

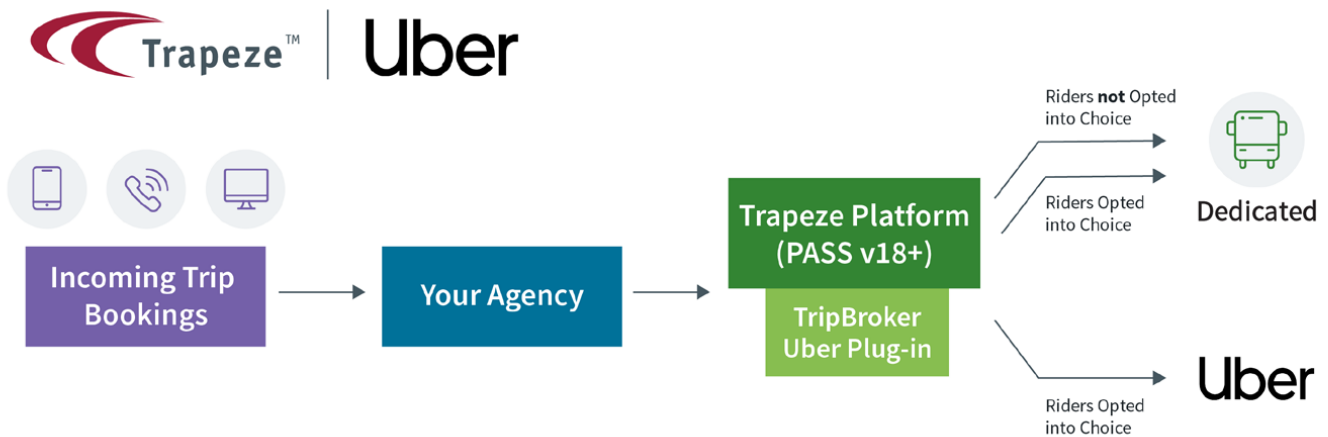
# Trapeze TripBroker and Uber Integration

## Trapeze TripBroker and Uber: The Perfect Match

Delivering paratransit service is a daily balancing act. When demand changes from hour to hour, it's no easy task optimizing both operational efficiency and rider satisfaction to get passengers where they need to go – safely, comfortably, and at lower cost for your agency.

With Trapeze TripBroker, agencies can easily outsource the most cost-effective trips to third-party providers, adding capacity when needed while providing high visibility of each trip to the operator. We're working to make it more seamless for you to broker trips, easing the burden of patchworking fleets by allocating the most difficult to schedule trips to non-dedicated services. You get shorter trips and wait times for your passengers, and greater efficiencies and cost control for your paratransit operation

Now, in partnership with Uber, we've made it even easier. Through Trapeze's PASS scheduling platform your dispatchers can directly allocate paratransit trips to Uber's service, leveraging Uber's unparalleled on-demand network and TripBroker's rich functionality to give your dispatchers the flexibility to allocate trips based on current wait times, trip costs, rider and agency needs.



### Rider Benefits

- ✓ Shorter ETAs
- ✓ More mobility options
- ✓ Same-day trip booking, if supported by agency

### Agency Benefits

- ✓ Cost savings
- ✓ Improved efficiency of core fleet
- ✓ Improved service reliability
- ✓ On-demand access to non-dedicated fleet
- ✓ Same-day trip support
- ✓ Consolidated reporting

## Agency Benefits



### Cost-Effective Dispatching

Off-load inefficient trips to non-dedicated fleets to maintain operational costs and improve KPIs. On-demand access to a supplemental fleet efficiently plugs gaps in your scheduling due to unforeseen situations such as driver shortages and last-minute/late cancellations.



### Same-Day Trips

Your passengers will appreciate having the practical option of booking same-day trips, instead of needing to schedule their rides days in advance. Meanwhile, your dispatchers are able to off-load a portion of trips during peak hours, improving on-time performance and eliminating trip denials.



### Seamless Integration

Use PASS's familiar and tried and tested technology to directly cross-dispatch trips to Uber and avoid error-prone data re-entry. Our integration into Uber's system also enables consolidated reporting.

## Passenger Benefits



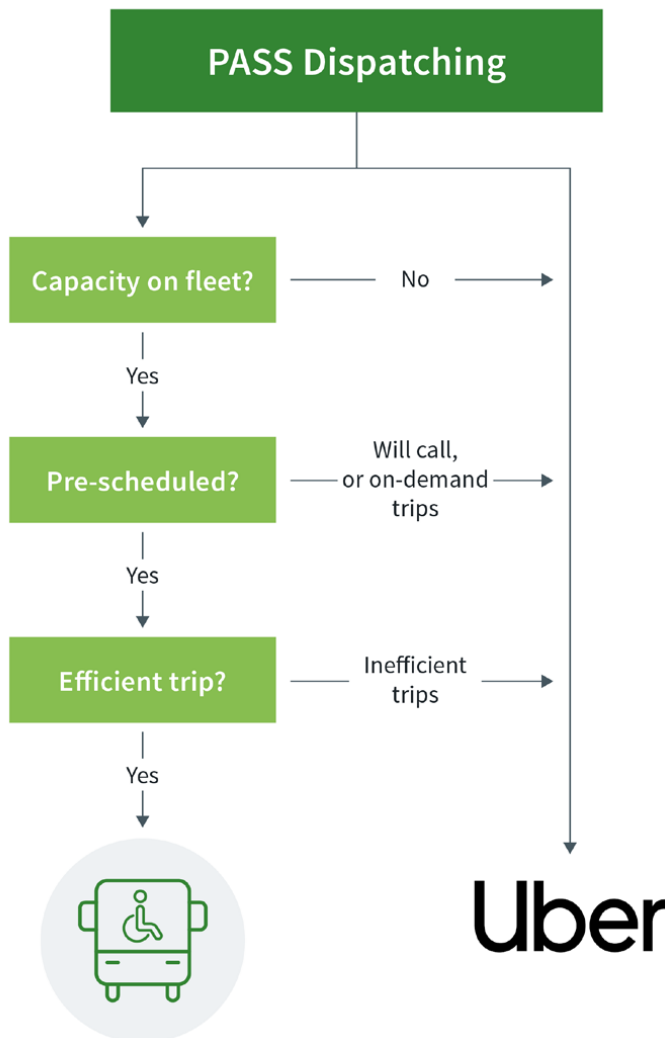
### Passenger Convenience

- Your passengers can book their trip the same way they've done before – through your call center, PASS-Web, or PASS App. No need to use the Uber app to book trips on your service. With PASS-WEB and PASS App, passengers can monitor their vehicle as they're waiting for their pick-up. Meanwhile, Uber keeps riders fully informed through text notification of ride details.



### Shorter Wait Times and Trips

- Uber's wide reach means potentially shorter wait times for your passengers, with an Uber vehicle usually nearby and immediately available to pick up the trip.



## Your Riders' Safety is Paramount

Your agency has complete visibility into each trip and can monitor passengers every step of the way. Trip Broker's Plug-in delivers trip information directly into Uber's scheduling and dispatching software, via real-time web services. Trip information is seamlessly ingested into Uber's software and transmitted to its in-vehicle technology as if Uber had dispatched the trip. TripBroker can also send trip updates and cancellations and receives trip confirmation, notifications for arrival at pick-up, no-show, completed pick-up, GPS tracking of vehicle approaching pick-up, arrival at drop-off, and confirmation of passenger drop-off. To safeguard riders, Uber has put strict safety measures in place such as real-time driver ID checks, speeding alerts, and work hours limits.

## Trapeze TripBroker and Uber: Innovation on the Move

Transit agencies have been resourceful and innovative over these past two years of challenge and change - seizing the moment to implement new technology that improves service, widens transit access, and enhances the rider experience. Trapeze and Uber share your commitment to connecting communities and keep people moving through technological innovation. With our evolving Mobility on Demand solutions, Trapeze is here to help you provide more flexibility and mobility options to your riders. By complementing transit service, Uber's popular rideshare platform promises to create more efficient, accessible, and equitable public transportation networks. It's a win-win!

