



State-of-the-art: The brand new control center of the São Paulo Metro which opened its doors in May 2010. Operational since 1974, the 62-station rapid transit system is Brazil's largest and one of the best in the Americas

ENSURING ALL SYSTEMS GO


vehicles, enforce regulations as well as monitor the safety and security of all public transport.

Additionally, it would also serve as a data management centre that will allow the exchange of information among the relevant agencies working together, according to Mohd Nur Ismail Mohamed Kamal, Chief Executive Officer of the Land Public Transport Commission (LPTC).

Information from the operators will be transmitted 'live' directly to the hub for effective performance monitoring. 'Since June 2010, we have been gathering reports from bus operators such as RapidKL, Len Seng, Klang Banting and Setara Jaya (SJ),' explains Mohd Nur Ismail.

'We will make our assessments on the various situations based on the reports collected from these public transport operators, identify and address the issues that may affect the performance of their services and work to resolve them to ensure that their services to the people are not in any way hampered.'

Among others, the assessment will have to meet the standards set by LPTC's stringent Key Performance Indicators (KPIs) such as punctuality, comfort and cleanliness.

The long-term plan is to monitor public transport vehicles not only in the Klang Valley but also various states in the peninsula as well as Sabah and Sarawak. The project will be implemented in stages beginning this year and is expected to be fully functional by 2012. 

Performance of bus services in the Klang Valley has come under the radar of the Performance Management Hub following a re-purposing exercise involving the Integrated Transport Information System (ITIS).

The Performance Monitoring Hub aims to monitor performance of public transport operators, to facilitate public transport operators to enhance their operations and this in return, will be a value-added service to the public.

There are three main components of Performance Monitoring Hub, namely the:

- **Performance Monitoring System (PMS)** – for service level and compliance monitoring,
- **Fleet Management System (FMS)** – to monitor bus operational management, and
- **Passenger Information System (PIS)** – to provide real time bus schedule information.

From merely a system to monitor traffic and road occurrences, the hub will now monitor all public transport