

App keeps people moving

Transport logistics company WCL Management Services regularly manages very large urban projects from its Wangaratta offices. The roles it played during the Gold Coast Commonwealth Games in 2018, illustrate this well.

Director, Matt Joyce said his organisation beat four multi-national companies to win the work.

"We had over 2,000 staff on the books and 200,000 transport movements a day in Queensland, all managed from Wangaratta," Mr Joyce said.

"We won two contracts associated with the Commonwealth Games. One to manage transport for all the athletes and events and the other with Queensland Police, so they were where they needed to be during the games. The police contract alone involved scheduling and managing 100 vehicles and 170 drivers over 32 days, managing the fleet, bookings and the individual transport requirements of 3,500 police through an app we developed," he said.

"And we're doing something similar now with our metro trains project in Melbourne, where we have developed software to manage emergency and planned rail replacements. That system, which deploys buses, determines routes, navigation and tracks vehicle key performance indicators was developed from scratch by our team over 18 months."

Mr Joyce's background is in transport and in 2005 he first explored how technology could assist the industry.

"I have tried to be as innovative as I can by looking at the gaps in the market and how technology can assist to be ahead of the game," he said.



"Ten years ago, we made the decision to move the business from Melbourne back to Wangaratta. I am from Wangaratta and the town has an incredibly high level of talent. We took 54 people from here to work on the Commonwealth Games project."

Mr Joyce says he is proud of the mix of people working on his team.

"I had an 82 year old who provided driver training. The IT Manager from Wangaratta, who is just 36 years old, managed the main Commonwealth Games job. I also had a project manager looking after the Queensland Police job who worked through all their operational requirements, considered how the users could best use the app and really developed his skills through this process. These are just some of the examples, but I am really proud of what individuals in our team have delivered.

"Some of our team members are semi-retired; they have incredible skills to offer that have really helped our business."

Mr Joyce said creating innovative technology systems for a diverse range of user groups and clients has been challenging.

"Signal strength between regional locations still remains a key issue for many transport and technology organisations. Developing apps and systems for an ageing workforce means we must constantly innovate to create flexible systems for regional passenger transport."

Mr Joyce said he also works to attract staff to move to the region.

"Those who have moved here are really enjoying the North East lifestyle."

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