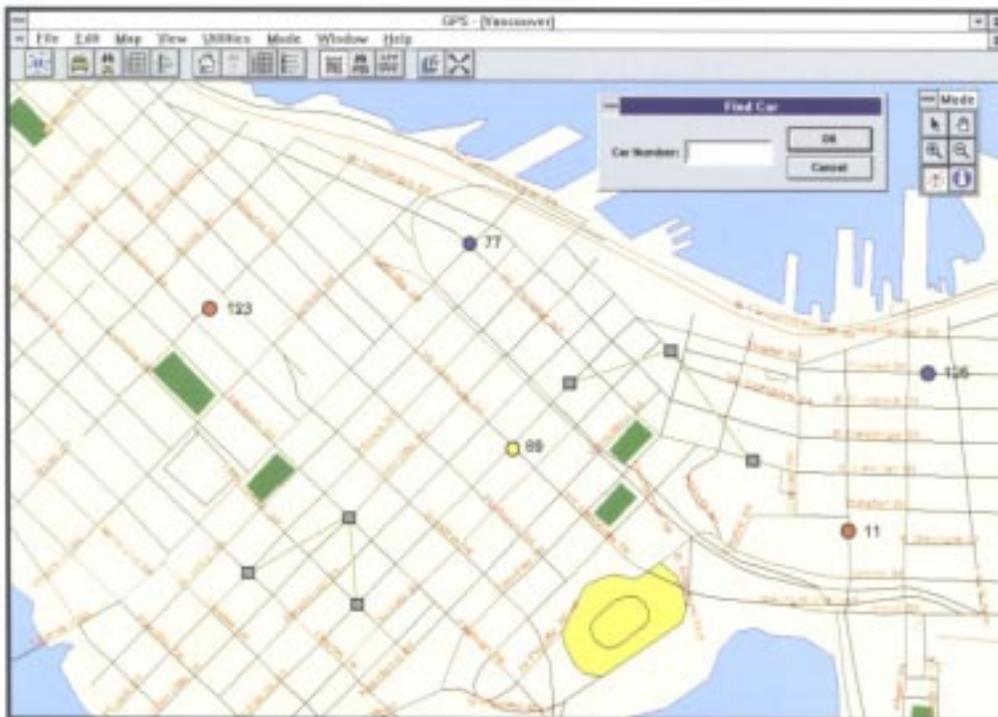


The Ultimate Tool in Taxi Dispatch

TAXITRACK



The Digital Dispatch Difference



Turnkey System

Optimize your dispatch operation, increase profits, improve productivity and customer service with the TaxiTrack computerized dispatch system from Digital Dispatch. With TaxiTrack, you can track the location of all your vehicles and pick up addresses and display them on a computer monitor. TaxiTrack provides an integrated mobile data system, including user friendly application software, Mobile Data Terminals (MDTs) with Global Positioning System (GPS) receivers, as well as the associated mobile data controller hardware.

Single Vendor

Since we develop the dispatch software and manufacture the MDTs, our customers are never concerned about compatibility issues. By controlling both hardware and software, Digital Dispatch offers you the highest level of functionality and the best support in the business.

Advanced Technology

TaxiTrack gives taxi companies the professional, high-tech image and functionality necessary in today's competitive marketplace. The system boasts many unique innovations to help you enter, dispatch and complete trips faster than ever before.

Efficient Call Taking

Trip entry is a breeze with TaxiTrack. Call takers enter trip information into the system using either inexpensive text based video display terminals or PC workstations running Microsoft Windows™. By entering an account number or the customer's telephone number, call takers can instantly retrieve all relevant customer information. Even entering a telephone number is automated using a Caller ID interface, in areas where this service is available.

State of the Art Communications

TaxiTrack dispatches trips using either zone based or GPS based dispatching. Trips are automatically sent to drivers via the MDTs in the vehicles without any dispatcher intervention. All addresses include a reference drivers can use to quickly find

unfamiliar locations in their map books. Drivers appreciate TaxiTrack's Customer Callout feature, which automatically telephones customers to tell them exactly when their cab will arrive. A driver simply presses a button on the MDT, and the system places the call.

Customer Satisfaction

Your customers also benefit greatly from TaxiTrack's features. Frequent users of taxis enjoy a silent ride, without the clutter of radio communication. With TaxiTrack, paying for a fare with a credit card is quick, secure and convenient. Credit card numbers remain confidential, while drivers avoid getting stuck with bad cards.

GPS Tracking

Equipped with optional GPS receivers built into the MDTs, TaxiTrack can track the location of all vehicles in the fleet. A GPS workstation displays vehicle and trip locations on a large computer monitor with digital maps for your area. The use of GPS vehicle locations

boosts driver safety and improves the accuracy of the automated dispatch algorithm.

Unbeatable Service

Digital Dispatch's commitment doesn't end with the sale of your system. We provide overall systems integration, project management, technical consultation, system installation, training, on-site maintenance and long term service support. Our service representatives are available 24 hours a day for emergency situations.

TaxiTrack Advantages

TaxiTrack's innovations ensure customer satisfaction, improve the productivity of drivers and office personnel and increase your revenue and profits. With the Digital Dispatch difference, taxi companies realize their full potential and maintain a competitive edge.

**Get the Digital Dispatch
difference today!!**



Benefits of TaxiTrack

Increased Operating Efficiency

TaxiTrack improves call taker, dispatcher and driver efficiency, resulting in more revenue per mile.

Using zone based or GPS based dispatching, TaxiTrack immediately dispatches trips to drivers, eliminating backlogs and allowing drivers to service more customers.

TaxiTrack's user friendly software provides on-line information on trip requests and fleet status to enable call takers, dispatchers and drivers to work together more effectively. With Digital Dispatch's GPS mapping software, dispatchers know where drivers are at all times.

The software immediately alerts dispatchers of trip, driver and host computer problems, ensuring quick resolutions.

Digital Dispatch provides interfaces to accounting systems to expedite the driver cashing process and eliminate duplication of data entry.

Features such as Caller ID and Customer Profile minimize data entry and enable call takers to handle more trips.

Improved Working Conditions

TaxiTrack creates a professional working environment for drivers and office personnel, reducing employee turnover.

TaxiTrack eliminates drivers from your own or other companies scanning frequencies and scooping other drivers' trips. Both zone based and GPS based dispatching assign trips fairly to drivers.

TaxiTrack relieves drivers and dispatchers of the stress of trying to communicate by traditional two-way voice radios.

TaxiTrack dramatically improves driver safety. With GPS, dispatch personnel immediately pinpoint a vehicle in an emergency. Customer Callout eliminates the need for drivers to leave their vehicles when picking up customers.

The time and cost associated with training new personnel is dramatically reduced. Newer drivers enjoy a great success rate and compete effectively with experienced drivers. Office personnel appreciate TaxiTrack's easy to use software.

Growth Capacity

TaxiTrack increases your capacity for business and decreases operating costs.

TaxiTrack reduces the number of office personnel needed by automating dispatching, call taking and cashiering processes.

TaxiTrack's computerized dispatching process significantly increases radio efficiency because it is much faster than traditional two-way voice dispatching. This increased radio efficiency means your company dispatches more trips without any expansion of the radio infrastructure.

Increased Customer Satisfaction

Increased customer satisfaction translates into more profits for you. TaxiTrack provides a professional high-tech image consistent with today's marketplace.

With automated order entry, call takers can process customer requests for service quickly and accurately. Call takers and drivers have immediate access to operational information.

Frequent users of taxi services can enter their own calls on a touch tone telephone or via modem using a standard personal computer, without call taker assistance.

Regular customer account information is current, accurate and available on-line. Call takers and managers can recall a customer's record and add additional information at any time.

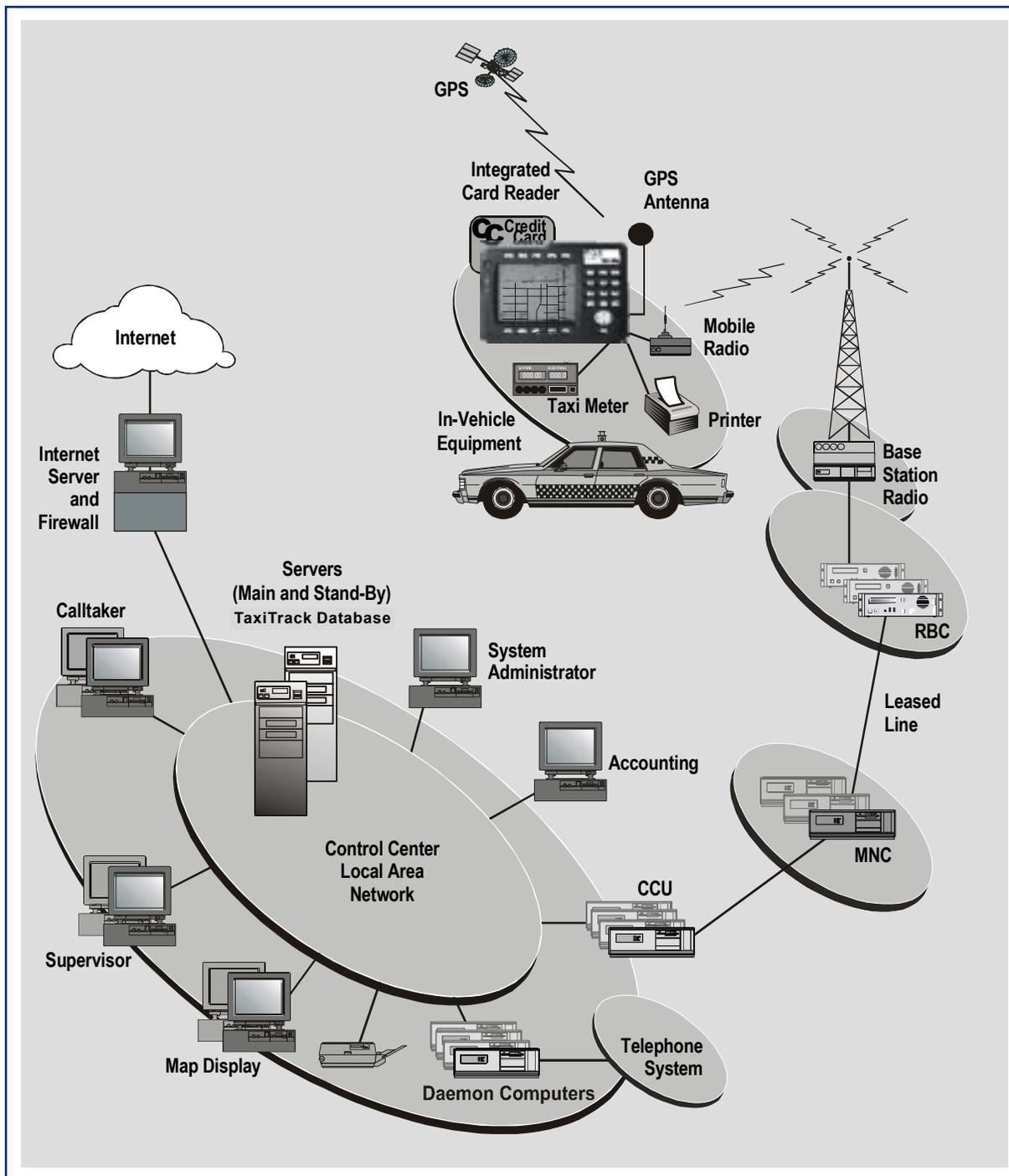
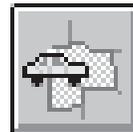
Taxis reach pick up locations faster because TaxiTrack significantly decreases the time necessary to dispatch a taxi. TaxiTrack telephones customers when the cab arrives.

Your customer can depend on the service for time calls. TaxiTrack never forgets trips that are reserved for the future.

Call takers immediately access complete trip status information when customers call about trips.

Your customer enjoys a quiet, relaxing trip without any cluttered two-way radio voice communication.

On-line credit card verification authorizes customers' cards quickly and securely.



Unique Features of TaxiTrack

On-Line Configurability

On-line configurability gives the system manager the flexibility to tailor the dispatch system to the current operational needs. There are literally hundreds of parameters that can be configured. There are no system interruptions or down time when you need to change the basic way you do business. Changes take effect immediately without any negative impact on dispatching or communications.

Hot Stand-By

TaxiTrack supports a redundant or stand-by computer to ensure the continuous operation of the system with an absolute minimum of down time. In the event the main computer fails, the stand-by computer automatically takes over. During normal operation, the active and stand-by computers exchange information to preserve data integrity, and as a result, the stand-by computer mirrors the active computer's information. It keeps the trip data as well as the outstanding database changes up to date and active.

Multi-Company

TaxiTrack allows for up to five companies to operate from the same system and radio infrastructure. Each call taker can enter calls for a single company or a combination of companies depending on the access assigned by the system manager. TaxiTrack automatically dispatches trips to cars in the correct company.

Each company is handled separately with its own zone structure, accounts, parameters and reports. No one can gain access to another company's files unless authorized.

Dual Zones

Dual zones allow one zone number to refer to two zones. Drivers can book a car into two adjoining zones at the same time and get offered trips from both zones. The driver's queue position looks just like a stand queue position and the driver will get offered trips from both zones.

Local Trips

Local trips encourage drivers to service short trips. With this function, drivers retrieve their top queue position after turning off the meter within a programmable period.

Customer Callout (CAL)

With the Customer Callout (CAL) feature, drivers simply press a button on their MDT and TaxiTrack automatically dials the customer phone number that was recorded with the trip details. The driver inputs the number of minutes he is from the pick up address, and the customer receives a phone message stating either, "Your cab will arrive in 'x' minutes," or "Your cab has arrived". The driver is then automatically notified of the result of the callout, i.e. "Succeeded", "Answering Machine", "Phone is Busy", or "No Answer". CAL eliminates dispatchers phoning customers and drivers leaving the safety of their vehicles to tell customers their cab has arrived.

Personals

TaxiTrack can be configured to allow the creation and transmission of both on-demand and time call personal trips (personals). A personal trip is offered to a specific car. When that specific car is not available, the trip will be offered to the first available car in the system.

Fleet Summary

The Fleet Summary screen aids the dispatcher by providing quick access to fleet information. This screen displays information on the number of trips and taxis in each zone. For each zone, TaxiTrack displays the number of unmatched trips and the number of taxis in the queue for trips. The screen also displays the total number of unmatched trips and waiting taxis.

Automatic Credit Card Verification

This feature provides true, on-line credit card verification without the intervention of dispatch room personnel. The credit card verification feature works in the following way:

- Driver requests verification of credit by either manually entering the credit card information into the MDT or using the credit card swipe
- Information is received by the host which automatically dials a credit card center for verification
- Verification is received by the host computer and is automatically transmitted to the driver through the dispatch system and displayed on the MDT

Successful transactions are stored in a database for later adjustment, settlement and report generation.

TaxiTrack Options



Shared Ride

TaxiTrack's Shared Ride module allows for multiple pick ups and multiple drop offs. This module permits the scheduling of trips so that the dispatch computer can automatically combine them into efficient routes for the driver.

The system trip-combiner runs periodically to combine trips into shared ride routes. When the trip combiner software runs, it groups all newly entered trips (trips entered since the last running of the trip combiner) with all other trips in the shared ride dispatch queue. There is a maximum number of trips (configurable) that can be joined together. When the combined route matures, TaxiTrack dispatches it.



TaxiTrack's Shared Ride module is useful for various types of transit services, such as an airport shuttle, an alternative for commuters using public transit or van pools, or for transportation of ambulatory individuals from their residences to appointments. Shared Ride can also improve fleet utilization by combining regular time call trips into routes. The Shared Ride module gives taxi companies a tremendous edge when entering bids for government contracts.

Call takers enter trips on a dedicated Shared Ride screen that is easily accessed from the Call Taker screen. The Shared Ride screen allows call takers to enter zone numbers to dispatch forced addresses and automatically displays a GPS-based distance estimation.

Driver Cashiering

TaxiTrack's Driver Cashiering System (DCS) integrates dispatch, cashiering and accounting operations. DCS gives authorized personnel access to the credit card and customer account information in the TaxiTrack databases, avoiding duplication of data entry. DCS automates transactions between the taxi company and the following:

- Vehicle and permit owners
- Lease, owner and employee drivers
- Passengers
- Government agencies
- Credit card companies

Authorized staff can download data from TaxiTrack directly into your accounting software using DCS. DCS automatically generates bills for account customers and also allows your personnel to provide customers detailed information on taxi services used.

DCS saves valuable time for both cashiers and drivers by automatically calculating drivers' credits from TaxiTrack's CRS transaction and customer account records. DCS significantly reduces the cashiers' work load and eliminates long waits for drivers when settling accounts. In addition, DCS enables cashiers to send messages directly to drivers' MDTs. Cashiers can electronically inform drivers that maintenance fees are due or dispatch contracts need renewing.

Premier Ride

TaxiTrack's Premier Ride feature helps taxi companies with a separate fleet of superior cars provide first class, non-metered service to their discriminating customers.

Premier Ride provides special data entry fields for call takers to record extra information, such as the person reserving the car, customer and company names and the length of time the customer needs the car. There is also a field to enter the method of payment the customer will be using. A Confirmation Number is shown to the call taker when the trip is dispatched, and if the customer cancels, a Cancellation Number is generated. Premier Ride comes with its own set of parameters so your system manager can specify the configuration for the special fleet.

Call Taker Functions

Instead of writing down information on slips of paper, call takers enter requests for trips into a computer workstation. A convenient and easy to use data entry screen is provided for entering the customer's request. For existing customers, the computer retrieves all relevant information based on the customer's phone number. The customer's phone number is automatically entered by the system in areas where multi-line Caller ID service is available. For new customers, the call taker simply enters the street address to create the trip.

The address database maintains all valid street addresses in the service area. TaxiTrack determines the zone and/or GPS coordinates of the address when the call taker enters trip details. In zone based dispatching, call takers instantly see how many customers are waiting in the zone and how many cars are available in the primary and back-up zones. TaxiTrack estimates the pick up time using this information.

Many streets and landmarks have abbreviations and acronyms which facilitate quick data entry during trip creation and modification. TaxiTrack translates these abbreviations and sends the driver complete information for the pick up, including a map reference to help the driver find the customer's address.

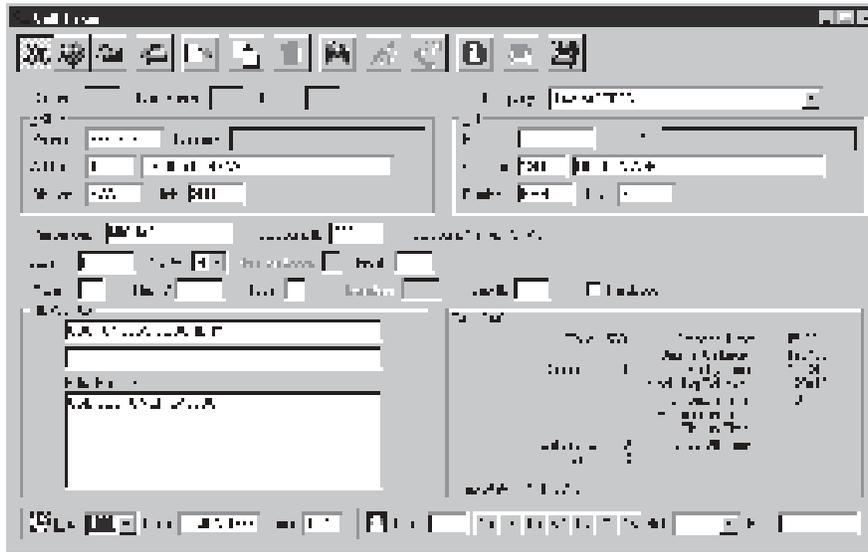
TaxiTrack also displays other relevant information to help the call taker determine the correct address for each trip. For streets having common names in several districts or cities in the service area, the computer displays a pop up window listing all possible streets for call taker selection. To facilitate data entry, the computer can search the databases for partial addresses (e.g. the first three characters) and display all street names that begin with these characters.

All valid addresses are assigned latitude and longitude

information. If the destination address is entered, the TaxiTrack Rate Quotation feature calculates the approximate distance and cost of the trip.

In addition to the address, the data entry screen provides the call taker with the flexibility to enter additional data about the trip request. Extra information can include the name of the passenger, charge account details, as well as whether the

address is a business, house, or apartment. Call takers add details about customer requirements by entering attribute abbreviations, such as "N" for "non-smoking" or "W" for "wheelchair". Specific remarks about the location or service needed can also be entered, such as "pick up at east door" or "assist



with luggage".

TaxiTrack supports three types of trips: On-Demand, Time Call and Regular Time Call. On-Demand trips are trips that need to be dispatched immediately. A Time Call requires service at a future time, and a Regular Time Call requires future service on a repetitive basis where trip information remains unchanged. A few minutes before the vehicle is needed, the Time Call trip matures and is automatically dispatched without any human intervention. Trips can be prioritized to handle VIPs and emergencies.

In the event of a trip callback, cancellation, or modification, the call taker can easily recall the trip and quickly perform any corrections that the customer requires. The status of a trip including creation time, dispatch time, modification time, driver assigned, pick up time, drop off time, etc., is displayed on the call taker's terminal.

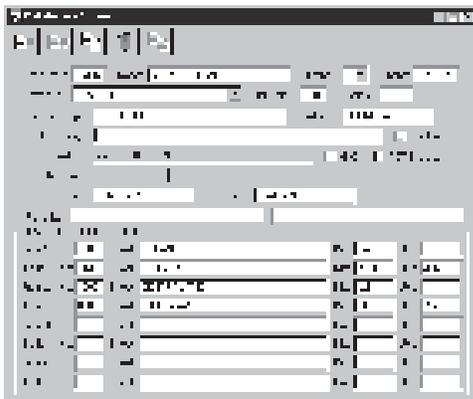


Caller ID

This feature identifies customers' phone numbers as they call in for trips and automatically retrieves the customer profile from the database. Caller ID significantly decreases both the time call takers spend on the phone with customers and the amount of data they need to enter to create a trip. As a result, call takers will service a higher number of customer calls. Some additional hardware may be necessary.

Customer Profile

If Caller ID is unavailable, the Customer Profile feature automatically retrieves all trip related information from the database when call takers enter customers' phone numbers. The Customer Profile feature also allows your company to see how many times a customer has called in the current month, in the previous month and since the time a profile was started for the customer. Therefore, companies know when a customer's pattern of usage has changed.



Charge Account Profile

This feature allows a client to call in and give only an account number for pick up at a predetermined location. All information is entered previously in a Charge Account Profile database. Once the call taker fills in the account number, it will be validated, and if valid, various fields on the Call Taker screen will be filled in automatically with trip information from the database. Any field previously entered by the call taker will not be overwritten by the data from this retrieved information. A message may be displayed to the call taker in the status area of the screen should the customer require special handling at the call taker level. For example: customer desires non-smoking vehicle; VIP customer; etc.

Automatic Call Taker (ACT)

Easy to use and secure, Automatic Call Taker (ACT) allows pre-authorized taxi customers to create trips through an interface with a touch tone phone. Each customer's profile contains a PIN (Personal Identification Number) and up to four pre-programmed pick up locations. Customers can create their own normal or pre-scheduled trips, and they can confirm or change trip status using the numeric keypad on any touch tone phone. Customers can quickly and easily cancel their cabs by using ACT. Taxi companies have complete control to disable customer accounts, and customers may change a PIN number if they think that it has been compromised.

Remote Call Taker (RCT)

The Remote Call Taker (RCT) function allows corporate customers to enter new trips or modify and review existing trips using a personal computer with a modem. This reduces the number of call takers required at the dispatch site and the customer perceives that they have more control over their needs. This feature also provides a competitive advantage by allowing the customer easy access to the dispatch procedure. A telecommunications package is required to run RCT.

ACTIVITY	
Zone:	132
Normal Pickup:	5-10 Mins
Caller is #:	3
Cars in Zone:	1
Map Ref:	110C
Calls in Backup Zones:	0
Cars in Backup Zones:	1
Rate Quotation:	\$15-00

Rate Quotation

The Rate Quotation feature enables call takers to inform customers of approximate fares with a quick glance at the screen. Quotations are based on the estimated distances between the pick up and drop off points. Distances can be estimated using either a zone based or GPS based configuration. The GPS based rate quotation uses the longitudes and latitudes of the pick up and destination addresses. In a zone based rate quotation configuration, a database contains the estimated distances between each pair of zones. This feature makes it easier for taxi companies to give customers fare estimations.

Zone Based Dispatching

TaxiTrack automatically matches trip requests received from customers via Automatic Call Taker (ACT), Remote Call Taker (RCT), or human call takers to the first available taxicab in the zone where the service is requested. The dispatch computer automatically transmits details of the customer's request to the MDT installed in the taxicab. Drivers view trip details on the terminal screen.

The matching of a trip with an available and eligible car occurs very quickly and is based on information stored in TaxiTrack's databases. The databases contain complete details on drivers, vehicles and addresses.

TaxiTrack records a prioritized list, or queue, of available taxicabs based on the order in which the drivers booked into each zone. During the automated dispatching process, trips are assigned to drivers at the top of the queue. A driver moves ahead in the zone's queue as taxis accept trips.

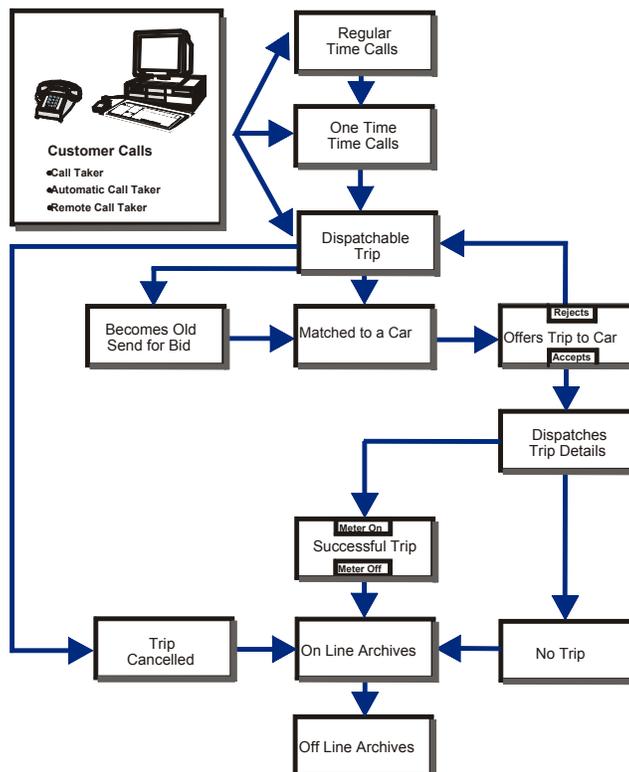
The address database contains the details of each valid address in the service area. Call takers enter abbreviations and acronyms to facilitate rapid data entry. When the call taker

enters a trip, the computer instantly determines the appropriate zone.

During the zone based automated dispatching process, TaxiTrack matches drivers with trips in the following way:

- 1. Check for the first clear taxicab in the zone.**
- 2. If none is available, check for a soon to clear taxi in the same zone.**
- 3. If there is no match, check for a vehicle in back-up zones.**
- 4. If no match is found, send the trip out for bid.**
- 5. Accept the bid of the first driver to respond using the Bid key on the MDT. Send the trip details.**
- 6. If the system cannot match the trip to a taxicab after a predetermined time, the trip is automatically displayed on the supervisor terminal for human resolution.**

When several trips are waiting to be dispatched in the same zone, the order of dispatch is determined first by priority and second by the time of the call.



GPS Based Dispatching



Digital Dispatch's Microsoft Windows™ based GPS mapping software uses a digital, color road map to display the location of all the vehicles in the fleet as well as addresses and landmarks. Dispatchers find information quickly using a mouse or hot keys. All cars are color coded in reference to their current status and detailed vehicle information is displayed by clicking on the unit. Dispatchers easily zoom in and out to achieve different magnification levels.

Our GPS mapping software provides automatic dispatching of the closest vehicle while maintaining fairness to the drivers. Taxi companies can quickly switch between zone based and GPS based dispatching, and multi-company systems can specify the dispatching mode for each company.

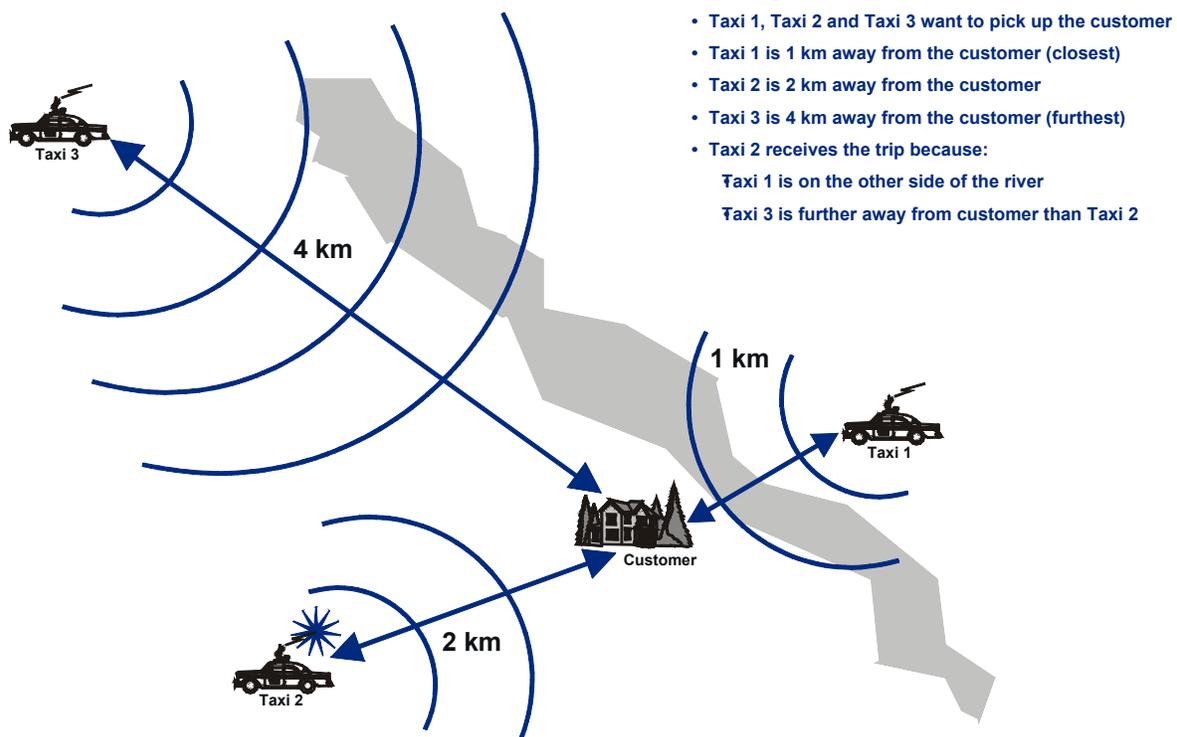
When trips are available, the server broadcasts the GPS coordinates of the customer and the trip attributes. The MDT always knows the position of the vehicle by continuously communicating with the GPS receiver. When a trip broadcast takes place, the MDTs calculate a Distance Equivalence Factor (DEF), a combination of physical distance to the customer and the time the driver has waited for a trip. The MDTs also take

natural boundaries into account when calculating the DEF. The MDTs automatically bid for trips based on their DEF values.

GPS dispatching significantly reduces radio traffic since drivers do not book in or check queue positions. Customer wait times also decrease because TaxiTrack dispatches the taxi to the closest customer.

There are several other important benefits with GPS dispatching. Operators can define different routes using color-coded lines. Cheating is eliminated, since drivers cannot lie about their locations. Most importantly, GPS reduces the number of violent acts against drivers. In the event of an emergency, police vehicles are immediately dispatched to the exact location of the incident.

The frequency of the GPS updates is programmable and depends on the available bandwidth (data channel capacity), the movement of the vehicle and its status. A vehicle that is booked off obviously does not need to be tracked as closely as a taxicab experiencing an emergency.



Driver Functions

Taxi drivers communicate with the dispatch system using the MDTs installed in each vehicle. The MDTs display incoming messages, and drivers read and transmit messages using a convenient set of function keys.

The drivers LOG ON at the beginning of a shift, and car and driver attributes are merged for the remainder of the shift to satisfy customer requests. Drivers in companies using GPS based dispatching receive trips according to their GPS coordinates and wait time. Their MDTs automatically bid for trips when the host broadcasts details. In companies using zone based dispatching, drivers BOOK IN to a zone to start receiving trips. Drivers move forward as the drivers ahead in the queue receive trips or move to other zones.

When the host dispatches a trip to the driver, the MDT displays complete trip details, including a map reference to assist the driver in locating the pick up address. Drivers call out customers when they arrive at pick up addresses by selecting the CALLOUT function. This function automatically phones customers to notify them their cab has arrived.

Taxi meters connect directly to MDTs to allow for automatic transmission of Meter On signals when drivers switch on their meters. The MDT also automatically transmits Meter Off and Meter Fault signals.

In zone based dispatching, drivers use the SOON TO CLEAR function to pre-book into zones before dropping off customers. Drivers can hold a queue position before the meter is turned off, and TaxiTrack matches a trip to a car that has performed a SOON TO CLEAR. There is no need for drivers to perform a SOON TO CLEAR in GPS based dispatching because TaxiTrack always knows vehicle locations and dispatches trips accordingly.

Both dispatching modes allow drivers to take short breaks. In GPS based dispatching, the driver simply selects the UNAVAILABLE function and his MDT stops bidding for trips. Drivers use the TEMPORARY OFF function in zone based dispatching to retain their queue positions while taking breaks. When a driver books a TEMPORARY OFF, the system moves the taxi up the queue but does not dispatch a trip to the taxi until the driver returns to the vehicle. Management can limit the number of breaks a driver can take during a shift.

In addition to trip details, office personnel can send messages to a specific taxi, a group of taxis, or all taxis in the fleet. These messages can be sent immediately, at a specific time, or on a repetitive basis. If a message is sent and the vehicle is not currently in service, it is stored in the host computer's memory until the next communication between the host and that vehicle.





GDT890 & KST350 Mobile Data Terminals

Digital Dispatch offers two MDT models specifically designed for the demanding mobile environment, the GDT890 and the KST350. Both terminals feature unsurpassed dependability, a wide range of connectivity options and excellent ergonomics. The GDT890 and KST350 connect to mobile radios and taxi meters from many different manufacturers. As an option, both terminals offer internal GPS receivers.

The GDT890 features a 320x240 pixel, low glare Liquid Crystal Display (LCD) with graphical capabilities. The LCD shows the script of any language as well as mapping & navigation information. The large screen display allows drivers to view all trip details for multiple trips in one glance. The LCD also supports multiple screen displays that enable drivers to see bid and zone broadcasts along with trip details or messages.

The GDT890 boasts an integrated credit card swipe to provide accurate entry and on-line verification of card information. For companies who combine taxi and courier operations, the pen-based GDT890 features an optional integrated laser scanner and touch screen.

The KST350 features large, easy to read function keys and displays messages on a 4 line by 40 character LCD. The MDT can store up to 16 messages with 12 lines each. Drivers scroll

through long messages using arrow keys. Serial ports provide connectivity to credit card readers, taxi meters and printers.

Taxi companies can incorporate GDT890s and KST350s in the same fleet.

Mobile Data Terminal Functions

ACCEPT	Accept a trip offer
ACCOUNT	Verify an in-house charge account
BID	Bid for trip
BOOK IN	Book into a zone
BOOK OFF	Book off a zone
CALL OUT	Call out the customer
CREDIT	Verify or charge a credit card
DEST	Notify the system of your destination
DETAIL	Request the last trip detail from the host
FLAG	Request a flag trip
GEN MSG	Send a general message to the host
LOAD	Load the passenger or parcel
LOG ON	Log onto system
LOGOFF	Log off system
MISC	Perform miscellaneous functions
NXT MSG	View the next incoming message from message buffer
PURGE	Delete all incoming messages from the message buffer
QP	Request the queue position
REJECT	Reject a trip offer
REMARK	Request the extra remark of the last trip detail from the host
SEND	Send a request to host
SETUP	Provide access to setup parameters
SOON CLR	Soon to clear a trip
TEMP OFF	Temporarily off
UNLOAD	Unload passenger or parcel
VOICE	Perform a switch to voice request
VOID	Void the accepted trip offer
ZONE	Provides access to view the zone broadcast
ZONE 1..9	Display zone broadcast of zone 1..9



Management Functions

Supervisor/Dispatcher

The supervisor monitors the dispatching process and system operation. Because the computer automatically dispatches routine trips, the supervisor is free to handle problems and exceptions as they occur. TaxiTrack eliminates the frustration of trying to solve these problems while dispatching. Typical situations addressed by supervisors include:

- Verifying an address for a driver
- Researching an address that isn't in the address database and placing it in the right zone
- Responding to driver messages and voice requests
- Contacting a driver running late on a trip
- Reinstating a driver's queue position after a no show
- Handling driver emergencies

With TaxiTrack, supervisors immediately access complete details for every trip, as well as the individual zone queues and a fleet summary. The supervisor's work area is normally equipped with at least two computer terminals. One terminal displays detailed information concerning all significant driver, trip and system problem events. Supervisors use the second terminal to assist call takers or to view fleet summary and destination information. The supervisor utilizes two-way voice communication only when necessary.

System Management

TaxiTrack's system management features provide the tools you need to configure the system to meet the operational requirements of the fleet. System managers utilize TaxiTrack to:

- Maintain account, vehicle, personnel and address databases
- Adjust over 130 system parameters, timers and dispatch criteria
- Define and alter zone structures and backup zones
- Archive complete daily trip information onto tape for recovery purposes
- Create image backups of all databases in the system
- Generate management, statistics and activity reports with multiple printer support
- Switch operations from the host to the optional stand-by computer
- Perform system utilities to optimize disk space and ensure the system performs at optimum efficiency

System managers can also restrict access within the system to only those functions necessary for an individual employee's duties. For example, call takers can be restricted from accessing driver cashing information or the personnel database.

No.	Street/Message	Unit	Alt	Type	P	On	Time	C	Car	Ty	Other
1200	EMERGENCY			TC	1	350	10:10	0			PA
1100	MISSION BLVD			TC	1	300	10:50	0			OT
830	MAIN RD	100			0	100	12:40	0			OT
770	MAIN RD	100			1	100	12:10	0			OT
3240	HAWKLEIGH AV TUNNEL				0	500	12:40	0			PA
1131	MISSION ST	100			0	100	12:10	0			PA
10700	VALLEY BLVD FRONT	170		TC	2	200	10:30	0			OT
1330	MISSION ST				0	100	12:10	0			PA
3200	HAWKLEIGH AV TUNNEL	100			0	500	12:10	0			OT
	MAIN STREET ON-OT						12:10	0			PA

Reports and Graphical Queries

TaxiTrack utilizes BI/Query™, a powerful database query tool, to provide management with comprehensive access to vital information. Using a graphical point-and-click interface, it helps even inexperienced computer users build queries and produce professional reports in a timely manner. It can be customized to meet the computer skill level and business needs of every user.

Step by step, you formulate queries using the visual data and the statistics you choose. It allows you to focus on only the information that is relevant to you. BI/Query™ displays a clear, visual representation of the data in the company database. You can refine a query by telling the computer to search specific attributes and by applying whatever conditions or restrictions you like. Once you have finished formulating your query, you send it to the database for results.

When you've retrieved the results you want, you can easily manipulate the data. In addition to sorting the data in a variety of ways, i.e. alphabetically, by date, or by region, you can display the data using pie charts, bar graphs, or tables. You can also export information from the reports to spread sheets and word processors.

BI/Query™ gives you full access to the TaxiTrack databases, placing all the raw information you need to generate customized reports at your fingertips. The reports in TaxiTrack process four basic tables: trip, customer, vehicle and driver. The trip report lists all completed trips for a specified customer in a specified time period. The customer report gives you a complete list of all your customers, and includes company names, phone numbers and principle contact names. The vehicle report lists specifics on the vehicles in your fleet. Use this report to find a vehicle's make, year, plate number and insurance status. The driver report catalogs each driver's name, phone number and identification number.

In addition, TaxiTrack provides standard reports that can be printed hourly, daily, weekly, or monthly. Some examples are: Service Response Time, Call Taker Performance, Driver Activity, Cab Utilization, Zone Activity and Account Activity.

System Configuration

Redundant Base Controller

Digital Dispatch's Redundant Base Radio Controller (RBC) is the most dependable radio controller on the market. The RBC ensures uninterrupted operation. It is completely redundant and fault tolerant, meaning it detects faults automatically and corrects them immediately. The unit has two identical processing boards and two power supplies. In the event that the main board or supply fails, the back up will automatically take over.

The RBC's remote access commands, combined with the unit's self-correcting mechanisms, reduce the number of trips to the base controller's site for maintenance. A technician can access the internal dial-up modem and adjust parameters, monitor radio

channels, or send commands to tune the radio modem using the remote access commands. The RBC also has the capability to track many types of statistics. For example, it records the total number of outbound and inbound messages, the number of message errors and the total number of base radio resets. These statistics are accessible via the unit's 4 line by 40 character LCD, a dial-up modem, or a terminal connection.

The unit is equipped with a 4800 or 9600 bits per second radio modem, and the radio channel bandwidth is 12.5, 20 or 25 kHz. Digital Dispatch's RBC is the only redundant base controller on the market.



Multisite Network Controller

The MNC acts as the interface between the RBC(s) and the host computer and keeps track of the optimal radio site for each mobile unit. The MNC sits between the host computer and the RBCs and encodes/decodes messages from the RBCs to the host and vice-versa.

Digital Dispatch supplies the MNC in several configurations. The most basic setup is the single channel, single site environment. For improved radio coverage, the MNC also manages the radio communications in the following configurations: multiple channels on different frequencies, multiple sites on the same frequency, or a combination of multiple sites and multiple channels.

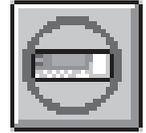
The MNC supports frequency reuse to increase coverage in systems with small antennas. Frequency reuse also enables companies to use multisite configurations where extra radio frequencies are not available. In a multisite environment, the

MNC determines which transmitter will send and receive information. To avoid destructive interference in areas of overlapping coverage, the MNC adapts a transmitter steering scheme and keys the transmitter when needed.

The MNC has many advantages besides the significant increase in radio coverage for the mobiles. In many cases, the same dispatch system will be able to support more mobiles due to the increased throughput. In addition, the MNC has many diagnostics built in to reveal statistical information pertaining to the radio infrastructure. There are also on-line setup parameters, and the MNC will support mobile roaming and alternate routing. The MNC can communicate with up to four RBCs on either the same or different frequencies.

The MNC runs on a standard Pentium PC and can manage up to four radio sites. The radio sites are linked to the dispatch office via telephone lines and communications modems.

Turn-Key System Solutions



Training

Digital Dispatch provides several comprehensive training courses prior to the final system installation. By training the dispatch staff in the use of TaxiTrack, we overcome the customer's initial concerns of operating and using the dispatch system. The courses enable the customer to get to know the inside of the dispatch system operation and also introduce a large number of practical tips and recommendations. Our staff boasts years of experience in system installations and maintenance. Some of our staff have managed taxi companies using TaxiTrack. The courses provided are: Call Taker, Driver Instructor, Dispatcher/Supervisor, System Manager and MDT Installer. For quick reference, corresponding manuals are provided.

Custom Engineering

We provide the following custom engineering services:

- Customized Address Database
- Customized Zone Configuration
- Mobile radio interface and license related coordination
- Base radio interface license coordination
- Accounting interface

Project Management

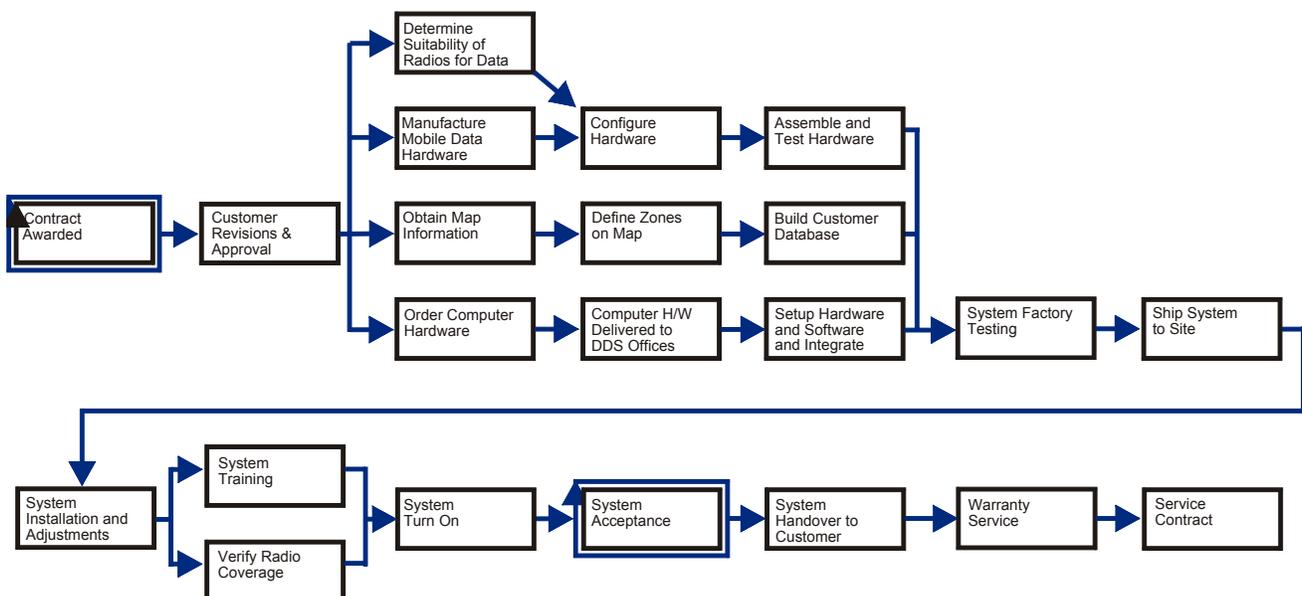
Digital Dispatch appoints a Project Manager who will act as a single point of contact for all project activities including status reporting. The following services are provided:

- Coordination with Customer
- Procurement, Scheduling and Resource Management
- Acceptance Test Procedures
- Project Scheduling and Supervision
- Installation and System Acceptance

System Installation

Digital Dispatch provides technical staff on site to ensure quality installation and tuning of the system components. The following are the system installation services provided:

- Installation of all Digital Dispatch supplied equipment at base station site
- Installation of data modems and defining telephone line specifications
- Training local radio technicians to install MDTs
- Installation of the dispatch center equipment
- Final overall system tuning and testing
- Pre-loading of customer, user and driver data



A Few Words about Our Company

Digital Dispatch provides innovative, turnkey solutions to the taxi, courier, shuttle, vehicle tracking, and airport asset management industries. We specialize in mobile data communications based automated dispatch systems and vehicle location systems. Our products include application software, mobile and portable data terminals with integrated peripherals and radio infrastructure network products.

As a key developer of advanced technology in the mobile data industry, Digital Dispatch has become the world's largest supplier of taxi dispatch systems with over 50% market share worldwide.

We ensure that our customers receive leading edge in technology, excellent service, and cost effective solutions. We offer overall systems integration, project management, technical consultation, system installation, training, and on-going customer support.

Digital Dispatch's corporate headquarters is located in Richmond, BC, Canada. Our European office is located in Cambridge, UK with other international sales and service facilities located in Singapore, the USA, Sweden and Denmark.

Digital Dispatch Taxi Customers

Asia Pacific

CityCab PTE Singapore
Dunedin Taxis New Zealand
New Plymouth Taxis New Zealand

Europe

Computer Cab Dundee, Scotland
Radio Taxis London London, UK
Sammenslutningen Københavns TAXA
Copenhagen, Denmark
Taxa Faellescentralen ... Kolding, Denmark
Taxi Stockholm 150000 AB. Stockholm, Sweden

North America

AAA Transportation Phoenix, AZ
Ace Taxi/Yellow Cab Bloomfield, CT
Alaska Cab Company Anchorage, AK
American Cabs of Denver . Denver, CO
Associated Cabs Calgary, AB
Bel-Air Taxi Coquitlam, BC
Beverly Hills Cab Co. ... Beverly Hills, CA
Black Top Cabs Vancouver, BC
Bluebird Cabs Victoria, BC
Blue Cab of Chicago Oak Park, IL.
Dayton Yellow Cab Dayton, OH
Denver Yellow Cab Denver, CO
Diversified Paratransit . Pomona, CA
Fiesta Taxi/GHTC Houston, TX
Greater Austin Transportation Co. Austin,
TX
Golden Cabs Dallas, TX
Greater Colorado Springs Transportation .
Colorado Springs, CO
Greater Houston Transportation Co.
Houston, TX
Greater San Antonio Transportation Co.
San Antonio, TX
Independent Cab Co. Los Angeles, CA
Jimmy's Cab Baltimore, MD

LA Checker Cab Co. Los Angeles, CA
Luxor Cabs San Francisco, CA
Metro Taxi West Haven, CT
Metro Transportation Services Miami, FL
MTSI Kansas City, KS
Northway Transportation . Columbus, OH
Orange Cab Company Seattle, WA
Palm Beach Transportation West Palm Beach, FL
Puget Sound Dispatch ... Seattle, WA
Reno Sparks Cab Co. Reno, NV
Richmond Cab Richmond, BC
Royal City Taxi New Westminster, BC
San Gabriel Transit Rosemead, CA
Seattle Farwest Service Corp Seattle, WA
Springfield Yellow Cab .. Springfield, VA
Sunshine Cabs North Vancouver, BC
Terminal Taxi Dallas, TX
U-Need-A-Cab London, ON
United Independent Taxi . Los Angeles
United Cabs Kitchener, ON
Unicity Taxi Winnipeg, MB
White & Yellow Cab Inc. . Santa Ana, CA
Yellow Cab Cooperative .. San Francisco, CA
Yellow Cab Co. San Bernardino S a n
Bernardino, CA
Yellow Cab of Biloxi Biloxi, MI
Yellow Cab of Co. Peninsula Inc. Belmont, CA
Yellow Cab of Edmonton .. Edmonton, AB
Yellow Cab of Indianapolis Indianapolis, IN
Yellow Cab of Louisville Louisville, KY
Yellow Cab of Memphis ... Memphis, TN
Yellow Cab of Milwaukee . Milwaukee, WI
Yellow Cab of Phoenix ... Phoenix, AZ
Yellow Cab of Sacramento Sacramento, CA
Yellow Cab of San Diego . San Diego, CA
Yellow Cab of Vancouver . Vancouver, BC
Yellow Checker Cab of Dallas Dallas, TX
Yellow Transportation ... Baltimore, MD

