

# Passenger Experience for Rail



## Modern solutions for putting the customer first, anytime and anywhere

Building loyal ridership depends on how easily customers can access and use information about your service. Trapeze offers interactive communication through a variety of media, including call centers, websites, automated phone (IVR) systems, even wireless devices. Trapeze solutions are flexible and modular and seamlessly integrate with intelligent transit systems (ITS), including real-time vehicle location, wayside kiosks, on-board displays, and 'smart' stations.

### **SOLUTIONS FOR TRAVELER INFORMATION**

Mobile savvy travelers expect quick answers to questions such as how to get from A to B with the fewest transfers,

where the closest accessible station is located, or when the next train is arriving. Our interactive communications tool seamlessly connect passengers to all the information they need, anytime and anywhere.

### **CALL CENTERS**

Automate information retrieval in your call center, and do away with headway books. Allow call center agents to focus on providing superior customer service.

### **WEB-BASED SOLUTIONS**

Enable the public to plan trips and access schedule on many kinds of Web-enabled devices, including PCs, cell phones, PDAs, and kiosks. Integrate with corporate

websites, maintaining the existing online "look and feel."

### **AUTOMATED TELEPHONE SOLUTIONS**

Extend the options for accessing information that you currently offer the public with interactive voice response (IVR) technology. Make your travel information accessible over the phone 24 hours a day.

### **REAL-TIME INFORMATION**

Let passengers know exactly when the train will arrive, whether they are waiting at a 'smart' station, surfing the web or using their cell phone. Integrated vehicle location technology (AVL) provides real-time updates.



Use integrated Vehicle Technologies (IVL) to provide real-time train departure and arrival times to passengers.

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## REGIONAL TRAVELER INFORMATION

Increase ridership and improve mobility across your region by adopting a collaborative, regional approach. Trapeze provides the flexibility to develop centralized or distributed.

## ABOUT OUR TECHNOLOGY

All components of the solution suite use the same databases and application logic. Presentation to the front-end (web, PC, voice, phone, etc.) is coordinated by web services. Communication is via TCP/IP protocols, XML messaging.

## ENTERPRISE SOLUTIONS

Our traveler information systems seamlessly integrate with other Trapeze and third-party components including:

- Fixed route scheduling
- Demand response systems
- Operations management systems
- Executive information systems
- Intelligent transit technologies

## BETTER CUSTOMER SERVICE

- Enable travelers to plan trips involving multiple modes, multiple transfers and multiple agencies
- Offer passengers more choice as to how they access transit information
- Make information available to passengers anywhere, anytime
- Enable more accurate planning with real-time updates on arrival times

## INCREASED CALL CENTER PRODUCTIVITY

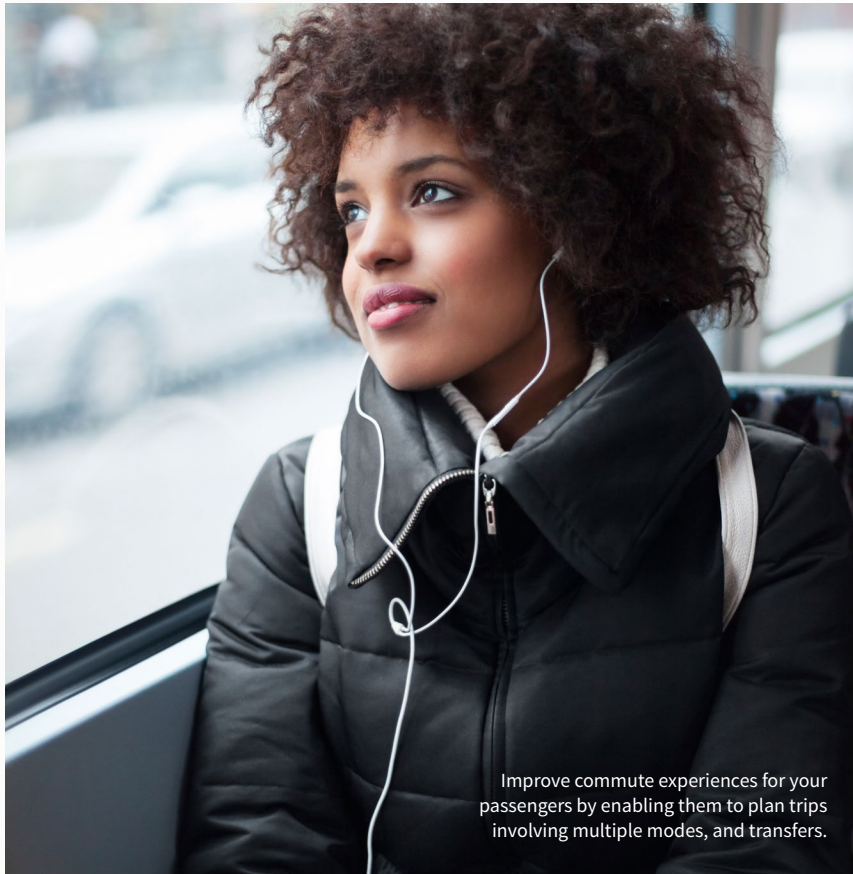
- Shorten call times by automating travel planning, schedule queries, station and route information
- Save and quickly access answers to frequently asked questions
- Instantly locate addresses, locations, stations, trains, routes and more with GIS-based tools

## LOWER COSTS

- Reduce call volumes with web and IVR services and save on call center operating costs
- Provide 24/7 quality customer service without increasing staffing requirements
- Reduce the cost of ownership for individual agencies with regional information solutions

## MAXIMIZE RETURN ON INVESTMENT

- Grow and maintain your riders for the long term with intelligent investments in customer information
- Future-proof your investment with scalable, extensible technology based on open standards
- Implement integrated, multi-modal regional trip planning solutions



Improve commute experiences for your passengers by enabling them to plan trips involving multiple modes, and transfers.

## TRAPEZE GROUP

Trapeze Group works with public transit agencies and their communities to develop and deliver smarter, more effective public transit solutions. For more than 25 years, Trapeze has been here for the journey, evolving with our customers around the world to help them move people from point A to Z, and everywhere in between.

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