

Action Replacement Ticketing System



Client: ACT Government

Location: Canberra, ACT

Commencement: 2009

Contract Type: Lump Sum

Capability Groups:

Asset and Facilities
Managment, and Operations

Completion:

2011

Contract Value:

AUD\$10.5 million

Overview

The ACT Government transit provider, ACTION, manages the public transport network for the ACT. ACTION has moved to a tag on/off smartcard fare payment system (MyWay) which finalised in March 2011. MyWay is similar to the Perth SmartRider system albeit with the latest hardware and software.

Scope

Build/supply, install, commission, operate and maintain (for 10 years) an integrated tag on/off smartcard based ticketing system for ACT.

Metrics include:

- 430 bus driver consoles;
- 815 bus smartcard validators;
- 8 handhelds; and
- 27 retail agent units.

Supply of all Supporting Management Systems for example, full backend hardware and software systems including settlement and banking services, asset tracking, condition status monitoring and maintenance management systems, main server and wireless networks, GPS, etc.

Project Challenges

The key challenge for the project was the extremely tight timeframe requirement. For this type of system implementation the timeframe requirement was better than industry best practice.

The management of this project was also undertaken remotely in Perth from the site in Canberra and the supplier was located in the United Kingdom.

How We Managed This

Downer used experience from previous ticketing system implementation projects to work with an extremely tight schedule and leveraging of close commercial management of our suppliers.

The Downer project team was flexible in hours of operation and inventive in communication methods to overcome distance and time hurdles to ensure timely implementation and effective stakeholder management.

Value Adding

Downer provided value-add through its experience on previous system implementations, offering consulting on card distribution networks and business operational processes.

The work on the smartcard distribution network was started early and effectively implemented on time.

Downer reviewed business processes to ensure a smooth transition to the new ticketing system.

Zero Harm

Close management of its suppliers and reviews of their health and safety systems ensured an excellent outcome.

- LTI's: 0
- MTI's: 0

For more information

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Email info@ngtdowner.com

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