



THE SEATBELT EFFECT: AN EAM STORY

INTRO

There's more to enterprise asset management than meets the eye. It's not just about tracking assets; it's about what you can do with that information – what that information means to you.

Think of it as the seatbelt effect — you'll have to continue reading to find out what the seatbelt effect is, and what driving a car has to do with enterprise asset management.



Do you wear a seatbelt because you might be fined? Or because it can save your life?

Some of us may be worried about the fine, but when you've been in a car accident, you never answer that question the same ever again.

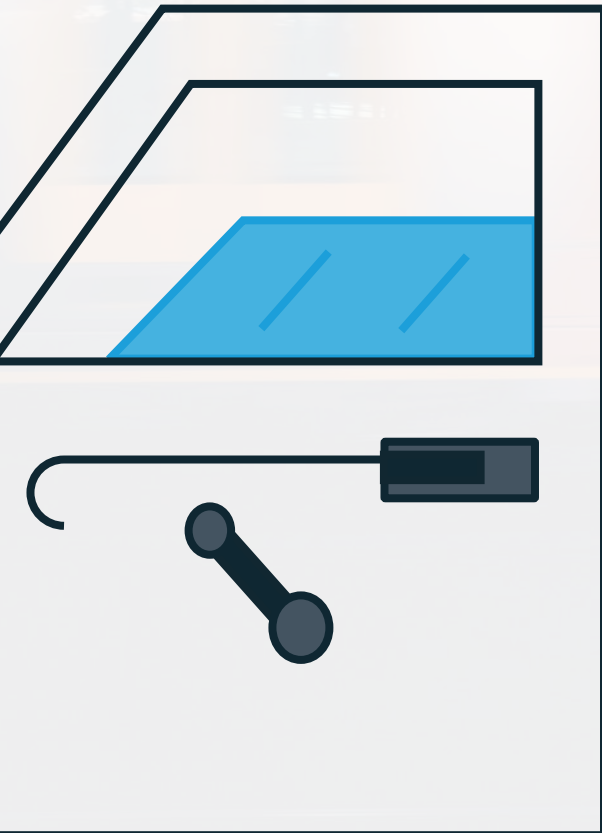
You do it because it saves your life.

Enterprise asset management in rail transport can save a life too, but on a much greater scale. It can save thousands of lives, maybe even millions.

It starts with you: putting a nut and bolt where it

needs to go, checking off the box on that maintenance form, spending a minute or two on that report. Just like everything else we use in our day-to-day lives, from cars to phones, EAM has changed over the past few years.

Times have changed. Chances are, the idea of manually rolling down a car window is foreign to your child — and perhaps to you too.



Transport technology has changed too. What worked 10 years ago doesn't work today. You don't need to look any further than stories coming out of organisations like the America Public Transit Association (APTA) — one recent article on industry trends found that “while public transit agencies always have used technology, most of the focus and spending has been directed toward infrastructure — the buses, trains and rails — as

well as significant labour costs. Information technology has played a relatively quiet role as a tool rather than as an overall strategy. But that thinking is beginning to change...” We couldn't agree more — not only is it changing, it must.

So what can you do about it?



If we go back to the car analogy, you might think it's all about getting that good quality seatbelt — but is owning any seatbelt-like device enough? No. You can't use a rope, string or a

piece of wood in its place (you can try, but they can't protect you as well). That's because the seatbelt is built specifically for cars.

**What if you have that seatbelt
but don't wear it properly?
You won't see the benefits
you expected.**

Now, what does this have to do with public transport?

Just as cars have changed since the days of manual windows, so has public transport technology. And although you may think it will

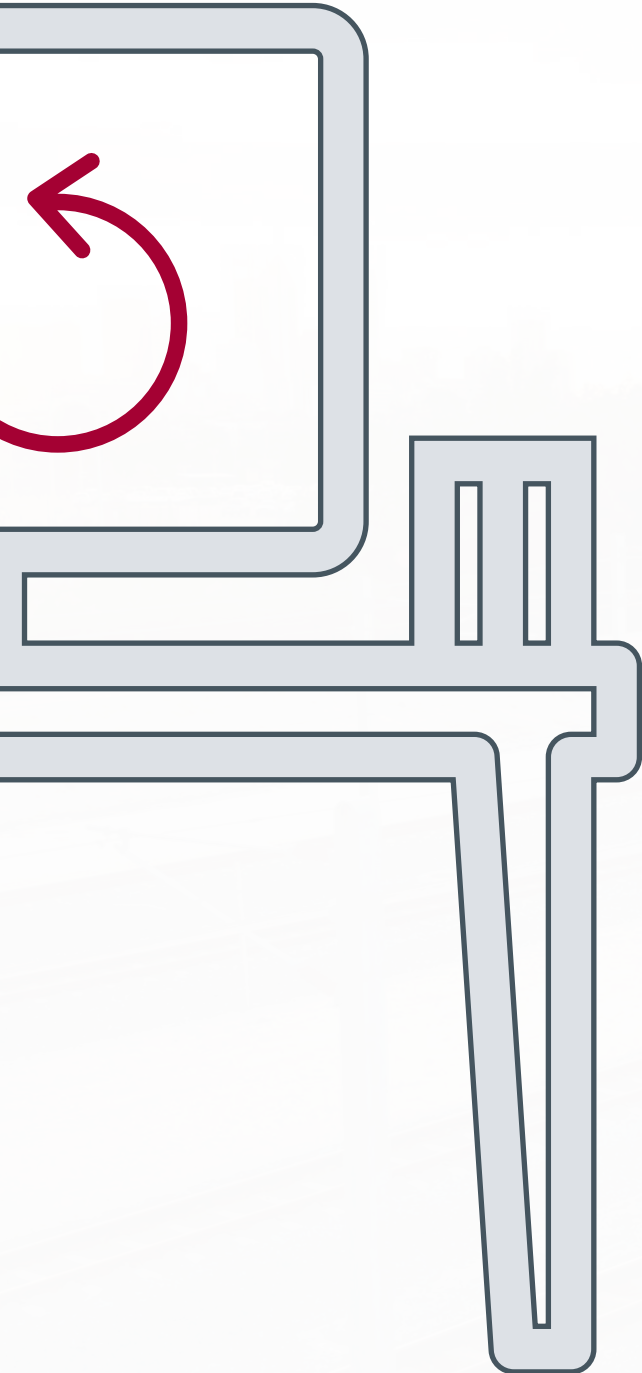
last a little longer, just like that trusty car that had another year of life left, it's doing more harm than good.

With new maintenance technology, Metro Transit - St. Louis increased the average lifecycle of their vehicles from

12
YEARS



15
YEARS



What's the harm of outdated technology?

- Dangerous for passengers and employees

This could lead to injuries or accidents, which get front-page coverage in the media about \$346,000 to settle 71.

- High costs

Since 2010, New Jersey Transit paid about \$465,000 to settle 76 safety violations identified by the Federal Railroad Administration. During the same period, the Long Island Rail Road paid \$77,000 to settle 18 safety violations, and the Metro-North Railroad paid about \$346,000 to settle 71.

- Passenger satisfaction

On-time performance (OTP) declines, leading to a negative customer experience.

NJ's OTP goal - 94.7%

September 2016 - 91%

(compared to September 2015 - 95.4%).

More telling is the OTP during peak periods:

AM peak — OTP for trains arriving to Penn Station was

77.5%

PM peak — OTP for trains arriving to Penn Station was

90.3%

CONCLUSION

When was the last time you drove your car without a seatbelt? We hope never (yes, even that five-minute drive home counts). Just like it protects you, enterprise asset management (EAM) protects your entire rail operation from harm. Just like a seatbelt is built specifically for a car, an effective EAM system is tailor-made for rail — to keep your parts on the right vehicles, to keep

the right vehicles on the tracks, to keep your organisation on target and your customers on time. And just like cars evolve over the years — adding new security enhancements like air bags and new features for ease of use (like your iPhone charger) — an EAM system needs to evolve too. The only question is: do you want to stay stagnant or do you want to move forward?



Trapeze Group works with public transport organisations and their communities to develop and deliver smarter, more effective public transport solutions. For more than 25 years, Trapeze has been here for the journey, evolving with our customers around the world to help them move people from point A to Z, and everywhere in between.

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