Connect Standardizes Onboard Video Across Its Diverse Transit Fleet



Industry
Public Transportation

Customer
Cache Valley Transit District, dba as Connect

Region
Cache Valley, Utah

IDIS Solution
IDIS Transit Solutions

Background

Connecting communities to the people and places that matter most

For Cache Valley Transit District, doing business as Connect, public transportation is about more than moving people from one stop to another. It is about connecting communities to the people and places that matter most.
Connect provides zero-fare public transportation throughout Cache Valley, helping riders access employment, education, healthcare, shopping, recreation, and other essential destinations.

Supporting that mission requires safe, reliable transportation and technology that can perform consistently across a diverse fleet. Connect operates multiple vehicle types, including full-size buses, cutaway buses, Ford Transit vans, and Dodge ProMaster vehicles. As the agency evaluated its onboard video technology, it identified an opportunity to replace multiple legacy systems with a more cohesive, standardized platform.



Challenges

Moving from disparate systems to a standardized platform



Connect's fleet had accumulated a variety of video systems, creating challenges with consistency, maintenance, hardware availability, video retrieval, and ongoing support.

The agency wanted to standardize its onboard video technology while improving passenger and driver safety, increasing situational awareness, simplifying access to recorded video, and establishing a scalable foundation for future fleet deployments.

Connect initiated a competitive procurement process to identify the right solution and technology partner. Following an RFP that included eight other competitors, IDIS Americas was selected based on technical approach and project management, experience, cost, and the interview process.

For Connect, however, the decision was not simply about finding the lowest price.



> *We looked at the value proposition that IDIS brought to the table—the high-quality cameras, the frames per second, how we were able to access the video, and all the features that drove the real value. But beyond the product, we wanted to know the team behind IDIS would be there to support us, share their knowledge, and help us get the most value out of our camera system.*

Curtis Roberts
Administration Director, Connect

Solution

Customized around Connect's fleet and operations

Connect's fleet is not one-size-fits-all—and neither was the solution.

IDIS Americas worked directly with Connect to understand its different vehicle types, operational environment, existing infrastructure, video requirements, and long-term objectives. Rather than applying a predefined equipment package across every vehicle, the teams developed a customized IDIS Transit Solution with configurations tailored to Connect's full-size buses, cutaway buses, Ford Transit vans, and Dodge ProMaster vehicles.

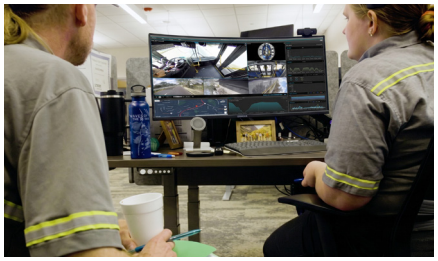
The solution combines I-Mobile System 4K, Surround360, interior and exterior video, forward-facing and 360-degree views, driver event capture, integrated audio, extended onboard storage, and centralized video management through IDIS Center.



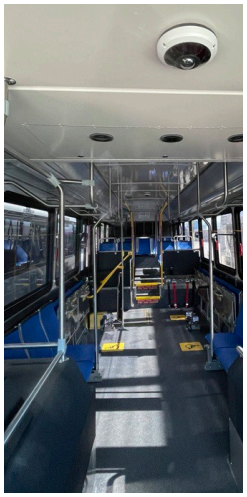
Camera placement and coverage were adapted to each vehicle's size, layout, and operational requirements while maintaining a consistent IDIS technology foundation across the fleet. This gives Connect the appropriate coverage for each vehicle without sacrificing the operational advantages of standardization.

The deployed configurations also provide substantial onboard storage designed to support a minimum 30-day video retention period, helping ensure footage remains available when an event requires later review.

IDIS Americas also designed the solution to complement Connect's existing infrastructure, utilizing the agency's existing vehicle routers and cellular plan rather than requiring a separate cellular service for the video platform.







Results and benefits

Greater consistency, visibility and scalability

Connect now has a standardized onboard video platform across its diverse fleet, with configurations designed around the requirements of each vehicle type.



Interior, exterior, forward-facing and 360-degree views, including Surround360, provide greater visual context when Connect personnel need to understand activity in and around a vehicle. This visibility supports passenger and driver safety while providing valuable evidence for incident investigations, insurance claims, passenger concerns, and other operational needs.

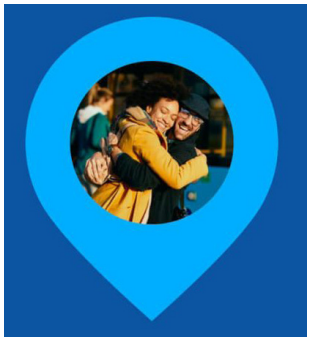
Through IDIS Center, authorized personnel have a consistent environment for accessing and reviewing recorded footage. Standardizing on one platform also reduces the complexity of supporting multiple legacy systems across the organization.



The project itself demonstrated another important part of the relationship: the ability of Connect and IDIS Americas to work collaboratively when challenges arose and keep the deployment moving forward.

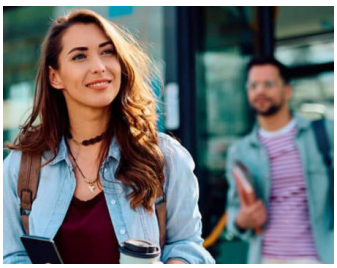
> *"As problems arose, we were able to pause, collaborate, come up with a solution. This collaborative process allowed us to beat our own deadline and the one that we set for IDIS, which says a lot about how well IDIS and Connect were able to work together and that we selected the correct partner for this project."*

Todd Butler
CEO and General Manager, Connect



Connect plans to continue incorporating IDIS technology into future bus builds, extending the standardized platform as vehicles are added or replaced.

Ultimately, the solution supports the larger mission behind Connect's zero-fare service: providing safe, reliable transportation that helps connect communities to the people and places that matter most.



IDIS Transit Solutions at Connect

IDIS CENTER



I-Mobile System 4K

Purpose-built mobile recording and onboard storage designed for demanding transit environments.

Surround360

Expanded visibility around the vehicle provides additional context for situational awareness and incident review.

IDIS Mobile Camera Ecosystem

Interior, exterior, forward-facing and 360-degree coverage customized around the requirements of Connect's different vehicle types.

IDIS Center

Centralized video management provides authorized Connect personnel with a consistent environment for accessing and reviewing recorded footage across the fleet.

IDIS
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