

The background of the slide is a detailed map of a city, likely London, showing streets, parks, and landmarks. The map is rendered in a light teal color against a darker teal background. A horizontal band of solid dark teal runs across the middle of the slide, serving as a backdrop for the main text.

FROM “BUSTASTROPHE” TO CONSTRUCTIVE CONVERSATIONS

A CASE STUDY IN CONTINUOUS IMPROVEMENT



MIKI SZIKSZAI
SNAPPER SERVICES LTD



WHY ROLL THE DICE ?

ARE WE MAKING THE BEST
POSSIBLE DECISIONS?

OR ARE WE ROLLING THE DICE ON
THE NETWORK?

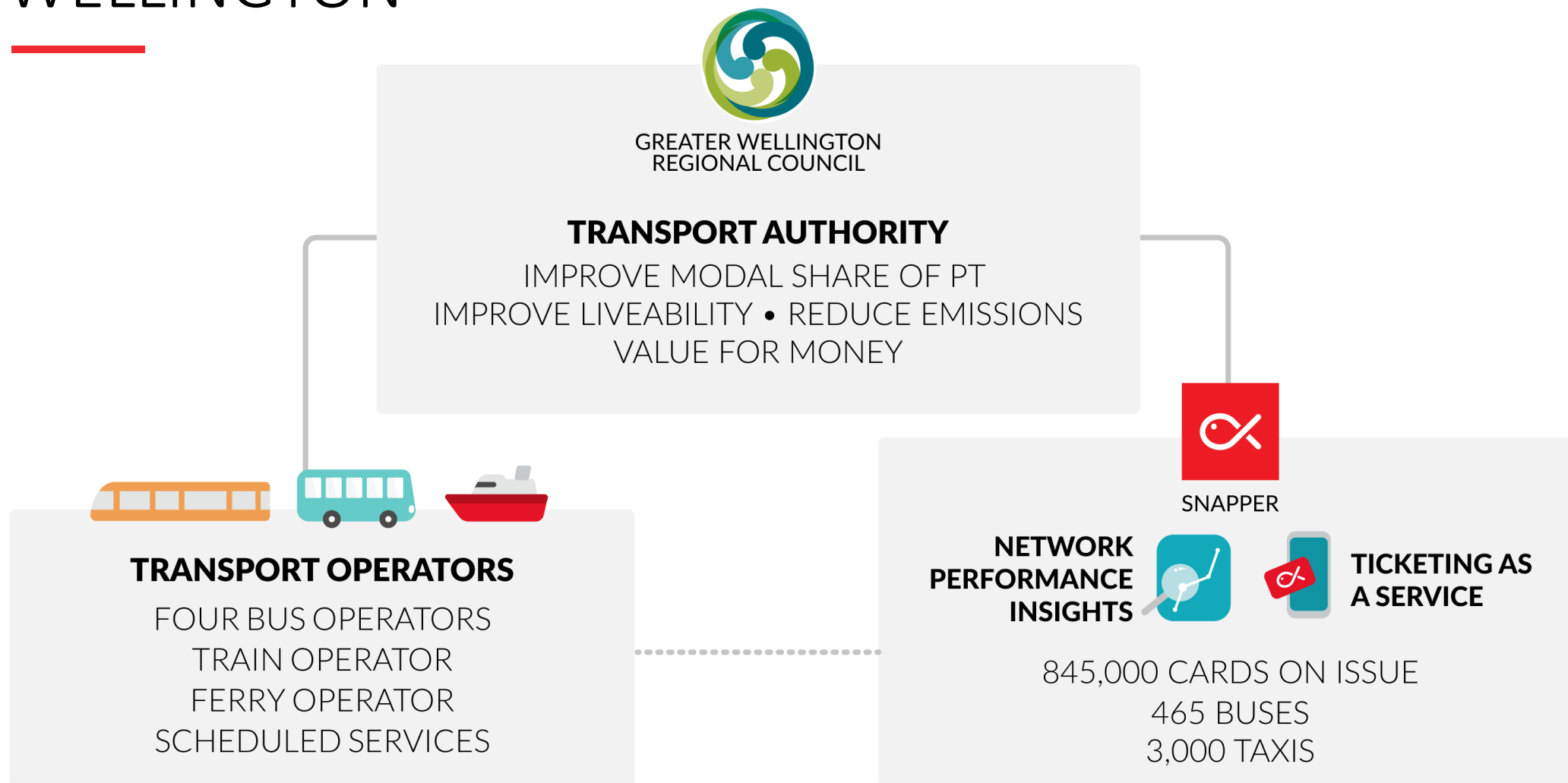


THE STAKES ARE TOO HIGH

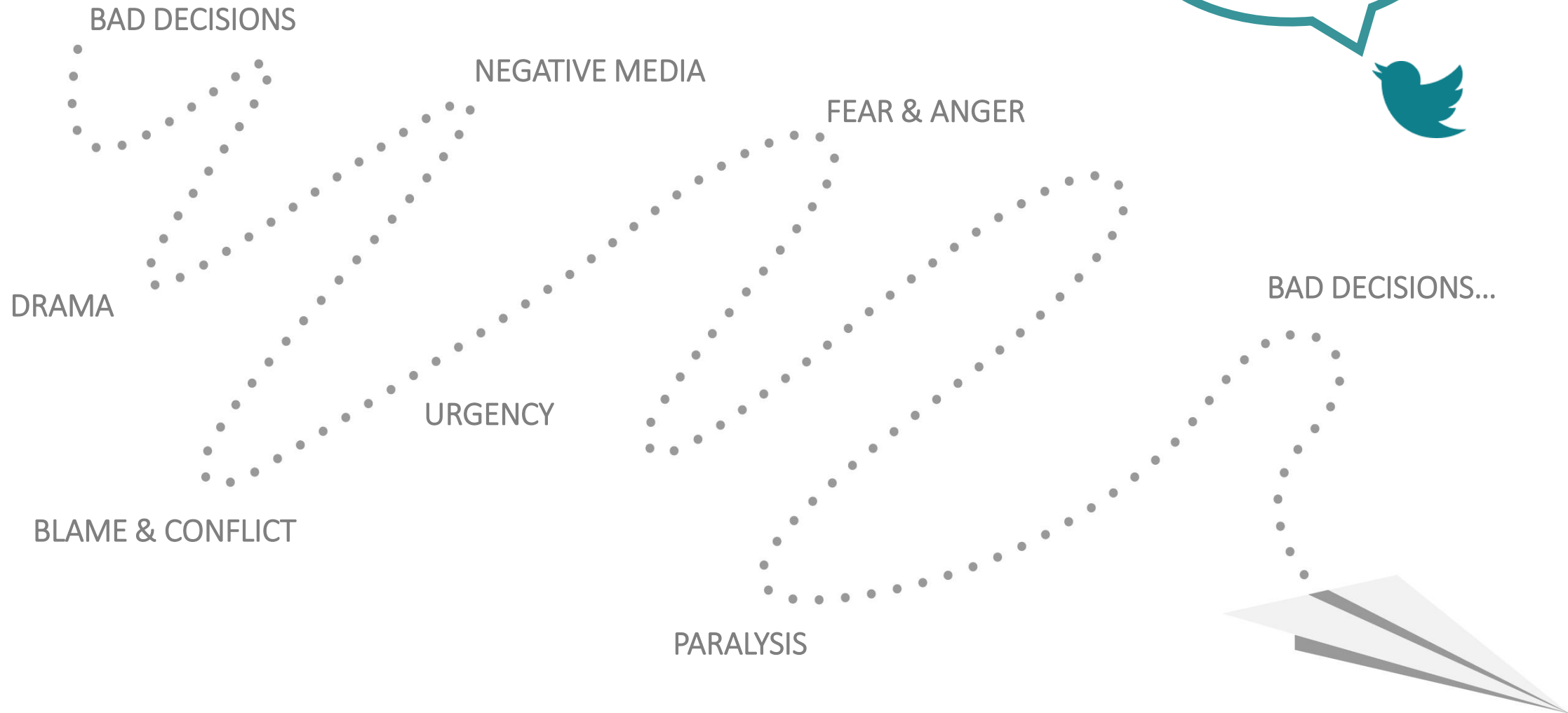
NEGATIVE CYCLES



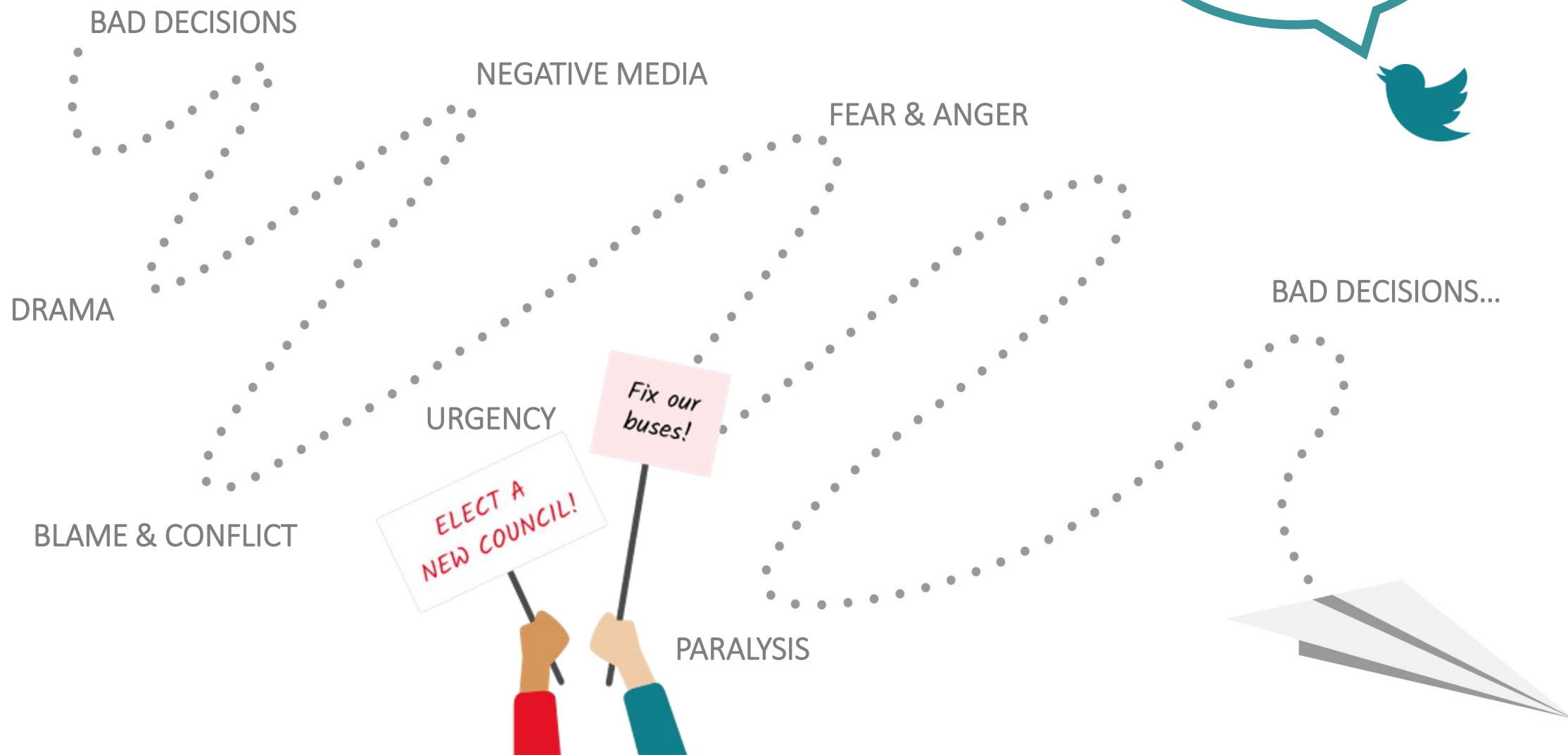
WELLINGTON



WELLINGTON



WELLINGTON



WELLINGTON

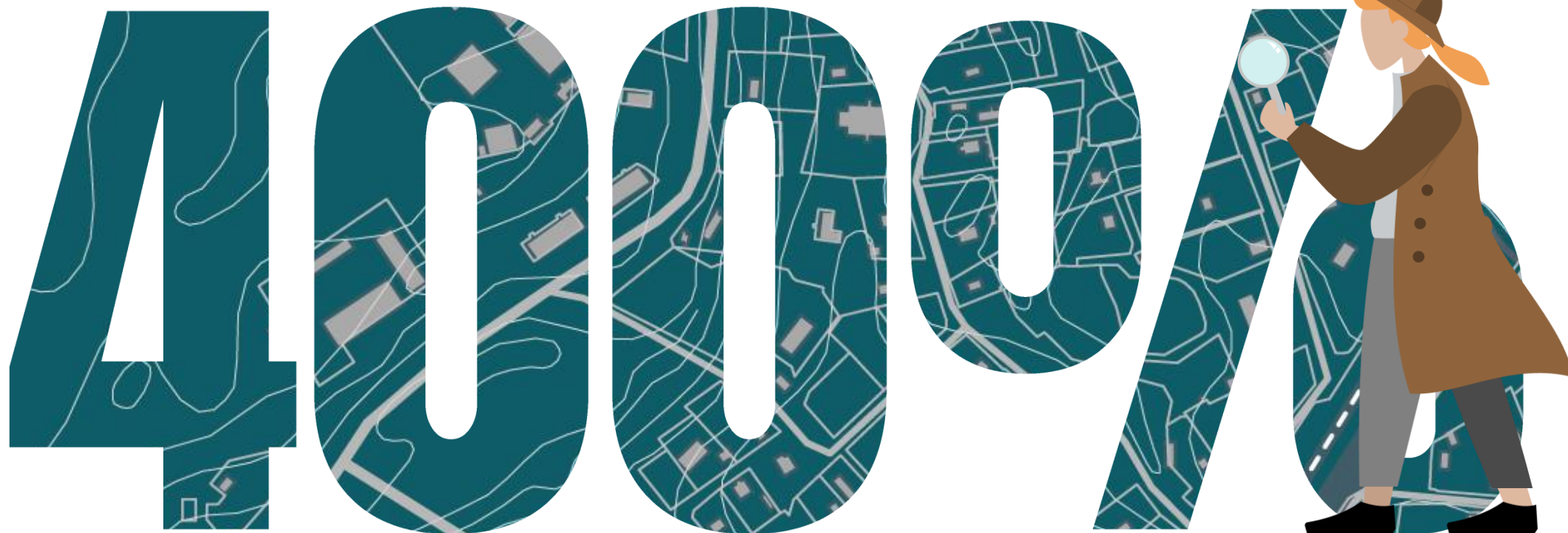
400%

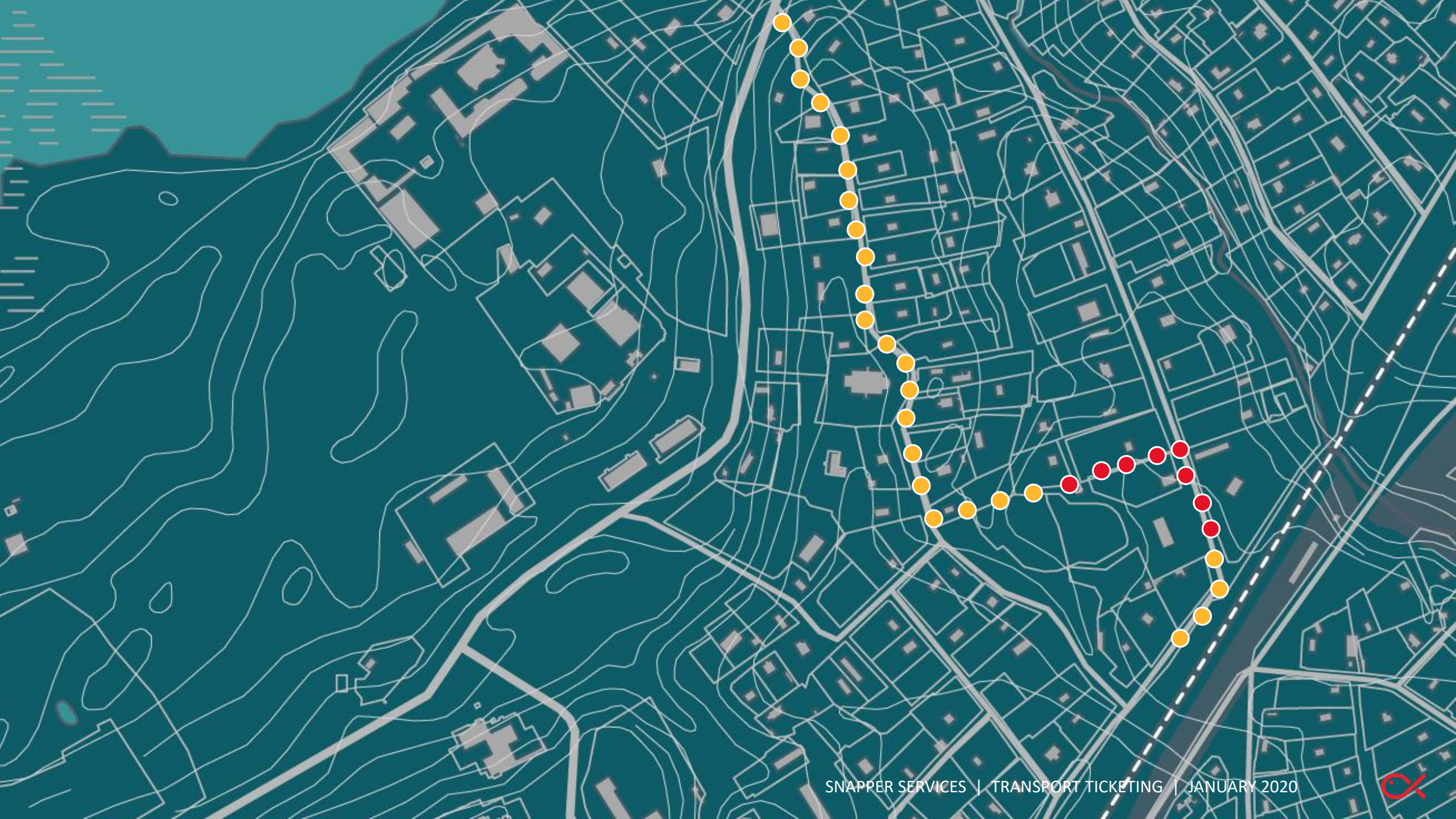
An illustration of a person with grey hair, wearing a light blue jacket over a white shirt and dark grey trousers. They are holding a black smartphone to their ear with their right hand and have their left hand raised with fingers spread. Above their head are two orange lightning bolts. The person is standing next to the large red text '400%'. The background on the left is a dark teal map of Wellington, New Zealand, showing the coastline and surrounding hills.

WELLINGTON

400%

WELLINGTON





OPERATIONAL

OPERATIONAL

OPERATIONAL

EQUIPMENT

EQUIPMENT

EQUIPMENT



OPERATIONAL

OPERATIONAL

OPERATIONAL





OPERATIONAL

OPERATIONAL

OPERATIONAL FAULT
OPERATIONAL FAULT
EQUIPMENT FAULT



OPERATIONAL

OPERATIONAL FAULT
OPERATIONAL FAULT
EQUIPMENT FAULT







SELF-SERVICE

▼ DATE	DESCRIPTION	AMOUNT	BALANCE
10 Jan 2020	3 - Willis Street at Willbank Court 17:32 On 3 - Willis Street at Willbank Court 17:48 Off 3 - Wellington Hospital - Stop A	-\$2.81	\$0.27
			HELP



FIX THE CAUSE

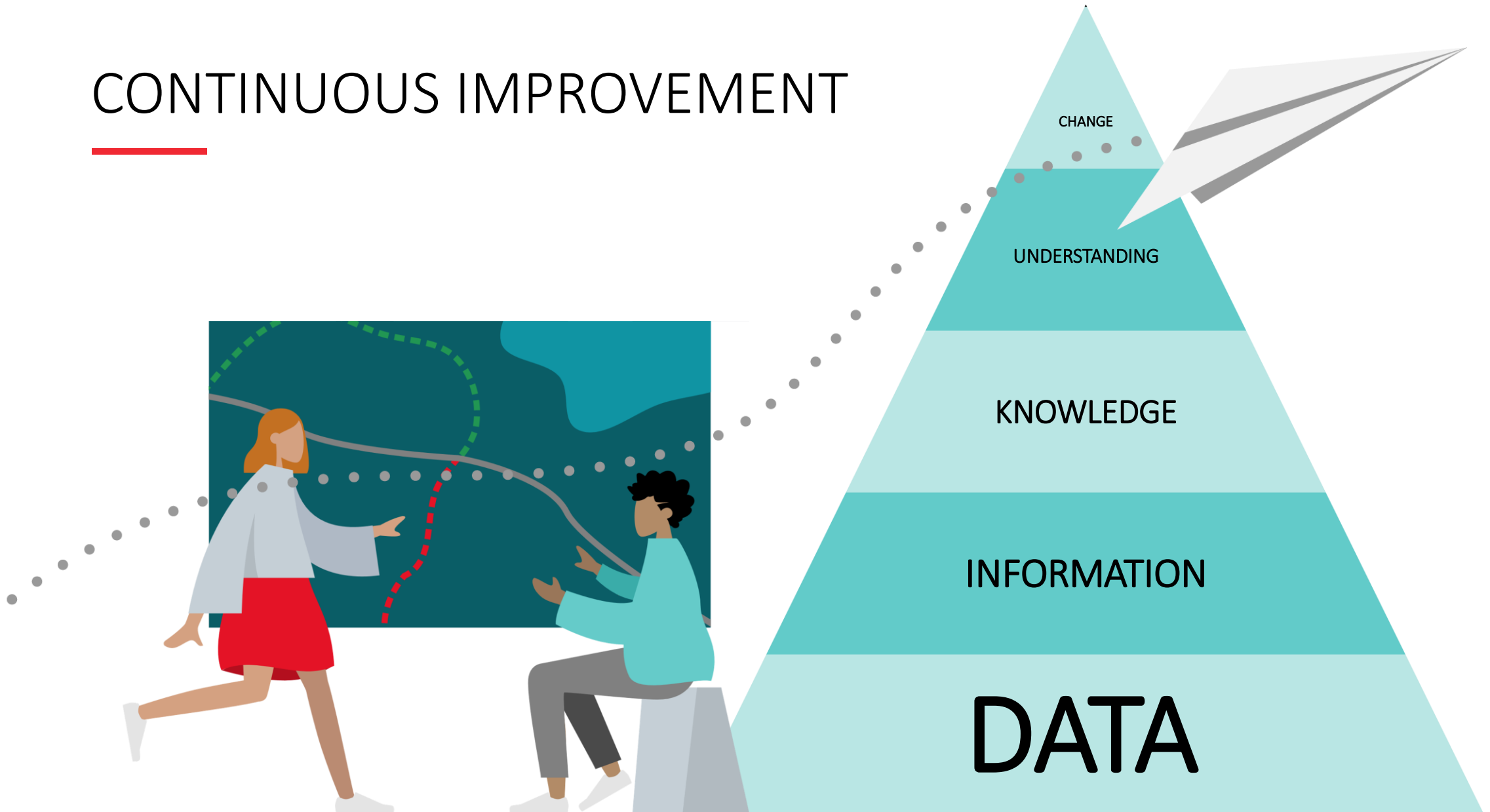


DISMANTLE THE NEGATIVE CYCLE

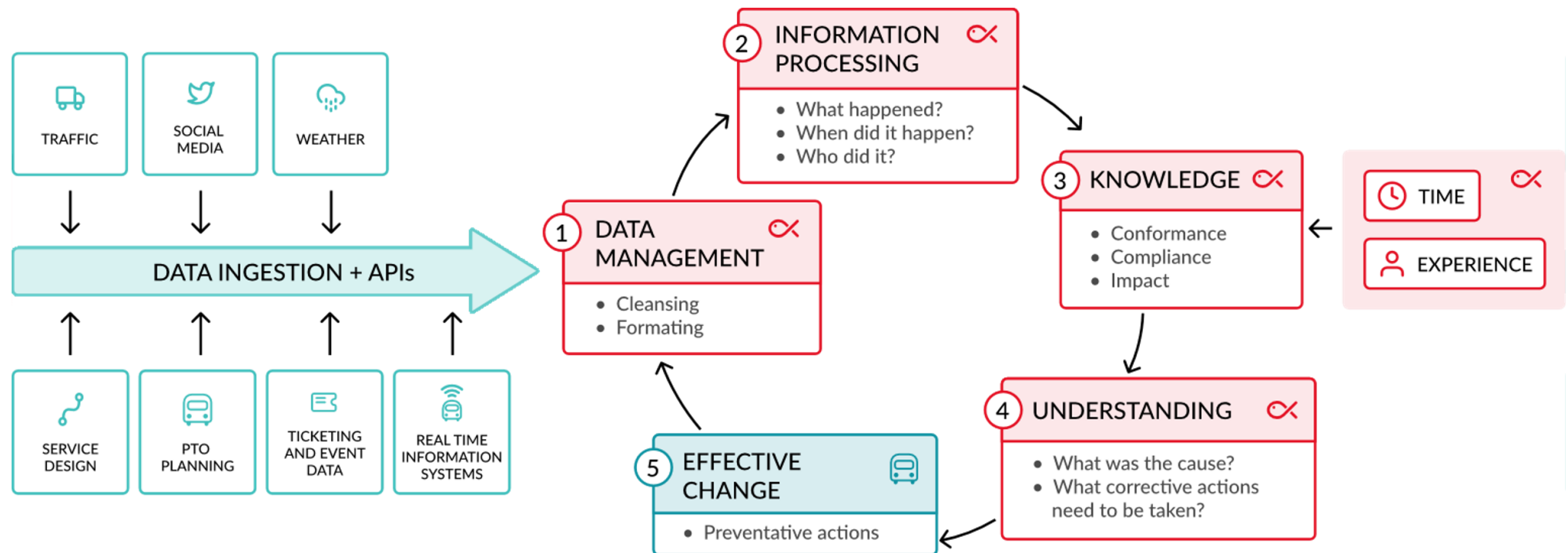
PAINT THE BEST PICTURE WE CAN

MOVE FORWARD FROM BLAME
INTO CONSTRUCTIVE
CONVERSATIONS

CONTINUOUS IMPROVEMENT



SNAPPER INSIGHTS



Start date *

27-Aug-2019

End date *

28-Aug-2019

Company

Duty

Route ID

Trip ID

Duty State

SEARCH

Driver Trips for Duty

...

...

...

...

Stop: 0003500 - Time: 2019-08-27 09:02:53

JOHNSVILLE

Stop: 0005516 - Time: 2019-08-27 09:51:04

TEA

Duty number 0302

BusNow

TIMING

Scheduled start: 07:26

Scheduled end: 08:23

Waiting on B622: No

Split trip: No

TRIP COMPARISON

Data	Duty trip	Driver trip
Vehicle ID	104007803	104007803
Trip number	1030	1030
Route number	0601	0601

DUTY TRIPS

✓

✓

✓

✓

?

?

?

KPIS

PUNCTUALITY

+ 49 SECS

RELIABILITY

+ 25 MINS

VEHICLE

SV 9E89

EQUIPMENT USE

CONFORMITY

90%

HEARTBEATS

FIRST

✓

Heartbeat set

SET

CLEAR

LAST

○

Heartbeat not set

SET

CLEAR

TABLE VIEW

SAVE

Colour tracking
for heartbeats

Filter and search

Company name

Timing details

Trip comparisons

View side by side

Clear KPIS

Track heartbeats

View 'STOP' times

Switch to table view

SNAPPER SERVICES | TRANSPORT TICKETING | JANUARY 2020

Filter and search

Vehicle State

Start date *
30-Apr-2019

End date *
30-Apr-2019

Company

Vehicle ID

Route ID

Trip ID

Vehicle Status

SEARCH

NZBus	104001448	17-05-2019	
		16-05-2019	
	104001452	17-05-2019	
		16-05-2019	
	104001459	16-05-2019	
	104001460	17-05-2019	
	104001471	16-05-2019	
	104001471	16-05-2019	
		16-05-2019	
	104001475	17-05-2019	
		16-05-2019	
	104001479	16-05-2019	
	104001480	17-05-2019	
		16-05-2019	
	104002158	16-05-2019	
	104002159	17-05-2019	
	104002158	16-05-2019	

Trip details

PREDICTED STATE

Reverse

CUSTOMER MESSAGES

VIEW

MARKED

New state

Refund

ADD EVIDENCE

Key details

Extra details

TIMING

Scheduled times: 07:00 - 07:48 48 minutes

Driver times: 07:05 - 08:00 50 minutes

Actual delta variance: -7 mins

First stop delta: 05 mins

Last stop delta: 2 mins

PASSENGER DETAILS

Number of pax: 42

Fare already paid 10

Tag on at rear door 2

Action list alert 0

CRADLEPOINT/BDC HEARTBEATS

Total: 460/527

Valid: 460/522

MAP VIEW

CONFIRM

Add evidence

Key details

Map view

SNAPPER SERVICES | TRANSPORT TICKETING | JANUARY 2020

FACTBOOK



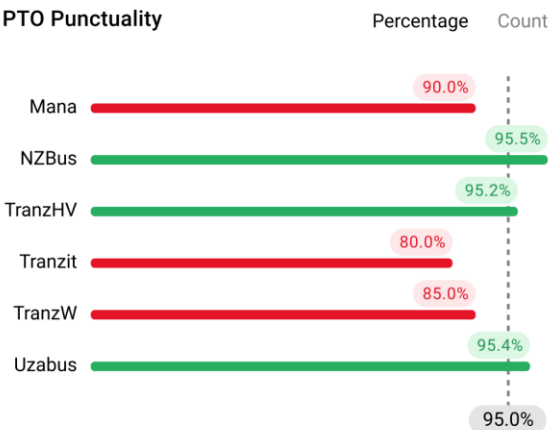
Punctuality in depth

KPI TARGET - 95%

TOTAL PROGRESS TO KPI

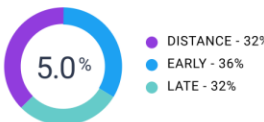
95.0

95,000 / 100,000 TRIPS



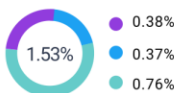
FAILURE BREAKDOWN

Percentage Count

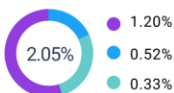


Unit failure breakdown

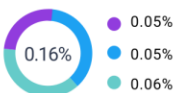
DISTANCE EARLY LATE



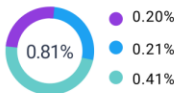
Mana



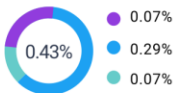
NZBus



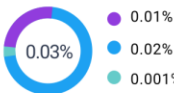
TranzHV



Tranzit



TranzW

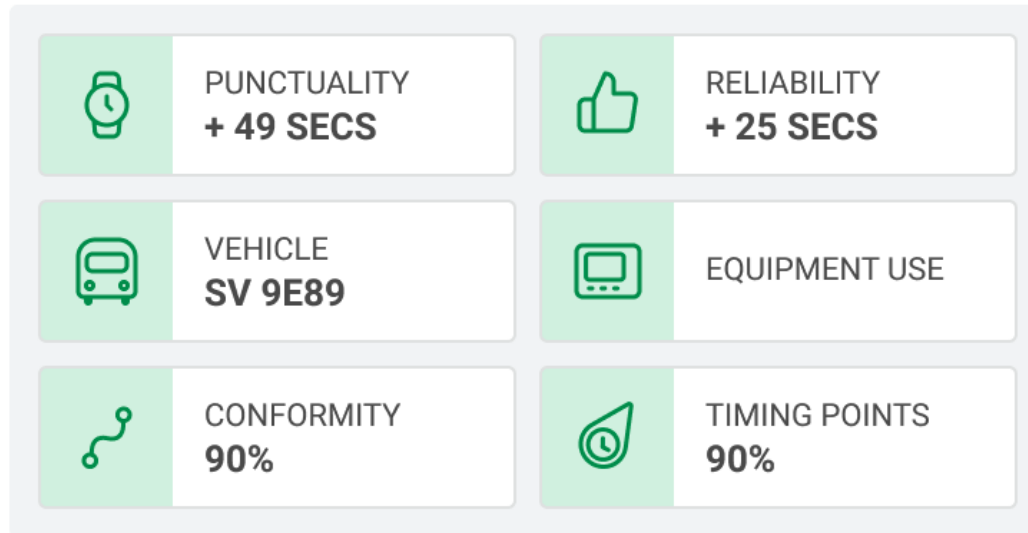


Uzabus

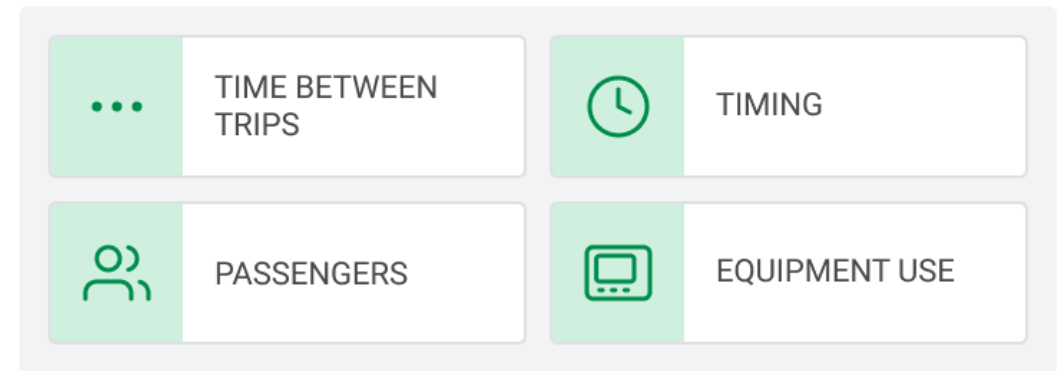


RESULTS

KPIS



FACTORS



RESULTS

PUNCTUALITY



87%

RELIABILITY



94%

RESULTS

PUNCTUALITY



RELIABILITY



RELATIONSHIPS

“This system is providing what we need to... identify areas of the network that are subject to error or deliberate non-compliance so that behaviours can be modified and routes changed as appropriate.”

- OPERATOR

“... we are surprised and pleased with the level of engagement we have seen from Operators, and their adherence to KPIs has improved dramatically in the last couple of months.”

- GWRC

CUSTOMER SENTIMENT



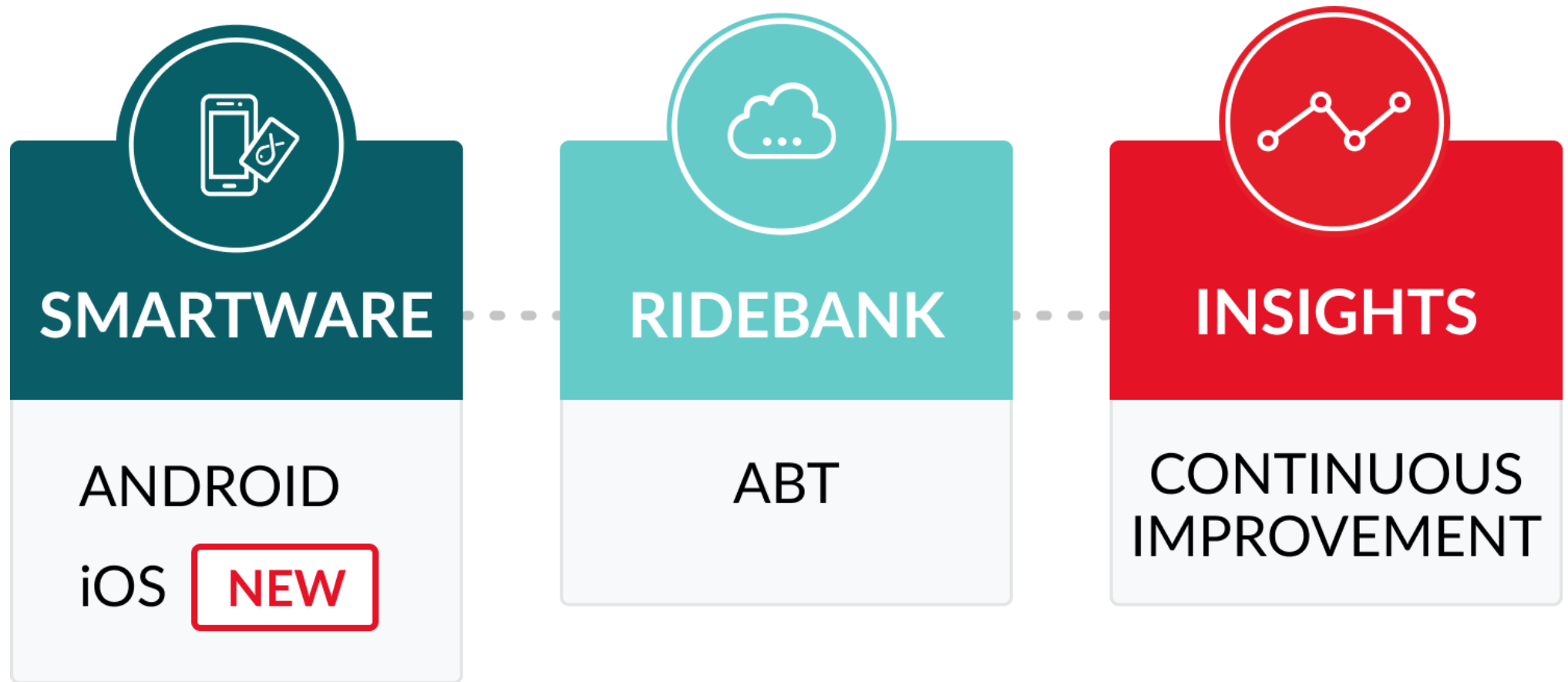
85%



CUSTOMER SENTIMENT



WHERE THIS FITS



























SNAPPER

services.snapper.co.nz