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Chris Tong, Engineering Director, RATP Dev Transit London

RATP's Smart Data

London bus company RATP Dev Transit London has rolled-out an industry-first business analytics system that is transforming the management of over 1000 London buses. The system from Freeway has seen 150 engineers equipped with robust tablets to provide real-time data on fleet maintenance work. Information is gathered in real-time from 10 garages across west London and analysed using the new AI-enabled software. Daily updated information is displayed through graphs and charts showing the performance of every aspect of fleet maintenance at each location.

RATP Dev Transit London is modernising its approach to maintenance, safety, reliability and compliance. After a successful proof-of-concept at the company's Westbourne Park Depot in 2023, RATP Dev Transit London proceeded with the rollout of Freeway across all 10 London garages.

The Freeway dashboards are continually updated and can show the status of everything from inspections to defects, MOTs to vehicles off-road, stock issued and mechanical lost miles. RATP Dev Transit London set 'Reliability Growth Targets' analysing four types of failures which are all monitored using Freeway.

"Freeway's dashboards are simply brilliant as they provide a complete management

oversight into the performance of each garage," says Chris Tong, Engineering Director at RATP Dev Transit London. "We can simply click on a graph and drill down into more detail to see what's behind the figures and immediately see what's going on.

"Crucially the dashboards have helped drive digitisation. We expect everything to be current and the dashboards immediately reveal what's missing when we hold our daily Fleet Manager meetings. Any gaps are usually down to the fact that data wasn't entered into Freeway at the outset; the whole point of the system is to have real-time insight so we can all better manage our operations. It's certainly working as we've risen to the top of the Transport for London (TfL) performance league tables having significantly reduced mechanical related lost mileage."

"The system we've introduced has been 'designed by engineers for engineers,'" Tong explains. "That's been crucial to ensure acceptance and enable a very different way of working; it forces engineers to do their work in order and ultimately to a higher and consistent standard."

Freeway is providing detailed insight into costs; something that was difficult to control previously according to Tong.

"There was always a mismatch in reported and actual costs but with digital POs and invoices, we now have clearer oversight and therefore improved financial management. Of course, the least costly way to maintain a fleet is to manage it properly and that's what Freeway ensures we do!"

"In addition to devices in the workshops, drivers are also using mobile data terminals to complete their vehicle checks. Data is received live into Freeway so defects are immediately detailed on the system allowing our engineering teams to schedule any urgent rectifications."

RATP Dev Transit London sees the information being generated by Freeway as increasingly driving a transition to predictive and modular maintenance as Tong explains. "The data in Freeway allows us to analyse and predict what early intervention is required before failure occurs. We can also reduce our maintenance schedules and part usage."

