



National Transport Authority's partnership with **opensky** enables innovation in Taxi Regulation

Client Solution Case Study



Through the strategic use of the latest technologies, opensky Data Systems Taxi Regulation & Technology Innovation Teams and the NTA have delivered a vast range of Taxi Regulation capabilities, not just to the taxi regulation team, but also to the Industry and the general public.

At a Glance

Organisation: National Transport Authority – Taxi Regulation Team

Customer Profile: A Team of 10 led by Irelands National Taxi Regulator with responsibility for over 26,000 drivers nationally.

Industry: Government; Public Sector

Business Situation: A legacy solution for taxi regulation required modernisation and expansion to cater for rapidly evolving regulatory and policy requirements

Solution Description: A best of breed eco-system, based on Microsoft technologies, enabled the creation of a wide range of interaction functionalities serving back office staff, consumers, taxi drivers, vehicle owners, industry partners, and other government bodies.

Benefits:

- Efficiencies achieved enables a small core team to regulate a large national taxi industry
- Realtime Monitoring of Compliance, Safety & Service Standards
- Contractor Independence for services such as inspections, knowledge tests, call centre etc
- A Single View for all Driver & Vehicle Historical and Current Engagements
- Online transactions with the industry has increased from x to x in 5 years
- Easy realtime collaboration with partner government agencies to reduce time of processing
- A GDPR Compliant Single Source of Evidence for all Taxi Related Data in Ireland

Country/Region : Ireland

Microsoft Solutions:

- SQL Server
- .NET
- Android/iOS
- Power BI

Key opensky Services :

- Strategy Consulting
- Solution Architecture Design
- Solution Development
- Managed Service Support

> Partnering with OpenSky Data Systems has enhanced greatly the flexibility and capability of the NTA's resource model enabling us to rapidly develop and deploy cost effective digital transport solutions such as Real-Time Passenger Information and Taxi Industry Management Tools amongst many others. OpenSky's investment in learning about the NTA's business context and strategic vision has cemented the partnership model and has paid dividends at all stages of the development process. <

Philip L'Estrange,
Director of Finance & Corporate Services at the National Transport Authority

It was vital that opensky absorbed fully the NTA's strategy for the coming years in order to be able to deliver the technologies and solutions that would deliver this vision. Taxi Regulation is a complex business, requiring an extensive range of solutions to support various functions such as licensing, inspections, skills testing, roadside checks, etc. The NTA's vision required the creation of a technological eco-system that would be flexible and extensible, in particular given that government regulation is subject to change, often leading to very short lead times for implementation.

William Flanagan,
Chief Technology Officer at opensky Ireland

SITUATION

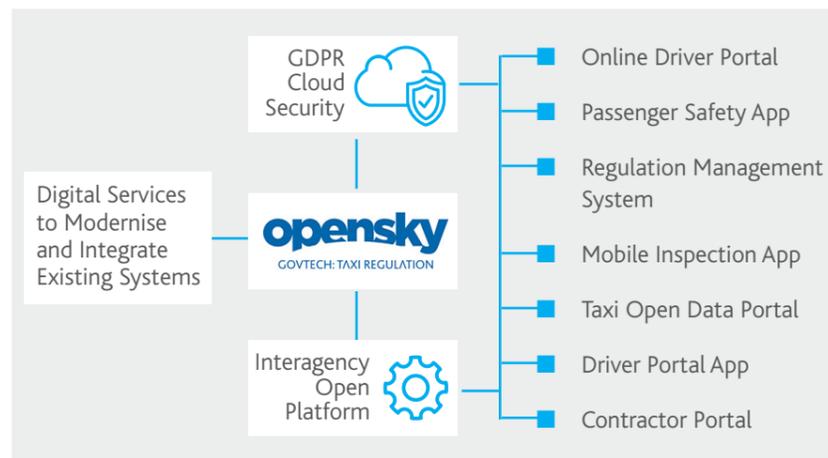
Ireland's National Transport Authority is responsible for public transport strategy, financing, licencing, promotion & provision in Ireland. The NTA are also responsible for the regulation of the small public service vehicle sector ie (i.e. taxis, hackneys and limousines).

The NTA's Taxi Regulation function is highly regarded as one of the leading global regulatory establishments, both in terms of policy and use of technology. Providing a well regulated and best in class public service is very important to the NTA and they invest in smart systems to ensure very high standards in public transport service provision in Ireland.

The National Transport Authority awarded a contract for ICT support and software development services for its business systems to opensky Data Systems in 2012, a period of time where Ireland was undergoing rapid changes in taxi regulations. During the ensuing six years of this partnership, the strategic use of technology has provided a significant range of capabilities and insights to the Authority.

SOLUTION

Ireland's Taxi Regulation was subsumed in to the NTA in 2011. As part of this consolidation, the NTA inherited a number of business solutions known as CABS (Central Automated Business Solutions). At its core, the CABS systems provided licencing databases for Driver and Vehicle licencing. It was this set of systems that were taken over by opensky as a result of the 2012 tender.



At the commencement of the NTA contract, the focus was on the Taxi Regulation Implementation Programme (TRIP). The TRIP programme was a major ministerial initiative that was instigated following the acquisition of the Taxi Regulator in to the National Transport Authority.

Core to the programme of work was the need to deliver a robust taxi regulation platform that would deliver on the needs of the Authority over the coming years, in particular providing for the flexibility of integrating the CABS systems with third party bodies in the industry and partner government organisations.

Moreover, the solution needed so support public facing consumers, including taxi drivers, members of the public, vehicle inspectors, road-side auditors, amongst others.

Prior to commencing any technical work as part of this contract, it was critical that Open Sky's management team were fully conversant with NTA's strategic view, not only relating to the TRIP objectives, but also their wider corporate strategy. We also needed to be fully familiar with the organisational structure of the NTA, the chains of command, and the reporting requirements and timelines to which we were working.

Initial strategy workshops where opensky Business Analysts worked with NTA to document and redesign:

- Programme organisational chart & reporting
- Programme Timelines and Priorities
- Financing
- Delivery methodologies

Rapid delivery of Phase 1 of the programme of work was critical, set against an implementation deadline of just 6 months for the successful delivery of a consolidated data centre migration, consumer facing apps, industry facing apps, and an industry portal.

THE PARTNERSHIP CONTINUES

During the subsequent years of our partnership with NTA, significant additions have been added to the CABS eco-systems, to cover wide and varied capabilities such as:

- New web based vehicle inspections system for test centres
- Skills testing system for driver testing centres, including booking, and kiosk systems
- Tax compliance system, integrated with Revenue commissioners
- Portals for taxi signage franchisees
- On-line driver portal for annual return submissions
- Public facing apps for consumers to validate driver's credentials
- Realtime link between driver and vehicle registered with the authority
- GDPR Compliant

All modern systems must be inter-operable, and CABS provides the ability to exchange information with the Revenue Commissioners, the Department of Transport, and the National Standards Authority of Ireland (among others).

Moreover, the capability to access CABS functionality remotely is a vital function. For example, the iCABS module allows NTA's enforcement officers to remotely validate and link both the taxi and driver licence details on the roadside before an audit by use of a powerful QR based search tool on their mobile device. The QR scanner on their phone scans a tamper proof licence sticker on the vehicle that speedily searches the back end system and selects the correct vehicle record. The app facilitates the performance of a scripted audit check, based on what if scenarios and to finally choose and issue a fine (if appropriate) by collecting a digital signature.

> In Ireland, we have a professional industry of committed drivers and an excellent track record which is reflected in our low level of complaints. Only 998 complaints in a year regarding over 26,000 drivers and 40million trips. Our 90,000 mobile inspection audits are a key part of maintaining high standards in the industry and drivers actively encourage passengers to check their Driver Check App to reassure passengers that both they and their vehicle are registered correctly with our authority <

Wendy Thompson,
Head of Taxi Regulation, National Transport Authority, Ireland

In The range of solutions and capabilities that have been added to the CABS eco-system since 2013 has shown that the architecture and technologies that were put in place provide a taxi regulation platform that is future proofed and will continue to be a vital asset for NTA for years to come.

William Flanagan,
Chief Technology Officer at opensky Ireland

TITLE PLACEHOLDER



40,000,000
trips per year



1,000,000,000
downloads of passenger
safety app



90,000
Realtime Audits
on Drivers / Vehicles



21,000
Drivers



10,000
Monthly Driver / Vehicle Links



5,000
Vehicle Inspections Scheduled



5,000
Driver Knowledge Tests



998
Annual Complaints



200+
Users Login Daily



20
External Contractor
Organisations



15
Fulltime Taxi
Regulation Staff



10
Collaborative
Government Agencies



1
National Taxi
Regulator



1
Digital Taxi Regulation
Platform - CABS

Realised By: opensky Data Systems

opensky are in the business of realising visions. Since its inception in 2004 opensky has evolved to become one of the most pioneering GovTech companies in the marketplace. With offices in Ireland and Poland, we are a European challenger brand to global software giants that harnesses the power in data technology for large civic progress.

Contact: opensky Taxi Regulation Team :
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Further case studies, client testimonials and company details visit www.openskydata.com

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