

PROVEN ROI

# Mobility on Demand & Traveler Experience

You provide a lifeline for your paratransit riders and a convenient option for microtransit riders. Our Mobility on Demand solutions have everything you need to provide customized options for your riders' unique transit needs to radically elevate their passenger experience.

It is a big responsibility having people rely on you to connect them with what matters most — their families, jobs, school, community and essential services. We can help.

## Improve on-time performance (OTP) and customer satisfaction

Late trips are the number one service complaint of paratransit riders. Reduce your OTP and reduce your complaints. Monitor daily operations closely and notify vehicle operators of situations affecting service in real-time.



SARTA's on-time performance rate with mobility on demand applications

Source: Trapeze Case Study, SARTA

## Reduce Costs

Automate the demand response scheduling process and create optimized, cost-effective, on-demand schedules. Reduce costs per trip with more efficient scheduling. Integrate paratransit, hybrid and fixed-route services for low-cost alternatives.

### SDMTS achieved \$2.4 M

savings for their paratransit operations over four years after TripBroker implementation.

Source: Trapeze Case Study, SDMTS

## Improve Efficiency

Create efficient schedules, automatically. Enable your team to spend valuable time focused elsewhere.



BEFORE: 4-5 HOURS

AFTER: 15-20 MINS

Source: Trapeze Case Study, KITSAP

### 1M ZERO-CAR households in rural U.S.

Mobility on Demand supports microtransit and on-demand transportation options.

Source: USA Street Blog, 2020

### CLOUD-NATIVE SOLUTION retains dependable functionality

for mission-critical management of paratransit and demand-responsive services. Efficient workflows and well-organized screens improve the user experience. Designed in collaboration with transit agency staff.

### +75% paratransit and on-demand service outsourced

Improve oversight and analytics for third-party service providers and internal operators/vehicles with ViewPoint for Mobility on Demand.

# Top Reasons TO CHOOSE TRAPEZE MoD



## Unparalleled scalability and flexibility

**80%** of demand response providers in North America use Mobility on Demand solution. Versatile for agencies and service providers of all sizes.



## End-to-end mobility on demand solution

From paratransit to microtransit, our 30-year solution evolves to meet new and growing demands. Features include back-office trip booking and dispatching to in-vehicle mobile component to rider self-service tools and reporting.



## Designed for on-demand transit complexities

Paratransit service is unique; needs can change hour by hour. Best in the business scheduling algorithm automates tasks and optimizes live schedules, enables same-day trip booking so your team can focus on elsewhere on critical events. Increase passenger per hour and trips. Improve on-time performance. Reduce the need for brokered trips. Combine paratransit and fixed-route alternatives for lowest-cost service option.

*\$50 x 1* PARATRANSIT TRIP      *\$4 x 1* FIXED ROUTE ALTERNATIVE TRIP

Source: Metro receives 2012 APTA Innovation Award Press Release, June 2012 | WMATA



# Customer Story

## SDMTS Access

With new Trapeze modules, MTS Access increased scheduling and booking efficiencies and provided passengers with more self-service and mobility options.

Source: Trapeze Case Study, SDMTS



identifying ineligible trips using **PASS CERT**



**140k calls < 1 year**  
to keep passengers fully informed through **PASS IVR**



of all trips booked online through **PASS Web**

## Saskatoon Transit

After working with Trapeze experts in data analysis (ViewPoint) and Mobility on Demand (PASS), Saskatoon Transit was able to use their updated toolset to offer better paratransit services to their community and use existing data to quickly adapt service during the pandemic.

Source: Trapeze Case Study, Saskatoon Transit



**400+** employees  
**13.2 M** annual ridership  
**140,000** paratransit rides/trips per year



Organized database + integrated solutions = **more flexibility** and control over bookings + reduced daily workload

# Connect with our Experts