



**Self-Service Tools for
Demand Response Passengers.**

PRESENTERS

Bruce Payne



Bruce's 25 years of experience in building, designing, and implementing Traveler Information solutions for the Public Transit Industry have afforded him a rich and diverse industry, solutions, and technical background.

Bruce has served in leadership roles at Trapeze Group for over 20 years, and has managed many aspects of the Software for Transit business including Sales and Marketing, Customer Delivery, Customer Care, and Development.

Andrew McKechnie



Working from the beautiful Vancouver office, Andrew has been with Trapeze since August 2001. For 10 years prior to that, Andrew worked in numerous roles with a large Fixed Route Transit Authority. One of the few individuals who has experience on both the fixed route and demand response sides of the fence, Andrew has a wealth of transportation knowledge spanning Fixed Route Scheduling, Operations and Customer Service to Paratransit MDT's.

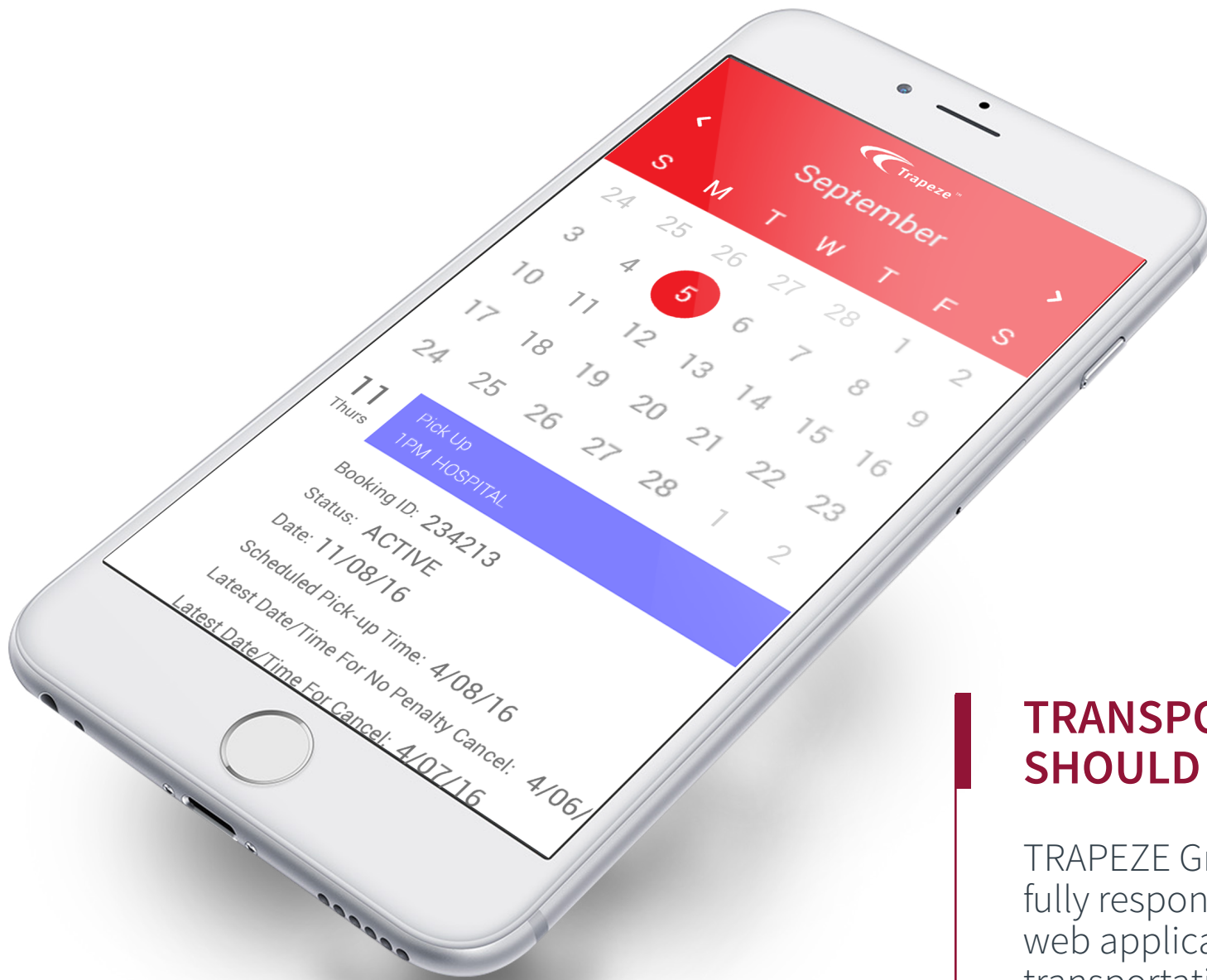
**NEVER BEFORE
HAS ACCESSIBILITY
BEEN THIS
ACCESSABLE**



INTRODUCING

PASS WEB

**DEMAND RESPONSE
TRAVELLER INFORMATION
WEB APP**

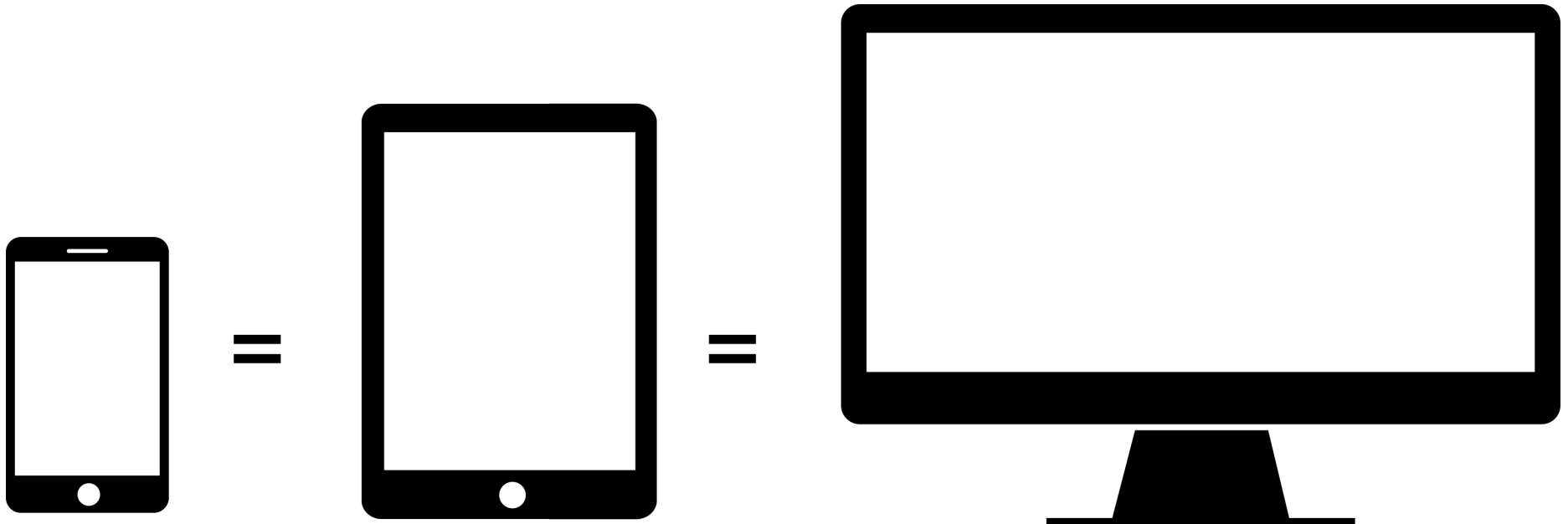


TRANSPORTATION SHOULD BE ALL INCLUSIVE.

TRAPEZE Group has created a fully responsive ADA compliant web application servicing the transportation needs of demand response passengers.

Users can access PASS WEB **ANY TIME. ANY PLACE. ANY WHERE.**

WHAT IS RESPONSIVE DESIGN?



ONE WEB APP FOR ALL DEVICES

SO WHAT IS THE BENEFIT OF HAVING A RESPONSIVE WEB APP?

FACT:

ONLINE TRAFFIC IN 2014.

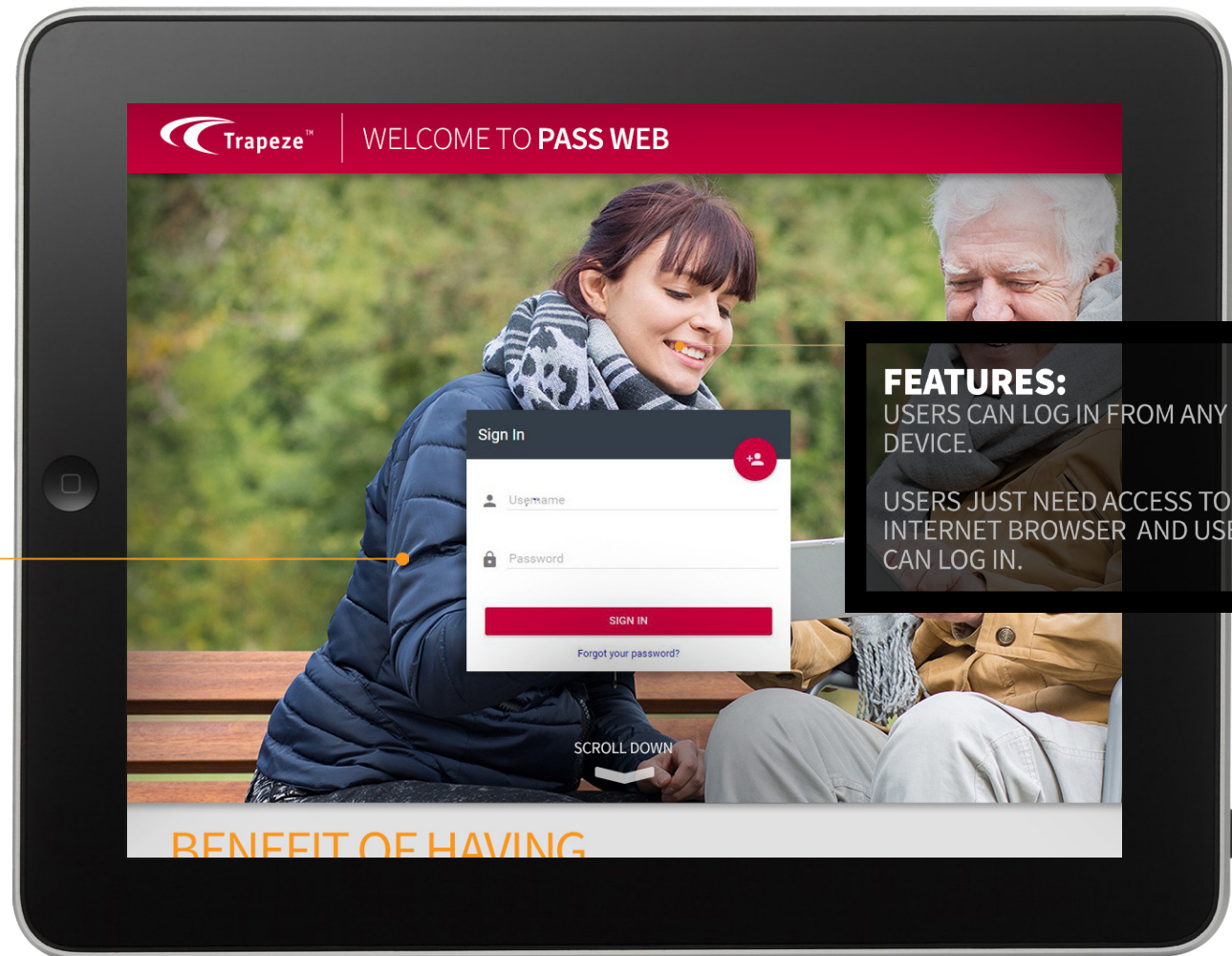
LAPTOP 29%

DESKTOP 17%

MOBILE 22%

TABLET 30%

**RESPONSIVE APPS CAN
ACCESS THEM ALL.**



FEATURES:

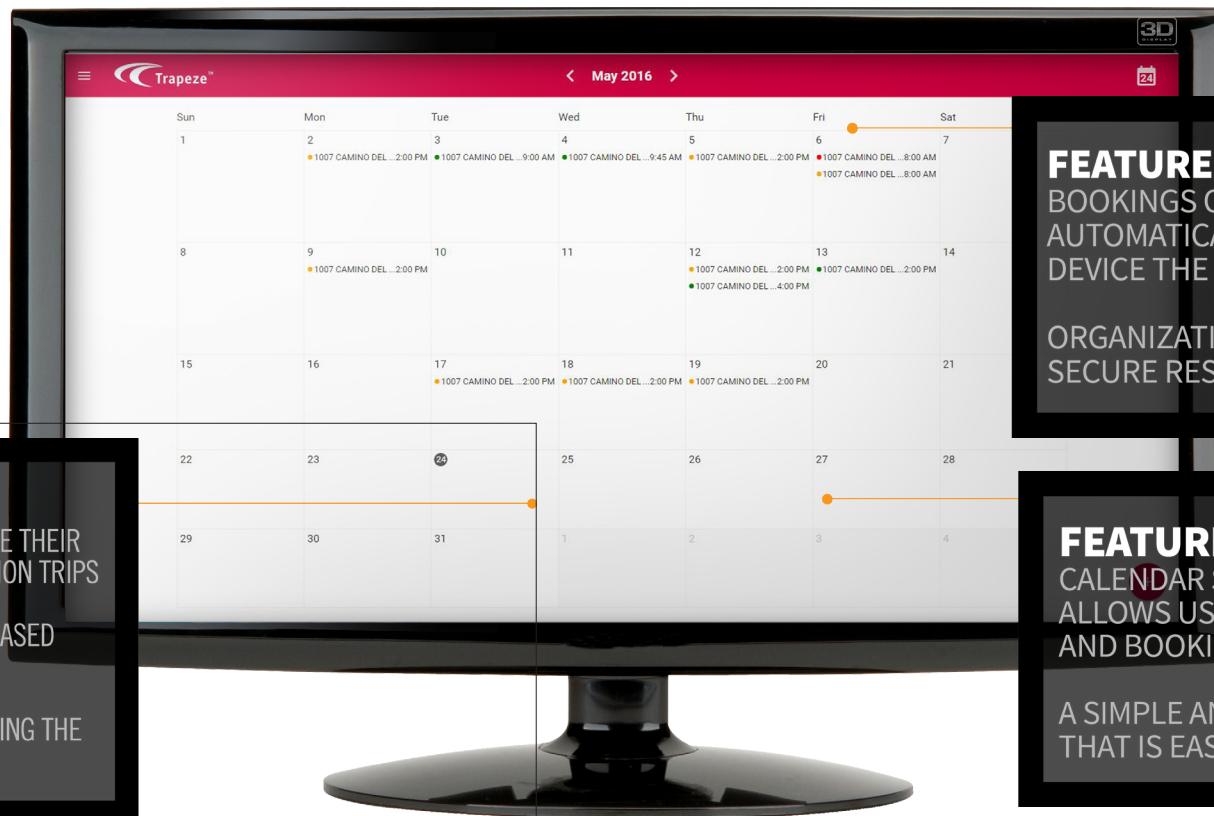
USERS CAN LOG IN FROM ANY
DEVICE.

USERS JUST NEED ACCESS TO AN
INTERNET BROWSER AND USERS
CAN LOG IN.

PRODUCT SPOTLIGHT

DEMAND RESPONSE
TRAVELLER INFORMATION
PASS WEB

TRIP BOOKINGS



FEATURES:

USERS REQUEST OR SCHEDULE THEIR OWN CASUAL AND SUBSCRIPTION TRIPS

QUICKLY CREATE NEW TRIPS BASED ON PREVIOUS BOOKINGS

BOOK OR SCHEDULE TRIPS USING THE PASS ALGORITHMS

FEATURES:

BOOKINGS ON ONE DEVICE WILL AUTOMATICALLY SHOW UP ON ANY DEVICE THE USER ACCESSES.

ORGANIZATION MADE EASY WITH SECURE RESPONSIVE TECHNOLOGY.

FEATURES:

CALENDAR STYLE INTERFACE THAT ALLOWS USERS TO SEE THEIR TRIPS AND BOOKINGS AT A GLANCE.

A SIMPLE AND CLEAN INTERFACE, THAT IS EASY TO USE.

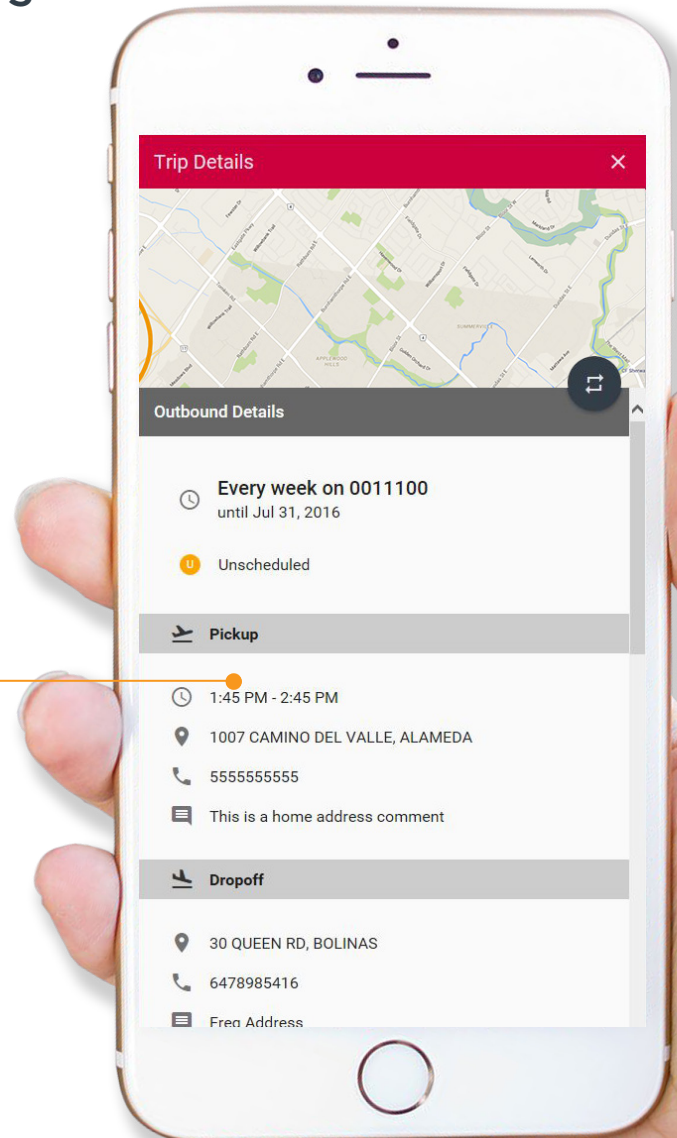
TRIP INFORMATION AND FEATURES

- DISPLAY ALL SUBSCRIPTION, CASUAL OR “ON DEMAND” TRIPS
- CONFIRM AND CANCEL BOOKINGS
- VIEW TRIPS BY WEEK, MONTH, PAST OR FUTURE
- VIEW TRIP DETAILS
- EDITING SUBSCRIPTIONS AND CANCELLING TRIPS
- VIEW AND EDIT PERSONAL PROFILE INFORMATION

NOW AVAILABLE IN THE PALM OF YOUR HAND

FEATURES:

OPTIONALLY, USERS CAN RECEIVE PHONE CALLS, TEXTS AND OTHER REMINDERS.





WHERE'S IS MY RIDE?

FEATURES:

LIVE VIEW OF THE MAP AND REAL TIME VEHICLE LOCATION INFORMATION.

USERS ARE ABLE TO CONTACT DRIVERS ENROUTE

LOWER COSTS:

REDUCE CALL VOLUMES = REDUCED CALL CENTER COSTS
REDUCE CANCELLATIONS & WAIT TIMES = LOWER OPERATING COSTS

EMPOWER YOUR PASSENGERS

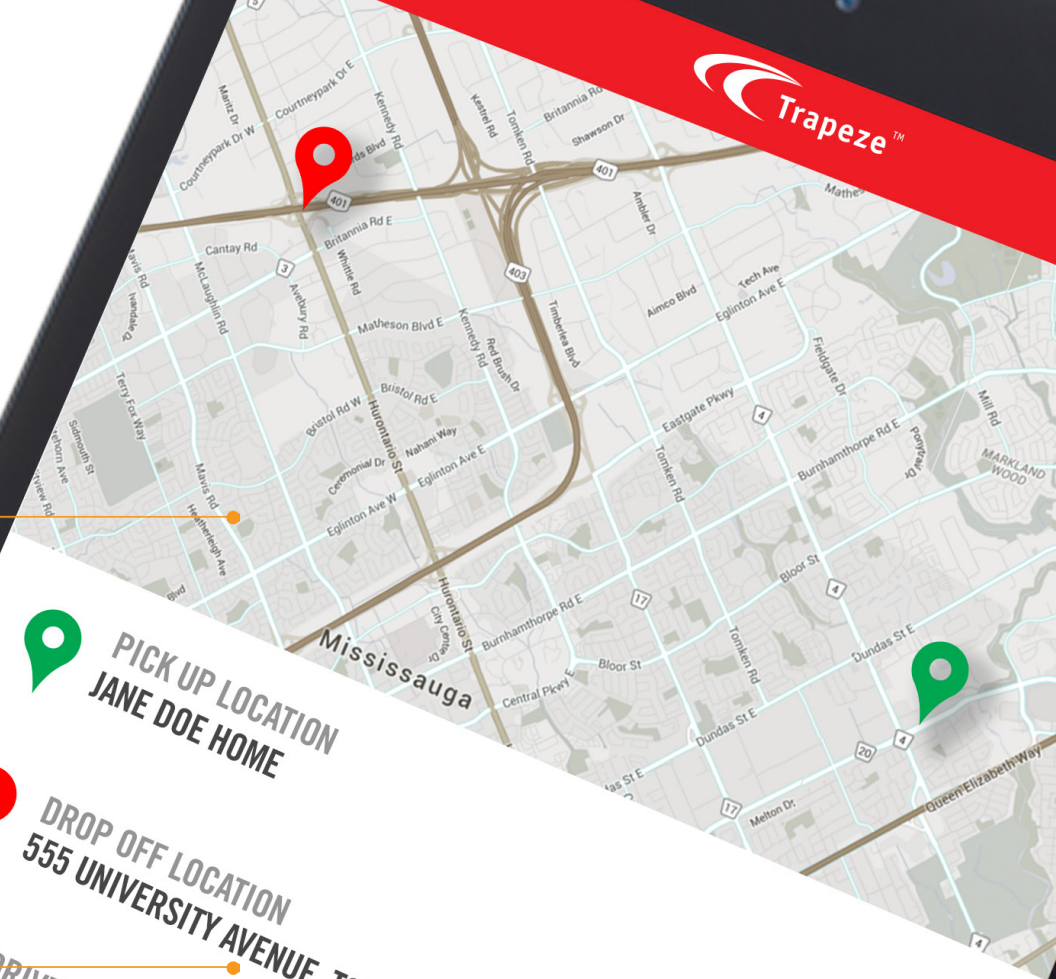
MAKE CHANGES IN A HEARTBEAT
ACCESSIBLE TO ALL
ANY PLACE. ANY TIME. ANY WHERE.

 PICK UP LOCATION
JANE DOE HOME

 DROP OFF LOCATION
555 UNIVERSITY AVENUE, TORONTO, ON M5G 1X8

 DRIVER INFORMATION
DWAYNE JOHNSON

 INFORMATION
BUS #9671111



SUMMARY

PROVIDE 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
- Information available to passengers anywhere, anytime
- Enable more accurate planning with real-time updates

INCREASE CALL CENTER PRODUCTIVITY

- Shorten call times by automating trip planning, schedule queries, stop and route information
- Quick answers to frequently asked questions
- Instantly locate addresses, locations, stops, vehicles, routes and more with GIS-based tools

LOWER COSTS

- Reduce call volumes with Web/mobile and IVR services and save on call center operating costs
- Provide 24/7 quality customer service without increasing staffing requirements
- Reduce demand response cancellations and wait times

MAXIMIZE RETURN ON INVESTMENT

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

SUMMARY ITEMS

- Reduce pressure on your call center
- Allow passengers the ease of making changes in a heartbeat
- Meet visually and impaired accessibility standards

HOW TO LEARN MORE

Bruce Payne

info@trapezgroup.com

905-629-8727