

*Build confidence and security
with real time information.*



About Connexionz

Mass transit regulators, operators and passengers need services that are reliable, efficient, and above all else, safe. Other factors in the search for acceptable and affordable transit solutions are; the impact on our environment such as noise and greenhouse gas pollution; traffic congestion; and the ability of infrastructure to keep pace with demand.

Connexionz' committed team believe that accurate real-time information is the key to the future of public transport. Their innovative *i-connex* system provides data that enables service providers to manage their transit systems efficiently and reduce operating costs, and gives passengers confidence that their transportation choice is safe and reliable.

Connexionz was established in 1998 to develop a security and GPS based system for vehicle tracking, in the trucking industry. However, when the Christchurch City Council released a tender for a Bus Tracking and Passenger Information System in 2000, Connexionz modified their system suitable for public transport. Connexionz was successful in winning the Christchurch project and since then has focused solely on Intelligent Transport Systems for passenger transport.

Over the last 8 years Connexionz has steadily grown and now has representation in the United States, United Kingdom and New Zealand, with operational Transit Information Systems in these countries.

Connexionz offers a turn-key, proven, off-the-shelf solution that is scalable for any size transit agency.

i-connex delivers

Connexionz' *i-connex* system benefits everyone in the public transport chain, from the transit authority through to the passenger by providing predictive arrival times at stops; current and historical performance data is also a feature of the system.

With industry-leading features, advance capabilities and proven performance, Connexionz' *i-connex* system is a solution that meets the challenge of delivering reliable and safe transit services.

How the transit authority benefits

Local authorities now have the ability to measure the service performance of Bus Operators that until now have come to their attention solely through customer complaints and small scale monitoring of services, not hard facts.

i-connex changes this by providing real data on how the transit system is running.

Transit authorities can use *i-connex* to generate comprehensive reports that show how every service is or has performed; which service started early or late; or a vehicle that did not complete the trip. This enables authorities to make decisions about their services, based on accurate information.

The extensive reports of schedule and route performance, coupled with passenger loading information from *i-connex*, deliver the necessary details for effecting the continual improvement of the transit system, and changes the way transit authority and operators work together.

How the operator benefits

Traditionally, transit operators have had little or no information on what their buses, trams or trains are doing once they leave the depot. Performance reporting has been limited to a few trips that are monitored by direct supervision and complaints from the public. However, with an *i-connex* system, dispatchers can monitor their vehicles at anytime, and can easily see when a vehicle is off-route, ahead or behind of schedule - making fleet management a breeze.

As information is the key to understanding the overall performance of a transport system,

i-connex can fundamentally change the way an operator manages their fleet.

i-connex makes it possible for operators to view every trip remotely, placing accurate information at their finger tips, from actual departure times to how many passengers boarded each trip at each stop. This information is available instantly as it happens - giving operators the ability to correct any issues in the field straightaway.

The *i-connex* reporting system can also provide details on which drivers consistently keep to schedule. The CCTV solution coupled with an accelerometer, can alert operators to poor driver behavior (for example, excessive braking). This enables operators to develop initiatives for improving driver performance, and build consistent driving standards. Good driving habits can be acknowledged and rewarded, while poor practices can be identified for further training.

How the passenger benefits

Passengers are an important factor in any transit service, and by providing trustworthy and timely information to the passenger a crucial element for the success of a transport system.

Good information builds passenger confidence and trust;

If passengers know when their bus, tram or train will arrive, they will feel in control. The end result is ridership retention and growth.

i-connex offers a complete passenger information system for public transport, from printed and online timetables, to real-time arrival information for each stop that can be viewed online, delivered to a cell phone, or displayed at the stop via electronic signage.

Maintenance & management services

Connexionz understands what is required to maintain the integrity of your real-time system, and make certain that your investment operates to a standard that meets the needs of all stakeholders. Their comprehensive maintenance and management services will ensure that your system operates at a level that meets or exceeds customer expectations. Connexionz will monitor your system, providing 24 hour telephone support to dispatch staff. Connexionz' experienced team will provide face-to-face online system training as required.

One vehicle tracked incorrectly generates faulty data that can result in loss of confidence from passengers, and loss of performance information. A pro-active approach to maintenance is essential to ensure accurate and reliable information is available to passengers and operators.

Why invest in a Connexionz system?

Connexionz' reliable, feature-rich solutions add significant value to transit systems, giving everyone the confidence and control that they need.

Connexionz has a passion and commitment to deliver on their promises, and their satisfied customers are a testament to that. Connexionz has an excellent record of delivering systems that work, quality products, and outstanding service.

"We have been pleased with the level of quality and swift response from Connexionz so much so, in fact, that we are expanding the system to all twelve of our routes and 30 buses. The ease of Connexionz dialing in to the server (located here in Arlington VA) to update the routes, bus stops and times has been very welcome. We are going to order 40 more BusFinders™ too. Again, Connexionz products work well, and the support of the company for our (remote to them) operation has been superior. I recommend them highly."

Eric Smith, Transit Operations Coordinator, Arlington County, 2007

"Connexionz has provided University of Maryland with an outstanding robust system, which meets all our specifications and functional requirements. They continue to support UMD by remotely monitoring the system on a daily basis, providing training for new staff, conscientiously carrying out software and hardware updates, and attending to warranty and maintenance issues promptly, and as necessary. The advent of Real Time Information has seen overall ridership increase 20% during the first full year of operation, the IVR system now receives as many as 14,000 arrival enquiries each month, and we have been able to modify our routes and timetables to improve our resource utilization and operational efficiency."

David Davitaia, Assistant Director, Dept. of Transportation Services, University of Maryland, 2007

"On May 2008, Santa Clarita City Council awarded Connexionz the contract to install a transit information network on the city's entire 81-vehicle fleet. The project is due to be completed by May 2009.

When we roll this out in 12 months from now, customers will be able to see on a real-time basis through signs that are posted throughout the community or at their desktops on their computers where their bus is at and when it is going to arrive at any given location at any given time of the day. We are pleased to be partnering with Connexionz on this very exciting and important project."

Jeff O'Keefe, City Transit Manager, City of Santa Clarita



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