

# CASE STUDY

## Ministry of Transport

### Transport Infoline Website - [www.131500.com.au](http://www.131500.com.au)

#### Challenge

- Provide Sydney's public with more information about the city's public transport services to encourage the use of buses, trains and ferries.

#### Approach

- Upgraded Sydney's public transport information website by installing IPTIS to provide a public transport trip planning functionality for services throughout the greater Sydney region.

#### Results

- In its third month of operation, the website received 20,000 visits per week to the "Trip Planning" section
- Enabled door-to-door directions using maps
- Provided more up-to-date information than printed timetables.

In a city like Sydney, public transport is vital for business, education, social and community purposes.

With over four million people, Sydney's public transport providers, RailCorp and private bus operators, were obviously eager to move people out of their cars and on to the city's extensive system of public trains, buses and ferries.

Their aim was to provide a more complete set of functions to support the extensive public transport network in greater Sydney. This included upgrading the Transport Infoline website with a new trip planner that featured timetable and map functionality.

As part of the upgrade Jeppesen was asked to deploy its IPTIS journey planning software to provide the new trip planning functionality to the website.

The new "Trip Planner" on the Transport Infoline website went live in June 2002, and by the third month in operation, the section was receiving 20,000 visitors per week. This trend has continued ever since.

It offers users many features, which take the hassle out of planning a trip on public transport. Each time an enquiry is made about a trip IPTIS returns quick, accurate and multi modal options to get from A to B.

Maps of the trip can also be viewed which show the whole route or just individual legs. Data is typically refreshed weekly and provides information for up to a month in advance, ensuring the most up-to-date information is provided to travelers.

The advanced algorithms in IPTIS also allow the system to account for extra services in peak hours and variations in regular services such as public holidays and special services for major sporting events. It also considers time for walking between stops and transfers between stations.

The Ministry of Transport (MoT) in New South Wales is excited about the upgrade of the Transport Infoline website. The new "Trip Planner" section on the site offers a fantastic service to the people of Sydney and makes public transport even easier to use.

This is the third journey planning website in Australia that is powered by IPTIS software. Perth's Transperth and Brisbane's TransInfo also use the software for their public transport information websites and call centers.

## About The Ministry of Transport

The Ministry of Transport (MoT) is the agency of the New South Wales Government of Australia, that formulates and implements transport policies and develops transport plans within New South Wales.

MoT is responsible for co-ordinating the delivery of safe, efficient and reliable transport outcomes for both passengers and freight throughout New South Wales.  
[www.131500.com.au](http://www.131500.com.au)

## About Our Company

Jeppesen is a wholly-owned subsidiary of The Boeing Company, comprising over three thousand staff, including transportation business specialists, researchers, and software engineers. Our business has for more than 70 years grown from the supply of navigational tools for the aviation industry, to now include world-leading expertise in improving transport operators' bottom-line performance, efficient use of their capital assets, and quality-of-life for their staff.

**The Rail, Logistics and Terminals** business unit of Jeppesen supplies optimization, simulation, modelling, and decision support software and services to a wide range of leading transportation companies, giving them the competitive edge required to succeed both locally and globally.

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