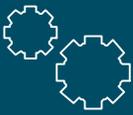


Maintenance Software Solutions for Mobile and Fixed Assets



The Company

Calgary HandiBus Association, a not for profit organization supported by The City of Calgary, has provided transportation for close to 38 years for people with disabilities within The City of Calgary, Alberta. Their fleet of 135 buses is on the road 365 days a year and provides approximately 40,000 trips each month. As the buses are kept in the fleet for ten years and accrue approximately 600,000 Km, proper maintenance is critical. Every citizen of Calgary must be given the opportunity to actively participate in their community and develop a healthy, well-rounded life style – and transportation is essential to support that. Some of the people that use HandiBus have no other means of getting to the doctor, work, volunteer jobs, grocery stores, or even to a restaurant with their families. Social inclusion is critical and it is what HandiBus helps provide – no one should be held back or limited because of a disability.



Cetaris' Fleet Assistant supports Calgary HandiBus Association to provide reliable and cost effective transportation services for people with disabilities in the City Of Calgary.

The Situation

The City of Calgary is experiencing an increasing demand for quality accessible transportation services; Calgary HandiBus Association faces an ever increasing need to continuously reduce their operating costs while maintaining the highest quality of service. Mobility and accessibility are real concerns for an aging and expanding segment of the population – a segment that can become isolated without their help. The City of Calgary, Calgary Transit, now funds approximately 95 % of the Calgary HandiBus Association's total yearly operating budget. Calgary HandiBus Association also raises 100% of the capital money required to purchase its buses via donations from the community. The company needed to find an asset lifecycle management solution that would help them implement a disciplined preventive maintenance program to ensure the highest equipment reliability, to reduce their current operating costs, and to allow them to more accurately plan their future costs. They wanted a system that would support their highly customized fleet that the technicians would use themselves without additional clerical support, and that they could implement easily and quickly.

Executive Summary

Calgary HandiBus Association is a not for profit organization that for almost 40 years has been helping people with disabilities with their transportation needs. HandiBus' fleet of 135 buses is on the road 365 days a year and provides approximately 40,000 trips each month. HandiBus, in alignment with The City of Calgary's goal, is to provide the citizens of Calgary with special transportation needs, an opportunity to actively participate in their community and develop a healthy, well-rounded life style – and transportation is essential to support that goal. Mobility and accessibility are growing concerns for an aging and expanding segment of the population – a segment that can become isolated without such help. As the demographics of the city changes, The City of Calgary is experiencing an increase in demand for the high quality of service that Calgary HandiBus Association provides in a cost effective way.

Although Calgary HandiBus Association had business processes in place to support its aging fleet of equipment, the lack of automation and system integration led to longer processing times, inefficiencies, and a growing staff workload. To address the business problems HandiBus worked with Cetaris to implement Fleet Assistant. The new solution allowed HandiBus to implement a more proactive preventive maintenance program to ensure the highest possible equipment reliability, to reduce their current operating costs, and to allow them to more accurately plan their future equipment maintenance costs. The system supports their highly customized fleet, allows the technicians to use the system directly themselves without additional clerical support, and allows for an easy and quick implementation.

The Challenge

Calgary HandiBus Association, as one of the service providers for The City of Calgary, has a critical need to provide a high quality of service in a competitive cost effective way. Accessibility through mobility is a real concern for this expanding segment of the population, a segment that can become isolated without such help. Today Calgary HandiBus Association must compete with specialized "for profit" service providers for the right to provide this service. This meant that HandiBus needed to find an asset lifecycle management solution that would help them implement a proactive, disciplined preventive maintenance program to ensure the highest possible equipment reliability while at the same time allow them to reduce their current operating costs and to more accurately plan their future costs. They wanted a system that would support their complex fleet and equipment, that their technicians could and would use themselves (without additional clerical support), and that they could implement easily and quickly.

"We were managing our fleet with a spreadsheet and paper. We were growing and we were really struggling with our existing processes – they were very labour intensive and required a lot of clerical support," says Louis Jesudason, Director of Finance and Administration. "Our first goal was to get a system in place that would allow us to do our jobs better and faster without having to add staff support. Our second goal was to get a system in place that would allow us to better understand our operating costs and to improve planning and budgeting going forward."

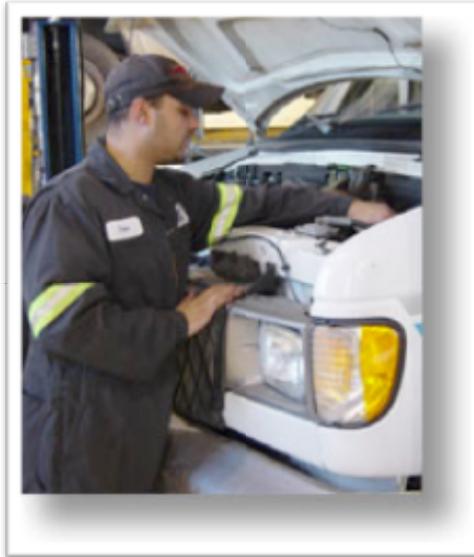
ROI

“When looking for a maintenance system, to improve our cost efficiency, we visited a local company who provide transportation services in The City of Calgary that was using Fleet Assistant. This company highly recommended the Cetaris product; due to Cetaris’ commitment not only to continuously improve Fleet Assistant but also to them as a client. This was the type of partner that we wanted to work with to help us implement a system that would allow us to achieve our service quality goals coupled with our need to improve the cost effectiveness of delivering our services every year.”

Louis Jesudason Director of Finance and Administration

The Solution

Calgary HandiBus Association put together a three person project team – a project manager from finance and administration, an experienced equipment maintenance professional, and a systems professional from their outside IT services provider to select and then implement their new system. The project team developed the list of preliminary functional requirements for the system. Whatever system HandiBus implemented had to be highly adaptable and usable by field personnel, eliminate their overabundance of paperwork, integrate with their existing accounting system and ensure they met all regulatory requirements. They looked for a technically sound, cost effective solution that was easy to use and trainable for a staff with a variety of computer skills.



Functionally the system had to support their customized fleet of equipment, manage an effective preventive maintenance program, obtain reimbursement for equipment and service replacement parts warranties, manage parts inventory, and provide detailed operating cost reports.

The system selection team that HandiBus assembled followed a thorough selection process, initially documenting work processes and reviewing a gap analysis to see where they wanted to be. Several systems were reviewed, the cost benefit analysis developed, and the recommendation made by the team to HandiBus Senior Management to implement Cetaris Fleet Assistant.

The Solution

Calgary HandiBus selected Cetaris Fleet Assistant which includes the following functionality: Asset tracking, Parts Management, Work Order Management, Purchase Order Management, Standard Job Management (Preventive Maintenance, Campaigns, Recalls, Standard Jobs), Supplier tracking, automated Warranty Management, robust reporting, and Wireless PocketPC integration. Fleet Assistant uses advanced .NET multi-tier, multi-threaded Smart Client architecture. Fleet Assistant communicates with related systems through the System Integration Modules (SIMs) based on SOAP/XML technology, so Fleet Assistant will integrate with their meter, fuel, dispatch, and accounting systems.

Key Benefits

- ✓ Improved equipment reliability
- ✓ Reduced clerical support
- ✓ Improved tracking of equipment
- ✓ Improved tracking of parts
- ✓ Increased warranty reimbursement
- ✓ Lower Operating Costs
- ✓ Improved Budgeting
- ✓ Improved empirical data for decision support

Commitment To Service

“Calgary HandiBus Association, in conjunction with Access Calgary, is passionate about providing our customers independence in the form of accessible transportation with access to the community. We operate in a cost-effective manner, where safety is never compromised.”

Louis Jesudason,
Director of Finance and Administration

The Results

Calgary HandiBus Association achieved and exceeded their stated goals to implement an asset lifecycle management solution that would help them implement a disciplined preventive maintenance program to ensure the highest equipment reliability, to reduce their current operating costs, and to allow them to more accurately plan their future costs.

Technicians use the system

Calgary HandiBus Association wanted whatever system they acquired to be used directly by the technicians without any additional clerical support. The intuitive nature of the Fleet Assistant system and its ease of use have resulted in a high adoption rate and utilization by the HandiBus team.

Improved equipment reliability

Calgary HandiBus Association needs to have its equipment available to serve its customers every day, especially when they need to make critical medical appointments. To achieve this goal they need their equipment maintained to the highest standard. Fleet Assistant has allowed HandiBus to implement an improved preventive maintenance program identifying and fixing chronic problems, resulting in increased equipment availability.

Improved decision making

Calgary HandiBus Association in the past was forced to make a lot of decisions based on very limited data. The implementation of Fleet Assistant has allowed HandiBus to improve their decision making process using timely and accurate data – utilizing information like work order history, chronic repair, unplanned repairs, parts usage, warranty reimbursements, campaign/recall ***reimbursements, and equipment life cycle cost reports.***

Improved safety

Calgary HandiBus Association in the past found it difficult to track incomplete work. Fleet Assistant enables them to accurately track any outstanding or incomplete work, ensuring that any safety related issues are properly dealt with in a timely fashion, and thereby ensuring safety is never compromised.

Increased warranty reimbursements

In the past, Calgary HandiBus Association found it difficult to flag warranties and associated refunds that were due to them. The Fleet Assistant system has allowed HandiBus to put a process in place to track and collect reimbursements for equipment and replacement parts warranty as well as manufacturer's recalls and campaigns.

Improved equipment specifications

Transporting people with disabilities is a complex task that requires the use of complicated equipment. We need to track not only vehicle related issues but also wheel chair lifts and associated tie down equipment. As we replace about one tenth of our fleet each year, it is critical that our information is up to date so that we can modify our specifications when required.

A Bright Future

Calgary HandiBus Association is focused on the continuous improvement of their quality of service. The implementation of Fleet Assistant provides a mechanism to identify opportunities for business process improvements and to implement change.

Looking Ahead

“We have had a really good experience with Fleet Assistant in the Windows environment and now we are moving to Cetaris’ Web based Fleet Assistant. This will allow us to have even better and faster access to equipment data that will allow us to make accurate decisions to continue to reduce our operating costs every year,” says Louis Jesudason. “We want to eventually install transponders on our buses to download meter readings into Fleet Assistant as the bus enters the yard. We want to integrate Fleet Assistant to our Key Performance Indicators, eliminate double entry of data through integration to related business systems and we want to attach information such as schematics for our vehicles and accessories to the equipment description in Fleet Assistant. We feel that we are at a point now where we could be using Fleet Assistant to really improve our operations much more – we want to get there fast.”



Calgary
HandiBus
ASSOCIATION