

Software solutions for
transport management

The future accelerated



velociti-solutions.com



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Focussed on delivering your success

Driving forward your operation

In the rapidly evolving transportation industry, it is essential for transport authorities, bus and rail operators to have access to tools and services allowing them to adapt promptly and efficiently to changing circumstances. By utilising our innovative technologies and strategic consulting services, we can support you to enhance operations and better meet the needs of passengers.

Our clients

With our deep sector knowledge gained over the past 30 years, we are trusted by transport authorities, bus and rail operators in the UK and international markets.

Our commitment and passion

We are continually improving our platforms, consulting with our customers, responding to and anticipating the changes in the passenger transport industry. Our team of industry experienced transport professionals, and IT experts, have the hands-on knowledge to positively meet the needs of our users. We pride ourselves on our quick and friendly advice to help our clients achieve the best solution.

The future of transport transformation

Our proven, road-tested solutions constantly evolve and work together, using artificial intelligence, optimisation algorithms and cloud computing.

Technologies that work brilliantly as point-solutions that you can grow into an integrated, strategic digital infrastructure.

By choosing our solutions, you are choosing the digital future of your operations.

Solutions that drive efficiency and accelerate decision-making

For subsidised contracted bus services and franchised networks

Optimise across the board

Fully integrated system to streamline processes with ease

Improve service quality

Maximise performance and planning of new and existing services

Ensure seamless transition

Generate service specifications as part of the tendering process

Secure network success

Monitor and evaluate operator compliance and performance

Make payments painless

Assure operators their payments are complete and accurate

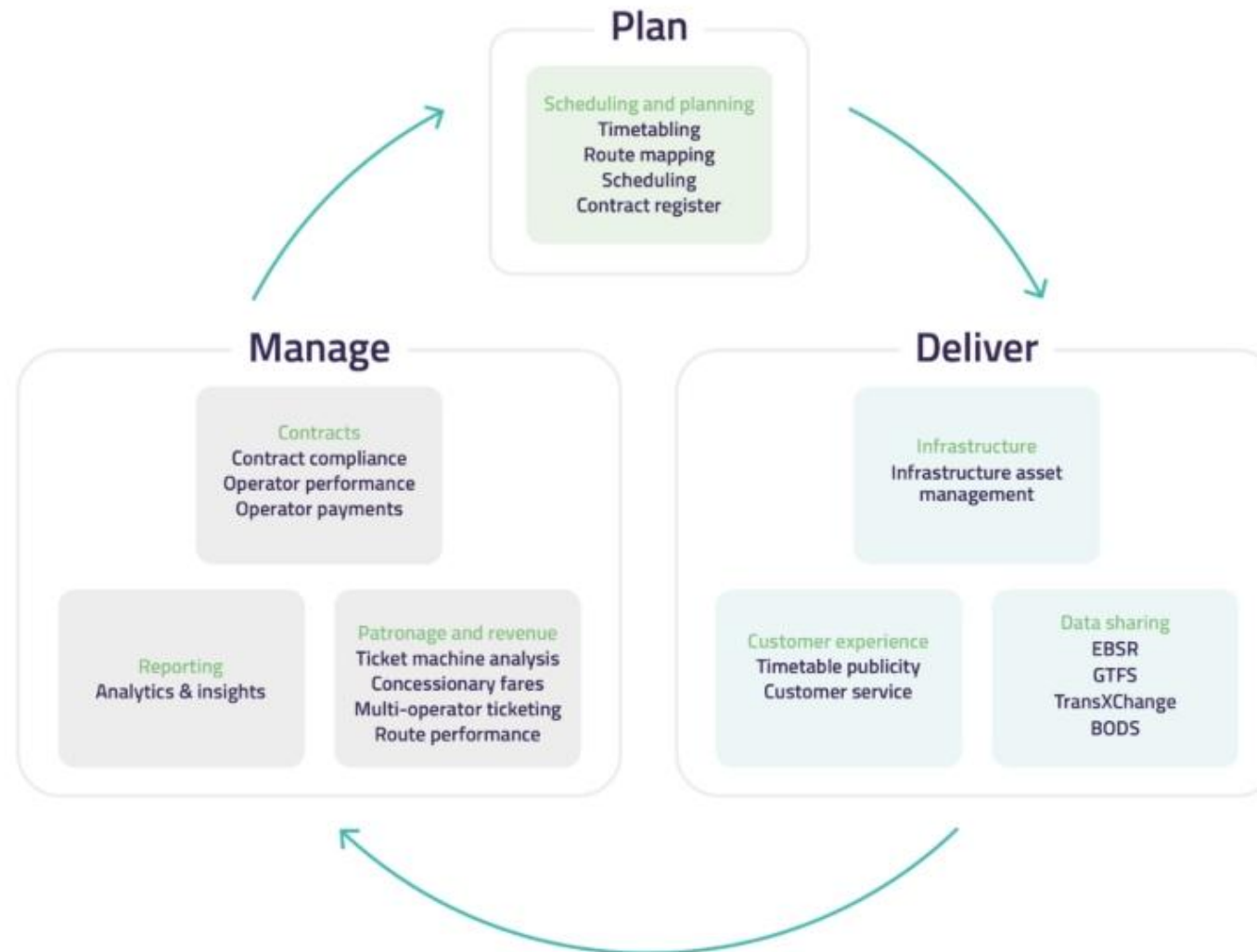
Make data-driven decisions

Unlock actionable insights from your data to drive network optimisation



End-to-end solution for transport authorities

Maximise operational performance of contracted bus services from planning, delivery and management



SCHEDULING AND PLANNING

Investing in our bus operation is essential for our ongoing growth, and implementing the Omnibus software suite from Velociti Solutions was the obvious next step for us. Previously, we relied on spreadsheets, which are time-consuming and more prone to human error. Using software specifically designed for the industry ensures we can create efficient routes and timetables that meet the needs of passengers with ease, giving us more time to focus on improvement plans.

Councillor Ken Gowans

Chair of the Economy and Infrastructure Committee at Highland Council on adopting Velociti's timetabling, mapping, and scheduling solutions

SCHEDULING SUITE

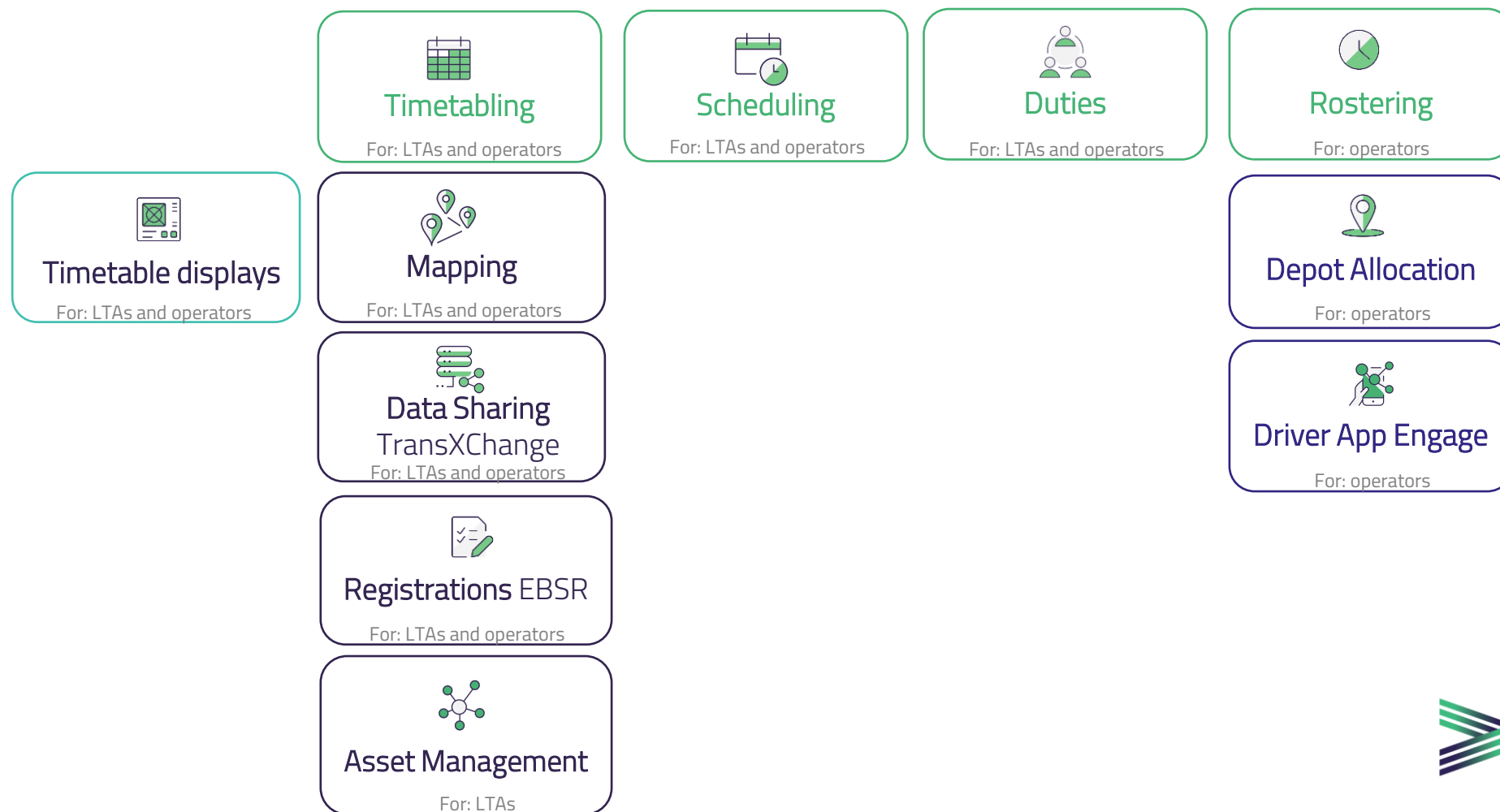
Your route to better transport management

Enjoy new levels of efficiency with your passenger transport timetables and schedules using our market leading software and consultancy solutions. To stay-ahead in this fast-changing environment you need access to tools and services that enable you to respond quickly and effectively.

Our solutions utilise leading technology to enable passenger transport authorities to develop optimum timetables and schedules. These feed through to timetable publicity and data sharing tools that give passengers access to accurate information and ensure you comply with regulations.

Our range of software solutions for passenger transport

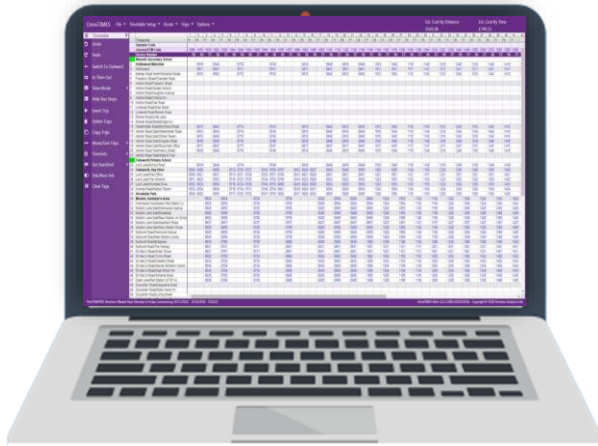
Timetabling, mapping, scheduling, staff rostering, crew duties, depot allocation, publicity materials, asset management and data sharing



TIMETABLING

Compile timetables quickly and efficiently for all types of passenger transport.

When building complex timetables, schedulers need to feel that decisions and structures made for them are both reliable and consistent. With a reputation for being powerful, yet easy to use and intuitive, our timetabling software is used worldwide by organisations to compile timetables of all types – bus, rail, tram and ferry.



Timetables created fast

Quickly produces clear and accurate timetables



Model different scenarios

Trips may be altered and retimed instantly, enabling you to experiment with service ideas without wasting valuable time



Intuitive interface

Easy to maintain and update timetables with quick editing functionality saving valuable time



Complex timetables

Easy development of complex timetables, with differential running times, in a matter of seconds



Data sharing across applications

Automatically share data platforms to improve efficiency in business operations



Configurable to requirements

Timetables can include as much information as required, either 12 or 24 hour clock, and with a choice of styles to suit which can be edited by the user

Timetables

Mapping

Schedules

Duties

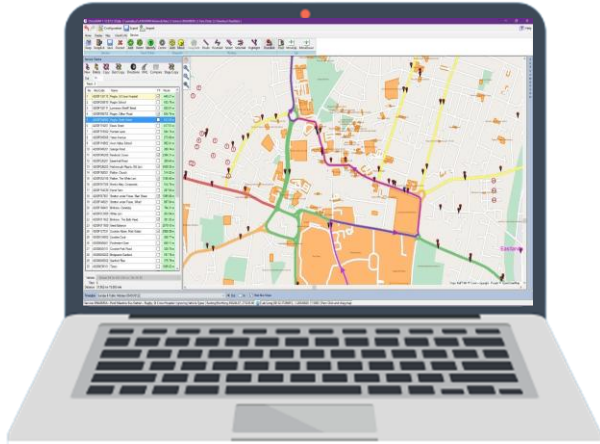
Rosters

MAPPING

Digital mapping for bus networks

Digital maps are a commonplace tool for both individuals and businesses, from basic online route planning to tracking vehicles around the country. However, these products have mainly been designed around car accessibility and are not that useful for the different characteristics of a bus network.

Our mapping solution is developed specifically for bus operators and transport authorities managing a bus network. It is extremely user-friendly and a versatile tool for planning, displaying and editing bus services and stop networks.



Create bus routes easily

Simplifies the creation of new routes taking into account bus specific road network (eg bus lanes)



Route optimisation

Helps optimise routes and services by automatically route between points, allowing for restrictions



Visualise the routes

Achieve a visual perspective of routes and bus stop network



Intuitive interface

Easy to use platform with quick editing functionality saving valuable time



Data sharing across applications

Share data across platforms, Timetabling solution, to improve efficiency in business operations



Reduces work-hours spent visualising

Routes are efficient and accurate reducing the time needed for reworking

Timetables

Mapping

Schedules

Duties

Rosters

SCHEDULING

Produce efficient and accurate vehicle schedules – tender bus services with confidence

An advanced software platform designed to support transport authorities throughout the tendering of contracted bus services. From early planning through to mid-contract changes, it recommends optimal vehicle workings by route, helping you produce accurate, competitive tender packs. With operational requirements clearly defined upfront, the platform promotes a fair, transparent, and efficient bidding process for all operators

"Our customers rely on us to increase their accessibility and mobility by connecting them to where they need to go. To meet those expectations, we are delighted to partner with Velociti to drive efficiencies as well as allow us to boost areas that are raising revenue to support the work of the charity."

Nigel Eggleton
Commercial Director at CT4N



Cost efficient schedules

Quickly produces cost-effective schedules for all vehicle fuel types



Intuitive interface

Easy to maintain and update timetables with quick editing functionality saving valuable time



Data sharing across applications

Automatically share data platforms to improve efficiency in operations



Reduces work-hours spent modelling services

Schedules are efficient and accurate reducing the time needed for modelling scenarios



Accurate

Eliminates unnecessary errors



On-demand reporting

Accurate statistical reports produced instantly

Timetables

Mapping

Schedules

Duties

Rosters

CREW DUTIES

Produce robust and efficient compliant driver duties to understand service delivery costs

Our leading automatic crew scheduling system can quickly and efficiently produce a set of drivers' duties, taking into account a wide range of user-controlled parameters and covering many variations in the labour agreement rules. With features to control elements such as route content within duties, and minimising undesirable duty types, it allows the creation of efficient schedules that are also practical in operation.



Optimised crew duties

Robust, workable crew duties turnaround with speed minimising the need for adjustments



Productivity increased

Saves valuable resource time in planning, improving productivity



Data sharing across applications

Automatically share data platforms to improve efficiency in business operations



Scenarios modelling

Easy to run 'what if' scenarios and see the results of changes instantly



Maximise operational management

Links with our timetabling and rostering applications providing a powerful management tool



Law and labour rules compliance

Meet local labour rules and laws with ease, flexible system to incorporate rules

CONTRACT MANAGEMENT

Part of the ETM DAS solution

Enjoy new levels of control and visibility over the bus networks that service your communities.

Ensure tendered routes are delivered in line with contracts and demonstrate good stewardship of public funds, whilst reducing the time spent administering and monitoring operator performance.

It's the wheel-turning, 360° view you need to ensure your networks are running effectively.



Contract management

ETM analysis

Multi-operator ticketing

Concessionary analysis

CONTRACT MANAGEMENT

Efficiently manage contracts with ease, reducing the administration burden

Centralise all contracted services' data in one single platform, our solution streamlines the tendering processes from procurement to allocation, monitors operator compliance, reduces administration time, and equips authorities with valuable data to make informed and effective decisions regarding their contracted transportation network.

Velociti's experience and knowledge in delivering their contract management software to a wide range of customers meant they fully understood our requirements and ensured a seamless transition from our previous systems with no impact on data flows between bus operators and ourselves. The feedback from our bus operators has been overwhelmingly positive as the Velociti software has greatly improved data quality whilst also making the process of submitting data much more efficient.

Paul Clark
Bus Contracts Officer at MerseyTravel



Central repository for contracts

Access to a central record of all contracted services down to individual trip in one location with their associated history.



Accuracy

Ensure operators are not over paid and demonstrate good stewardship of public funds.



Decision making

Use data from all aspects of contract performance to inform decision making and drive improvements.



Compliance

Monitor all tenders to ensure that they are operated in line with your contracts.



Invoice automation

Streamline the administrative process with automated invoice generation for non-compliance penalties



Insights

Integration with our Insights platform to provide advanced analytics.

DELIVER

The implementation of the Omnibus software suite has been transformative for us. Previously, we manually produced more than 100 key stop roadside timetable displays and PDFs for online upload, which was time-consuming. With the timetabling and display publishing software, we have saved countless hours, reduced errors and ensured higher accuracy. This efficiency has allowed our team to focus on enhancing the quality of services we provide to the public, ultimately benefiting the entire community.

Devon County Council on adopting Velociti's timetable publicity solution

ASSET MANAGEMENT

NaPTAN editor and roadside asset management

NaPTAN (the National Public Transport Access Node database) uniquely identifies points of access to public transport. It is an essential resource for local authorities and operators, providing a single source of bus stop information for use in timetables, publicity and journey planning. However, local authorities and operators find that the data can sometimes be inaccurate or require updating, which is where our asset management solution is invaluable.

Powerful validation on NaPTAN data as you edit

The system allows you to maintain StopPoint and StopArea records for your area. Built to support all the features of the NaPTAN version 2 XML schema, the editor is easy to use and validates changes as you edit.

For those moving from managing bus stop data using spreadsheets, NaPTAN version 2 data can be much more complicated than using a single table. The solution provides a specialist editor and imports and exports data in XML format. The facility to perform a fast bulk import of your existing NaPTAN and NPTG (National Public Transport Gazetteer) data will get you up and running quickly.

System data integrity

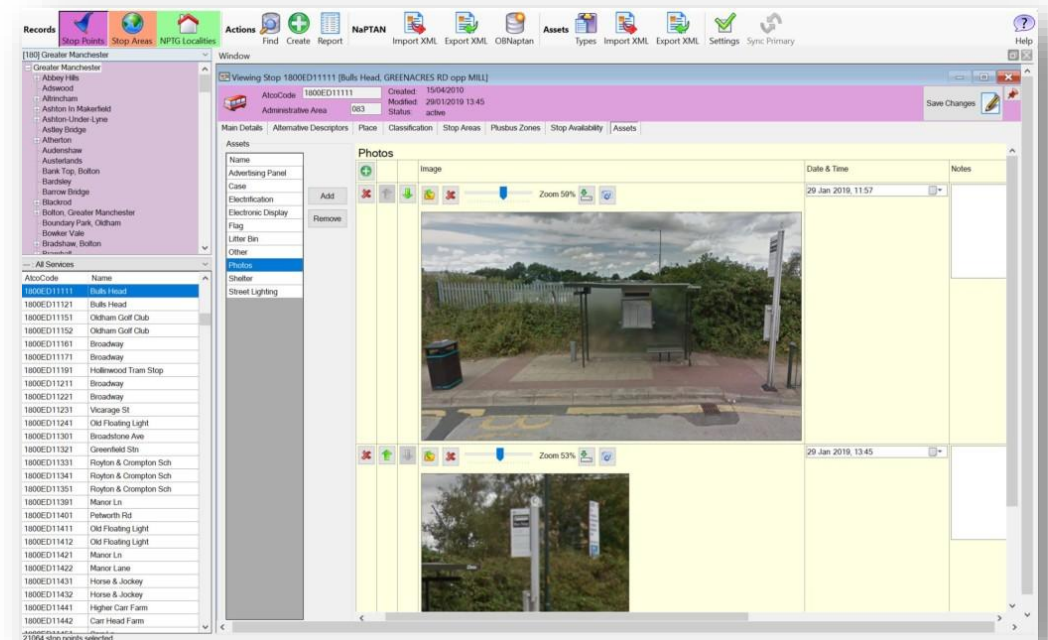
The software can be installed on Windows tablets & laptops to allow remote data collection and editing including taking GPS readings and photographs from within the application. Automatic database synchronisation between devices and your system ensures data integrity.

Details of asset information can easily be extracted to assist with asset maintenance and information management.

Asset management for roadside equipment

The technology also provides a comprehensive asset management solution for recording and monitoring bus stops and associated equipment.

It can store a wide range of information, typically relating to: flags, display cases, poles, electronic displays, kerb information, shelters, usage, routes and photographs. Detailed information can be added to these records, including maintenance notes, ownership and the manufacturer of equipment. Asset management record formats are user configurable. Users can create new asset types, structures and data lists.



TIMETABLE PUBLICITY

Publishing software for stop displays
produced quickly and cost-effectively

This is a sophisticated application which enables operators and local authorities to create attractive and accurate public transport stop or station information displays.

The solution brings together the flexibility of desktop publishing and the data integrity through the automatic inclusion of accurate timetable information, direct from the timetabling system. This ensures complete accuracy, with design and formatting fine-tuned to your exact requirements.

Streamline the production of timetable displays

The key to this revolutionary new way of working is our user configurable template system, designed to offer users complete control over their displays. Automatic schematic maps can be added to any display with ease and services can be included, omitted or merged at stop level giving you complete flexibility to deliver passenger information in the most appropriate format.

Using the built-in stop database which can store the details of information cases provided at stops, templates can quickly be assigned to appropriate stops. A variety of timetable display formats are available, including summary frequency patterns and timebands. If desired, each stop can utilise a bespoke design which is particularly beneficial for networks that include a variety of stop usage levels and different case types. Route branding can be used to full extent throughout a display and adverts and graphics can easily be included – ensuring that stop information forms an integral part of your marketing strategy.

Output is simplified with users able to batch create PDFs for certain stops or select those served by a particular service – and paper sizes can be collated automatically to streamline the production process.

The solution offers us new possibilities in timetable publicity that can take things to a whole new level. We will be able to manage roadside and online publicity information for local bus services, from improving roadside/in-street route and timetable information, including the use of digital displays, to integrating bus services and timetables in order to maximise scope for multi-modal connections."

Derek Riley

Passenger Transport Officer at
Warwickshire County Council

Publicity material produced quickly and cost-effectively

Marketing displays

Optimises making displays
an integral part of your
marketing communications
strategy

Cost and time efficient

Saves time and money
through increased efficiency
in the production process

Accurate

Information is accurate
and connected to your
scheduling database

Customisable

Complete design
flexibility tailored to
your requirements and
brand

Data sharing seamless

Automatically share
data platforms to
improve efficiency in
business operations

Intuitive interface

Easy to maintain and
update with quick
editing functionality
saving valuable time

Flexible templates to meet your brand requirements

T14 to Brecon via Dorstone - Hardwicke - Hay-on-Wye - Glasbury - Gwernyfed - Talgarth					
Monday to Saturday					
Effective from 04/10/2021					
Peterchurch, Crossways	0848	1233	1438	1716	1848
Peterchurch, Nags Head	0849	1234	1439	1717	1849
Dorstone, Post Office	0856	1241	1446	1724	1856
Hardwicke Turn	0904	1249	1454	1732	1904
Hay-on-Wye, Castle	0909	1254	1459	1737	1909
Glasbury, Bridge	0919	1304	1509	1745	1919
Gwernyfed, Three Cocks	0922	1307	1512	1748	1922
Talgarth, Natwest	0929	1314	1519	1755	1929
Bronllys, The Ridgeway	0933	1318	1523	1759	1933
Felinfach, Griffin Inn	0941	1326	1531	1807	1941
Brecon, Bishop's Meadow	0945	1330	1535	1811	1945
Brecon, High School	0948	1333	1538	1814	1948
Brecon, Interchange	0952	1337	1542	1818	1952

Sunday & Public Holidays

No Service from this stop

Notes

Col = College days only.



Free bus travel at the weekends

What's on your BUS-IT list?



Bus Information

Peterchurch, Crossways

Buses to Hereford, from this side of the road:

39 to Hereford
via Vowchurch - Kingstone - Clehonger - Belmont

Monday to Friday

Effective from 01/01/2020

Peterchurch, Crossways	Sch	0931
Vowchurch Turn		0934
Kingstone, Post Office		0939
Clehonger, Main Road		0944
Belmont, Tesco Store		0950
Hereford, Bridge Street		0959
Hereford, Country Bus Station		1003

Saturday, Sunday & Public Holidays

No Service from this stop

Notes

Sch = School days Only.

39A to Hereford Station
via Madley - Great Brampton - Kingstone - Clehonger - Belmont - Hereford

Monday to Saturday

No Service from this stop

X3 to Cardiff via Allensmore - Wormbridge - Pontrilas - Abergavenny - Pontypool - Cwmbran					
Effective from 04/01/2022					
0626	447 (3)	0830	449 Sch (2)	1105	449
0638	440 Sch	0833	X3	1113	75
0658	440 NSch	0905	449 NSch	1205	449 Sch
0701	449 Sch (2)	0913	75	1210	T14
0734	447 NSch (3)	1005	449 Sch	1213	75
0740	809 Sch	1013	75	1233	X3
0825	T14	1033	X3	1309	449
1313	75	1322	448 TH	1433	X3
1324	441 W	1505	449 Sch (2)	1653	T14 Col
1342	413 MWF	1505	449 NSch	1805	449
1405	449 Sch	1513	75	1825	T14
1413	75	1620	449 Sch	1832	X3 (1)
1415	T14	1635	X3 (1)		

Sundays and Public Holidays

1028 **39A** | 1328 **39A** | 1628 **39A**

Notes

(1) = Terminates at Cwmbran, Bus Station; (2) = Terminates at Kingstone, High School; (3) = Terminates at Madley, Archenfield; Sch = School days Only;

NSch = School Holidays; TH = Thursdays and Thursdays Only; W = Wednesdays Only; MWF = Mondays, Wednesdays and Fridays Only; Col = College days only;

For the next departure times from this stop
Text **heragmwj** to 84268. Your text will cost your usual tariff.

For further information about public transport in Herefordshire



Timetables and journey planning
For services in Herefordshire and throughout Britain 0871 200 22 33
www.traveline.info

Follow us for the latest info:



Public Transport information
www.herefordbus.info



Bus times on the move
Text the bus stop code to 84268
www.nextbuses.mobile
For smartphones



twitter.com
/HfBus

Tesco Store, A465 Belmont Road opp Library/Medical Centre

page: 1

Stop Ref: 2090A18323



Bus Information

Belmont, Tesco Store

39 to Peterchurch
via Clehonger - Kingstone - Vowchurch



39A to Hay-on-Wye
via Clehonger - Kingstone - Great Brampton - Madley - Peterchurch - Dorstone



75 to Hereford
via Hunderton



413 to Broad Oak
via Allensmore - Kilpeck - Much Dewchurch - Wormeloe - Orcop Hill



CUSTOMER RESOLUTION CENTRE

Accelerating customer service response times

Efficiently manage and resolve customer enquiries and issues quickly and easily with our flexible solution that automatically collates feedback from multiple platforms to a central location.

Case management capability allows users to track the follow up of all customer feedback, record activities and review responses against Service Level Agreement measures. Data captured during the process can be used to analyse the network and develop improvement plans.

Transforming the customer service experience

Developed for the passenger transport sector, Customer Resolution Centre offers a streamlined solution for managing and addressing customer concerns efficiently.



Complete view of customer interactions

Consolidates customer feedback from multiple sources into one central repository



Multi-channel response management

Communicate directly in the system, which automatically responds via the platform the enquiry was received in



Visibility of operating environment

Integration with other systems allows internal and external information to be fed into the system



Streamline the investigation process

Efficiently log and investigate inquiries to gain deeper insights and address issues promptly within committed SLAs



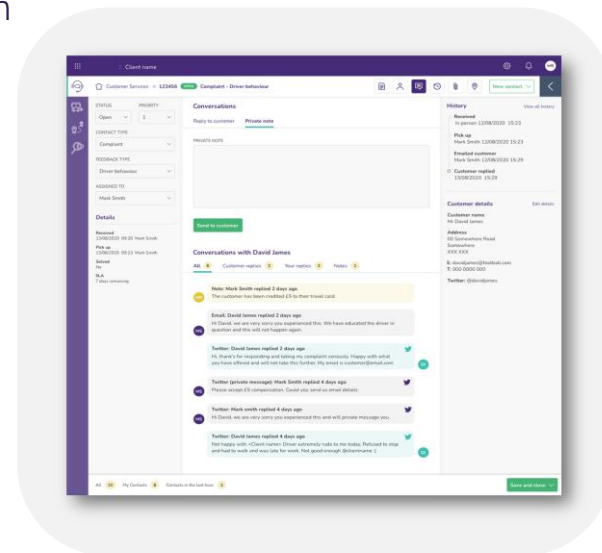
Accelerated customer service responses

By incorporating information from various sources, your customer service team can efficiently address customer inquiries and resolve issues promptly



Seamless communication with operators

Effortlessly escalate any issues and track follow-ups within the contracted network, and assess responses against SLAs



Efficiently manage and resolve customer feedback



DATA SHARING

Automatically create compliant data exports

There is an increasing requirement to produce electronic data about your operation for the Bus Open Data Service (BODS) or for the local transport authority. Your timetables require a compliant TransXChange (TXC) file. With the BODS team proposing to take over the Electronic Bus Service Registration (EBSR) process, you might also be expected to complete the registration process digitally through BODS.

We recognise that you don't have the time to build timetables and mapping data in the structure expected within a TXC file, so the Timetabling software does that for you. You can focus on writing timetables and plotting route maps and our Exporter modules will create all the data structure and formatting required to have a compliant data export for TXC and BODS and meet any future changes.

TRANSXCHANGE

Data exchange and seamless integration

TransXChange is the UK standard for exchanging public transport timetable and schedule data. It can be used both for Electronic Bus Service Registrations (EBSR) and for the exchange of operational data with systems such as journey planners (including those operated by Traveline), real-time (RTPI) systems and electronic ticket machine systems (ETMs).

SOLUTIONS

Our TransXChange modules are developed to support reading and writing the latest DfT TXC standard, making the process as painless as possible. They are: TXC Importer – Imports journeys from a collection of TransXChange files into a timetable database, preserving as high a level of detail as the source data allows, with options to control how multiple TransXChange journeys are to be split into separate timetables.

TXC Exporter – Converts the schedules information combined with timetable trips into TransXChange format. It reduces the size of exported data by identifying journey patterns that can be referenced by multiple journeys. The exporter performs validation checks on the source data to help to pinpoint any data issues prior to producing a TransXChange file.

TXC Viewer – Allows users to open and view TransXChange files onscreen. Users can drill down to inspect the full range of data including details of Services, Stop Points, Operators and Registrations and can export route definitions as geographic tracks for display in popular mapping applications.

TXC Importer – Parties receiving data in TransXChange format can easily import data into the Timetabling and Mapping solutions. Users are then able to edit update and work with timetables as normal or make use of the data in one of our other module such as the publishing software for bus stop displays.

Let us do the hard work to make your timetables TransXChange ready with our modules.



ADOPT INDUSTRY STANDARD

Be prepared for the wider use of TransXChange



SIMPLIFIED INTEGRATION

Share data with multiple applications without multiple interfaces



STAY AHEAD

Stay at the forefront of data integration across the passenger transport industry

ELECTRONIC BUS SERVICE REGISTRATIONS

Simplifying the registration process

EBSR (Electronic Bus Service Registrations) provides the information required for a registration with VOSA, including the timetable element, in a TransXChange XML format file. The route must be sufficiently detailed to enable it to be electronically mapped and details of the registration (with service and operator information) need to be included.

As a part of our TransXChange software, the EBSR module is designed to provide an efficient answer to the provision of Electronic Bus Service Registrations. Once a user has input details of the operator, service and registration, the module will extract all registration journeys from Timetabling data and Mapping details to create TransXChange format registration documents ready to be sent to VOSA.



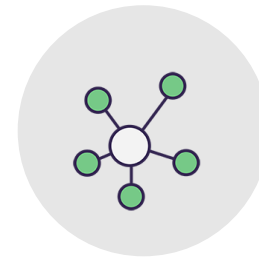
BUILT-IN VALIDATION PROCESS

In addition, the module validates against the Registration Schema and won't allow the file to be Saved (and therefore submitted) if it fails validation. To help organisations keep a track of service changes electronically, a stored history of previous registrations is held centrally, and can be recalled easily.



SEAMLESS DATA INTEGRATION

EBSR has a significant impact for local authorities who already use our timetabling platform. The time consuming business of interpreting and manually inputting registrations will disappear at a stroke. Using the timetable data currently held for Traveline the modification or creation of timetables for the EBSR process is simple, streamlining this function.



SEAMLESS WITH SCHEDULING PLATFORM

For operators, the move to EBSR, with data fed directly from the scheduling system, will remove the need for the paperwork associated with changes in registrations. This speeds up the process significantly and will ensure the accurate interpretation of registrations by those who receive and use them.

TransXChange

EBSR registration process

BODS compliant DfT data

BUS OPEN DATA SERVICE

DfT compliant timetable and schedule data

The Bus Open Data Service (BODS) is a scheme led by the Department for Transport (DfT) that requires all bus operators in England to publish timetables, fares and live vehicle tracking in an open data format that can be read by other downstream users.

The intention is to provide more data to transport users, ultimately improving accessibility for both new and potential customers.

SOLUTION

Our solution can be used to meet the requirement to provide timetable and schedules information. BODS requires operators to supply TransXChange files compiled in a specific way. As such we have built a separate export tool within our standard TransXChange Exporter that will produce an output to meet the latest PTI Profile standard.

BODS SPECIFIC SOLUTION

The BODS profile sits within the latest TXC schema – that means the BODS file is laid out and set up in the same way as a normal TXC file BUT some of the data fields that are optional within a standard TXC file are mandatory in a BODS file. The BODS profile also stipulates the way that some of the data entries must be configured – this may be different to how you would export it as a normal TXC 2.4 file. It means that producing a standard TXC file will not produce a compliant BODS file. That is why we created a separate BODS Exporter which meets the PTI Profile standard.

“Velociti Solutions has collaborated at every stage with the Bus Open Data Team at KPMG, effectively anticipating and developing against the emerging needs of their customers. Their operators can publish standardised timetables as Bus Open Data (BODS), which is then consumed by journey planners and shared with passengers to support their travel.

“Velociti Solutions has proven a key stakeholder, providing critical feedback and expertise to this digital transformation program, as well as providing their customers with consistent support.”

Tess Harwood
Bus Open Data Service at KPMG



MEET DfT STANDARDS

Provide data to the BODS compliance standard



SEAMLESS INTEGRATION

Export timetable files directly from the Timetabling platform



STAY AHEAD

Stay at the forefront of data integration across the passenger transport industry

MANAGE

As we transition towards a franchised network, it is essential that we have the right tools in place to manage and monitor network performance cost-effectively. Gaining a deeper understanding of our contracted network is critical to improving services and increasing bus usage across South Yorkshire.

Having all performance metrics readily available in one platform is invaluable; it will save us valuable time on administrative tasks and enable us to develop improvement plans based on in-depth and accurate data.

Matt Goggins, Director of Bus Reform

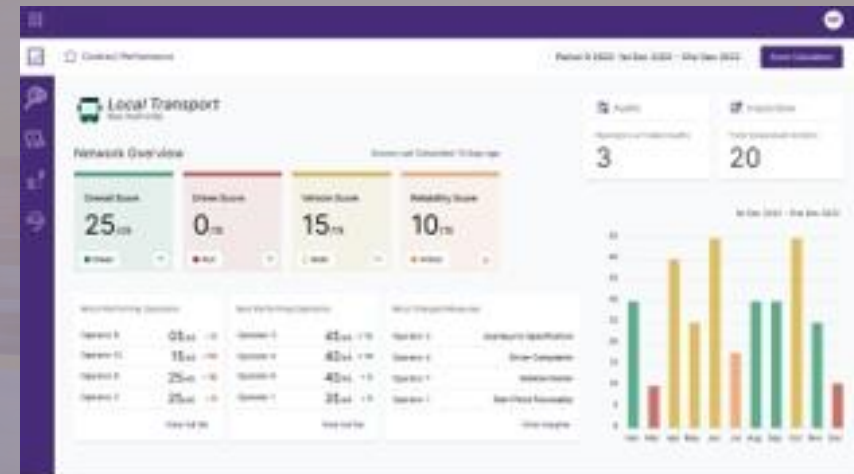
South Yorkshire Mayoral Combined Authority (SYMCA) on adopting Velociti's Contract Management and Performance solution

CONTRACT PERFORMANCE

Complete contract management and performance monitoring solution

Efficiently manage and monitor your contracted network like never before with our intuitive Contract Performance solution. The flexible solution gives users the capability to manage all stages of the contract procurement and management process, including performance analysis, in one platform. Integration with EPM and third-party solutions consolidates data and ensures complete visibility of performance across your contracted network.

Standardise the benchmarking of operators in your contracted network and use the data to inform future procurement decisions and improve the passenger experience in your community.



Transparent performance of operators

Combining data from Velociti and third-party solutions provides in-depth information and complete visibility of your contracted network.

Data sources include: Electronic Ticket Machine (ETM) data, customer services, staff training, vehicle inspections & audits, operational inspections & audits.

Bus operators are scored based on three key standards:



Reliability

Journey completed analysis – the percentage of journeys where all key stops in the timetable have been visited by the vehicle

Journey start time – the percentage of journeys where the trip started on time

Completed to specification – the percentage of journeys where the preferred or allowed alternative vehicles have been used



Driver

Driver related complaints and compliments

Driver training – the percentage of drivers that have completed required training sessions

Operator audits – the overall score of operator audits conducted by or on behalf of the transport authority

Driver telematics – the driver's overall safety scores



Vehicle

Vehicle inspections – the number of unactioned issues found during inspections

Engineering audits – the overall score of operator audits conducted by or on behalf of the transport authority

Performance analytics and reporting

Operator performance is categorised :

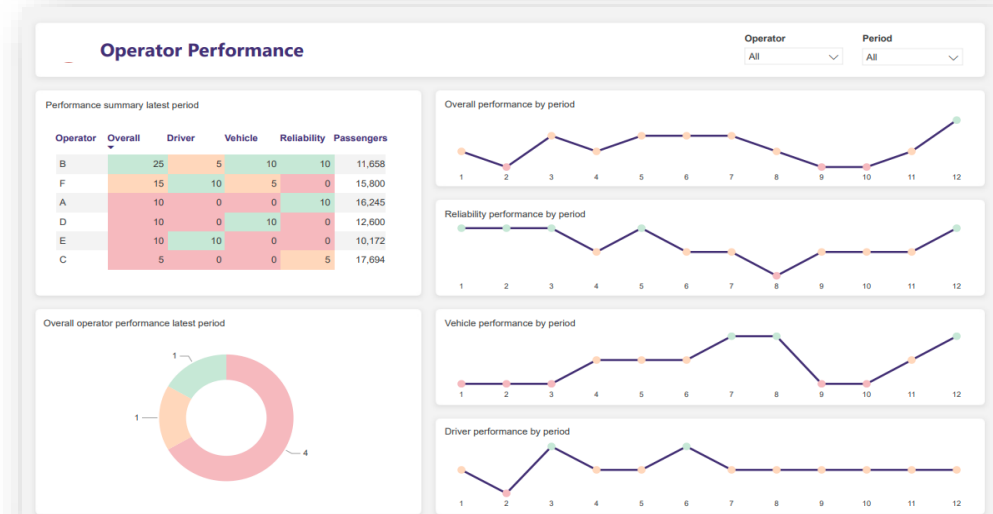
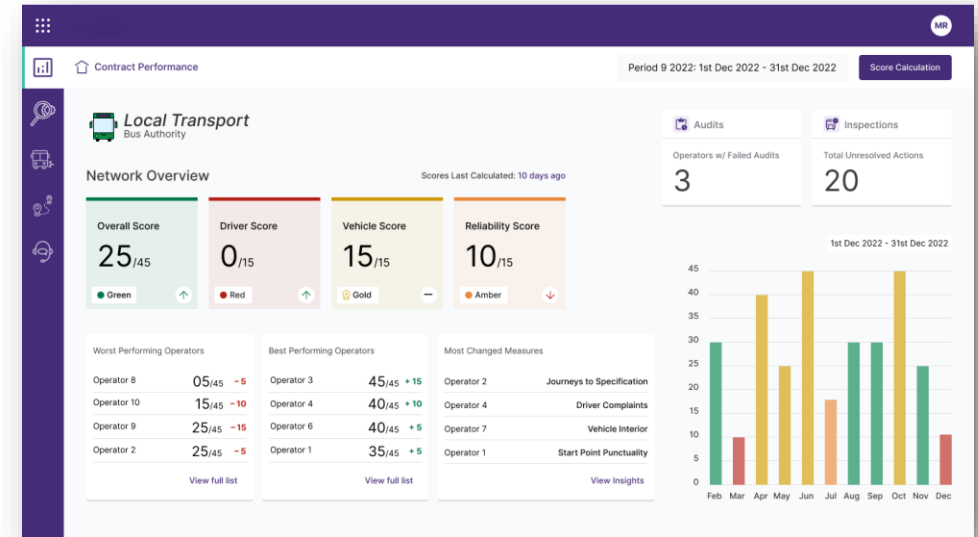
- **Worst performing operators** – Operators who have achieved the lowest overall score and the difference since the last period's score
- **Best performing operators** – Operators who have achieved the highest overall score and the difference since the last period's score
- **Most changed measures** – the score that has changed the most for operators.

Operators also have visibility of their own results.

Integration with our Insights platform provides in-depth advanced analytics. The drill-down reporting capability enables investigation into the root cause of any identified issues and gain a deeper understanding of individual operator scores.

A key aspect of the platform is monitoring the performance of our contracts and having on-demand visibility of this....to develop improvement plans and ensure a quality service is being delivered to meet the needs of our local communities.

Lee Robinson,
Development Director for Mid, North and Rural Wales at Transport for Wales



Deep insight of your contracted network to improve services



Operational efficiency

Manage your contracted network at all stages in one platform, saving you valuable time and resources.



Standardisation

Standardise the tender process at all stages from procurement through to management and invoicing.



Network performance

Easily monitor the overall performance of your contracted network and ensure compliance in one platform.



Informed decision making

Utilise the data to make informed decisions about your contracted network and future procurement opportunities.



Seamless integration

Integration with EPM and third party systems consolidates data to provide complete visibility of performance across your contracted network.



Actionable insights

Integration with our Insights platform provides advanced analytics and insight into individual operator scores, enabling you to investigate the root cause of identified issues.

ETM DAS

Your route to better transport management

Enjoy new levels of control and visibility over the bus networks that service your communities.

Ensure tendered routes are delivered in line with contracts and demonstrate good stewardship of public funds, whilst reducing the time spent administering and monitoring operator performance.

It's the wheel-turning, 360° view you need to ensure your networks are running effectively.



Contract management

ETM analysis

Multi-operator ticketing

Concessionary analysis

ETM ANALYSIS

Optimise your contracted network

Our powerful solution enables Transport Authorities to optimise the contracted network with a clear view of patronage and revenue performance across routes, days, trips and times.

Capture and analyse details of every passenger transaction across the contracted network, from ticket type purchased, to total passenger numbers, and use the data to make cost-effective decisions.

Velociti's ETM Data Analysis Software enables Transport for West Midlands (part of the West Midlands Combined Authority) to maintain a comprehensive record of subsidised bus contracts, and efficiently manage contract content and renewal.

The solution allows TfWM to monitor patronage and analyse the performance of the subsidised bus network, and the reporting functionality is used to measure contract compliance against KPIs, and provides the information needed to ensure the viability of subsidised bus services and meet the needs of our passengers.

Bus Services Team

Transport for West Midlands (part of West Midlands Combined Authority)



Data consolidation

A central hub of operators' ticket transaction data gathered from different ticket machines and presented in a common format.



Value for money

Transaction level data enables you to understand patronage trends on supported services to compare against contract costs and generate cost per passenger metrics.



Generate KPI reports

The reports engine function enables reporting against defined KPIs to provide analysis of performance across a range of critical business measures.



Track patronage across contracted routes

Monitor patronage levels of contracted routes across different routes, days, trips and times.



Investigate customer queries

Use the data to investigate customer complaints and incidents, and identify patterns with routes.



Insights

Integration with our Insights platform to provide advanced analytics.

Contract management

ETM analysis

Multi-operator ticketing

Concessionary analysis

MULTI-OPERATOR TICKETING

Reducing administration of your scheme

Efficiently manage your multi-operator ticketing scheme and get complete visibility of sales and usage data. Our solution streamlines the process for operators and scheme administrators, reducing administration time and ensuring accuracy.



Digitise

Streamline the administrative process with digital returns instead of manual entry of data.



Accuracy

Ensure operators are receiving the correct amount of reimbursement



Time saving

Automate processes to improve efficiency for both operators and scheme administrators.



Actual data

Obtain transactional data for all multi-operator ticket sales, removing the requirement for survey data which improves accuracy and reduces costs.



Commercial analysis

Transaction level data enables you to understand patronage trends.



Insights

Integration with our Insights platform provides advanced analytics and insight into the sales and usage data to identify anomalies for further investigation.

Contract management

ETM analysis

Multi-operator ticketing

Concessionary analysis

CONCESSIONARY ANALYSIS

New levels of control and visibility over the bus networks servicing your communities

Utilising ETM data, our powerful software solution seamlessly calculates concessionary fare reimbursement for concessionary passenger transactions.

Get complete visibility of your concessionary fare data and ensure reimbursement claims are accurate.



Accuracy

Ensure operators are receiving the correct concessionary travel reimbursement.



Time saving

Automate processes to improve efficiency for both operators and scheme administrators.



Analysis

Transaction level data enables you to understand patronage trends.



Digitise

Streamline the administrative process with digital returns instead of manual entry of data.



Actual data

Obtain transactional data for concessionary transactions, removing the requirement for survey data which improves accuracy and reduces costs..



Insights

Integration with our Insights platform provides advanced analytics and insight into concessionary patronage data to identify anomalies for further investigation.

INSIGHTS - DATA ANALYTICS

Data driven decision making for transport authorities

Actionable intelligence supporting you to improve network service, patronage and efficiency. **Insights** delivers unparalleled visibility of your bus operations through real-time **management information** and **interactive dashboards**.

Explore key areas of your organisation like never before, from commercial to operations, with advanced software systems which consolidate data from across the organisation into one single source of truth.



VELOCITY
THE FUTURE. ACCELERATED.

View all your operations in one, simple platform – your route to improving service, patronage and operational efficiency

Interactive analysis

Drill down capability allows users to undertake intuitive interrogation of the data, investigating root causes of any issues identified.

360 degree view

Fully integrated data from multiple sources ensures one version of the truth, delivering a 360 degree view of the business.

Strategic insight

Gain insights across all aspects of the business, then drill down through the detail to drive improvements across your organisation.

Data consolidation

Automatically consolidate data across multiple sources across your business operations.

Visual dashboards

Present the data in a range of dashboards, tailored specifically to each user.

Configurable reporting

Includes a library of template dashboards that can be edited by the user, along with the capability to create completely new dashboards as required.



Interactive reporting to explore root causes

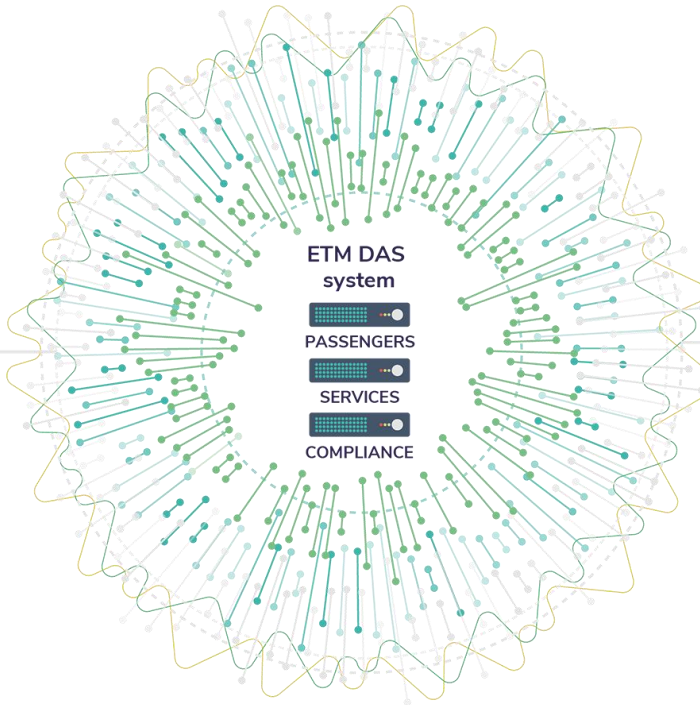
DATA AGGREGATION

Data securely collected from a range of sources and activities across your contracted network.



CONSOLIDATION AND CORRECTION

Identification of anomalies and omissions in the information corrected and standardised. Data collection automated and seamless with no manual intervention required.



MANAGEMENT INSIGHT

Actionable intelligence to make data-driven decisions. **Our data analytics platform** delivers unparalleled visibility of your contracted network through real-time **management information** and **interactive dashboards**.

Interactive. Dynamic. Seamless.

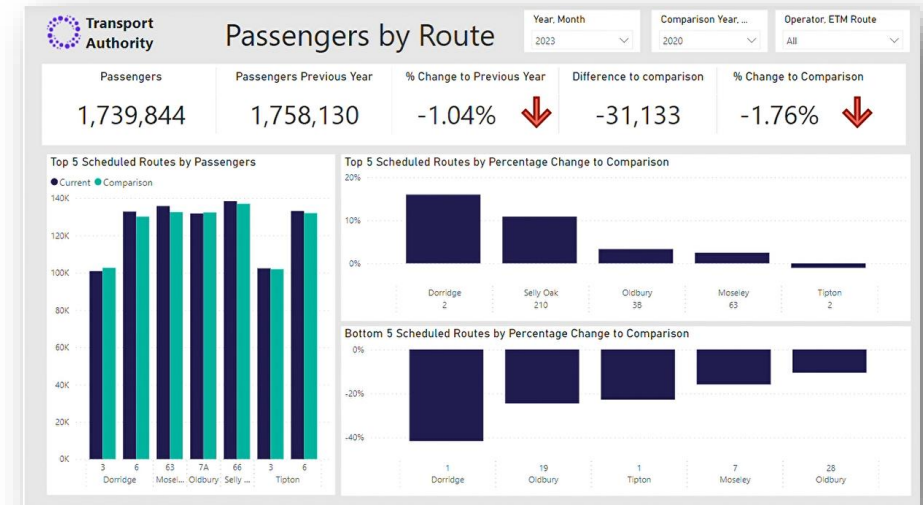
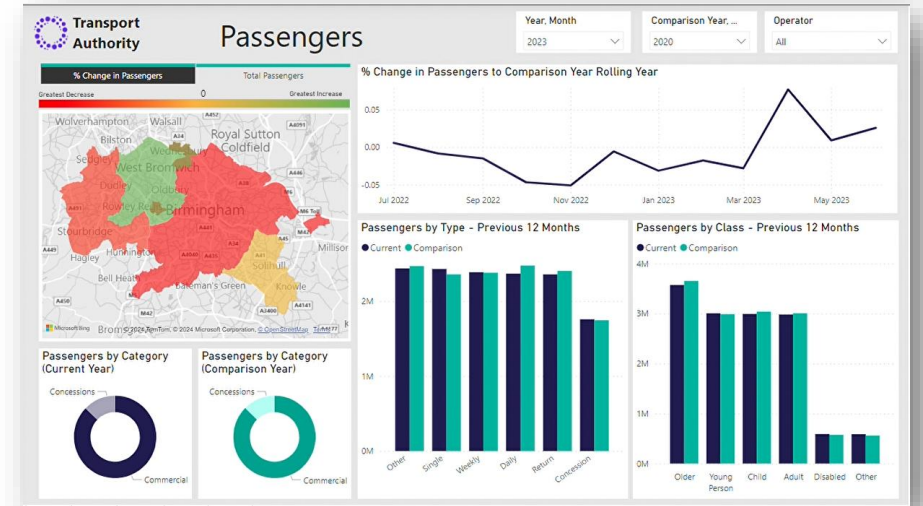


Dynamic reporting with drill down functionality to quickly explore the detailed reasons and causes behind the KPIs

Performance reports available on-demand

Data consolidated from multiple sources across your contracted network into easy-to-understand interactive dashboards providing powerful insights including:

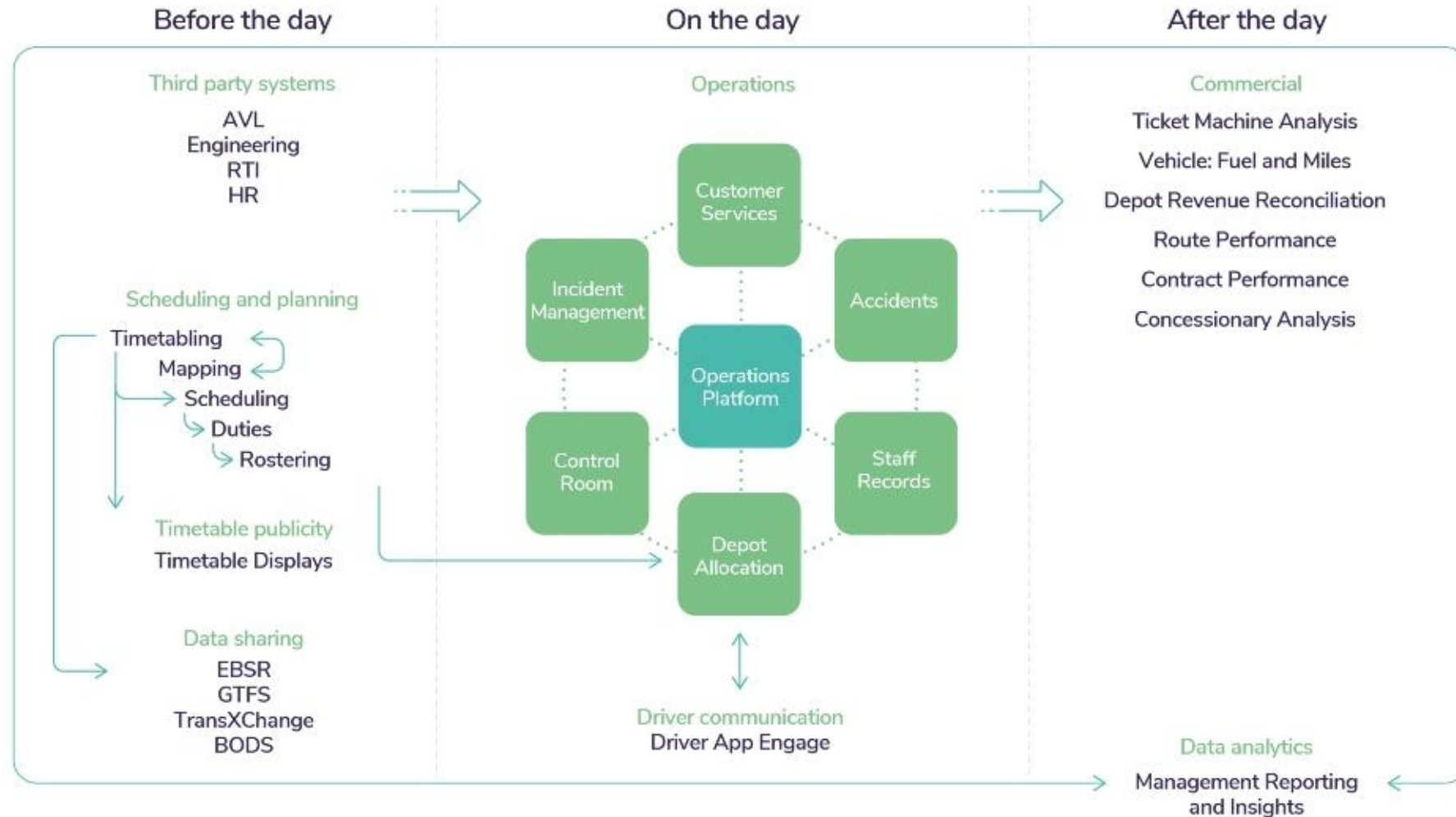
- Patronage
- Concessionary card usage
- Journey times
- Distance
- Passengers by route
- Lost v scheduled mileage



OPERATOR SOLUTIONS

End-to-end solution for operators

Software solutions to maximise operational efficiency and performance



Timetables

Mapping

Schedules

Duties

Rosters

ROTA COMPILATION

Produce efficient and accurate rotas for bus and crew schedules

Using bus and crew schedules created in the schedules platform, the rostering solution produces accurate and efficient rotas in a fraction of the time taken when produced manually.

Our platform allows you to create multiple rotas, with full onscreen editing and full checking to produce balanced rotas to desired parameters. Typical checks include double cover, minimum break periods and duties without cover.



Cost efficient rotas

Easy to produce cost effective rotas accurately and quickly



Efficient duties

Cost saved through more efficient use of duties



Complex rotas

Save time working through complex rotas



Updates easily managed

Amendments calculated quickly without the need to create new rotas



Data sharing across applications

Automatically share data platforms to improve efficiency in business operations



Easy-to-use intuitive platform

Full onscreen editing and full checking to produce balanced rotas to desired parameters

CONTROL ROOM

Technology empowering control room teams

Bus operators need to deliver a high-quality service to increase patronage and revenue. At the same time, they need to work as efficiently as possible to keep costs down.

However, control room teams are having to key in and access data using disparate systems on multiple screens which makes it hard to resolve problems efficiently. It is also difficult for planning and commercial teams to see the big picture without a consolidated view of the data.

The priority now is to bring all that technology together into one central view. **Control360** integrates information across Velociti and third-party systems, enabling operators to proactively manage the network to deliver a reliable and quality service.

Control360 overcomes multiple control room challenges

Disparate systems

Controllers have more sophisticated technology at their disposal than ever before. The problem is, all these separate systems sit in silos and are not joined up. Control teams often have three or four screens open in front of them in order to access or enter data and a lot of time is spent scrolling and clicking from one place to another.

Complex technology

The boom in systems and technology for bus operations has meant that control teams are having to raise their level of digital literacy. Having to access, view and enter data in so many different ways can be a challenge, particularly when speed is of the essence. Without a user-friendly, visual system, control room technology is more complex than it needs to be.

Rekeying data

There is too much duplication of work in the control room. Controllers have to enter the same data into multiple systems and often communicate information to drivers, engineers and maintenance teams multiple times through different platforms. Some of these processes still rely too much on pencil and paper. This duplication of effort takes up controllers' valuable time.

Intense pressure

Control room teams face pressures from all sides – drivers, maintenance crew, passengers and management. When things don't go according to plan, controllers have to make decisions under pressure while keeping everyone informed. Without a single dashboard from where controllers can access information and send out communications, it is hard to make the most effective decisions quickly.

Fully-integrated live operations platform automatically consolidates key information for improving service delivery

Control360 provides controllers with an advanced software solution, which automatically consolidates operational data from across the business into one central location.

The platform provides a depot and live view which highlights the exceptions controllers need to deal with as they arise and delivery of information providing context, such as history of events and driver behaviours.

Our existing software solutions are being integrated, removing the need to duplicate data entry and ensuring data is correct and up-to-date instantly. Our advanced platform integrates information across Velociti and third-party systems enabling your teams to proactively manage the network to deliver a reliable and quality service.

Systems that interlink include:

- Lost mileage recording
- Customer services
- Accidents
- Driver and vehicle allocation
- Engineering (third-party systems)
- Control room



Key benefits of a joined-up control room platform

User-friendly platform

A better bus service with control room staff using a more intuitive platform and spending less time accessing data from disparate systems.

Single source of truth

Improved accuracy of critical data and less duplication of effort as teams are not having to rekey the same information in multiple places.

Improved communication

More efficient ways of working with simpler workflows so all the teams across the bus operation can work in harmony.

Proactive problem-solving

A more customer-focused bus operation with the agility to identify and address potential network problems before they arise.

Intelligent use of data

Better commercial insight with data which is easy to analyse and interpret for future strategy.

Cost-effective decisions

Increased understanding of the direction needed to boost patronage and grow revenue and more efficient use of time, expertise and resources.

DEPOT ALLOCATION

Depot allocation and control providing real-time driver and vehicle management

Unexpected events such as driver sickness or road incidents can impact scheduled services. Allocation of drivers on the day can be complex, time-consuming and increase operational costs if not managed correctly.

The cloud native Depot Allocation System, enables you to **deliver services safely and legally whilst minimising costs** and providing real-time driver and vehicle management control. Whilst timesheet and payroll integration, automated staff sign-on and seamless data capture reduces administration.

Complete visibility of available resources to make optimal operational decisions quickly

Deliver services safely and legally whilst minimising costs



RESOURCE VISIBILITY

Complete visibility of drivers and vehicles across all depots

- Comprehensive driver records including route and vehicle knowledge, pay rates, driving hours, training, DBS checks, licence expiry dates and equipment.
- Flexibility to accommodate local pay rules and labour agreements within duty plans and allocation process.
- Vehicle fleet availability including locations, specifications, branding and parking arrangements.
- Replicate your depot or yard set-up to safely optimise service roll-out and allocation.

FORWARD ALLOCATION

Safe and legal allocation that optimises use of valuable resources

- Automated process provides most efficient match of drivers to duties and vehicles, saving time and cost.
- Allocation process takes account of regulations, employment law, licensing, training and route knowledge to ensure safety and legal compliance.
- Fair and consistent allocation method accommodates the needs and preferences of individual drivers.
- See a full picture of driver and vehicle allocations to help quickly resolve allocation issues.

DRIVER COORDINATION

Empower and motivate drivers through improved communication

- Driver App provides quick and easy access to rotas and duties, along with notification of any changes to plans.
- Drivers can request holidays or duty changes, arrange shift swaps or volunteer for overtime via the Engage Driver App.
- Better communication and involvement in work allocation improves driver morale and retention.
- Admin burden is reduced due to automation of driver requests and enquiries.

Seamless data capture reducing administration



AUTOMATE SIGN-ON

- Reduce workload for pressured operations team.
- Drivers clock-in electronically.
- Controllers alerted to late or absent drivers.
- Real-time attendance monitoring and recording.



CONTROL ON THE DAY

Informed real-time decision making that maintains service quality

- Operational issues captured as they happen such as driver absence, congestion, accidents and complaints.
- Clear visibility of all duties that need covering along with eligible drivers and available vehicles, enabling resolution of issues 'on the spot'.
- Assess the impact of re-allocation choices on driver pay, paid hours and overtime to maximise productivity and reduce costs.



SEAMLESS DATA CAPTURE

Single source of truth with data flows to HR, payroll and operations.

- Trap vital data at source whilst managing daily operations to remove the need for rekeying.
- Interface with payroll systems to provide accurate payment data based on actual hours worked, overtime and correct duty rates.
- Interoperability between operations and HR systems to manage attendance, punctuality, disciplinary processes, licensing and training needs.



SERVICE IMPROVEMENT

Performance reporting and analysis to drive improvement.

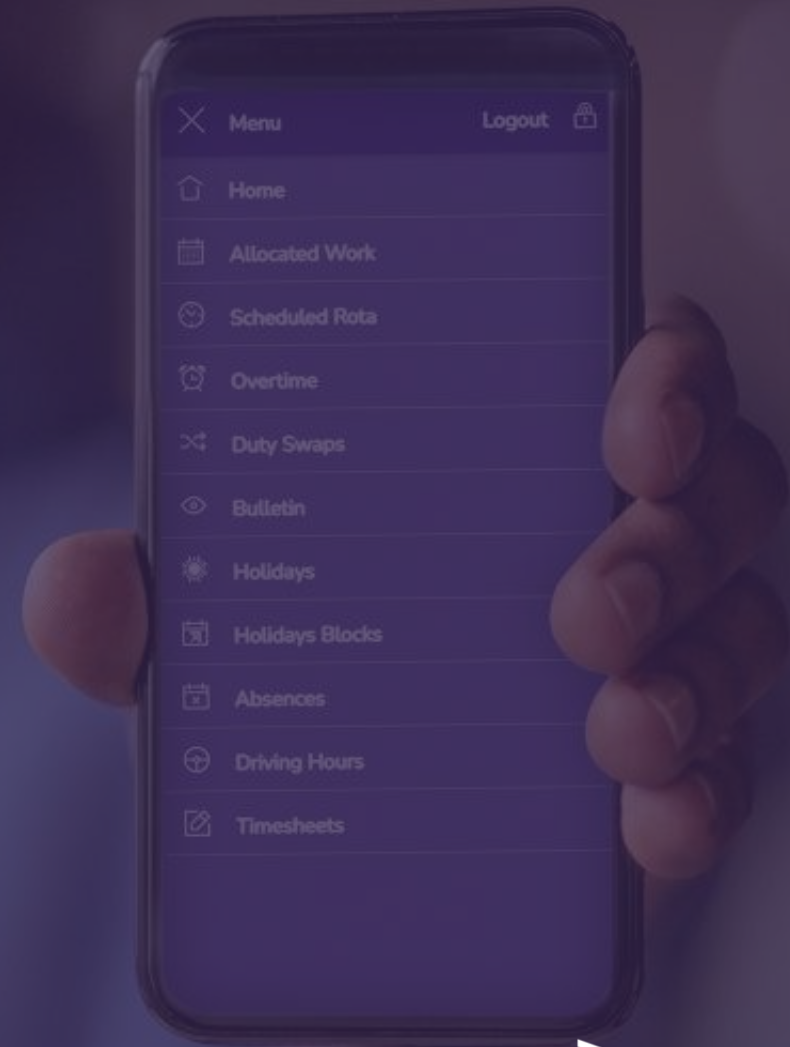
- Complete transparency over operations at any time and from anywhere.
- Explore where actual delivery costs are greater than the plan and analyse underlying reasons to identify root causes of inefficiency.
- Get a full picture of utilisation for all drivers to identify non-productive activity.
- Management reports available to measure performance against KPIs. Drill down into issues and develop improvement plans.

DRIVER COMMUNICATION

Stay connected with drivers and reduce control room administration

Making the depot allocator's life easier, whilst improving the level of control and accuracy of information, is something we take very seriously.

The Engage Driver App allows drivers, over the company intranet/internet or mobile app, to view their upcoming work, rota information, holidays and hours worked as well as request exchanges and register availability for overtime. This utility releases allocation staff from questions and administration of information, leaving them free to concentrate on getting drivers on buses.



Driver communication

Key benefits



Real-time access to records

Drivers can request leave, arrange swaps and volunteer for overtime at a time that suits them.



Driver morale and retention

Drivers have increased involvement in work, fairness to overtime opportunities and feel connected to the business.



Reduced business admin

Allocators are freed up to deal with more pressing work issues such as compliance.



Accuracy of information

Remove errors associated with drivers copying duty details from noticeboards.



Communication efficiency

Deliver notifications as plans change and control who receives them.

"The Depot Allocation solution simplifies the allocation process whilst providing increased control and accuracy of information. Driver App Engage makes it easy for drivers to request a change to their duties or volunteer for work with a minimum of administrative resources."

Michael Bishop

General Manager at Compass Travel and ALBUM board member

DEPOT PERFORMANCE SYSTEM

Empowering you with new levels of control and visibility

DPS is an operations management system which is used to efficiently manage the network, customer services, drivers, and accidents records, as well as providing commercial analysis.

Capture and analyse details of every passenger transaction across the full bus operation including on bus revenue and off bus sales data and monitor patronage across different routes to assess demand against capacity plans.

The solution also provides a framework for assessing route viability and performance of the network over a specified period of time.

Depot Performance System

Reduce costs and improve financial and operational performance

The Depot Performance System (DPS) is used commercially by the big five plc's in the UK Bus Industry as well as some of the smaller plc's and several large independent bus operators as the source of their ETM and route performance analysis. This powerful system encompasses the following modules:



Electronic Ticket Machine Analysis (ETM)

Capture and analyse details of every passenger transaction across the full bus operation.



Traffic System

Record on the road incidents, including lost mileage, to manage the operation and assess operational performance. The system also generates operator BSOG actual and estimate reports.



Contract Performance

Manage and report on contracted revenue and ensure compliance.



Vehicle: Fuel & Miles System

Control fuel from purchase through to issue. Generate fuel consumption and vehicle mileage data for BSOG claims and tyre mileage returns.



Concessionary Analysis

Calculate concessionary fares reimbursement utilising ETM data for concessionary passenger transactions.



Depot Revenue Reconciliation System (DRRS)

Seamlessly control on bus cash takings with a revenue reconciliation system.



Operational Performance Module

Effectively manage customer services, drivers, and accidents records.



Route Performance System

Get visibility of network performance to assess route viability and performance over a specified period of time.

Contact and demo request

For more information or to discuss your requirements, please contact:

03330 431101

enquiries@velociti-solutions.com

www.velociti-solutions.com