Kestrel Fact Sheet 4
Case studies

The purpose of this Fact Sheet

We have developed a number of very different versions of Kestrel for a variety of clients across different modes, operations and locations. Given Kestrel is custom built for each client, the nature of the functionality varies immensely. The purpose of this Fact Sheet is to give you some idea of the flexibility of Kestrel and spark ideas about what you might want your version to do.

We also asked colleagues what their favourite feature of each version is.

Client and brief description	Kestrel functionality
Caledonian Sleeper, Scotland A franchised train operator providing overnight services between Scotland and London.	Currently operator only version with joint access planned for Delivery Partners, principally Alstom and GBRf. Given the unique nature of this franchise with trains running overnight and therefore across 2 days and portion working - two departures become five arrivals and vice versa, a customised solution was required. **Our favourite features** Azhar: This version of Kestrel incorporates service quality functionality such as train cleanliness which Caledonian Sleeper is required to report to Transport Scotland. Jon: This is a locomotive-hauled service requiring frequent re-marshalling of coaching stock. We have developed a Train Formation Configurator so that people on the day are aware of what the formation is and any changes to plan. Rebecca: The Attribution module is always popular when I demonstrate it for Australian clients as it automates a lot of manual work, and provides invaluable data for improvement projects.
Docklands Light Railway, London A fully automated, driverless system.	Joint access by the operator and Transport for London. What makes this version of Kestrel unique is that DLR operates an interval as opposed to a timetable-based service. **Our favourite features** Richard: This is pure trivia but I like the fact that this version incorporates station escalator availability. Azhar: It was interesting developing the functionality to measure service intervals rather than the more usual actual versus timetable.

Northern, UK A franchised train operator in the North of England.	Operator only version. This version of Kestrel reports and analyses capacity as opposed to performance, i.e. train composition and number of seats. **Our favourite features** Azhar: We are currently developing a Fuel Efficiency Module which is brand new to Kestrel. Jon: This isn't about Kestrel itself but the Northern franchise has been using this software since 2007. Richard: I like the fact that Northern not only attribute causes of delays and cancellations but also of mis-formations. Rebecca: The number of seats available on services is something I'd like to help implement for clients here in Australia.
ScotRail, Scotland Scotland's franchised train operator.	Operator only version. This version of Kestrel reports and analyses capacity as opposed to performance, i.e. train composition and number of seats. ScotRail has a number of obligations to Transport Scotland which Kestrel provides reporting for. **Our favourite features** Azhar: ScotRail operates a very diverse fleet so it was interesting developing the functionality to enable this reporting.
TransLink, Queensland, Australia TransLink is a Division of the Queensland Government Department of Transport and Main Roads and is responsible for public transport across the State.	Multi-modal version incorporating heavy rail, ferry and multiple bus operators. Operators are both public and private sector. Reports and analyses reliability and punctuality against the various different Operational Performance Regimes in place with the operators. **Our favourite features** Darnis: The Histograms of arrivals and departures in the ferry Dashboards are particularly interesting. Rebecca: The Top 20 Worst Performing Trains combined with Specific Train Analysis provides an easy way to knock off 'repeat offenders' and improve performance. Richard: Connectional Analysis between modes allows sensible management of the customer experience. There's no point running a bus on time if all the passengers miss it because the train they are on is late.

Transport for London (Crossrail) Crossrail will link services to the west and east of London via a new tunnel.	The key requirement for this version of Kestrel above and beyond the usual functionality will be to merge two completely different data sources - traditional data from the existing network and new data from the tunnel section. **Our favourite features** Jon: This provides us with the opportunity to see what new features can be developed as a result of a completely different data source.
Yarra Trams, Melbourne, Australia Yarra Trams operates the world's largest tram network from eight depots.	Operator only version. Reports and analyses reliability and punctuality against the Operational Performance Regime in place with Public Transport Victoria. **Our favourite features** Rebecca: Yarra Trams won a 7 year franchise extension in 2017 and it was particularly rewarding developing new functionality for the Enhanced Operational Performance Regime.