What Do Transit Agencies Really Want?

Passio Technologies & *FASTER*Assets Answers the Question with Their Best-of-Breed Transit Technology & Fleet-Management Solutions

Poll the top management of most large transit agencies about where they want their systems to be—operationally and in the realm of fleet management, and you're certain to hear a lot of the same things. Let's explore that conversation a little more deeply...

WHAT DO TRANSIT AGENCIES WANT IN THE REALM OF DAY-TO-DAY OPERATIONS?

- To optimize your day-to-day fleet operations—in terms of routing, stops, fuel consumption, and more.

- To make the transit experience safe, convenient, comfortable and transparent.

- To deliver outstanding customer service to existing customers and attract new ones.

- To know where their whole fleet or a specific vehicle is at any point in time.

- To be able to collect a multitude of data about their fleets, analyze that data, and generate reporting that boosts overall system-wide efficiency.

WHAT DO TRANSIT AGENCIES WANT IN THE ARENA OF FLEET MANAGEMENT?

- To keep maintenance costs low - minimize unplanned vehicle downtime (which, of course, increases costs and keeps you from delivering the highest quality customer service).

- To optimize fleet-wide fuel consumption

- To be able to gather and analyze a wide array of data on your fleet's operations in order to boost efficiency across your system, and drive better decision-making about your fleet.

- To improve and automate your maintenance workflow, so technicians work more efficiently, parts-ordering is simplified and jobs are completed faster and more effectively.

If you have an older Fleet Management System (FMS), you'd love to have…

An FMS that's web-based—meaning no more ongoing hardware or software costs, and where the solution provider handles ALL upgrades, updates, patches glitches.

And if you haven't upgraded to a newer FMS yet…

You want the upgrade process to be as simple as possible, with minimal disruption to day-to-day operations, and allows for easy integration with existing processes.

What Makes for a "Top Fleet"?
By definition, transit agencies that achieve all the above are operating highly efficient fleets on multiple levels—and by multiple measures.

In fact, it's safe to say that such fleets would be recognized as the best fleets in the industry. Certainly, those top fleets would have "the right stuff"— a commitment to excellence on many levels, and a culture that welcomes and encourages input and collaboration from all levels of the agency.

But, just as importantly, they'd embrace new and innovative technologies that help them deliver an ever-improving transit experience to their customers. And, Passio Technologies and *FASTER* Assets are proud to be the providers of some of those industry-leading technologies.

And yes—you knew it was coming—a substantial percentage of our customers are recognized year after year by the NAFA Fleet Management Association as some of the '100 Best Fleets in the Americas'—as well as earning the Elite Fleet designation by Government Fleet.

In 2022, *FASTER* customers occupied 50% of the top 10 slots—including the #1 slot (San Bernardino County), and in 2021, 41% of the NAFA's 100 Best were *FASTER* customers.

So, how exactly DO our two companies help transit agencies become the best they can be? Well, let's look at our earlier wish-lists and see how the solutions provided in tandem by Passio and *FASTER* can help transit agencies get there…

THE DAY-TO-DAY OPERATIONS SIDE

On the transit-technology side, here's what transit agencies want, and how our solutions help them realize those ideal outcomes. First…

Optimize your day-to-day fleet operations—in terms of routing, stops, fuel consumption, and more.

An optimized fleet is one that more effectively manages its resources, operates with an ideal system of routes and stops, and keeps costs within budgets.

PASSIO'S LEADING-EDGE SOLUTIONS SUITE ALLOWS YOU TO DO ALL THAT. HOW? BY GIVING YOU VISIBILITY OVER YOUR ENTIRE NETWORK. AND THAT BEGINS WITH PASSIO NAVIGATOR, WHICH IS THE HEART AND SOUL OF THE PASSIO LINE.

What's Navigator? Think of it as the Mother Ship. The Main Brain. It's the hub for so many of Passio's applications, and it gives you easy access to a broad array of editing, messaging and reporting functions.

Logistically, Navigator is the engine behind the MDT (Mobile Data Terminal), a swappable device, featuring a touchscreen driver interface, which links to other onboard devices and allows you to both control and collect a wide variety of data.

Navigator also allows you to control your Passio settings, including passenger counts, voice/LED announcements, routes, stops, time-point scheduling, fleet information and more.

Where's My Bus/Fleet?

Navigator addresses another aim of transit agencies:

- **To know where their whole fleet or a specific vehicle is at any point in time.**

With Navigator's Live Map function, you get a bird's-eye view of your entire transit network at any given moment. You can, in real time…

- **View bus locations**
- **View system status**
- **Monitor passenger loads**
- **Check a specific past Live Map view for comparison purposes**

Through its Alerts functionality, Navigator generates vehicle and system alerts about driver speeding, accidents, passenger emergencies and more. That speaks to the safety and transparency aspects of another transit agency "ask":

- **To make the transit experience safe, convenient, comfortable and transparent**

To cover the above "convenient" and "comfortable" bases, Navigator is also the origin point for all the data that gets sent to our popular rider app, Passio GO.

Thanks to the app, riders know where their bus is, when it's arriving, the next scheduled arrival after that, the closest stop to their location, any impending delays, and more. All that info is available on smartphones, computers and on public displays.
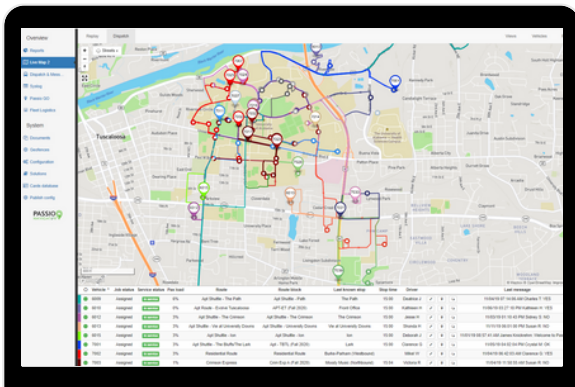
Further boosting the convenience, comfort and transparency of the transit experience is our flexible Automated Voice Announcement (AVA) program. It allows you to easily customize and schedule the content, frequency and trigger points for each stop and each route.

That system also enables LED sign-messaging—which can display the route, destination, the next stop, driver names and announcements (and can be integrated with existing PA or radio systems). All of that enhances your riders' experience.

Do all that, and you'll make good on another wish-list item:

- **To deliver outstanding customer service to existing customers and attract new ones.**

Finally, and arguably, the most important…

- **To be able to collect a multitude of data about their fleets, analyze that data, and generate reporting that boosts overall system-wide efficiency.**

Thanks to Navigator, that collected data includes: passenger loads, passenger counting (through a cloud-based application), passenger types (elderly, disabled, etc.), vehicle speed, boundary alerts, how many passengers board/deboard at a given stop; vehicle on-time records; how this data compares to historical trends; and more.

Analyzing that data can drive more efficient routing. For examples, if far fewer passengers board at Stop A than Stop B, perhaps that leads to changes in stops/routing, which, in turn, can yield more efficient fuel consumption.

Okay, so that's an overview of how Passio—thanks to Navigator—can help you optimize the day-to-day operations of your fleet and provide a great rider experience.

The Fleet-Management Side

Then, there's the fleet-management side, which is covered by *FASTER* Assets, and specifically, our best-of-breed, fleet-management system (FMS), *FASTER* Web. Let's review what transit agencies want in the fleet-management arena…

Remember, the first two are:

- **To keep maintenance costs as low as possible, and…**
- **To minimize unplanned vehicle downtime (which, of course, increases maintenance costs and keeps you from delivering the highest quality customer service).**

"Next-Level" Preventive Maintenance

How does *FASTER* accomplish this? Well, as you know, there's preventive maintenance and predictive maintenance. Preventive maintenance, of course, is regularly scheduled maintenance.

If you have an older FMS, you're likely relying on manual checking and imprecise metrics such as mileage and engine hours to determine a maintenance schedule.

For example, "Our schedule says it's time to change the oil or tires, etc.…"

That's fine, but what happens when one of your vehicles develops an issue your current system doesn't detect—until it's too late? That resulting unscheduled maintenance will cost more—both in the repairs and the unplanned vehicle downtime.

FASTER's leading-edge FMS, *FASTER* Web allows for more effective preventative maintenance, as it's based on a more robust and accurate data set —things like industry averages, OEM guidelines, and best practices.

Predictive Maintenance—Like X-Ray Vision But, far more importantly, *FASTER* Web can facilitate predictive maintenance—i.e., as needed —and based on a vehicle's actual condition.

***FASTER* Web uses telematics to collect "in-the-moment" data on a vehicle's operation:**

- Trouble alerts (i.e., from engines, tires, etc.)
- Meter readings (i.e., miles, hours, PTO, engine idle hours, etc.)
- Driver behavior
- Vehicle location/activity, and, it…
- Compares that data to current and historic baseline trends for such vehicles.
- For EV fleets: Data can also track battery optimization and battery lifecycle

The result is an invaluable "second sight" that can pre-emptively signal maintenance teams to impending failures—before they happen.

Your overall fleet-efficiency rises, as you can now plan for the repair and downtime, reducing costs on several levels. In the process, you end up delivering a more consistently high level of service to your customers.

Data "Fuels" Smarter Resource Management
But, that new data "dividend" addresses the next wish-list item…

- **To optimize fleet-wide fuel consumption**

With an older FMS, tracking fuel costs is a typically a challenging manual exercise. But, thanks to the fuel-consumption data collected by *FASTER* Web, you can automate the process of managing fuel usage and cost.

You'll also be able to compare traditional and alternative fuel-usage data to reveal ways to lower costs and emissions. You'll get "bankable" insights into your fleet's fuel economy, which, in turn, can driver smarter buying strategies for either electric vehicles or fuel alternatives.

Data-Driven Insights = Better Decision-Making This enhanced data stream from *FASTER* Web is the gift that keeps on giving, and it delivers on the next item:

- **To be able to gather and analyze a wide array of data on your fleet's operations in order to boost efficiency across your system, and drive better decision-making about your fleet.**

All this newly available data on your fleet's operations allow for a robust level of reporting and Business Intelligence that older systems can only dream of providing.

We're talking about new data-driven insights that can yield system-wide benefits that go far beyond cost savings and better customer service:

- **you'll enhance your vehicle-utilization levels, enable more informed "right-sizing" initiatives, and allow for better long-term decision-making.**

Take Workflow Automation to New Heights
How about in your actual maintenance garages? In that arena as well, *FASTER* Web delivers on yet another wish-list item:

- **To improve and automate your maintenance workflow, so technicians work more efficiently, parts-ordering is simplified and jobs are completed faster and more effectively.**

Older systems mean manual scheduling (i.e., on a central standalone computer), while *FASTER* Web puts tablets into the hands of all technicians, and with just a few screen taps, you can automate workflows like never before.

- Technicians view and select their next job right on the screen.
- When a tech logs into a repair, their time is billed to the Work Order in real time.
- Technicians request parts right from their tablets, improving productivity and efficiency.
- Techs can use tablets to communicate amongst themselves to optimize repair outcomes.
- Easy-to-use, tablet-based interfaces make it a breeze to cross-train new and existing staff.

No More Ongoing Hardware/Software Costs
Then there's the significant and substantive savings in costs and hassles that *FASTER* Web delivers, addressing the desire on the part of transit agencies with older FMSs:

- **An FMS that's web-based—meaning no more ongoing hardware or software costs, and where the solution provider handles ALL upgrades, updates, patches glitches.**
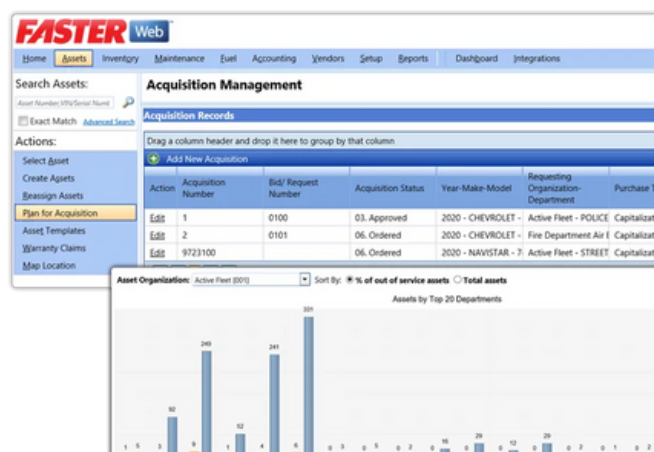
Agencies with an older FMS typically have to invest in new hardware every 3-4 years, not to mention the constant upgrades, updates and operating-system patches, as well as having to deal with firewalls and performance monitoring.

FASTER **handles ALL of that. Plus, it means no more:**

- Ongoing hardware-upgrade costs and accompanying fees.
- Licensing fees for Crystal Reports
- Citrix connectivity to remote locations
- Client installs during new deployments and upgrades.

Easy Integration with Existing Processes
But, no one looks forward to upgrading to a new FMS, and if you're considering it, that final wish-list item captures your concerns:

- **You want the upgrade process to be as simple as possible, with minimal disruption to day-to-day operations, and allows for easy integration with existing processes.**

The big fear? "Is doing this going to turn our operation upside down, and if so, for how long?"

While any significant technical upgrade will entail some short-term adjustment, *FASTER* Web provides enterprise-level integrations and automates existing processes with minimal downtime. There is plenty of good news on the migration front:

- We've moved countless companies to *FASTER* Web, meaning we've learned more, fine-tuned more, and ironed out the many kinks.
- You'll be assigned a dedicated implementation team to help move your data.
- You'll have access to data-cleanup tools to ensure data integrity and consistency.

Bottom line, we'll get your *FASTER* Web system integrated, tested, and fully functional, on average, 20% faster than other FMIS providers.

FAR MORE EFFICIENT DAY-TO-DAY OPERATIONS AND FLEET MANAGEMENT ARE A LOT CLOSER THAN YOU THINK, AND FROM ONE SOURCE—THE COMBINED EXPERTISE OF PASSIO TECHNOLOGIES AND *FASTER* ASSETS.

Again, there's a reason why so many of our customers routinely make the NAFA 100 Best Fleets list. A whole host of reasons, in fact, as we've detailed above.

PASSIO TECHNOLOGIES

FASTER Web

For more information, visit www.passiotech.com and www.fasterasset.com