

# Leveraging Opportunities and Managing Change

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# Clever Devices Overview



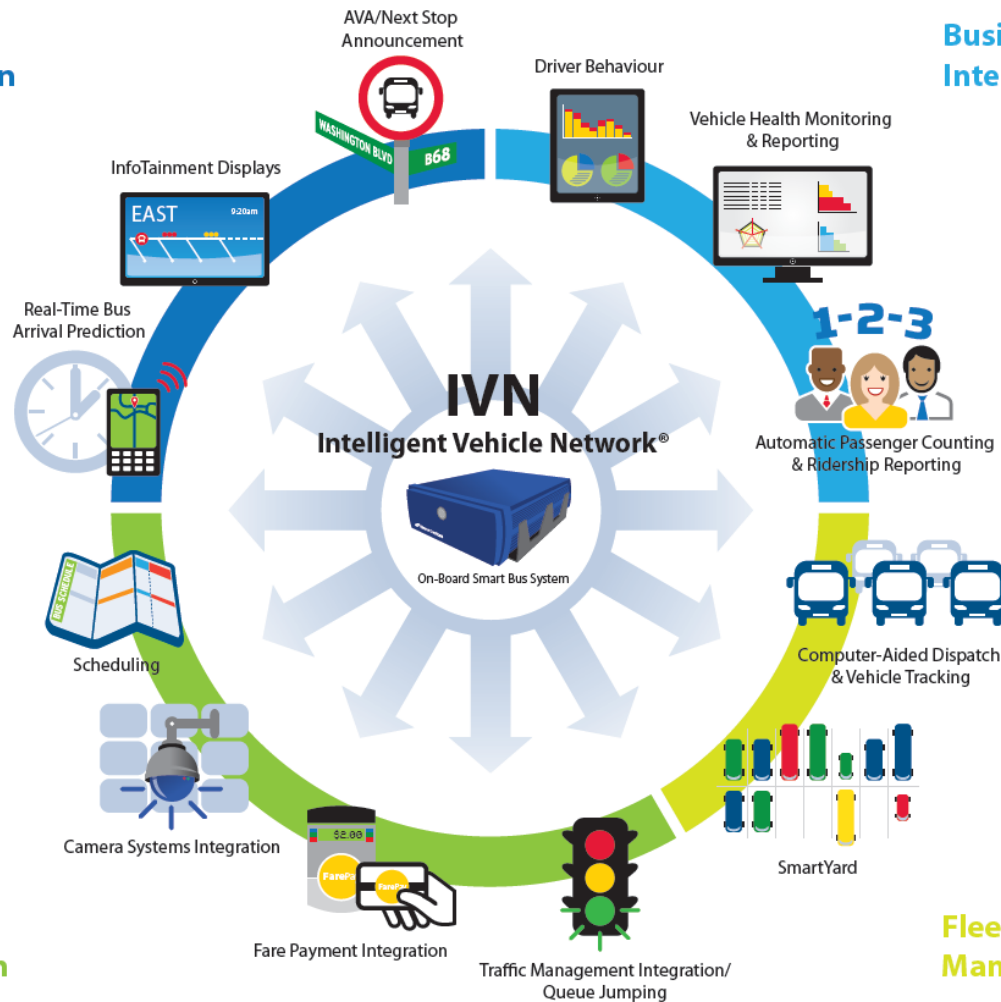
Leading provider of digital information systems, Intelligent Transportation Systems (ITS) solutions and Smart Bus systems

- NY Headquarters with four regional offices
- Approximately 400 employees
- In 2012, acquired two ITS firms: Digital Recorders and GreyHawk Technologies

# Clever Devices Overview

## Passenger Information

## Business Intelligence



# Clever Devices Overview



Clever Devices offers quality engineering, technical support and aftermarket service.

Excellent support

One of the best companies I have dealt with

## Our customers are saying...

They stay with you and respond to any and all issues

Experienced technical resources

Clever Devices is very responsible and responsive. The staff we work with are all very knowledgeable in what they do. They even go out of their way to provide support.

# One Thing's For Sure....



You will be faced with managing change during your ITS implementation.

# Case Study #1

## Are We on the Same Page?

**Problem:** A transit agency was implementing a fleet management solution integration with a fare system and shared use of a secure cellular data communications system. There were a number of vendors/technology stakeholders involved in design and implementation, each with different business objectives.

**Solution:** An executive steering committee comprising all stakeholders was established

**Result:** Stakeholders were more involved and engaged in decision-making and felt ownership of the outcome



# Case Study #2

## Slow Down, You Move Too Fast

**Problem:** A rural transit agency with buses on both open highways and city streets needed to monitor operators' driving speeds.

**Solution:** A new system was created and implemented:

- The driver is alerted with a loud beep
- The dispatcher is informed
- Historical reports are available

**Result:**

- Routes are now optimized
- Operators and passengers are safer
- Potentially improved fuel economy





# Case Study #3

## Ensuring Integration Throughout the System

**Problem:** A Transit Agency was building a new transit hub, and was facing issues with locating buses at the various bays and unplanned congestion as buses were queued up to depart the hub.

**Solution:** The implementation of CAD/AVL was expanded to include the transit hub: voice announcements, more informative signage and fleet management.

### Results:

- Riders know which bus is in which bay
- Reduces confusion and improves passenger satisfaction
- Buses depart on time due to rerouting and improved scheduling



# Case Study #4

## Pre-Deployment Executive Workshop



**Problem:** Senior Management had the big picture of technology, but wanted to be more well-versed in order to manage teams and ensure maximum value was realized

**Solution:** An executive workshop for C-Level personnel

**Results:**

- Improved employee engagement through greater involvement in ITS at the senior level
- Improved communication due to a common language
- Greater efficiencies

# A Few More Secrets to Success

- Successful grant approvals:
  - Achieve perfect triennial reviews
  - Make sure that applications for grants are unique
  - Develop strong relationships with the FTA regional administrators
- Consider implementing in phases
- Have internal champion(s) – just like other departments and projects

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