



Session II ITS/MIS in City Bus Service Overview

ESCBS Knowledge Exchange Workshop
04 September 2017

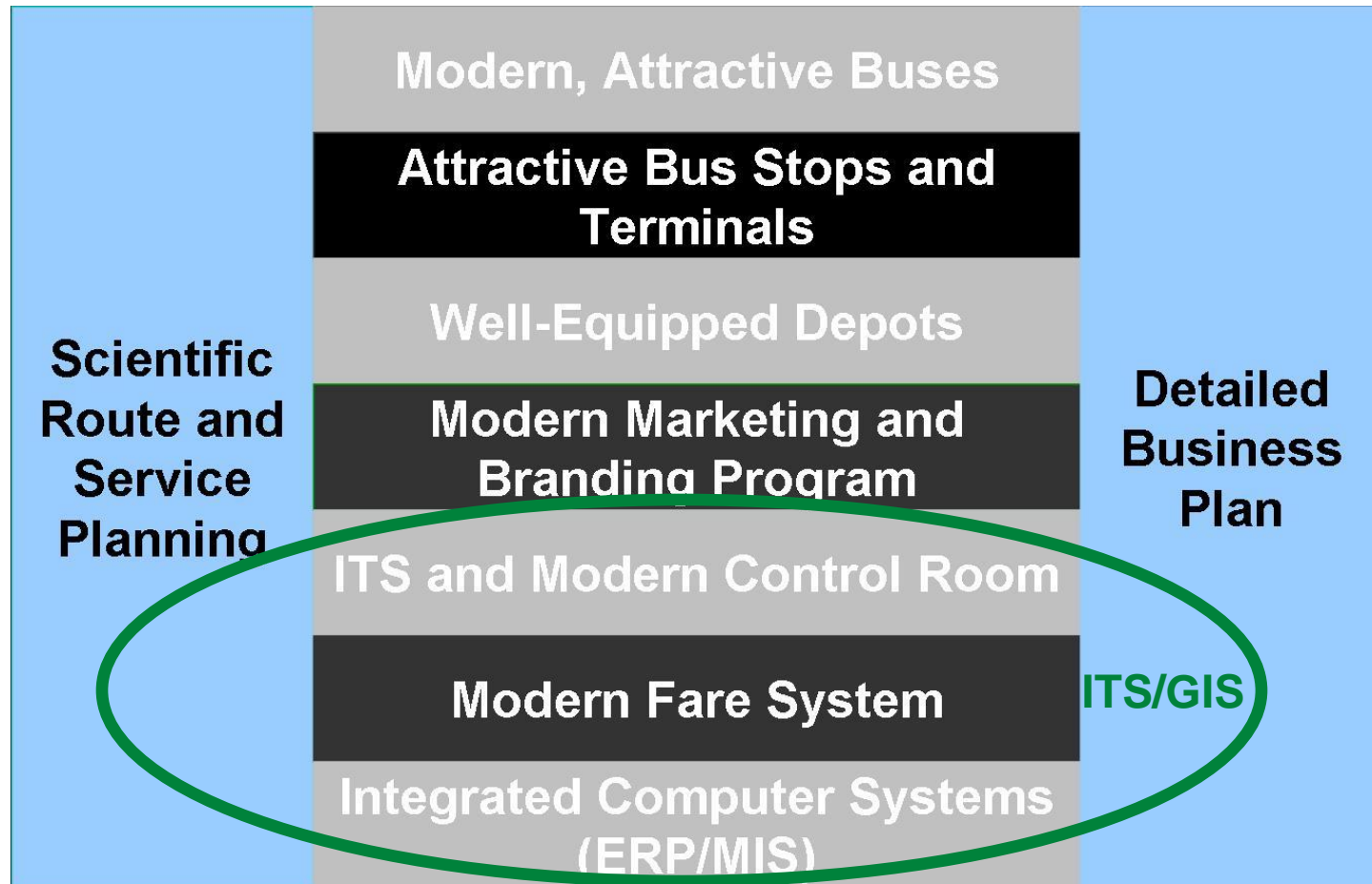


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ITS/MIS

Key Elements of GEF Project



ITS/MIS Solutions Often Considered Five Business Process Areas

1. Fleet and Facilities Maintenance

- Daily servicing, preventive maintenance, repairs, rebuilding, purchasing & stores

Service Management

- Bus/crew scheduling, dispatching, service monitoring/planning/analysis, safety management

3. Fare Collection

- On-board ticketing, off-board sales/distribution, revenue collection/ reconciliation

Customer Information

- Web site, mobile phone apps, terminal/stop information, printed materials

Administration

- Finance, human resources

Key Thoughts ITS/MIS Projects

1. Technology cannot fix a broken system

1. Poor service design

1. Weak management

1. Unmotivated, poorly-trained staff



1. Physical things not as important as what you are thinking when you buy them

1. How you intend to use them,

1. How you prepare your company to use them



4. Projects should address unique needs of transport organization

One size (project) does not fit all organizations



Careful planning is important

Determine needs of users

Set priorities for ITS/MIS program development

Session Agenda

Implementing ITS/MIS Effectively

Chandigarh

- Mr. Eliseo Alvarez (SGS Tekia), ITS Specialist

Mira Bhayandar & Bhopal

- Mr. Alok Sethi, ITS-MIS PMC, DIMTS

•Bangalore

- Mr. V. Ponnuraj, IAS , MD BMTTC

Pune & Pimpri-Chinchwad

- Mr. Tukaram Mundhe, IAS, CMD PMPML

Mumbai

- Mr. Victor Nagaonkar, OSD, BEST