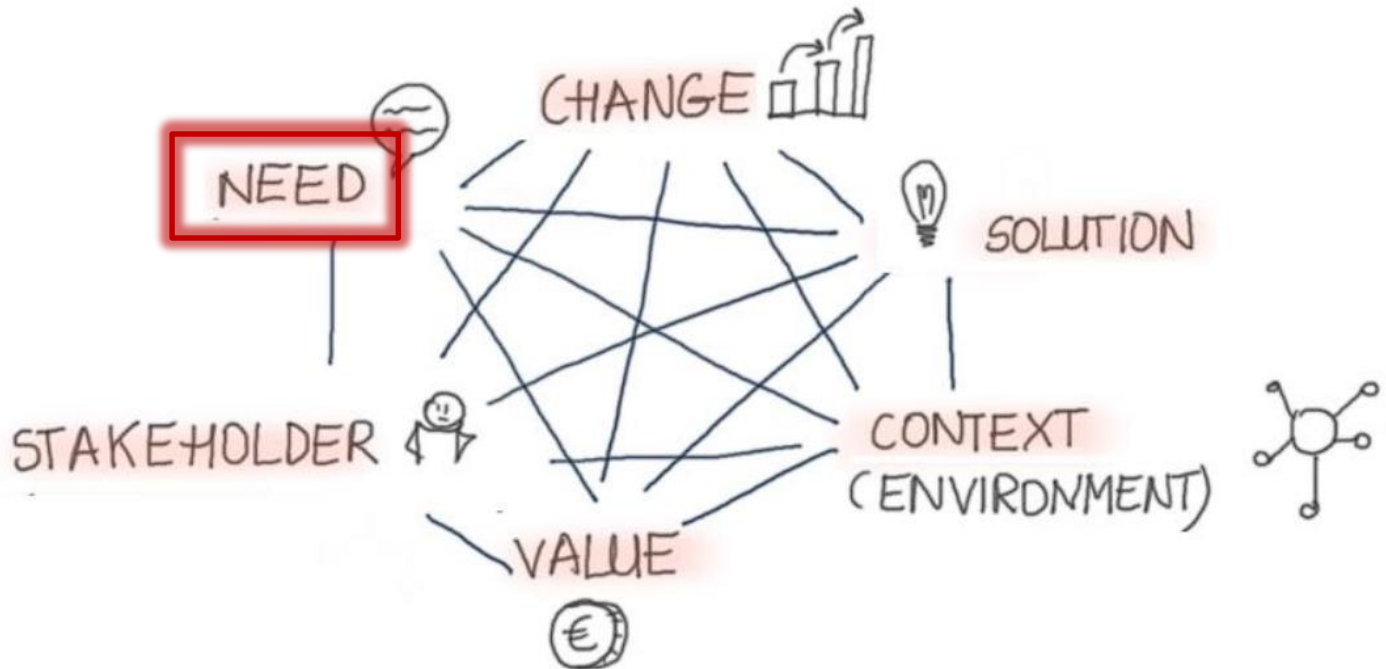


Business Analysis - Need



A “Need” is a problem, opportunity, or constraint with potential value to a stakeholder. It is the fundamental reason for considering a change.

Business Need Definition

Minsktrans requires a **reliable, predictable, and efficient public ground transport system** that minimizes delays, provides transparent service information, and restores public trust, thereby supporting urban mobility and the city's economic and environmental goals

Problem Summary:

- **Unpredictable Service:** Schedules are often theoretical, leading to chronic and random delays, making it impossible for passengers to plan their journeys reliably.
- **Vehicle Bunching:** A common issue where multiple buses/trams arrive simultaneously after a long wait, leading to overcrowded and empty vehicles, wasting resources and frustrating passengers.
- **Lack of Real-Time Information:** Passengers have no access to live vehicle locations or accurate predicted arrival times, forcing them to wait at stops with high uncertainty.
- **Inefficient Operations:** Dispatchers lack the tools for proactive network management, and schedules are not optimized for real-world traffic conditions.
- **Decreasing Public Trust:** Persistent delays erode confidence in Minsktrans, pushing people towards private cars and exacerbating traffic congestion

Root Causes (Identified or Hypothesized):

- Static schedules that do not account for dynamic traffic congestion, roadworks, or weather.
- No real-time vehicle tracking system for operational control or passenger information.
- Reactive, rather than proactive, management of disruptions and delays.
- Inefficient resource allocation (vehicles, drivers) due to a lack of data on passenger load patterns.
- Limited coordination with city traffic management systems (e.g., traffic light priority).