

#### SAMSARA FOR FLEETS

# Passenger Transit

The Leader in IoT for Operations





### SAMSARA FACTS

10,000+ customers worldwide

200,000 new devices shipped annually

Offices in San Francisco, San Jose, Atlanta, and London



# A Complete Fleet Management Platform for Passenger Transit

Samsara offers a new generation of connected sensor technology to manage your fleet more efficiently. Gain better visibility into your day-to-day operations and customer experience with real-time GPS tracking, live location sharing, dash cams, safety tools, and more — all in one easy-to-use platform.

Customers trust Samsara's technology to drive business outcomes: to increase dispatch efficiency, improve overall safety, enhance passenger comfort, and deliver a higher level of customer service.



#### **FLEET EFFICIENCY**

Arlingto

ingbrook

Real-time GPS technology makes it easy to dispatch vehicles that are closest to customers, accurately communicate arrival times, minimize internal phone communication, and reallocate hours to customer service.

#### **DRIVER SAFETY**

HD dash cams provide unprecedented visibility into on-the-road incidents, and built-in coaching tools and safety reports empower your team and protect your brand.

#### SUSTAINABILITY

An easy-to-use dashboard offers insights on driver behavior and engine data, providing unmatched visibility into harsh driving and fuel use to improve the efficiency and sustainability of your operation.



# Windy City Limousine

One of the fastest-growing ground transportation companies in the U.S. leverages Samsara to increase efficiency and provide world-class customer service.

Whether their chauffeurs are transporting hundreds of people to an event or entire sports teams to a stadium, one thing is always top of mind for the team at Windy City Limousine & Bus: customer service. With more than 350 vehicles on the road — from SUVs to limousines and motorcoaches — Windy City Limousine partnered with Samsara to outfit their fleet with real-time GPS tracking, connected dash cams, and the Samsara Driver App to manage HOS compliance and complete DVIRs.

With Samsara, Windy City Limousine is able to dispatch vehicles more efficiently, proactively coach their chauffeurs on safety, and share live ETAs with their customers, ultimately reducing their dispatch call volume by 30% and saving 500 hours of internal phone communication monthly.



350+ LIMOUSINES, SHUTTLES, AND BUSES

100 LABOR HOURS PER WEEK

reinvested in customer service

30%

REDUCTION IN DISPATCH CALLS **DELIGHT YOUR PASSENGERS** 

# Unlock Time to Reinvest in Customer Service

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Samsara helps Windy City Limousine spend less time on dispatch and routing and more time on what matters most: their customers. Real-time GPS tracking allows them to dispatch vehicles to passengers more efficiently, while Live Sharing gives their customers the instant location information and live ETAs they want. With their efficiency savings, they have reinvested 100 labor hours per week into customer service.

6 PASSENGER TRANSI



# "

Gone are the days of spending hours researching vehicle locations, route deviations, and questions regarding on-time service... Less time researching means more time focused on the total customer experience."

JEROLD BEAN VP of Meetings & Group Events, Windy City Limousine



#### HARDWARE

# Plug-and-Play Hardware for Your Fleet



**VG Series** 

# GPS Gateway with WiFi Hotspot

Vehicle gateways provide visibility into live vehicle locations, engine diagnostics, harsh events, trip progress, and more.



#### **EM Series**

# Environmental Monitors

Wireless sensors capture real-time temperature and humidity data, sending alerts to adjust the temperature as needed and help validate complaints.



#### **CM Series**

# High-Definition AI Dash Cams

Front- and dual-facing cameras with embedded AI detect harsh events, distracted driving, rolling stops, crashes, and more.



# Driver App

Our all-in-one Driver App works on any iOS or Android device, eliminating the need for costly proprietary hardware and offering built-in features for Hours of Service, electronic DVIRs, routing, document capture, and two-way messaging.





### En Route to Shuttle Stop 6

Location 2115 S Lamar Blvd,Austin,TX,78704

Scheduled Arrival Time Aug 30, 2:46 PM



### Share Live ETAs

Today's passengers expect real-time vehicle location information and accurate ETAs at their fingertips. Paired with to-the-second GPS tracking, Samsara's Live Sharing feature makes it easy to send live ETAs to customers, minimizing unnecessary calls to dispatch and delighting customers from door-to-door.





#### **BUILT FOR PASSENGER TRANSIT**

Get real-time visibility into your fleet, so you can go above and beyond for your passengers.



## Promote Safe Driving

Prioritize the safety of your passengers and protect your brand with dual-facing dash cams and built-in driver coaching tools that make it easy to monitor and reward safe, defensive driving.



## Simplify HOS Compliance

Stay compliant with the FMCSA's ELD mandate with an easy-to-use Hours of Service solution that combines driver logs with real-time GPS and engine data.



### Enhance Passenger Comfort

Ensure vehicle climate is optimized for passenger relaxation and safety with live temperature monitoring and custom alerts.



### Improve Fleet Reliability

Monitor your fleet's health and establish mechanisms for robust preventative maintenance, mitigating the risk of passenger injury, service interruptions, and costs related to vehicle breakdowns.





# "

Samsara is a gamechanger. It helps us be more proactive and efficient, which immediately affects our bottom line. But I think the most important aspect is that it takes us to another level of providing service to our customers."

### TRACY HODGE-RAIMER

Executive Vice President, Windy City Limousine





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