Agenda

How Operators Harness the Power of Technology in their Operations

- Introductions
- Current Scope
- Future Scope
- Questions
Introductions

- Chris DaPonte, General Manager – Voyageur/Voyago
- Evan Taylor, Operations/Business Analyst – National Express

Bus operators use a variety of technological tools, from GPS to apps, to simplify operations, improve communications and build efficiencies.
Current Scope

How does GPS Technology provide Operational Excellence?

- Customer follow up: Parents, Public, School & Consortia
- Driver times, Payroll confirmation
- Stop times, parent concerns
- Route audits
- Allows dispatch to track that drivers start on time and are tracked to maintain OTP and accuracy of routes.
- Activity reporting and vehicle usage
Current Scope

- **Seon Camera Systems**
  - Majority of Spec-Ed related vehicles require cameras based on contract.
  - Allows for in-depth investigation, provides added protection to students and drivers.
  - Video captures inside the bus, but audio captures conversations outside the bus.

- **Alcohol Sensor Technology**
  - Safeguard used in providing safe driving practices
  - Positive driver-acceptance
Current Scope

**Safety Oriented Solutions**

- **DriveCam**
  - Strengthen driver performance through video-based coaching and training
  - Finding the 'Needle in a Haystack' Faster
  - Root Cause and Video telematics
  - Predict and Prevent
Current Scope

Safety Oriented Solutions

- Zonar Fleet Telematics
  - 2010 Handheld/Wand
  - 2020 Connect Tablet
  - Electronic Vehicle Inspection Report
  - Maintenance Services Integration and Troubleshooting
Current Scope

Safety Oriented Solutions

- NE2GO Mobile Application
  - Inspection-based driver facing metrics
  - Speed Alerting
  - Driver Scheduling and Hours and Pay
  - Company contents (Newsletters, Safety Messages, Blog, etc.)
Current Scope

Safety Oriented Solutions

- DOMO Platform
  - Key Performance Indicators Tool
  - Analytics to proactively assess performance
  - Identify and address opportunities for continuous improvement with detailed action plans
  - Mobile Application for Smartphones
Current Scope

Operational Efficiency Solutions

- Office-based Dashboard Tablet
  - Visual Check In/Out
  - Schedule Visibility
  - Wage Control

- Connect Tablet
  - Improve accuracy of driver related data and compliance
  - Scheduling and Payroll application integration
  - EVIR integration
  - Performance Metrics and Speeding Events
  - Hours of Service
  - Meals and Rest Breaks
Current Scope

Operational Efficiency Solutions

- Versatrans Routing Integration
  - Route planning software to identify left turns and to determine if left turns can be eliminated without increasing mileage or affecting total time of route
  - Expanding to all locations where we perform the routing
  - Pilot included 3 CSCs – 1 large urban, 1 small urban, 1 rural CSC
  - Pilot found that 20-45% left turns can be eliminated

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<th>Urban-Small</th>
<th>Urban-Large</th>
<th>Rural</th>
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<tr>
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Current Scope

Operational Efficiency Solutions

- Dossier
  - Daily reminder Dashboard
  - Inventory Management
  - Fuel Usage, unit tracking Performance analysis
  - Fuel and Meter Import

- Personnel Management
- Vendor Management
- Management and Control and warranty Costs
- Generalized reporting
Current Scope

Operational Efficiency Solutions

- Route Optimization
  - Deadhead reductions

- Routing Software
  - Deadhead to live route comparison
  - Deadhead comparison by bus style
  - Deadhead comparison by region
  - On time performance (by delay type)
  - Customer concerns/Incidents

- Key Performance Indicators
  - On Time Performance
  - Route Start and End times
Current Scope

Operational Efficiency Solutions

- Dispatch Software
  - BusHive Software
  - TDM
  - Zonar GTC

- Dispatch Driver Application
  - TDM Sign in app
Customer-Focused Applications

Where’s My Bus? Module
- Route- and time-based “planned vs. actual” comparisons
- Secure portal for all routes and scheduled stops for your student(s)
- Mobile Application
  - Estimated Time of Arrival feature
  - Receive messages that notify users of route delays and schedule changes
- Available in English and French
Future Scope

Upcoming Solutions

- DriveCam
  - Canadian Deployment in 2019 (Kitchener, ON Pilot)
  - In-cab coaching for DriveCam events (speeding alerts, video footage, etc.)

- Student Tracker Connect Apps
  - Manifest Enhancement to allow for Special Education student ridership tracking via Z-Pass (2019)

- Connect Tablet
  - Student to route association
  - Child Check inspection and check out procedures
  - Versatrans/Busplanner integration for turn-by-turn directions
  - On-board driver-based metrics and coaching via tablet and/or Mobile Application

- Bus Report – Feedback Management Software
Future Scope

**Upcoming Solutions**

- **GPS Integration**
  - Routing software and GPS working together to notify of delayed stops, traffic issues, mechanical issues
  - Dashboard reports - Deadhead, speeding, idling, off time.
  - Parent App, delay notifications

- **Smartphone Application**
  - Using an app to live update through Bluetooth to track run time, will eliminate radio conversation.
“Excellence is the gradual result of always striving to do better.”

Pat Riley