Conduent Fleet Management System and Service
Meeting the Ever-Changing Needs of Transit Agencies
The vast amount of information provided by agency fleets can be overwhelming and evaluating this data to make timely decisions and operational changes is quite a challenge. Conduent Fleet Management Service and System connects the dots, allowing you to make timely and informed decisions more effectively, providing superior service for your riders.

Our solution addresses the challenges agencies are facing today and incorporates lessons learned from more than 25 years of experience in the industry. Advanced integration and communications capabilities of our Computer-Aided Dispatch/Automated Vehicle Location (CAD/AVL) solution provide the information foundation to your operation.

**Advanced Connectivity**

Operators, dispatchers, supervisors, maintenance, and administrators can all have access to the information they need in order to make fast and reliable decisions with accurate, real-time data. The speed of cellular data and the reliability and control afforded by private mobile voice radio help your agency maintain mission critical communications for internal operations, as well as with your ridership.

Our Integrated Vehicle Unit (IVU) has built-in tri-band capabilities that include operating multiple radios, as well as both private and public Wi-Fi and cellular communications simultaneously. The system uses intelligent sensing and scheduling to determine which method is most efficient and cost-effective. This allows for superior coverage while maintaining the cost benefits of your existing radio network to the various vehicles in your transit fleet. We can also fully support both Wi-Fi and mobile data to be used by the riding public.

**High-Performance Onboard Equipment**

Our IVU and operator console are high performance equipment that consolidate and simplify vehicle operator tasks, allowing for more integration, expandability, and connectivity with onboard bus systems.

The IVU is designed specifically for public transit industry. It’s a durable, high-performance, open platform that addresses current vehicle management needs as well as future enhancements. In addition, the use of industry standard modules allows for technological change—future-proofing the platform.

**Fixed-End CAD/AVL System**

Onboard systems are backed by a powerful, feature-rich, fixed-end system. For performance management, we provide multiple views of the fleet to help the dispatcher assess the fleet’s performance in real-time. For dispatchers managing multiple routes, it is essential the CAD/AVL system provides the assistance to rapidly assess any anomalous operations and the tools to address the situation.

We provide a powerful incident queue that enables dispatchers to respond to unplanned operational situations, covert alarms, exceptions, diagnostics, and other information in a prioritized order.

We understand the challenges in evaluating the vast amount of information provided by the fleet and making timely decisions and operational changes. Through its correction action enablement for performance management, incident management, and planned/unplanned service changes, a series of service tools provide guidance and assist the dispatcher in addressing incidents, restoring services, and adjusting service changes.
Connectivity to communications and integrated systems allow your agency to create a custom solution for today with adaptability for future growth and innovation.

**Paratransit**
An on-demand service such as paratransit has unique challenges and requires addition information and communications between the operator, dispatch, and passengers. Our paratransit solution features a common CAD/AVL system and onboard equipment, as well as real-time manifest updates to the vehicle, automatic reordering of work schedules, canned data messages, and instant communication of cancellations—eliminating wasted miles and minutes.

**Web-based Mobile Solutions**
When on the road, whether responding to service calls or emergency systems, field staff and support personnel have access to many of the same features that dispatchers do, such as text messaging, creation of detours, and establishing short turns using a tablet, smartphone, or laptop.

**Traveler Information System**
Passenger information systems are the communication link between a transit agency and their riders. Our solution provides the traveling public with accurate, real-time information. Schedule status and dynamic transportation-related information is displayed on message signs, monitors, kiosks, and internet and mobile devices so passengers are better informed to plan their journey.

Our traveler information system web solution is a flexible application for web, tablet and mobile phone users. The interface can be seamlessly embedded to your agency’s web or mobile site and customized to the site’s design specifications to ensure a consistent, seamless user experience.

**Real-time Dashboard**
We offer powerful visual analytical and reporting capabilities that can help your agency get the most from your existing data. Correlated, analyzed, and presented in reports, dashboards, and trend-analysis tools, data is transformed into information your agency can use to make informed, fact-based business decisions. Customizable features include a configurable display, support for real-time data and drill-down functionality, profile-based data presentation, key performance indicators, scheduling reports, and print functions. This browser-based tool operates on a variety of devices including desktops, laptops, tablets, and smartphones.

**Automatic Vehicle Monitoring**
Knowing the state of your vehicles’ operating systems, enables proactive management of operations and preventative maintenance of your agency’s fleet, optimizing performance levels, producing safe and efficient delivery of service—resulting in lower operating costs and higher customer satisfaction. Automatic vehicle monitoring is fully integrated with our dashboards and visualization tools to provide real-time and historic information.

**Yard Management**
Meeting morning pull-out can be a challenge. Our yard management solution helps your agency manage vehicles during pull-in, directs them to assigned lanes, tracks location, diverts vehicles scheduled for maintenance, and makes driver assignments. Yard managers can view the availability, location, and status of each bus, as well as view driver log-on and pull-out in real-time—making adjustments to meet the daily operational needs.

**Third-Party Subsystems**
Our system uses an open and modular architecture compatible with industry standards, allowing for integration with onboard subsystems, including fare boxes, destination signs Traffic Signal Priority (TSP), Automatic Passenger Counters (APC), Infotainment, and mobile routers.
About Conduent

Conduent is the world’s largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We’re the customer interface for large segments of the technology industry. And, we’re the operational and processing partner of choice for public transportation systems around the world.

Whether it’s digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents. Learn more at Conduent.com

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