



CASE STUDY: BRIHAN MUMBAI ELECTRIC SUPPLY & TRANSPORT (BEST)



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Background

BEST Undertaking provides public transportation service throughout the city of Mumbai and also offers some services in suburbs. It is owned by the Municipal Corporation of Mumbai and was first established in 1873. BEST's transport wing is considered one of the best in the world, carrying 5 million passengers daily through 64,000 trips, operated on 500+ bus routes with 4200 buses. BEST is one of the largest public transportation companies in India.

Challenges

Before using Trapeze Austrics, BEST employees had to manually create schedules once in every 4 months. It would take BEST schedulers four to five weeks to put together duty schedules and present it to the drivers/conductors. When vehicle operators had specific scheduling requests or pointed out certain difficulties with the schedule, schedulers had to go back to the drawing board and manually re-draw the schedule to include those changes. This process of manually creating duty schedules was not only tedious and time consuming; it was also inefficient and costly.

Solution

In 2013, BEST started using Austrics, Trapeze's planning and scheduling system. Now, BEST schedulers can create many different duty scheduling scenarios within 2-3 days instead of weeks, even when setting various constraints and parameters. With its comprehensive and fully automated functionality, Austrics also helps BEST eliminate the possibility of human error that comes with manually adjusting huge amounts of data.

Austrics combines powerful algorithms with comprehensive parameter settings to quickly generate various cost-effective operator assignment scenarios. The system is configured with BEST's specific rules and requirements in mind. Taking all these parameters into consideration, Austrics reviews hundreds of thousands of possibilities to put together a duty schedule. It would be impossible for schedulers to do this manually.

Once BEST planners and Trapeze experts started creating various duty scheduling scenarios for the first 12 depots, it immediately became clear that it was possible to achieve significant savings in terms of duties performed without affecting the current number of staff.

Results/Conclusion

Austrics reduced the time spent by BEST employees in creating duty schedules from nearly four weeks of work to a mere few days.

Austrics enabled BEST to realize these efficiencies by shortening meal breaks, efficiently utilising relief points, mixing of routes, and offering an overall tightening of all schedules while still adhering to all rules. Using Austrics will allow the Undertaking to recoup costs without sacrificing efficiency.

We at Trapeze look forward to helping BEST Undertaking in Mumbai save time and money for many more years to come!

SNAPSHOT

Type of Service:	Fixed Route
Number of vehicles:	4000
Trapeze products used:	Trapeze Austrics
Location:	Mumbai, India

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