

ebblo **Assure**

Contract and claims management for franchised bus operations



When contracts get complicated, so does getting paid fairly

Bus networks run to a plan, but the plan rarely survives the road. Diversions, breakdowns and closures interrupt journeys, leaving gaps between schedule and reality.

Under franchised and multi-operator contracts, mileage is only the start. Contracts typically set out mileage SLAs, excess waiting time (EWT), punctuality and quality targets, penalties for under-delivery, and rewards for exceeding expectations. Each carries a financial consequence and must be tracked consistently across every operator.

In practice, these terms often sit apart from what actually happened on the road: contracts in one place, KPI targets in a spreadsheet, operational data in the ITCS/AVL or ticketing system. Reconciling them by hand is slow, inconsistent between operators, and hard to defend if a decision is later questioned.

Where contracts are built around KPIs, this disconnect affects both sides. Authorities cannot be fully confident they are paying correctly, and operators cannot be sure their revenue reflects the service delivered. Both need a shared, trusted source of truth between contract and payment.



Missed Trips

Unaccounted for in the payment model



Disconnected Data

Contracts, KPIs, and operations held apart



Slow Disputes

Resolved manually, case by case



No Audit Trail

Decisions hard to defend later

Ultimately, this impacts passenger satisfaction. Reliable KPIs with financial consequences ensure that operators are incentivised to deliver, which translates to fewer missed trips and more consistent service for passengers.

A single home for contracts, KPIs, claims, and payments

ebblo Assure brings contract management and claims processing together in one place alongside real-time data, so public transport authorities (PTAs) and operators always work from the same facts.

At its core, ebblo Assure captures each operator contract directly within the system: mileage SLAs, the KPIs attached to them, and the penalty and reward mechanisms that translate performance into a financial outcome. Rather than sitting in spreadsheets apart from operations, these terms become rules that the system applies automatically to real data.

This is what sets ebblo Assure apart from a claims processing tool alone. It uses the captured contract terms in combination with near real-time data and historical data to calculate KPI performance. Moreover, it consumes data not only from the ebblo on-board computers but can also stand alone by integrating with third-party ITCS/AVL/ticketing solutions. This calculation, together with any agreed claims, forms the basis for what each operator should be paid.

The result is revenue assurance across the whole contract, not mileage alone, giving authorities and operators confidence that payments reflect what was delivered.



What it does?

- ✓ Captures contract terms, including mileage SLAs, KPIs, and penalty and reward structures
- ✓ Calculates KPI performance automatically against targets, using live operational data
- ✓ Detects missing or incomplete trip segments, and processes claims through a structured cause-code workflow
- ✓ Generates the payment basis from contract data, KPI outcomes and agreed claims, extending revenue assurance beyond mileage
- ✓ Keeps a full audit trail of every contract term, KPI calculation and claim, from record to payment



For franchising PTAs

- Consistent contract and KPI application across every operator
- Payments reflect full contractual performance, not just mileage
- Clean settlement between franchisor and franchisees
- Early detection of fraud or reporting errors
- Reliable data for strategic network planning



For operators

- Clear visibility into how KPIs translate into payment
- Faster reimbursement, less time chasing payment
- Less admin burden around claims and reporting
- Confidence revenue reflects delivered service, across every measure

Turning contract terms into consistent, defensible payments

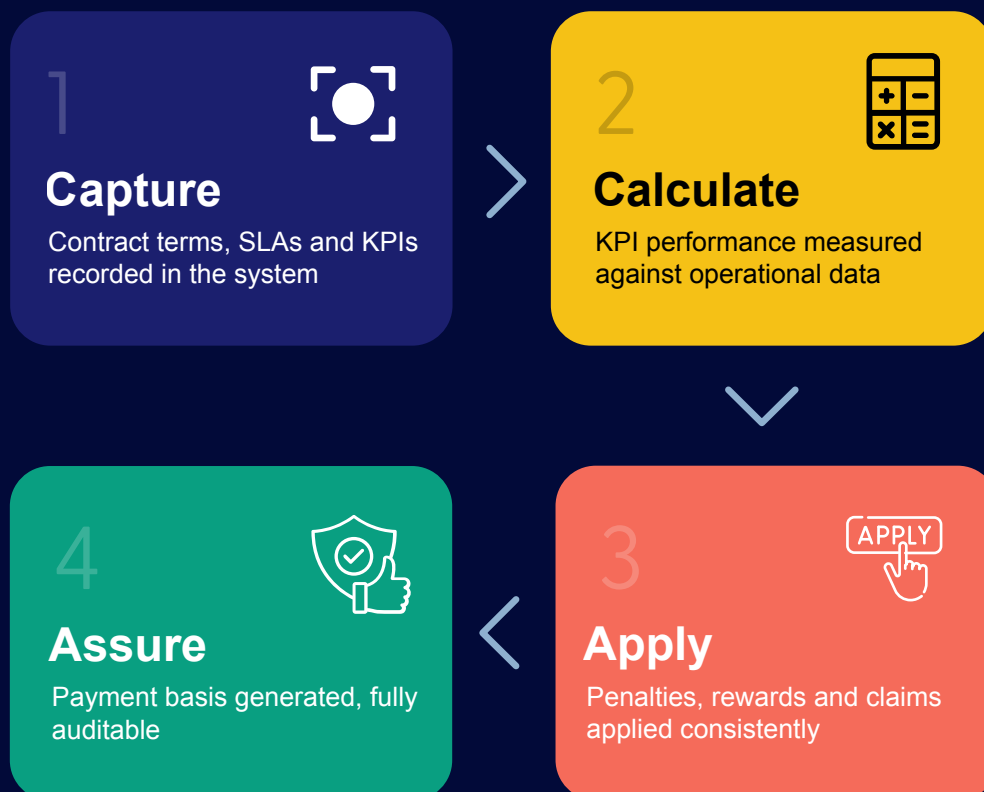
Every operator contract sets out more than a route map. It defines the mileage each operator commits to run, the service quality expected, and how performance translates into payment. ebblo Assure captures this directly within the system, so the contract becomes part of day-to-day operations, not a static document.

Mileage SLAs are recorded against each operator and route, giving a consistent reference point for “delivered” before claims or exceptions are considered.

KPIs beyond mileage, such as EWT, punctuality, regularity or quality measures, are configured the same way, so authorities are not limited to one measure of performance. Each carries its own targets, thresholds and weighting for that contract.

Penalty and reward structures are then attached to these KPIs, so under- and over-performance both carry a pre-agreed financial consequence, instead of being negotiated afterwards.

With contract terms, KPI targets, and penalty and reward structures held in one place, ebblo Assure calculates KPI outcomes from operational data and uses them, with agreed claims, as the basis for payment. The result is revenue assurance across the whole contract, not mileage alone: authorities and operators can see how a payment figure was reached, and trust the same rules were applied consistently.



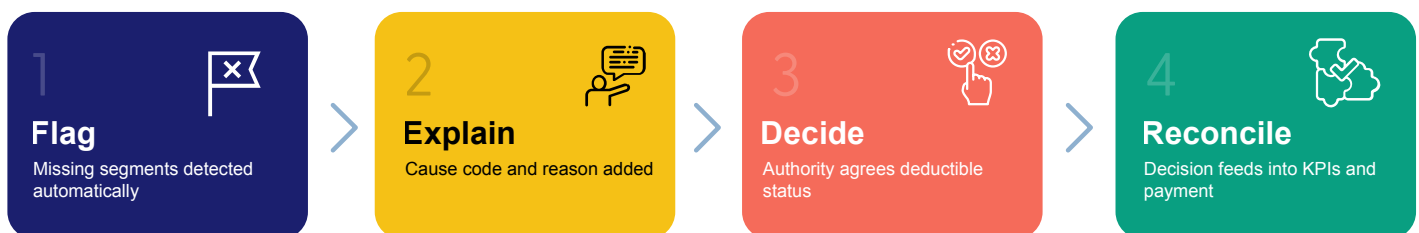
From missing mile to agreed payment

Trips get disrupted or under-reported for legitimate reasons: a diversion, a breakdown, a road closure. Without a structured process, working out who should be paid becomes a manual, disputed exercise, sitting awkwardly alongside the KPI calculations the contract depends on.

ebblo Assure removes the guesswork by comparing planned and actual trip data. Any missing or incomplete segment is picked up automatically, rather than waiting for a periodic review.

Once a gap is flagged, the operator's clerk adds a cause code and short explanation, giving the authority context for a fair judgement, not a bare list of unexplained gaps.

The authority then reviews each claim and agrees whether the mileage is deductible or non-deductible. Every decision, and the reasoning behind it, is captured for audit, so nothing needs reconstructing later if queried. Once agreed, the claim decision feeds back into the KPI calculations and payment basis in ebblo Assure, so the figures reflect the resolved position rather than raw, unexplained data. Missing mileage claims are one input into a wider revenue assurance process, not a separate exercise.





A proven approach, already at scale



4 Networks

Singapore, London, Ireland, and Riyadh



£3bn+

Bus operator payments managed yearly



18,000+

Buses now rolling out globally

Management of franchise contracts, missing trip validation, and complex KPI logic isn't solved on day one - it's refined through real deployments and disputes resolved over time. ebblo Assure has been operational in Singapore, London and Riyadh for more than 15 years, managing more than £3 billion of bus operator payments each year, across contract terms well beyond mileage alone.

ebblo Assure is deployed in Ireland, following the national-scale project win with the National Transport Authority (NTA). Vehicles and operators are being migrated onto the system, with 2,300 buses and their contracts managed through ebblo Assure, once complete.

“Bus customer satisfaction ratings are through the roof and are well over 90%.”

Jeremy Yap,
Deputy Chief Executive of Public Transport, Policy and Planning,
Singapore Land Transport Authority



Reduce your overheads and strengthen revenue assurance

Talk to us about what ebblo Assure could do for your network.



Elevating Public Transport

ebblo helps public transport providers move confidently into the future. Our advanced Intelligent Transport Control Systems (ITCS) adapt as mobility evolves – powered by future-proof technologies and decades of expertise. We deliver robust, best-in-class solutions, scalable platforms and next generation architectures – ensuring flexibility, control, and security. Our solutions streamline operations, improve accuracy, and enable cleaner, faster, and more accessible and barrier-free networks – making public transport the natural choice for everyone. With proven reliability and transformative innovation, ebblo is your trusted partner for what's next.

ebblo is part of Modaxo, the global collective of people transportation technology companies within Constellation Software Inc. (TSX: CSU).

Ready for what's next?

Transform your public transport operations with innovation engineered for change.

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