Vontas

Intelligent Decision Support (IDS) Value Program

Maximize your benefit of Vontas OnRoute IDS.

Your agency produces a huge amount of data during daily operations. Capturing the right information at the right time is vital to maintaining service levels and achieving operational excellence. Vontas OnRoute's Intelligent Decision Support (IDS) system allows you to configure and define a customized flow of information (based on your Standard Operating Procedures) to decision makers (e.g., operators, dispatchers, road supervisors, and administrators) so you can prioritize critical incidents and keep service running smoothly on the street.

To get the maximum benefit from your IDS system, the IDS Value Program provides you with an operational assessment, customized staff training, and tool configuration support to:

- Master the IDS software interface and tool set
- Create and automate proprietary rules-based processes
- Develop, implement, and track action plans
- Interpret data from IDS and other integrated systems
- Communicate with stakeholders using alerts

Operational Assessment

Day 1. Understand How IDS Can Best Support You

- Discuss needs; assess usage issues
- Observe operations and interview staff about challenges
- Review build usage, features, and functionality
- Identify any manual processes currently in place

Day 2. Develop Action Plans and Research (Part 1)

- Analyze your communications usage
- Ensure applicable BusOps functions are utilized
- Map use case scenarios and responsibilities

Day 3. Action Plans and Research (Part 2)

- Confirm service adjustment types are consistent
- Confirm proper usage of service adjustments for accurate OTP reporting and real-time public information
- Analyze work assignments against dispatcher duties
- Review incident report usage as well as all applicable data being collected

Day 4. Rules Review

- Review daily practices to identify IDS incidents
- Evaluate operational attributes and policies, including adherence thresholds, data communication (fallback), covert/overt, early departure, late adherence, off route/ geo regions, bus defect
- Review incident rules, trigger conditions, and action plans

Conduct Pre-planning and Post-synopsis

- Conduct data review in preparation for visit
- Discuss scheduling and areas of importance
- Write up recommendations
- Define project management goals

Stay on Top of Daily Service with Intelligent Decision Support

IDS is designed to give you the ability to handle both common and unique service disruptions with consistency. It's a unique tool that conforms to and enhances your agency's current policies.

IDS helps:

- Keep staff focused on critical items and ideal action plans
- Advise dispatchers in emergency situations based on pre-defined rules
- Optimize the reliability of transit service information
- Automate agency rules and integrated operating procedures

How Vontas OnRoute Customers Have Used IDS to Solve Their Unique Challenges

PACE

By utilizing the auto email feature in IDS, PACE was able to quickly and positively change their operators' behavior around compliance to cycling the wheelchair prior to pullout. This was accomplished by setting up an automatic action that emailed the operator's supervisor every time they didn't cycle their wheelchair.

SPOKANE TRANSIT

IDS automatically alerts operators that they can idle when the outside environment drops below a certain temperature.

OMNIRIDE

OmniRide (formerly PTRC) automated the 10-8 using canned messages. When drivers leave the garage or at a layover, they send in a 10-8. The system automatically replies with a 10-4 message to let drivers know that dispatch got the message.

Connect with our Experts

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