

GFI GenCare

An intensive on-site review and tuneup of your fare collection operation

Concerned that your fare collection system isn't operating at peak efficiency?

GFI GenCare is a systematic multi-day program in which our experts examine your facilities and procedures and provide a comprehensive review of your operation's strengths and weaknesses. We'll provide refresher training, identify opportunities for improvement and fine-tune your system. GFI GenCare consultant services will make your operation hum at a price that won't make your CFO choke.



Here's what GenCare can do for your agency:

- Inspect your fare collection hardware and software – determine what needs tweaking and what needs replacing
- Identify maintenance issues and train technicians in proper procedures – reduce labor costs and downtime
- Evaluate your spare parts inventory – recommend optimal levels in light of your agency's repair experience
- Streamline your fare structure – eliminate unnecessary steps and speed boarding
- Train management and staff on data system query and analysis techniques – get faster access to the ridership and revenue information you need.

● Advantages:

Fresh eyes – doing things a certain way because you've always done them that way? We'll help you re-evaluate your policies and procedures.

Benefit from GFI experience – we're in constant contact with agencies around the country and can bring you up to date on industry best practices and the latest technologies.

Chart a system upgrade path – we'll review where your fare collection program is now, where you want to go with it, and the best way to get there.

Get it in writing – we'll provide a written report to facilitate agency review and followup.



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How GFI GenCare Works

The GenCare team consists of a field support engineer, a technician, and a marketing representative. The schedule for a typical visit:

Day 1 – Evaluate current operations

The field support engineer performs a comprehensive inspection of the data system to ensure all software and firmware is current, correctly installed, and properly configured, and reviews operating, security, and maintenance reports to evaluate system performance and identify problems.

The technician inspects all types of hardware in the system including vaults, data probes, and selected fareboxes to assess maintenance quality and reviews procedures with maintenance personnel.

The marketing representative assists the engineer and technician in presenting their findings to the customer.

Day 2 – Review evaluation results and conduct refresher training

The field support engineer reviews operational and maintenance issues with the customer and suggests improvements; assesses the staff's use and understanding of reports; and provides appropriate training on data system use.

The technician reviews and demonstrates preventive maintenance techniques with customer's maintenance staff.

The marketing representative demonstrates proper farebox operation to management, instructs driver trainers, and reviews the agency's fare structure with management.

Day 3 – Wrapup

The field support engineer reviews data system findings with customer and recommends appropriate changes in procedures, policies and equipment.

The farebox technician evaluates the spare parts inventory and concludes any needed training.

The marketing representative participates in discussions with the customer and prepares a report detailing evaluation results and recommendations.



Depending on your agency's needs, the GenCare team can conduct a general evaluation of your fare collection operation or focus on specific problem areas identified in advance.

 *Contact your GFI marketing representative for further details about GFI GenCare.*

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