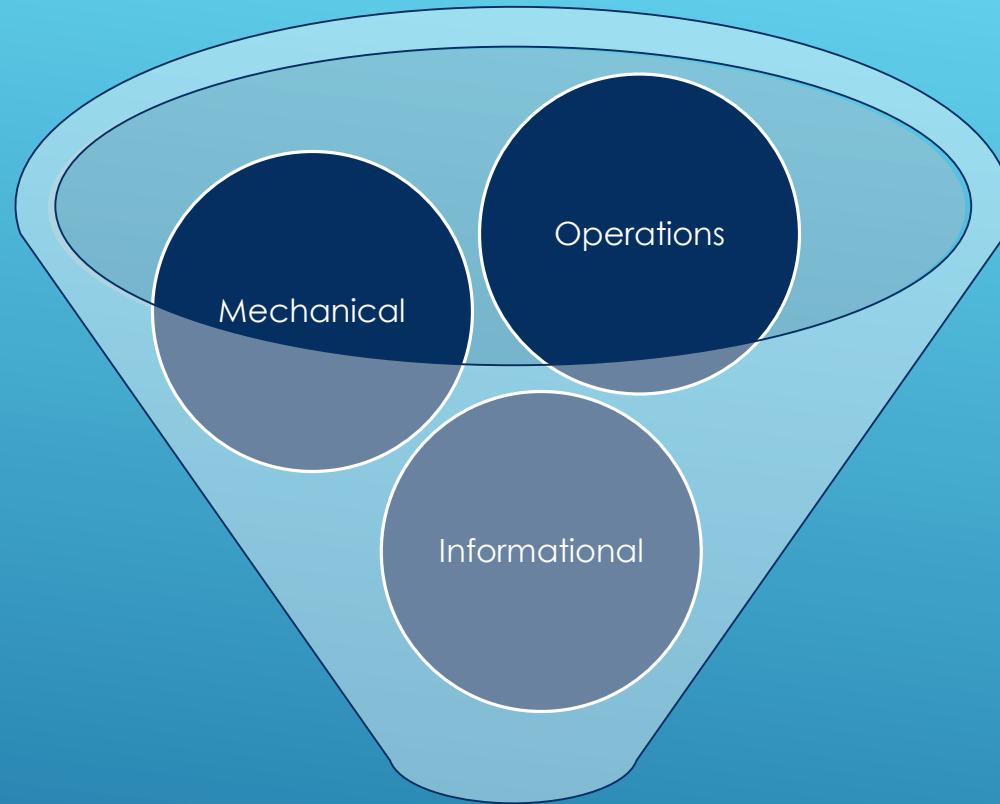
A series of white lines of varying lengths and thicknesses, arranged in a parallel, diagonal pattern, extending from the right edge of the slide towards the bottom right corner.



**"WE'RE ALL BOZOS ON THIS BUS."**  
-FIRESIGN THEATER



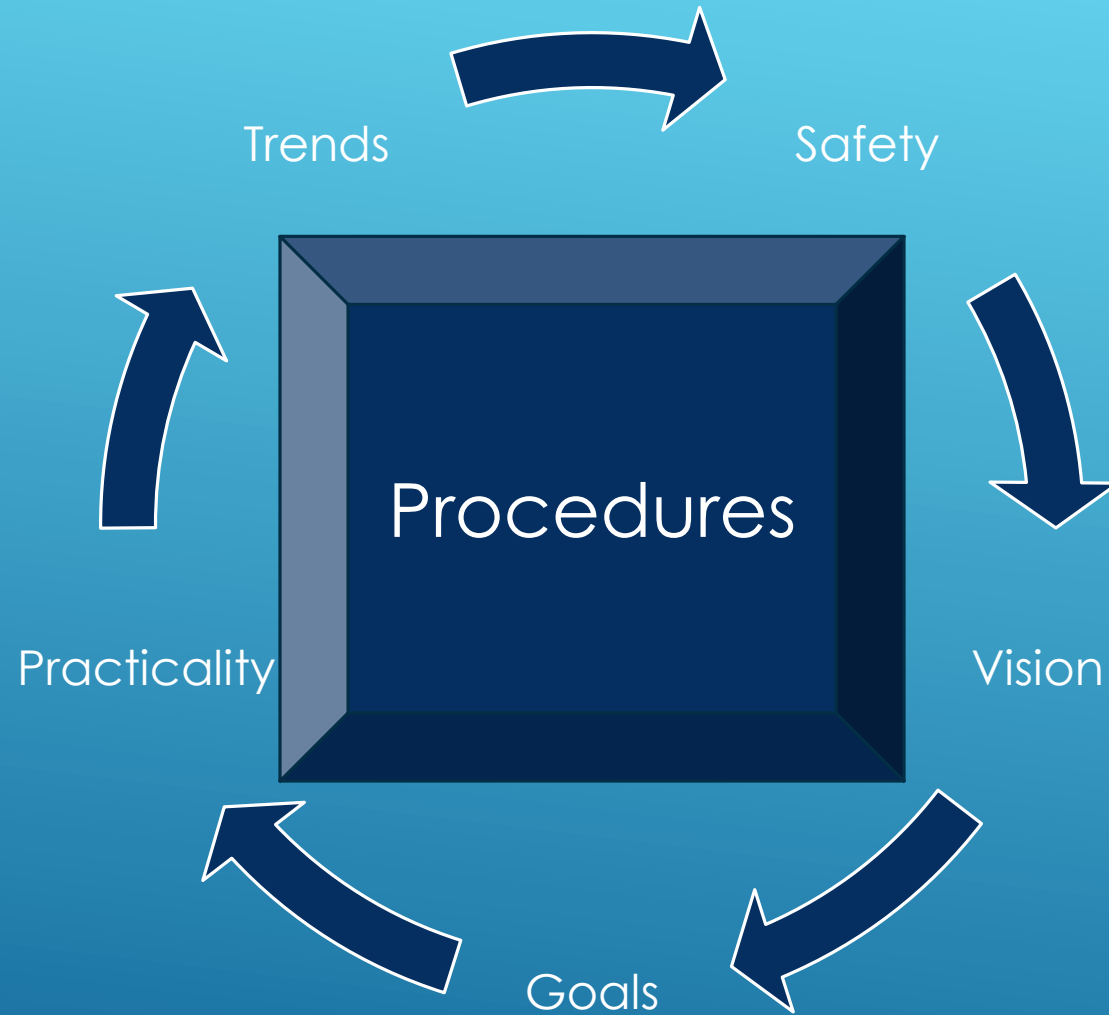




Documentation

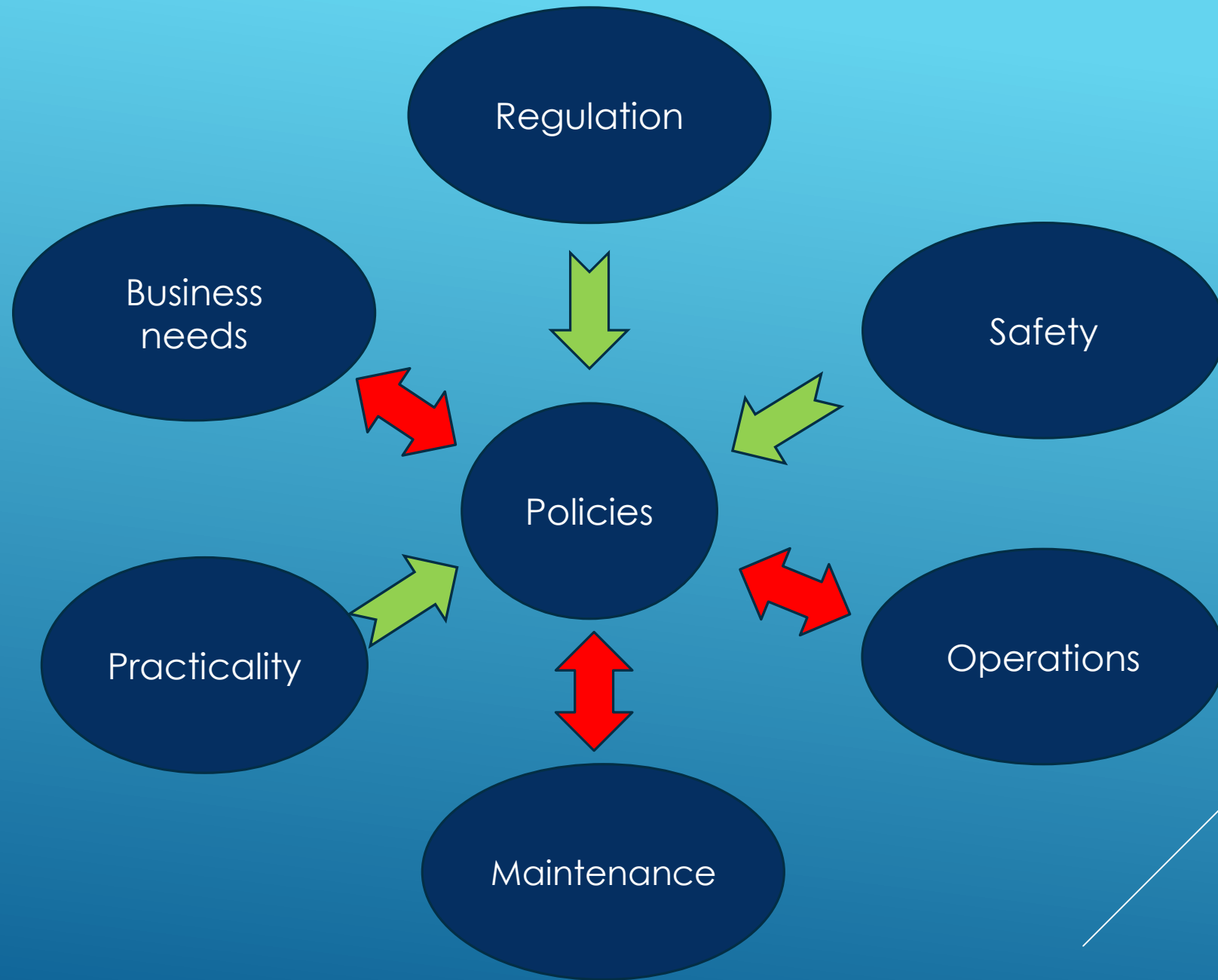
So this happened







# The Pressures of creating the right Policies





602-253-5000  
transit information



**30**  
University

**44**  
44<sup>th</sup> Street/Tatum

**56**  
Priest

**62**  
Hardy

**65/66**  
Mill/Kyrene

**92**  
48<sup>th</sup> St./Guadalupe











HonorHealth.com

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OPERATED BY: TRANSDEV  
SERVICES PHOENIX  
U.S.D.O.T. 505166













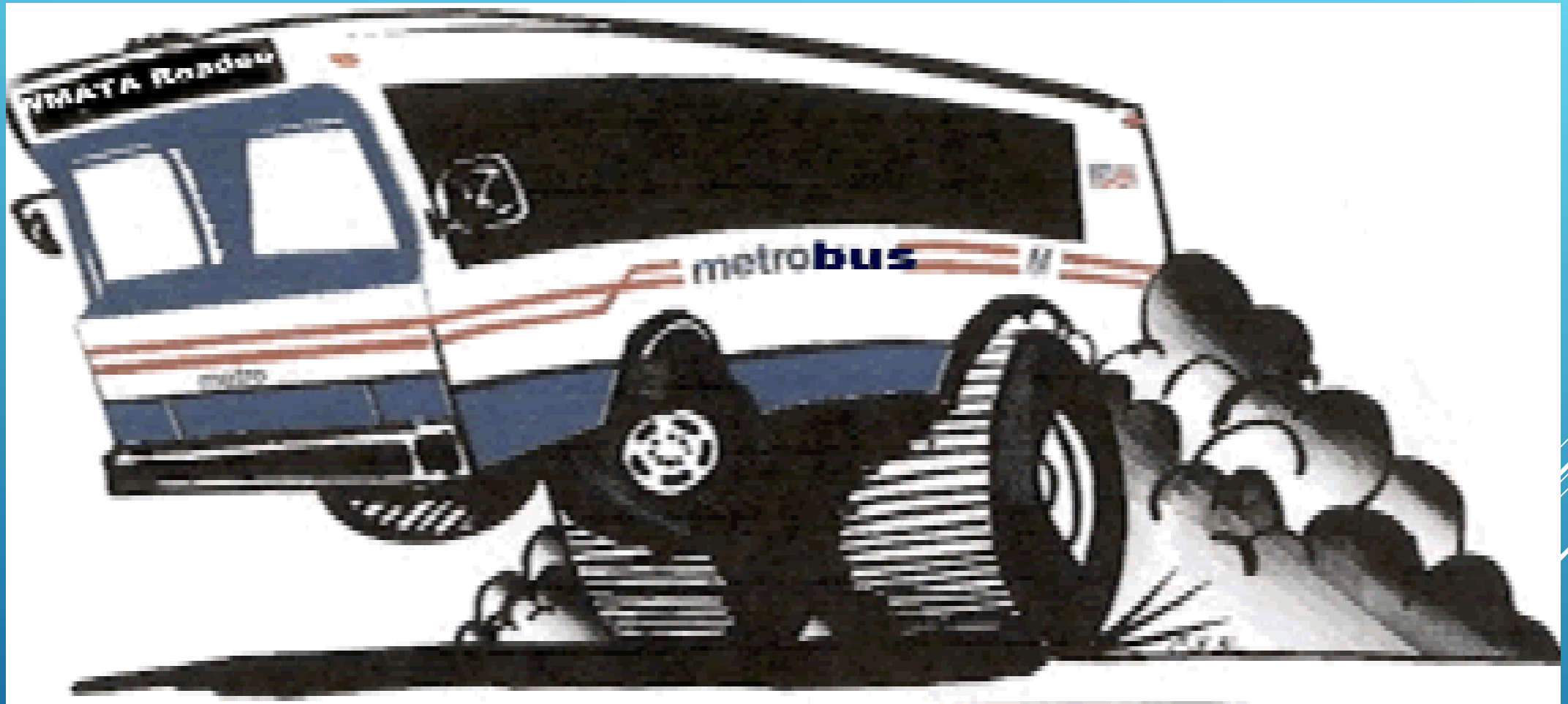








SPACE FOR  
LEASE  
921-2566



















# The End!

