



Press releases 2008

DHL Global Mail selects *GeoRoute* route planning and optimization software for analysis of delivery operations in Europe

November 2008 – GIRO Inc. has signed a licensing agreement with Deutsche Post World Net for installation of *GeoRoute* software at its DHL Global Mail division headquarters in Bonn, Germany. The mail service provider will use GIRO's route planning and optimization software to perform data analysis and route simulation of current delivery operations for the purpose of identifying potential productivity gains in select European countries.

The *GeoRoute* solution uses advanced optimization algorithms in conjunction with existing street network databases to generate more efficient routes and detailed route reports, statistics, and maps. The main benefits derived through *GeoRoute* technology include accurate and standardized route evaluations, creation of well-balance workloads between carriers and drivers, rapid route-building capabilities, and increased overall productivity.

In addition to the base modules that come standard with *GeoRoute 2008*, optional modules chosen by Deutsche Post World Net will enable automatic creation and sequencing of motorized and non-motorized routes alike, as well as park-and-loop routes that combine both modes of travel.

"DHL Global Mail's decision to benchmark its current operations using the GeoRoute solution further extends GIRO's collaboration with long-time customer, Deutsche Post World Net," said GIRO's Serge Galarneau, Director, Routing. *"GeoRoute has a strong presence internationally, so we're confident the solution will demonstrate productivity gains and other cost-saving advantages for Global Mail that will lead to future application within various European operations held by this world-leading service provider."*

About DHL Global Mail

DHL Global Mail, a division of Deutsche Post World Net, is a provider of shipment solutions for international mail with locations in Europe, North America, Asia, and Australia. Headquartered in Germany, the company serves customers in key national mail markets including the USA, the Netherlands, the UK, Spain, and France. The company's service divisions include Corporate Communications, Direct Mail, Press Distribution, and Merchandise Distribution.

GIRO's *HASTINFO* web-based trip planner wins Brampton Transit a Distinction Award

November 2008 – GIRO's *HASTINFO* web-based trip planner, launched by Brampton Transit in 2007 under the name eRide, was recognized at the GTEC 2008 Distinction Awards Gala in Ottawa as an innovative tool designed to enhance transit services for Brampton residents.

The eRide initiative was awarded a Silver Medal Distinction Award in the Municipal Category for Service Delivery to Citizens and Businesses. According to Director of Brampton Transit, Suzanne Connor, eRide is a key component in keeping pace with rapid growth and providing reliable and efficient service to customers. The Distinction 2008 Awards Program and Gala are designed to formally recognize and celebrate leadership, innovation and excellence in enabling and managing service delivery within the public sector.

Nominations in each group were subject to a rigorous screening and judging process by distinguished representatives from the particular jurisdictions involved.

"GIRO extends its congratulations to Brampton Transit on winning this noteworthy award recognizing their efforts in innovation and enhanced service," said Marc Dupont, VP Marketing at GIRO. *"We feel a sense of pride that our technology has helped broaden their service offering to include our efficient web-based trip planner, and we look forward to continued collaboration with Brampton Transit in their efforts to provide clients and staff with high-quality services and innovative technology."*

Brampton Transit has been a GIRO client since their first implementation of *HASTUS* software in 2004. The *HASTINFO* web-planning tool is part of the customer information modules composing the *HASTUS* software suite.

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About Brampton

Brampton is the first city in the GTA and one of 10 in North America to be designated an International Safe Community by the World Health Organization in 2007. Home to more than 8,000 businesses, the City enjoys a Triple 'A' credit rating by Standard & Poor, reflecting its debt-free position, exceptional liquidity levels and excellent economy. The City of Brampton's 2008 operating budget is \$389.4 million and approved funding for its overall capital program stands at \$585.7 million. The City celebrates its diverse population that represents people from more than 175 distinct ethnic backgrounds who speak over 70 different languages. Offering nearly 6,000 acres of parkland, Brampton takes pride in being the Flower City of Canada.

About GTEC

GTEC is recognized as Canada's most significant forum on the use of technology to improve government services and operations. The event features an annual Distinction Awards Program and Gala, a comprehensive Professional Development Forum, and the GTEC Exhibition. The conference program and extensive trade show are attended annually by an estimated 7,000 professionals.

GIRO lands major contract with Australia's ComfortDelGro Cabcharge for HASTUS scheduling software

November 2008 – GIRO announced today that ComfortDelGro Cabcharge Pty Ltd. (CDC) has selected HASTUS scheduling software to help improve vehicle and crew scheduling of its commuter bus operations in Sydney, Australia. HASTUS will replace the existing scheduling software for CDC's fixed-route bus services operated by the company as part of the New South Wales Metropolitan Bus System under the Westbus, Hillsbus, and Hunter Valley Buses brands.

The contract was signed after HASTUS testing at CDC revealed two percent savings above the solutions produced by the CDC team using their existing software. The company has already begun installation of GIRO's scheduling software, which includes *Vehicle*, *Geo*, *Crew*, *CrewOpt*, and *Roster* modules. CDC also purchased the *Minbus* option, a complementary module to *Vehicle* designed to further minimize vehicle and crew costs. Primarily used for managing minor exceptions to regular daily operations and schedule amendments, *Minbus* takes the process of block creation a step further by providing tools for: creating block characteristics that reduce crew costs; interlining with complex constraints; block-to-garage assignments in multi-depot environments; and trip shifting.

"The HASTUS modules we tested clearly showed that implementation would bring immediate cost savings and improved scheduling to our bus service," said CDC's Adam Timewell, planning manager – Scheduling and Projects. In addition to the main benefit of enhanced scheduling and, by definition, better service, CDC believes HASTUS will also assist the company with recruitment of new schedulers.

"HASTUS lives up to its reputation as a flexible, easy-to-use solution, and that's what schedulers are looking for above all else for their day-to-day tasks. We're confident that HASTUS will give us an advantage in attracting more scheduling personnel as our service continues to improve."

"We are pleased to have ComfortDelGro Cabcharge among our HASTUS clients in Australia. CDC is the leading operator in New South Wales and now one of GIRO's largest customers worldwide," said Daniel Pelletier, senior account manager at GIRO. "We fully believed our software would deliver the level of improvement CDC needed for its scheduling system, but the additional benefit of attracting and retaining scheduling staff reinforces the idea that HASTUS is fast becoming the standard solution for public transit operations in Australia."

About ComfortDelGro Cabcharge (CDC)

Parramatta-based, ComfortDelGro Cabcharge Pty Ltd. is the largest private bus operator in New South Wales, with a fleet of 800 buses. The company also operates the Sydney Coach Terminal, located within the Central Station in Sydney. CDC is a joint venture established in 2005 between Singapore-based ComfortDelGro Corporation and Cabcharge Australia Limited.

HASTUS international User Group 2008: a huge success!

September 2008 – The 11th international HASTUS User Group meeting took place on September 10-12 at the Hyatt Regency in Cambridge, MA. For this first time since it began in 1988, the biennial event was held in a US city, drawing 160 participants from 11 countries.

Over the course of three days, GIRO presented new product features, introduced upcoming technologies and gave detailed presentations on how to use HASTUS to its fullest potential for maximum benefit when addressing specific problems and requirements. Daily sessions also included informative use cases on HASTUS implementations presented by customers in Albany, Chicago, Minneapolis, Montreal, and New Jersey.

GIRO extends its thanks to the Massachusetts Bay Transportation Authority – a GIRO customer for more than 20 years – for its involvement with this year's event and for the technical tour and transportation services provided. We also wish to thank all attendees for their participation and valuable feedback. We hope to see you again at the next international HASTUS User Group meeting in 2010!

In addition to holding international User Group meetings every two years, GIRO organizes yearly regional *HASTUS* User Group events – preparations are already underway for the next regional meeting in 2009. If you're considering attending or recommending our next *HASTUS* User Group meeting, please visit our web site which is regularly updated with the latest information. In the meantime, here's what some attendees of international UG 2008 had to say:

"A wonderful opportunity to see upcoming products and meet people from other transit properties who can share their experiences."

"I came away with much more determination to use *HASTUS* in the way it was meant. I will try and convince my boss to purchase other modules!"

"Great location and organization. *GIRO* staff very easy to get along with - Looking forward to 2010."

"The structure of the sessions was well planned and gave a good overview for each topic presented for discussion."

"One of the better conferences I've been to."

Victorian Government's DOT selects *HASTUS* software for improved staff management services

GIRO's HASTUS solution to enhance crew schedules and staff management for rail services on select regional and metropolitan networks in Australia.

September 2008 – GIRO Inc. is pleased to announce it has signed a contract with the Department of Transport (DOT) in the state of Victoria, Australia, for the implementation of its *HASTUS* crew scheduling and staff management software applications. GIRO won the contract bid following an international call for tenders as part of a government plan to restructure and improve services on the metropolitan passenger rail network in Melbourne and the regional passenger rail network throughout Victoria.

The *HASTUS* software will be used to fulfill the Staff Management Systems (SMS) requirements of the DOT's new Rail Operations Management System (ROMS). Standard *HASTUS* modules to be implemented include *HASTUS-Roster* for efficient weekly and periodic crew assignment, *HASTUS-Crew* for building train crew duties, *HASTUS-CrewOpt* for crew schedule optimization, and *HASTUS-DailyCrew* for managing day-to-day operations and daily/weekly changes to planned rosters.

In addition, the *HASTUS* software will interface seamlessly with two other components that make up the ROMS, namely the Timetable Management System (TMS) and the Fleet Management System (FMS); Interoperability between the three components is necessary to allow fleet and staff resources to be planned according to service delivery requirements. The implementation project, one of GIRO's largest, began this month and is slated for completion by 2011.

"GIRO is extremely pleased the Department of Transport has selected *HASTUS* to improve the quality and performance of the Staff Management Systems of Victoria's metropolitan and regional rail network services," said Marc Dupont, VP of Marketing at GIRO. "*HASTUS* continues to expand its customer base in Australia, and this win is a significant nod to the flexibility and superior functionality of *HASTUS* for discerning clients such as the Department of Transport and the Victorian Government who are actively taking measures to ensure the highest quality operations and service."

Veolia Transport Dublin Light Rail chooses *HASTUS* for improved scheduling and operations

September 2008 – GIRO is pleased to announce that Veolia Transport Dublin Light Rail has selected its *HASTUS* scheduling solution to optimize vehicle and crew operations for Dublin's Luas light rail transit system.

Veolia Transport Dublin Light Rail will implement the base *HASTUS* modules, designed to improve network definition, time tabling, vehicle and crew scheduling, as well as provide superior crew optimization functions. With advanced features for rail operations and flexible pricing based on the number of vehicles in operation, *HASTUS* was an ideal choice for the Luas, which currently operates forty vehicles on two lines.

Since the light rail system opened in 2004, ridership has reached approximately 90,000 passengers daily and is expected to rise significantly with the expansion of the system over the next decade. Thanks to *HASTUS'* scalable technology, Veolia Transport Dublin Light Rail will be fully equipped to handle additional scheduling and operations requirements for the expanded Luas network.

With hundreds of installations in 21 countries, GIRO's *HASTUS* is an industry-proven solution for scheduling and operations that gives customers a competitive edge in modern transit operations.

Veolia Transport is the transport division of Veolia Environment and is Europe's largest private passenger transport company, serving passengers in over 27 countries around the world.

NetPlan nominated finalist for the Innovation Awards of the Transports Publics 2008 Exhibition in Paris

May 2008 – GIRO Inc. is pleased to announce the nomination of the *NetPlan* software module in the category “Intelligent Transport Systems” for the Innovation Awards at the Transports Publics 2008 exhibition to be held in Paris from June 10 to 12, 2008.

With *NetPlan*, public transport operators can improve transfer possibilities between routes while minimising the required resources. The software is the result of several years of research and development at GIRO, in cooperation with Connexion, TRANSDEV's Dutch subsidiary. Integrated into the *HASTUS* public transport scheduling suite, *NetPlan* offers a user friendly graphical interface and a complete set of functions to define desired frequencies, run times, and transfer constraints. The initial implementations with Connexion and two other large European public transport companies show great promise – they have already contributed significantly to improve service quality on their respective networks.

GIRO named Mercuriades finalist

March 2008 – GIRO Inc. is one of three finalists for the 28th Mercuriades, a competition recognizing successful private-sector businesses based in Québec.

In naming GIRO a finalist in the Mercuriades “export” category, the jury noted the dominant position of the company's *HASTUS* scheduling software in North America's largest cities and the Australian market. The software's strong presence in Western Europe was also noted.

The jury also cited GIRO's efforts at diversifying its market by exploring new opportunities for *HASTUS* in scheduling and optimizing passenger rail.

The Mercuriades export category recognizes companies that have realized strong growth or increased sales outside Québec. Prospects for future growth and sales expansion are also assessed.

Widely considered Québec's premier business competition, the Mercuriades were launched by the Federation of Québec Chambers of Commerce (FCCQ) in 1981 to encourage and promote Québec businesses.

TNT Post becomes newest GeoRoute user

March 2008 – TNT Post, the Netherlands' largest postal service has selected GIRO's *GeoRoute* software to plan and optimize routes for its nationwide mail delivery operations.

TNT Post chose *GeoRoute* after conducting a series of successful pilot tests with the software. The company will use *GeoRoute 2008* along with several of its optional components, including the automatic park and loop and sequencing algorithms, and the Route to Depot Assignment module, used to evaluate the efficiency and costs of main and satellite postal delivery offices.

GeoRoute is used by postal organizations to plan high-density routes (where carriers visit most addresses on the street, e.g., mail or newspaper delivery) and point-to-point routes, such as parcel delivery, mailbox collection, or extra pouch delivery.

GeoRoute is the routing software most widely used by postal administrations. GIRO postal routing software is used by An Post (Ireland), CPC (Canada), CTT (Portugal), Deutsche Post (Germany), La Poste (Belgium), P&T (Luxemburg), Posten (Norway), Royal Mail (United Kingdom), and TNT Post (The Netherlands). The software includes translation tools to support an organization's preferred language.

TNT Post delivers 17 million pieces of mail each day to more than 7 million addresses throughout the Netherlands.

Regionalverkehr Köln adds CrewOpt module to its HASTUS installation

February 2008 – Cologne, Germany's *Regionalverkehr Köln* (RVK) is tackling new scheduling challenges by implementing GIRO's *CrewOpt* module, a tool to automatically generate and optimize crew schedules.

In trial runs on scheduled services in an urban area, *CrewOpt* generated schedules that saved as much as 29 hours of paid working time per day. Five complete duties were saved out of a total of 123 duties needed to operate this service, a savings of 4%.

The crew schedules produced by *CrewOpt* contained only valid duties, while meeting the requirements of three different union agreements in effect for drivers assigned to these routes. Furthermore, the crew schedules produced with *CrewOpt* strengthened the synergies already brought about with the merging of two separate operating subsidiaries.

Up to now the RVK used the *Minibus* module to generate both its blocks and duties simultaneously. Indeed, not only can *Minibus* automatically generate optimal blocks from a set of trips to be operated, but it can do so while taking into account very complex and diverse restrictions and limitations that, in a regional operations context, make it necessary for each block to be equal to a duty.

In an urban or mixed urban/regional context, however, the multitude of relief opportunities and types available to the scheduler means much greater savings can be obtained. First, an optimal vehicle schedule is created, from which one subsequently cuts the blocks into the most economical duties. *CrewOpt's* ability to take into consideration vehicle types and counts in the source blocks brings an added benefit: its solutions no longer force certain blocks to be reworked to satisfy vehicle restrictions.

The end result for the RVK is an optimizing tool flexible enough to handle its most demanding scheduling scenarios, in both regional and city contexts, but still sufficiently powerful to produce schedules that can be put immediately into production and that guarantee savings in operating costs.

“We are very satisfied with the results we get from CrewOpt,” says Peter Lamberty, *HASTUS* manager at the RVK. *“The algorithms always seem to come up with the best possible solution, one that respects both employees wishes and union agreements, while also ensuring maximum savings for the company.”*

Enhanced *HASTINFO* trip planner launched

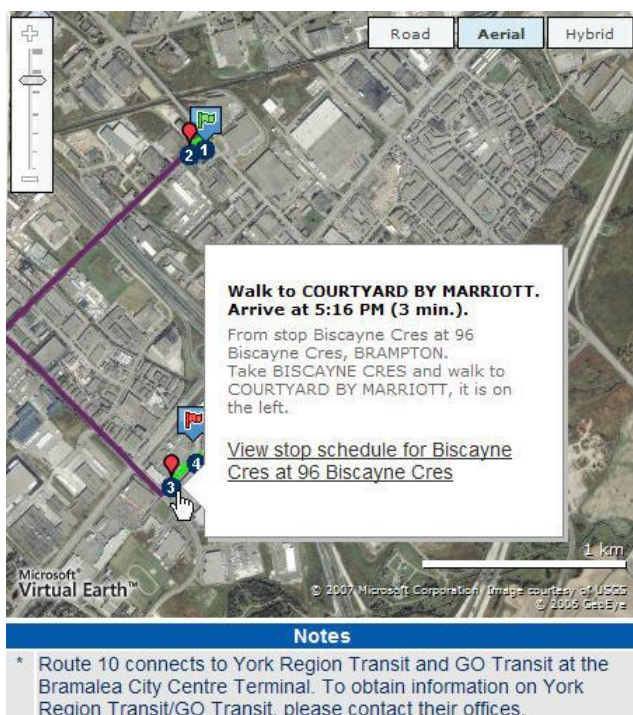
January 2008 – Brampton Transit (Brampton, Ontario) and the PSTA (Pinellas County, Florida) recently became the first GIRO customers to launch the latest version of the *HASTINFO* online trip planner, a version introducing enhanced features such as conventional and aerial map displays.

These interactive displays enable *HASTINFO* users to select origins and destinations by clicking on a stop/landmark on the trip planner's map. After a trip request has been submitted, the map is updated to show the optimal transit route. This updated map also features pop-up windows, viewable when the mouse is moved over a particular route segment (see below), that display travel instructions for each segment of the route generated by the trip planner.

The conventional and aerial map generated by the *HASTINFO* trip planner is based on Microsoft Virtual Earth™.

HASTINFO not only provides customers with a quick, accurate way to receive trip information, it also reduces the number of calls and e-mails received by customer service personnel.

In addition, *HASTINFO* reduces the time required to train customer service personnel. At the PSTA, it previously required eight weeks of training before employees were comfortable handling calls on their own: after implementing *HASTINFO*, PSTA personnel are now comfortable assisting passengers after only one week of training.



Aerial view of optimal trip plan generated by HASTINFO.

The PSTA (Pinellas Suncoast Transport System) serves the St. Petersburg – Clearwater area of Florida with 43 bus routes. A GIRO customer since 2001, the PSTA uses *HASTUS*' planning, daily operations, and customer information modules.

Brampton Transit serves a rapidly growing city of 434,000 just west of Toronto, Canada. Besides *HASTINFO*, the company has installed *HASTUS* planning modules (for vehicle and crew scheduling) and daily operations modules, used to register changes such as driver absences or out-of-service vehicles. The company has been a GIRO customer since 2004.

Seville's TUSSAM opts for GIRO; joins other large Spanish companies using *HASTUS*

January 2008 – After a thorough evaluation of responses to its European public tender, TUSSAM selected GIRO Inc.'s *HASTUS* transit scheduling software to replace its current scheduling system and improve the efficiency of its operations.

TUSSAM, Seville's public transport authority responsible for bus and tram operations, runs 350 vehicles during peak service hours. The company joins other large Spanish transit authorities in Barcelona, Málaga, and Valencia already using *HASTUS* software to optimize their transit operations.

Available in a Spanish-language version, *HASTUS* also has base versions available in English, French, and German. *HASTUS* includes a built-in translation tool to address other languages as well; to date, GIRO and its customers have created Dutch, Greek, and Norwegian versions.

About GIRO – GIRO is a leading provider of software solutions for public transit services including bus, tram, subway, trolley, and commuter rail transportation. The company's *HASTUS* solution offers comprehensive applications and innovative tools for improved planning and scheduling, daily operations, customer information, and more.

HASTUS combines advanced operations research optimization techniques with powerful data management tools that deliver tangible benefits for public transit associations and private operators alike. Based in Montreal, GIRO serves customers in Asia, Australia, Europe, and North and South America. For more information on GIRO or *HASTUS* please visit our website at www.giro.ca/en.

GIRO Inc.
75 Port Royal Street East, Suite 500
Montreal, QC H3L 3T1
CANADA

Tel.: +1 514.383.0404
Fax: +1 514.383.4971
Email: info@giro.ca



GIRO representatives

Austria, Germany, and Switzerland – Mr. Pierre Malo, info.de@giro.ca

Greece – Dr. Nikos Tsabourakis, info.gr@giro.ca

Nordic countries – Mr. Odd-Jørgen Sagdahl, info.no@giro.ca