

# Mobile Solutions: Innovating Public Transport

Nexus is the Passenger Transport Executive responsible for public transport across the Tyne & Wear region.

The Continuous Monitoring (CM) Team within Nexus is responsible for surveying passengers to gather information on travel patterns and concessionary and travel ticket usage. Accuracy of this information is crucial so that over £50m per year can be reimbursed to transport operators for carrying concessionary passengers. Additional data on information and infrastructure audits and punctuality checks is also collected to produce management information and performance indicators. Previously, passenger information was gathered using legacy scanning technology and paper based methods which were very inflexible and time-consuming. Developing a new, more efficient way of working was an integral part of Nexus' business plan moving forward.

## Aims and Objectives

For Nexus, it was imperative that the proposed IT solution met the following criteria:

- Easy to use and fully flexible survey design options enabling effective and efficient data capture.
- Allow office based staff the ability to schedule a Data Collector's (DC's) work, allocating tasks from an office workstation.
- Operate on a handheld machine, used by DCs inside or outside in various conditions.
- Have the ability to remotely transfer any work and relevant reference data to and from the DC's handheld machine.
- Enable staff to monitor work carried out and change assigned work through a controlled procedure, allowing the flexibility to cope with realistic operational issues.

Nexus invited a number of different organisations to tender for this complex project and following a competitive process, Pulsion Technology was selected as the IT partner to mobilise a number of key functions within the organisation.

Since implementing the mobile working solution throughout the business, Nexus has significantly improved data integrity, reporting as well as the efficiency and productivity of the workforce.

All the required information collected on buses and metro services regarding concessionary passengers, information and infrastructure audits and punctuality checks is now collected and stored using mobile devices.

## Key Benefits for Nexus

Increased effectiveness and efficiency of data capture

- Easy to use and fully flexible survey design options enabling effective and efficient data capture.
- Higher quality of data recorded
- Being able to remotely transfer any work and relevant reference data has removed the necessity for field workers to report to Nexus House to collect assigned data, saving time and dramatically improving productivity

## About Pulsion Technology

Pulsion Technology engages with its customers to deliver innovative products and digital solutions to help unlock efficiency within their business. Headquartered in Glasgow, we are a trusted provider to the public, private and third sector.

Our skills and capabilities focus on digital, mobile, consultancy and predictive analytics services. Our collaborative approach means we deliver products and solutions central to our client's business objectives; whether that is driving productivity, increasing revenue or reducing overhead costs.

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