



IT Concerns in Public Agencies

Allan Steele

VP/CIO

Dallas Area Rapid Transit (DART)

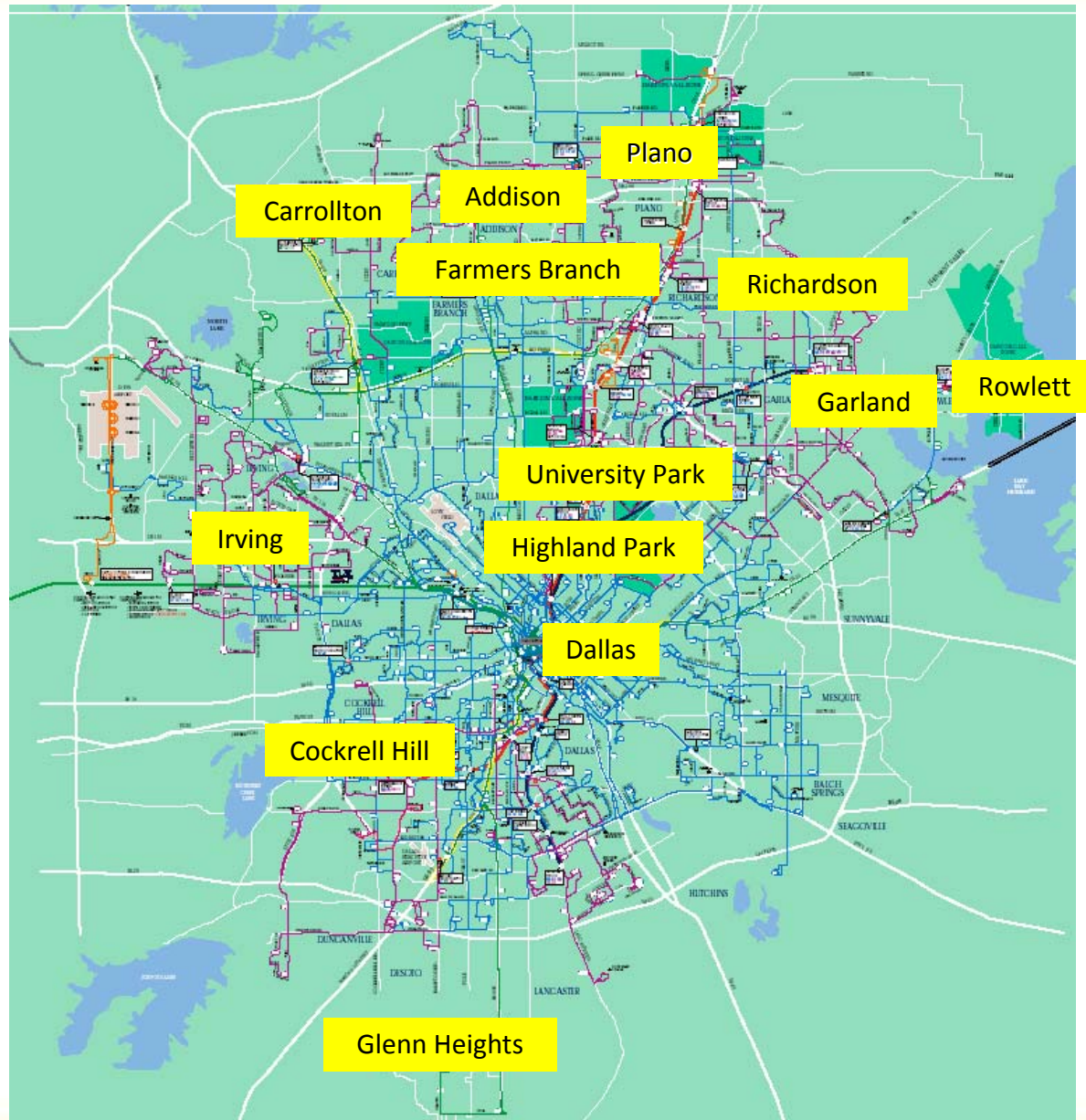




Background Information On DART



13 Member Cities in the DART Service Area



700 Square Miles

Dallas Area Rapid Transit



The DART Fleet

155 Light Rail Vehicles on 71 miles of rail (90 miles by 2014)



>700 Buses on 130 routes, to be replaced over 4 years with CNG



47 Commuter Rail Cars on 35 miles of rail



186 Paratransit Vehicles and 175 van pools



210,000 fixed route riders daily



ECONOMIC IMPACT

Job Creation and Economic Stimulus

University of North Texas study: The DART expansion will generate ...

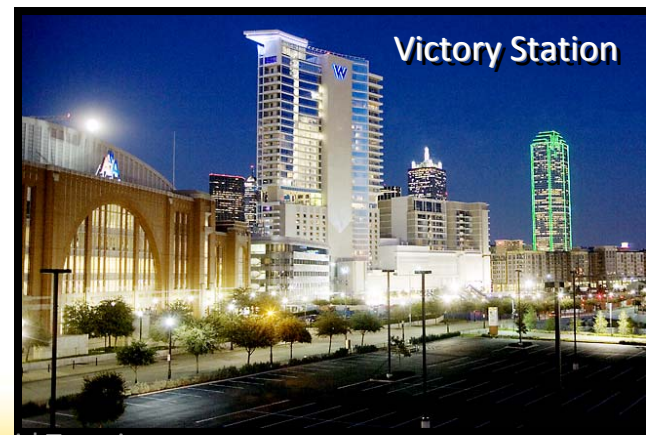
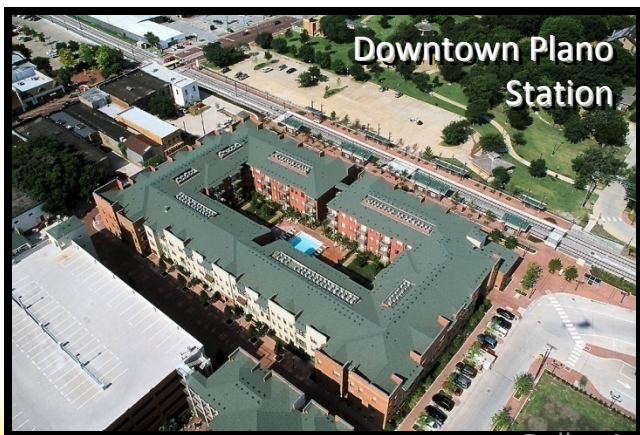
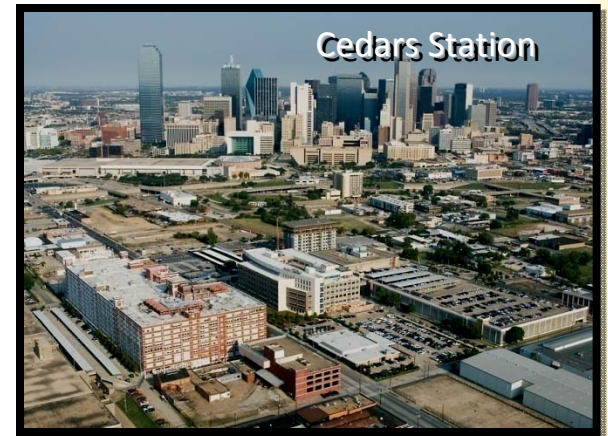
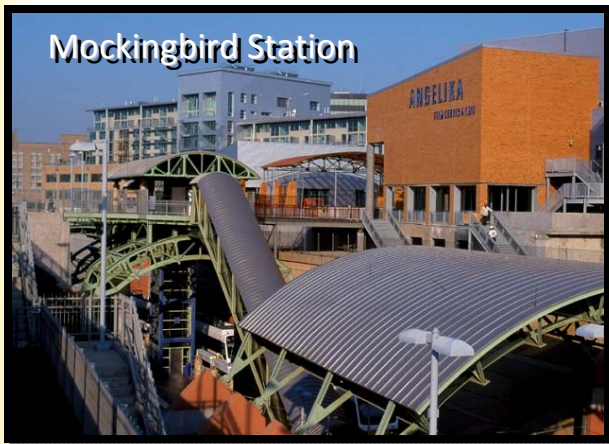


\$5.6 billion, including
prior Green Line
expenditures, 2009-14

32,095 job-years of
employment (6,400 jobs
each year for five years)

\$360 million in contract
awards to minority and
women-owned
businesses

\$8 Billion in Current, Planned & Projected TOD



Technology Portfolio

- Infrastructure
 - 20 sites, primary and secondary data centers, virtualization of servers, high speed LAN/WAN.
- Enterprise Applications
 - Lawson (Finance, HR, Procurement)
 - Trapeze (transportation planning and operations)
 - SPEAR – asset management and maintenance
 - Third party and custom for department apps
- Custom apps
 - DARTNet intranet for workflows (approx 120)
 - Web sites for customer information delivery, including mobile for in-transit customer information

PARATRANSIT

PASS - TRAPEZE

Trip Bookings
Dispatching
Complaints/Commendations
Certifications

RIDESHARE

TRAPEZE

Trip Matching

AVL (Automatic Vehicle Locator)

BASE MAP (GIS) - ESRI
Bus Stop Inventory (GIS) - Clever Devices
Time Points (GIS) - Clever Devices
Transit Works - Bus Dispatch

SERVICE PLANNING

TRAPEZE

Planning Demographics
Schedules
Bus Stop Inventory
Route Planning
MAPS - GIS
BlockBuster

CUSTOMER SERVICE

Customer Information - TRAPEZE
(Schedule Information, Trip Planning)
Complaints/Commendations - TRAPEZE
Web Based Trip Planning - TRAPEZE
InterActive Voice Response (IVR) - Ontira
(Paratransit, Bus, Rail, Comm Rail, Other)
Photo ID's (Reduced Fares) - In-House
Pass/Ticket Sales - LAWSON, In-House
Point-of-Sale DART Store - InfoGenesis

FLEET/FACILITIES MAINTENANCE

SPEAR 2000

Overhauls
Preventative Maint.
Re-Builds
Paint & Body
Campaigns
Facilities Maint.
Ways/ & Structures
Material Mgt.
Barcode System

FLEETWATCH Fueling Systems

MMII Online Maintenance Manuals - AIT

Human Resource Mgt.

LAWSON

Applications
Benefits
Attendance
Payroll
Retirement - PEN-CAL
Risk Management - Risk Sciences

TRANSPORTATION

TRAPEZE

Run Bidding
Time Keeping
Performance Mgt.
Bus Yard Mgt.
Daily Dispatching
Operator Sign-In

CHARTERS

Charter Bus Orders - In House
Customer Billing - LAWSON

FARE COLLECTION

GFI - General Farebox Incorporated
TVM's
PASS/TICKETS - LAWSON
Ridership - General Farebox Incorporated
In-House

ADMINISTRATIVE

Accounts Payable - LAWSON
Accounts Receivable - LAWSON
General Ledger - LAWSON
Cash Mgt. - LAWSON
Asset Mgt. - LAWSON
Employee Self Service - LAWSON
Budget - LAWSON, In-House
Contracts - In-House
Purchasing - LAWSON, In-House
MBE - In-House
Budgeting/Cost Modeling - COGNOS
Dallas Area Rapid Transit



DART Technology
Functional Area Support Systems





What are our IT Concerns?

It is a long list, but here are some ...



What are the IT concerns?

- User interface expectations
 - The iPhone has spoiled everyone
- Mobility and unfettered access
 - Access everywhere, from any device
 - Information in the cloud
 - Security vs accessibility
- Collaboration needs
 - The post e-mail era
 - ‘Facebook’ in the enterprise



User (interface) expectations

Consumerization of the enterprise

- Search the internet in less than a second
- VS
- *“Who has what file where and which is the right version and why don’t I have it HERE?? NOW!”*
- Intuitive ease of use, as with iPad/iPhone
 - Are the mouse and keyboard obsolete?
 - How do enterprise apps compete?



© 2010 CBS Interactive

Mobility and Unfettered Access

Information in the cloud

- Organization & retrieval
- Rights management
- E-discovery, ORR,
- IP protection

Access everywhere, from any device, to:

- Email, calendar; documents; reference material; photos; colleagues; third parties ...



Mobility Management Concerns

- Security vs accessibility
 - Individual and device authentication
- Device management
 - Tablets, Smart Phones, Laptops, Kiosks, Home PCs
 - Personal vs Enterprise – *“bring your iPad to work” day*
 - Communications costs



Collaboration Needs and Expectations

- Entering the post e-mail era
 - SMS texts, instant messaging, Twitter, discussions
 - Traceability, records management, ORR
- 'Facebook' in the enterprise
 - Full transparency of activities, location, availability
 - Multi-media files, information sharing
- Extension and blurring of the enterprise
 - Business partners, contractors, customers





IF THE HORSE IS OUT OF THE BARN
you may as well figure out how to saddle it.

doug-johnson.squarespace.com

IT has to figure out how to accommodate
these new expectations and “freedoms”.