

NYC MTA Bus Control Center: Safely & Efficiently Delivering More than Half-a-Billion People to Their Destinations, Every Year.

Challenge

With the third largest urban bus ridership in the world, MTA chose to stay ahead through careful capital improvements that included the bus command-and-control operations. Approximately 700 million riders depend on NYC MTA buses every year, requiring an updated, modernized facility for the staff who manage the bus communication operations. The organization's digital operation required an overhaul as well, in order to seamlessly manage and grow with the more than 6,000 buses and support vehicles, and thousands of MTA bus employees communicating through these systems every day.

Solution

Activu's event-driven visual intelligence platform was placed at the core of MTA's digital collaboration needs.

Activu's visual intelligence platform connects to thousands of MTA realtime video and audio streams, maps, dashboards, desktop computer feeds, documents, and more. Activu brings this simultaneous content into an intuitive admin interface and dashboards of information, to be displayed on any or all of the three large display walls in the control room, while also making it all accessible by any permissioned individual workstation or conference room on the MTA network. Activu was selected due to the platform's ability to operate on consumer off-the-shelf hardware (COTS) over MTA's existing IP network infrastructure—helping keep MTA's technology investment flexible and easily upgradeable—while able to grow and add event-driven capabilities through Activu Link, mobile access with Activu's mobile capability, and a virtualized control room through Activu's cloud capabilities.

Result

MTA's common operating picture now benefits from the cohesive single-pane-of-glass view enabled by Activu's digital visual intelligence platform. A clear macro- and micro-level view of information flowing into the control room, combined with tools and workflows to easily manage and share it, makes MTA more efficient and redundant in the face of constant change, pandemics, and anything else New York throws at it.

As cities continue to grow, and become increasingly dependent on the flexibility of bus operations like MTA, Activu helps these transportation networks keep moving forward.