

Briefing: Secretary
FOR INFORMATION

Post travel report - Andrew Wurf and Thomas Teo, New Plymouth, New Zealand



Transport
for NSW

Purpose: To report to the Secretary on the recent overseas travel to New Plymouth, New Zealand, on 23 August 2023, to attend and speak at the Signals NZ User Group (SNUG) Annual Conference.

Analysis: The New Zealand SNUG conference is the principal conference for all New Zealand SCATS users and attracts participants and exhibitors from across the country. SCATS is the Transport for NSW (Transport) software that provides transport authorities with the traffic management functionality they need to manage their cities. The conference brings together industry leaders to showcase the latest developments in technology and share insights and learnings. SCATS attendance was strategically important and demonstrated to the New Zealand market and competitors that we support and are committed to our customer base.

Attendance at the SNUG conference was sought to ensure SCATS fulfilled the End User Licence Agreement (EULA) contractual annual visit by Transport and allowed attendees to commit to speaking spots at the workshop. All 14 SCATS New Zealand contracted parties pay annual maintenance fees and attendance provided critical insights and feedback for the product development roadmap. SCATS had not been able to attend previously and presenting virtually last year was not well received.

SCATS showcased its latest product developments as part of the SCATS product suite.

Summary:

- 1. SNUG started the conference with a detailed look at how many signalised intersections are across all 14 regions in New Zealand. Almost all use SCATS.*
- 2. Presentations that mention SCATS and how cities were using it to optimise their network were given by seven cities. Requests were received for more details on optimisation, transport priority and updates to personality development software. All these requests have been passed to the SCATS Product Team for review against the roadmap.*

Key learnings and outcomes

Benefits to Transport for NSW

Key learnings have been shared across several Transport branches, including the state of controllers and technology developed with the ITS Engineering team and the use of data with the Advanced Analytics and Insights branch.

Key learnings from this conference were also shared with the Transport Management Centre to help inform whether radar technology, which is being trialled in NZ, has applications in NSW.

Communication Strategy

A debrief workshop by team members to the SCATS Executive Leadership team has been undertaken to highlight the insights suggested by New Zealand SCATS users. This debrief will form a key part of the product development and product lifecycle. Copies of each presentation are also available online via the Signal New Zealand User Group.

Alignment with Future Transport Strategy

Transport's attendance at the SNUG Annual Conference provided an opportunity to benchmark plans for SCATS and the industry, and the delivery of the SCATS Venture roadmap, which addressed changes to SCATS.

The SCATS delegation spoke about several new products including the Cit-e product, which directly correlates to Safety and Performance by enabling Connected and Automated vehicles (CAVs) to safely manoeuvre across the road network. Attending the SNUG Annual Conference allowed for more opportunities to trial the product across different road networks.

This is a deliverable in the Future Transport Strategy roadmap: "As technology develops and is tested and proven, new vehicles (such as CAVs) and smart infrastructure are expected to reduce rates of road trauma caused by human error."

Disclosure Summary

Date	Organisation/Individual	Purpose of Meeting
No individual meetings were held		

Expense Summary

Breakdown of all costs incurred	Actual Cost
Airfares – GL 534030	\$1,956.19
Accommodation – GL 534040	\$920.72
Official hospitality – GL 534050	\$0
Attendance fees for delegates – GL 534050	\$0
Ground transport – GL 534050	\$375.43
Meals and refreshments – GL 534050	\$105.78
Other miscellaneous costs – GL 534050	\$0
Total	\$3,358.12

Traveller endorsement

<p>Andrew Wurf Snr Manager Customer Success Customer Strategy and Technology</p> <p>Approved via EBN</p> <p>Date: 2/11/2023</p>	<p>Thomas Teo Customer Support Manager SCATS Customer Strategy and Technology</p> <p>Approved via Email</p> <p>Date: 2/11/2023</p>	<p>Adele Beachley Executive Director Customer Strategy and Technology</p> <p>Approved via EBN</p> <p>Date: 20/11/23</p>
<p>Richard Host Deputy Secretary Customer Strategy and Technology</p> <p>Approved via EBN</p>	<p>Josh Murray Secretary</p>  <p>Noted</p> <p>Date: 28/11/2023</p>	

Background

Conference

The object of SNUG is the advancement of the fundamental knowledge of the art, science and practice of design, operation, and maintenance of traffic signals.

Showcase development to New Zealand maintenance customers

SCATS was allocated a main stage speaking spot to provide a business update on the SCATS venture, including its commitment to customer service, uplift in technical support and our refreshed product roadmap.

Fulfil annual visit – a contractual maintenance requirement

All New Zealand cities using SCATS products are required to commit to an annual maintenance agreement. Maintenance fees are mandatory recurrent fees payable for the maintenance services. Part of this annual fee includes “technical support in the form of one annual visit (not exceeding two days) by Transport”. Attendance at the conference will enable the contractual visit to be upheld by SCATS and Transport.

Connect with customers

SCATS is one of the most widely used adaptive traffic control systems in the world and is currently operational in 214 cities across 31 countries. SCATS has 14 customers in New Zealand. This was a unique opportunity to discuss SCATS face-to-face with a highly invested audience.