



Welcome

Welcome to our Autumn OmniNEWS; another year has passed and once again the NEC EuroBus Expo is upon us.

This year's EuroBus Expo will be slightly different for Omnibus, as we celebrate the start of our 20th year of service to the public transport industry. We hope to have plenty of opportunity to say 'thank you' to clients, some of whom have supported us for the full 20 years! The Birmingham show is a great place to catch up with both old and new friends.

Our full range of software modules will be available for demonstration, so do come and visit the Omnibus stand (T122) and join us in our 20th Anniversary Celebrations. The 2010 Euro Bus Expo is being held at the NEC in Birmingham on 2nd - 4th November 2010.

We hope to see you there!

Peter Crichton
Managing Director

Omnibus Selected by National Express for Both Bus and Coach Operations.

Omnibus are delighted to launch the celebrations to mark their 20th Anniversary with the announcement that National Express have selected the Omnibus scheduling software to replace current legacy systems for their bus operations in the West Midlands and Dundee.

"We are very pleased to be moving to Omnibus Scheduling software" explained Andy Foster, Operational Efficiency Manager for National Express West Midlands. "As well as making the in house functions a lot easier it will also allow us to produce electronic data for downstream systems simply and move towards the benefits to be gained from Electronic Registrations."

Peter Crichton, Managing Director, Omnibus, commented "The industry is developing at a tremendous pace and it is essential that software is there to support this. We are delighted that National Express sees Omnibus as a key part of their moving forward."

National Express operates over 1200 buses from 10 depots across the West Midlands and also a separate operation in Dundee. These will all be scheduled using Omnibus software.

In addition Omnibus are also pleased to announce the signing of a major contract with National Express to supply software for their coaching operations.

The contract covers the supply of OmniMAP, OmniFLAG and OmniEXPORT products, along with a large amount of software development to replace National Express legacy systems which deal with Coach Bookings and Timetable Publishing.

Martin Blackburn, Director IT Systems Development for National Express said, "We chose Omnibus because of their proven track record in supply and support with other parts of the National Express Group, and for their clear understanding of the requirements of our current and future systems."

B u s M o v e m e n t s

Omnibus has just completed implementing its timetable and scheduling modules with **Padarn Bus**, an independent bus operator based at Llanberis in the Snowdonia area of North Wales. Running in excess of 30 vehicles, Padarn Bus is renting OmniTIMES to computerise its timetable design and processing, OmniBASE for the production and processing of bus and crew duties, and CrewPLAN to create efficient crew schedules.

Padarn Bus has been operating for over 25 years and has expanded considerably during 2009 by purchasing the assets of KMP of Llanberis, another well established local operator. It now operates an extensive local bus service network across North West Wales.

Elsewhere, **D&G's** bus operations have also recently taken delivery of the Omnibus scheduling software, OmniTIMES and OmniBASE, to assist them in their operations.

With this rapid rate of expansion, these companies have reached the point where investment in a computer package for

timetable and schedule compilation was a natural step, as they had reached the point where undertaking these tasks manually was becoming an increasingly unwieldy and time consuming task.

Blackpool Transport, a long-established Omnibus customer, have expanded their use of our software by upgrading their OmniSTOP software to include

batch-printing. This offers a powerful means of producing multiple bus stop displays for a whole route, area or service corridor in a single run, rather than producing each display individually as was previously the case. This enables considerable savings to be made in the time taken to produce displays, as well as ensuring that each stop display is accurate and shows exact timings for that location.



LIGHT RAIL NEWS



It has been a busy time for Omnibus in the light rail sector over the past few months.

DB Regio Tyne & Wear, the new operators of the Tyne & Wear Metro system, have invested in Omnibus software to assist them in running their operations for the duration of their operating franchise agreement.

They have purchased OmniTIMES, OmniBASE, CrewPLAN and OmniROTA for use by their train planners in undertaking timetable and schedules compilation. There is a steady workload to be undertaken in this respect, owing to extensive upgrading of the Metro system which means that weekend services frequently have to be rescheduled to accommodate engineering work. The Omnibus software is ideal for this task, and includes our new OmniTIMES 'Seconds' functionality which enables timetables to be processed down to seconds level. OmniDAS will help to manage the duties and allocation of drivers across the operation.

Stagecoach Metrolink in Manchester have also recently upgraded to OmniTIMES

Seconds, as well as a bespoke version of the TransXChange Exporter, to assist them in providing schedules data to the new signalling system which is currently being installed.

Nottingham Express Transit (NET), the operators of Nottingham's light rail system, have also extended their use of Omnibus scheduling software by adding the CrewPLAN automatic crew scheduling module to their existing system.

NET are established Omnibus clients, and have been using OmniTIMES and OmniBASE for some years to plan timetables and vehicle workings. Significant expansion is planned for the Nottingham light rail network, with two new lines expected to open by 2014. The need to plan crew resources in readiness for this, as well as for their existing operations, prompted NET to invest in the software. The flexibility of CrewPLAN makes it ideal for running "what if?" exercises based on numerous combinations of operational scenarios.

Local Authorities Invest in Omnibus

2010 has seen an increased use of Omnibus software by Local Authorities to manage and more fully exploit their timetable data. New clients have included **Lincolnshire, Staffordshire, Powys, Carmarthenshire,** and **Ceredigion.**

Lincolnshire and Staffordshire have taken **OmniTIMES** to enable them to provide data for Traveline, whilst Carmarthenshire, Ceredigion and Powys have purchased **OmniTIMES** and **OmniSTOP** to enable them to produce enhanced bus stop publicity, the specific needs of Carmarthenshire requiring the development of a new stop style within **OmniSTOP**.

A number of existing clients have added additional modules to further exploit the potential held within the data. **Gloucestershire** have bought **OmniBASE** to assist with their network planning, the software offering a valuable tool to provide a comprehensive picture of operations in

areas and across the county. Used mainly by bus operators **OmniBASE** allows users to ensure operations are scheduled in a coherent and cost effect manner.

Cornwall have bought both **OmniFLAG** for bus stop asset management, and **PocketBUS** for service monitoring, whilst **Lancashire** have taken the **TransXChange** Modules to allow them to import Electronic Bus Service Registrations directly into **OmniTIMES**.

In addition **Centro** have purchased **OmniTIMES** to work alongside **PocketBUS** to provide them with a set of tools for service monitoring, with enhancements to the **PocketBUS** program developed to fully meet their needs. Omnibus Business Development Manager,

Michael Meilton commented, "There has been a lot of interest in this current climate. from people looking at better ways of working and using software to ensure the most cost effective use of resources."

International Projects

Last year we reported that Omnibus had been awarded the contract to supply **Kuwait Citybus Group** with a comprehensive range of scheduling and operational software. This included **OmniTIMES**, **OmniBASE**, **OmniROTA** and **CrewPLAN** as well as **OmniDAS**, our depot allocation system.

The software has now been implemented and operational for nearly six months, so we spoke to them to see how it had gone,

from their perspective. Alvin Lewis, Kuwait Citybus' IT Manager said; "Implementation of the software in Citybus was a challenge considering the different working styles, terminologies, staff expertise and language barriers Omnibus had to understand before rolling out the software.

From everybody's point of view in Citybus I would say that it was a pleasure in dealing with Omnibus and all their staff members during the entire implementation process.

I hope we have built cordial relationships over the many visits that both parties made to each other's offices and look forward to future business prospects with Omnibus".

Richard Woods, CEO of CityGroup added, "We chose Omnibus because it is a tried and tested system which is easy to use and we have found it to suit the operation in our region."

The support offered to new clients is vital to the integration of any new software into a company. Alvin commented; "Service levels from Omnibus have been exceptional and worth every penny. The response times have been fast and prompt. Support is able to handle all issues reported and provide solutions or rectify them."

Richard agreed with this, "The Omnibus staff are experienced and professional and their response is good. Also, because the company is not too big, we have also found it easy to have access to Omnibus senior management who ensure that customers are taken care of."



OmniDAS - Depot Allocation

In addition to offering its scheduling suite of software, Omnibus is growing in reputation for its Windows based Depot Allocation System OmniDAS.

OmniDAS helps clients to manage day to day operations, both personnel and vehicles, in a real time environment. With comprehensive personnel and allocation utilities, users can record variations and track changes during the day, monitoring against regulations and ultimately passing payroll information directly to be processed. Being an Omnibus product, clients using the scheduling suite can import duties and rota information effortlessly, without needing to re-input data

The latest development for OmniDAS is a Bus Allocation module, which helps clients track where vehicles are parked and allocate vehicles to duties. It also assists in the management of the replacement of vehicles that have broken down, and can be used to help ensure 100% branding and vehicle type when allocating vehicles.

As well as recently completing installation and training at **Kuwait Citybus**, with adaptations for non-UK regulations (not to mention allowing for the heat affecting hardware) OmniDAS has also been implemented at **Transdev Blazefield's** Keighley operation, **Ipswich Bus** and the whole of the **Rotala Diamond Bus** operation.

Thamesdown Transport, who have opted to upgrade their depot allocation system to OmniDAS, are nearing completion, and are also the first UK operation to start utilising the Bus Allocation module to manage their fleet movements.

Of our latest clients, we are pleased to announce two companies in London who have selected OmniDAS. Transdev company **London Sovereign**, and **Hackney Community Transport** have both ordered the package and are currently in the process of taking delivery for their multi-site operations. We welcome them both.

Omnibus Acquires ADP Consulting

Omnibus has announced that it has enhanced its solution offering with the acquisition of the assets and goodwill of ADP Consulting Limited. The acquisition adds ADP's NaPTAN, TransXChange and GIS solutions and expertise to the Omnibus portfolio.

Founded in 2008, ADP specialises in GIS software and consultancy services for public transport operators and authorities. "Rob West, Managing Director of ADP Consulting remarked; "We are very pleased to become part of the Omnibus family and look forward to delivering the benefits that the combination of our people and offerings will bring to our clients and to the industry as a whole".

Peter Crichton, Managing Director of Omnibus Solutions Limited, commented: "We are very excited by the acquisition of ADP. It forms a key part of our strategy to strengthen our software consultancy offering in the UK bus and local authority market".

Reflections on 20 Years

The timetable has always been the cornerstone of any public transport operation, but the need for this information to be available in so many formats has mushroomed over the past 20 years. In 1990 some of the larger companies were using computerised scheduling but the subsequent use of the information was merely for bus boards and operational printouts.

20 years later this has been transformed, with timetable and schedules information required to feed a multitude of applications such as Real Time, Ticket Machines, and Depot Allocation systems to all forms of Publicity, from web to paper copies, and now the registering of bus services electronically.

To achieve this change, different ways of exchanging information have been devised with TransXChange becoming the current industry standard format. "An overriding objective with all our developments at Omnibus," explains Business Development Manager Michael Meilton "Is to ensure the process is as simple as possible for the end user. A system is no good if you have

to feed information into it after the event because it is too complex to set up and use beforehand."

"Technology has allowed not only new innovations such as Real Time Systems, but has made a lot of existing tasks easier. The Electronic Bus Service Registration (EBSR) is a good example. Once the initial set up has been done, Registrations can be produced electronically and an entire network change could be done in a morning, with the Registrations delivered to the Traffic Commissioners at the push of a send button, putting an end to the rush to their Offices late on a Friday afternoon with envelopes full of papers!"

It is impossible to guess where technology and the industry will be 20 years from now. Omnibus however, looks forward to the challenges that this will offer, whilst always trying to ensure the process for the user remains as simple as it can be



Thank you

On behalf of Peter and myself, I would like to thank all our staff and customers, many of whom we now regard as friends, for all your support over the last 20 years.

We are very proud of what Omnibus has achieved and we look forward to working with you in the years to come.

Carol Crichton, Director