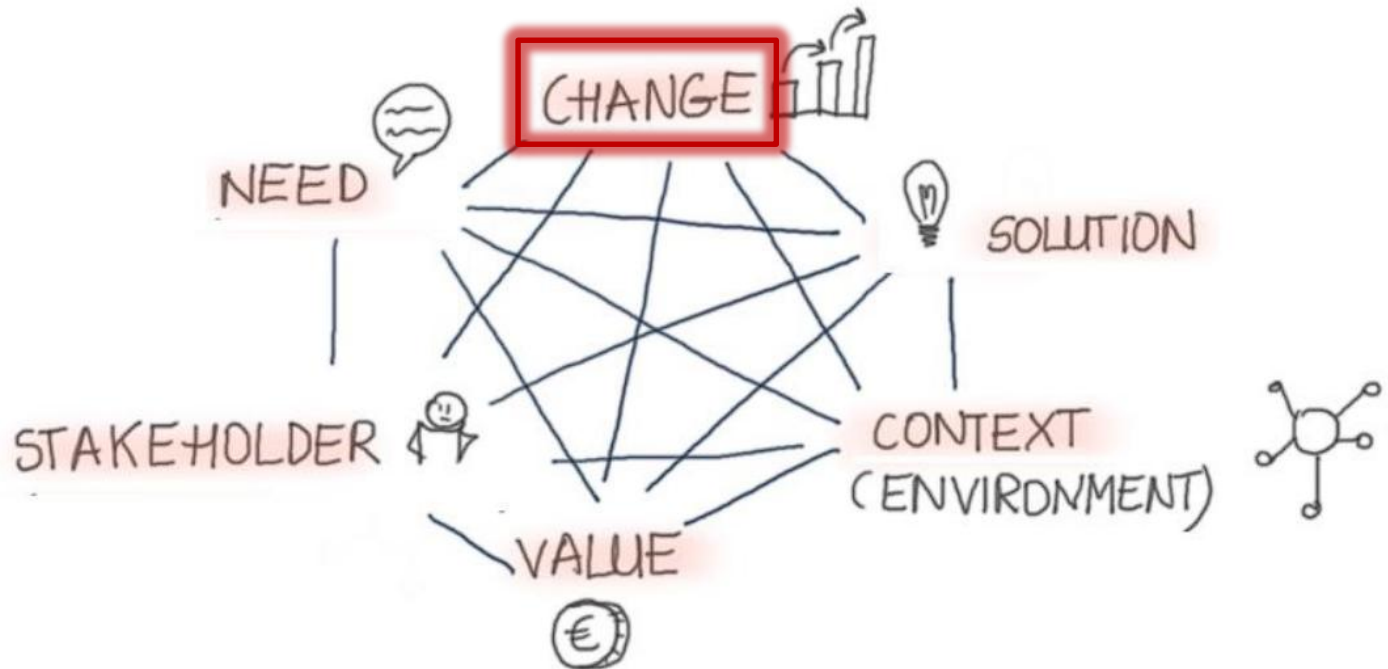Business Analysis - Change

Change is the transition of an organization, system, or team from the current state ("as-is") to the desired state ("to-be"), aimed at achieving business goals and increasing efficiency.

The Current Situation (As-Is):

The average on-time performance (OTP) for Minsktrans routes is estimated at 60%. During peak hours, delays of 10-20 minutes are common, with frequent vehicle bunching. Passenger satisfaction is low, and the system is managed reactively.

Our goal is to increase the on-time performance to 85%, reduce the average passenger waiting time by 40%, and achieve a passenger satisfaction rate of at least 75% (based on surveys).

Indicator	Current State (As-Is)	Target State (To-Be)	Gap
On-Time Performance	60%	85%	+25%
Average Passenger Wait Time	12 minutes	< 7 minutes	-5 minutes
Passenger Satisfaction	45%	75%	+30%

To-Do (Measures to Achieve the Goal):

1. **Technical Measures:** Implement a GPS-based vehicle tracking system, develop a passenger mobile app for real-time information, and create an operational dashboard for dispatchers.

2. **Analytical Measures:** Use collected data to build dynamic, data-driven schedules and predictive models for journey times. Analyze passenger load data to optimize fleet allocation.

3. **Process Measures:** Redefine dispatcher roles for proactive network management. Establish new KPIs focused on predictability and passenger experience.

4. **Collaborative Measures:** Work with the Traffic Management Centre to implement