

BROADCAST



Digital Dispatch receiving AAA Pacesetter of the Year 2005 award

AAA Pacesetter of the Year 2005



Digital Dispatch's diversification strategy has got a boost in the roadside assistance market with the Company winning AAA's Pacesetter of the Year 2005 award. This award is part of AAA's continuous effort to encourage and recognize suppliers for their efforts and support.

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Two BC Taxi Companies Share Operations

Chilliwack Taxi & Imperial Limousine company of Chilliwack, and Newton Whalley Hi-Way Taxi Ltd. of Surrey, both in British Columbia, are now sharing dispatch operation using PathFinder™ application communicating over Rogers Wireless Communication Inc.'s GPRS network. Located some 60 miles apart, the two companies are connecting via a high-speed Internet connection.

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Trucking Company Turns to eFleet™

For more than 15 years, Eagle West Truck & Crane of Richmond, British Columbia, has provided a wide selection of trucks, cranes and related equipment to the province's construction industry. It grew from a small company of two mobile cranes to be the largest heavy duty crane operators in British Columbia with a current fleet of over 30.

As its fleet grew, it became apparent that the voice communication being used to dispatch and manage its fleet was becoming un-wieldy. Randy Bosman, the manager of IT for Eagle West was tasked with finding a solution that would not only provide wireless communication and location services, but would also integrate into its current dispatch environment.

"We looked at several competitive systems to make sure we got the most efficient dispatching and vehicle tracking solution, and eFleet™ made the most sense for us," said Jim Barkman, CEO of Eagle West. The company then decided to purchase both the Vector 530™ mobile data terminal to place in its trucks and the new Vector AVL™ to deploy to its trailers to complement the eFleet™ service.

eFleet™ is Digital Dispatch's Web-based hosted dispatch service targeted at fleets with less than 100 vehicles in the transportation, local pick-up and delivery, and services industries. Taking advantage of the new trend to deliver software as a service, eFleet™ lowers the barriers to entry for companies with fleet size of less than 100 by providing hosted



Bill McGraw of Digital Dispatch and Randy Bosman of Eagle West (L to R) at Eagle West's Dispatch center

dispatch and mapping applications and leading-edge devices on a monthly subscription basis, with no up-front costs.

This hosted application can be used with Digital Dispatch's mobile data terminals or any device that can use a WAP browser. The service is currently being run on Blackberry's, cell phones as well as the Vector 530™ and Vector AVL™.

For Eagle West, Digital Dispatch also successfully integrated the mobile devices to its existing systems so that it can continue to dispatch through the Axxon Fleet Management application and use the eFleet™ service to manage the wireless data communications with the vehicles.

"Efficiency is the key to our business. Knowing the location of our vehicles at all times will help us maximize vehicle usage, meaning more revenue per vehicle. By tracking the exact location of the vehicles and optimizing communication from the dispatcher to the driver, we believe the eFleet™ solution will enable us to be more productive and profitable," Mr. Barkman mentioned.

eFleet™ is part of the Digital Dispatch's strategy to diversify into providing solutions to smaller fleets in markets other than taxi. Several other local trucking and field services companies are currently in various stages of implementing eFleet™.

AAA Pacesetter of the Year 2005

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“AAA/CAA is very pleased to present a 2005 Pacesetter of the Year award to Digital Dispatch,” said Marshall I. Doney, Vice President, AAA Automotive at the award ceremony. “AAA/CAA club feedback about the relationship has been positive and our own technical support staff praise the Digital Dispatch team’s “can do” attitude. The company’s products and systems support AAA/CAA’s strategic communications initiatives for roadside services. We look forward to a great 2006, with the implementation of more roadside problem solving applications residing on the iPilot 8000™.”

Some of the major AAA auto clubs who have deployed the iPilot 8000™ include AAA Mid-Atlantic, AAA Auto Club South, New Jersey Automobile Club, and AAA East Tennessee. AAA Mid-Atlantic with 3.4 million members, and AAA Auto Club South, with 3.8 million members, are two of the larger AAA auto clubs. AAA Mid-Atlantic serves New Jersey, Pennsylvania, Delaware, Maryland, District of Columbia and Virginia, while AAA Auto Club South’s service area includes Florida, Georgia, the western parts of Tennessee and Puerto Rico.

“We are pleased and honored to receive this award,” said Geoffrey Goldsmith-Jones, Director of Business Development, New Markets, for Digital Dispatch. “Our rapid expansion in this vertical market



Troy Opper of Digital Dispatch with Edward Tobler of AAA MidAtlantic (L to R)

has been made possible to a great extent by AAA National's integration of their software application to our Windows CE-based iPilot 8000™ mobile computer. Our special thanks also to the many AAA auto clubs who have been very supportive of us. We intend to continue our efforts and look forward to a very successful future with many more auto clubs.”

Past recipients of this award include Nextel, which has since merged with Sprint, and National Automotive Parts Association (NAPA) and others.

PathFinder™ v3.10

Our PathFinder™ application is rapidly gaining popularity in North America. The latest version - PathFinder™ v3.10 - delivers several important enhancements:

PathFinder™ v3.10 is enhanced to support communications between the dispatch center and the mobile data terminals using public cellular data networks like GPRS, CDMA, iDEN and CDPD. To dispatch over these cellular networks, the mobile data terminals need to have an internal or external GPRS modem and a high speed Internet connection or a leased line to connect to the desired wireless network from the PathFinder™ server. All information for credit card payments transmitted over public cellular networks is encrypted for added security.

The SmartPay™ debit payment option is now integrated with PathFinder™, thus enabling the taxi companies to extend the convenience of Interac® debit card payment to their customers. Currently available in Canada, SmartPay™ provides the lowest cost transaction rates with immediate fund transfer and eliminates the charge backs.

PathFinder™ now offers high-speed credit/debit card online authorization as an option. The benefit of high-speed online authorization is that drivers can complete debit card or credit card payments in a fraction of the time required for dial-up connections. Dial-up connection will still be available as a back-up. This feature requires an Internet connection at the dispatch center. Please contact our staff for

more information on this option.

The map application now features a Vehicle Movement Replay (VMR) option that allows "replay" of where a vehicle was at any given time. The VMR offers options: you can "rewind" replay from the beginning, fast forward to the finish, reverse and step through the movement replay.

The map application also features an Area Boundary Editor option (ABE), which allows the user to add and modify dispatch zones. ABE offers an easy-to-use interface with buttons and menu options that simplify the job of viewing, adding or changing dispatch areas or zones.

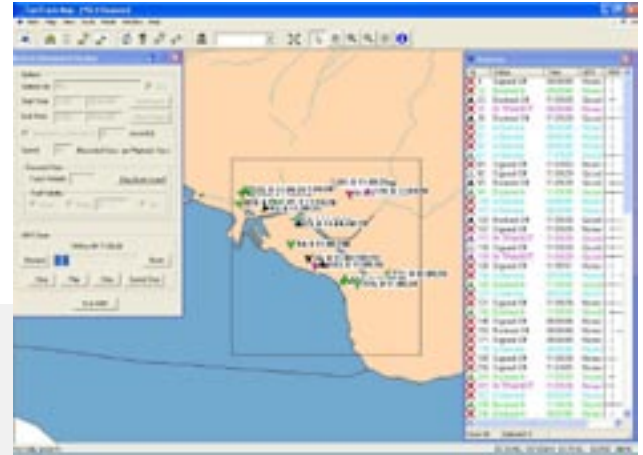
Drivers can now view and print in-vehicle shift summary reports for the current and previous two shifts.

FleetManager™ now features an electronic trip sheet that shows the details of all the jobs during a shift.

Before allowing a "No Show" or "No Trip", PathFinder™ now checks the car's distance (reported GPS coordinates) from the pick-up location against a new parameter indicating the maximum distance from pick-up allowed for No Trip.

Several [CallBooker Enhancements](#) including:

1 Clear Destination Address fields key (Alt-F8) to clear information entered only in the



Vehicle Movement Replay screen

destination address fields
2 Display Recent Search List key (Alt-F11) to display the most recent search list without starting another search in case the calltaker selected the wrong job from the list

3 Pre-booking "Too Soon" warning message: This message appears when the difference between the pre-booked job's pick-up time and book time is less than the total lead time

4 New Job Type "Dispatch" which can be used to exclude street hire jobs from job search

5 Checks for duplicate jobs: When booking a job or modifying a job and re-dispatching, PathFinder™ checks for duplicate jobs. This applies to ASAP, pre-booked and RTC jobs.

6 Check for conflicts in reserved job bookings: PathFinder™ checks and warns the calltaker for conflicting reserved job bookings within a time interval before or after the pick-up time. This is to prevent scenarios where a driver has reserved another pre-booked job in the same time interval with an attempted preferred driver booking.

Please check out the release notes for this upgrade on the Customer Service section of our Website. Access to this part of the Website is available to all our customers with maintenance agreements.

OCTA Aims to Improve Efficiencies with iPilot 8000™

With 255 paratransit vehicles now in service in Orange County California, Orange County Transit Authority (OCTA) now has its sights set on an ROI of 18 months.

The improved communications provided by the iPilot 8000™ mobile computer allows OCTA to collect real time trip and passenger data and accurately record pick-up, drop-off and dwell times. The improved data collection and recording capability is allowing OCTA to save on fuel costs by increasing trip productivity and decreasing dwell and idle times.

OCTA's paratransit fleet currently averages 1.90 trips per hour. It intends to increase this to 2.0 in the near term with the new mobile computer system fully implemented. With feature enhancements to the system planned, and with the system running at peak efficiency, OCTA's objective is to further increase trips per hour and realize savings in excess of \$1.0 million.

Each iPilot 8000™ communicates to the OCTA dispatch center via the Verizon cellular network. The use of a common wireless network for data communications will allow OCTA to expand the geographic coverage of its fleet and provide service into new markets. The system's scalability is much improved over the previous private mobile radio (PMR) network. Additionally, PMR voice communications did not allow OCTA to handle last minute changes to the schedule. With the iPilot 8000™, dead-heading has been significantly decreased and ridership increased.

In the near future, OCTA plans to offer imminent arrival call outs, which



Darryl Lee of Digital Dispatch with OCTA personnel (L to R) during project implementation

will notify passengers when the vehicle is 5 minutes away from pick-up location. In addition, the iPilot 8000™ will support mapping and enhanced navigation tools to further improve fleet productivity and on-time performance.

The OCTA paratransit fleet averages 1 million miles per month and transports 85,000 - 90,000 people per month.

Two BC Taxi Companies Share Operations with PathFinder™

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"For a 25-vehicle fleet like ours, sharing a dispatch application and communicating over a common cellular network is one of the most cost-effective options," said Paul Johal, General Manager for Chilliwack Taxi.

"We needed to operate as efficiently as possible. The fact that PathFinder™ is capable of linking smaller taxi operations and sharing common data coverage and infrastructure has been a very attractive value proposition for us. We are delighted to be the first taxi company to use this dispatch set-up communicating over a public wireless network."

"What is unique here is that

PathFinder™'s multi-fleet support ability has created a winning situation for both larger and smaller taxi companies," said David Wang, Chief Technology Officer for Digital Dispatch.

"This offers larger companies an additional revenue stream by hosting the dispatch application for smaller fleets, while the smaller fleets can leverage the advantages of a highly advanced computerized dispatch system without incurring major infrastructure costs. This is the first time that we have implemented this dispatch set-up over a common cellular network and we thank both Chilliwack Taxi and Newton Whalley for setting this landmark with us," David explained.

TaxiTrack™ v5.4

TaxiTrack™ v5.40 will be available shortly as a free upgrade to customers with warranty and maintenance agreements with Digital Dispatch Systems. We took your feedback and incorporated a number of features aimed to increase your operational efficiency.

Increased Call Taking Efficiency

Expanding Customer Address History

TaxiTrack™ v5.40 keeps a record of the last 20 pick-up addresses for a phone number and the Calltaker is able to promptly select the appropriate address from when a repeat customer calls for a taxi.

Previous TaxiTrack™ versions retained only the last pick-up address for a customer and any new pick-up address had to be re-entered.

Landmark Message Line

Special instructions associated with each landmark are now saved and will pop up automatically on the Calltaker screen whenever the respective landmark address is entered as a pick-up location. For example, cabs may not be allowed to pick up at the main entrance of a hospital but have to go to a designated pick-up area. Calltakers no longer have to rely on their memory alone to remember and communicate these special instructions to the customers.

Improve Driver Efficiency

Manual Bid GPS Validation by Zone

Taxi companies can now customize the parameter for manual bids for each of their zones. This means that systems managers can set a maximum distance between a taxi and a job for the taxi to even manually bid for a job.

The ability to customize this setting for each zone offers taxi companies such flexibilities as setting outlying or larger zones with a larger bid distance values, and downtown or smaller zones with a smaller bid distance values to ensure even faster service for customers and the least idle miles for vehicles.

Improve Efficiency of Systems Managers

Car Status on Vehicle Movement Replay

The Vehicle Movement Replay (VMR) feature now provides more detailed information by displaying a car's status using colored icons.

VMR Based on Region and Time

The VMR can now be performed within a specified region and time to expedite historical searches. This enables systems managers to target searches better instead of replaying the entire recording to retrieve specific information.

Thus, for instance, if there's a police request for information in a particular area at a particular time, VMR can be set to retrieve vehicle status within the required timeframe and within the designated region.

Improved Graphical User Interface

All the Graphical User Interfaces (GUI) in TaxiTrack™ v5.40 have also been sharpened and cleaned up. The improvements in the Calltaker, Supervisor and TaxiMap™ interfaces will be very noticeable.



If you need more information about these features or want to schedule your upgrade, please contact your customer service representative at Digital Dispatch.

BTA Deploys New Technology in Record Time

When BTA (Dispatching) Ltd. of Bermuda set out to find the most appropriate advanced dispatch technology for its vehicles, it knew that time was very tight to first find the right technology and then deploy it to its fleet.

But BTA surprised everyone by equipping its 250-vehicle fleet with one of the most advanced dispatch systems within two months of selecting the product, and thereby meeting the Ministry of Transportation's deadline of February 6, 2006, for having GPS technology installed in all of Bermuda's taxis.

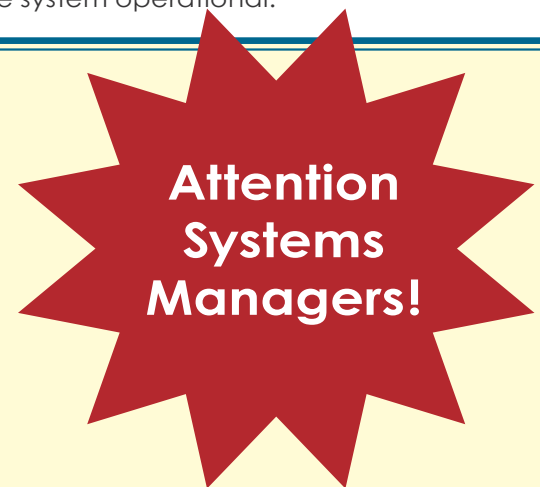
"I was very shocked to hear the system was operational and that 250 cars have been installed to date ... I was hoping for some but not expecting 250 ... I'm very happy with BTA and this accomplishment," said the Premier of Bermuda, Dr. Ewart Brown, in his statement to the local media.

Telecom Bermuda, BTA and Digital Dispatch worked simultaneously and relentlessly to make this happen. Some of the challenges in this project was dealing with the logistics and project timelines which spread over the Christmas holiday season. Obtaining necessary telephone lines and delivery of equipment onsite during the holidays was tough.

But everyone involved understood that meeting the February 6th timeline was important to ensure the distinct first-mover competitive edge for BTA. The three companies worked as a close-knit team encouraging and assisting each other to get things done, and overcoming challenges by focusing on the key aspects of making the system operational.

Configuring GMT offset

The GMT offset configuration needs to be adjusted twice a year - going to Daylight Savings Time and going back to Standard Time. Each of the time zones in North America has its own offset. The servers will make the time changes automatically. But the Systems Manager needs to make the offset changes as soon as convenient. This can be the following Monday. This does not apply to non-GPS fleets.



Eastern Time Zone: 300 minutes <EST>
<EDT> 240 minutes

Central Time Zone: 360 minutes <CST>
<CDT> 300 minutes

Mountain Time Zone: 420 minutes <MST>
<MDT> 360 minutes

Pacific Time Zone: 480 minutes <PST>
<PDT> 420 minutes

TaxiTrack™ MMI: System Configuration > Parameters > CTD_S_DSP > Offset from GMT

TaxiTrack™ GUI: Parameters Editor > General > Offset from GMT

PathFinder™: Parameter View > PARAMETERS/SYSTEM/Drivers/GPS/S_UTC_OFFSET

For PathFinder™ customers, this value is in seconds and it is a negative number. Therefore, the offset for PST would be -28,800.



Paul Lui



David Richards



Akim Zouaghi

Paul Lui came on board as the Director, Taxi Market, in February 2006 with the mandate to foster closer ties with our taxi customers and incorporate their input in developing our next generation of products. Paul brings two decades of experience in support and services and mobile applications technology in the wireless workforce management industry.

His most recent position was the Vice President, Services, at Mobile Data Solutions Inc., Richmond, British Columbia, where he was responsible for the overall performance of the Services department. Paul also held technical sales and dispatch center management roles in Motorola's (Mobile

Data International) Transportation group and in BYC Computerized Dispatch Ltd., both in British Columbia.

David Richards also joined us in February as an Account Manager, with the mission to expand our business in the UK, parts of Europe and South Africa.

David has a diploma in mechanical engineering, and started out initially as a design engineer before moving into sales. Prior to Digital Dispatch, David held successful sales management roles within the fields of semiconductor wafer test and laser technology. Over the last 10 years, David has managed business development in Europe, North America and Asia, significantly increasing

both market share and sales revenues in each of these regions.

When not working, David is usually either training or racing in endurance sports such as triathlons and 24-hour mountain bike races.

Akim Zouaghi is our new Sales Executive for France, Belgium, Luxembourg, Netherlands, Switzerland and the Middle East. Joining us in March, Akim brings nearly a decade of sales management experience in the IT industry. Akim loves to be with his family and friends when he is not working. He is also a sports-lover.

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