



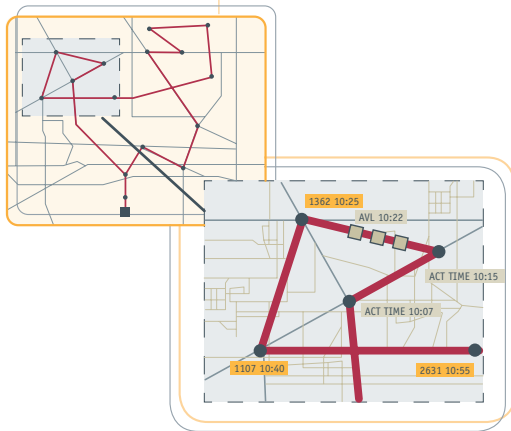
# DEMAND RESPONSE

## Solutions for Public Transit

As the term suggests, the key to running a successful demand response service is responsiveness—to your customers, your partners and your organization's needs. Trapeze will help you find the optimal balance between controlling operating costs and providing excellent, responsive service.

Through more than a decade of research and close collaboration with the public transit sector, Trapeze has become a world leader in the development and implementation of demand response scheduling and dispatch solutions. The majority of large and medium size agencies in North America schedule ADA paratransit and other demand response services using Trapeze solutions.

By integrating MDC/AVL technology with your Trapeze demand response solution you can verify actual pick up and drop off times, track the progress of vehicles and anticipate early or late arrivals.



## CUSTOMER EXPERIENCE

Since implementing a system that integrates MDCs, Paratransit Inc. has experienced an average 7% per month increase in trips provided, and has maintained passengers per hour productivity while denials have dropped to less than 1%. Paratransit, Inc. has almost eliminated the practice of using expensive cab providers for rider overflow.

**Paratransit Inc. (Sacramento, CA)**

## THE BUSINESS CASE

### Better Service

- Improve on-time rates with more accurate scheduling
- Reduce service denials
- Find fast solutions to last-minute requests for service
- Real-time technology provides quick and accurate answers to "Where's my bus?" questions

### Increase Productivity

- Increase passengers per vehicle hour through schedule optimization
- Reduce time spent on radio communication and increase dispatcher productivity
- Automate time-consuming data entry and other manual processes

### Lower Costs

- Integrate paratransit, hybrid and fixed route services for low-cost alternatives
- Reduce cost per trip with more efficient scheduling

### Maximize Return on Investment

- Many clients recover the cost of their system in less than four years
- Protect your investment with scalable, extensible technology that can be easily upgraded



## DEMAND RESPONSE

### FEATURES

#### Streamlined Trip Booking and Client Management

Dramatically shorten call times for casual, subscription, and same-day bookings. Calltakers can immediately access complete client information while on the phone, including previous and pending trips, mapped addresses, travel preferences and eligibility rules. You can even offer customers the option to bypass calltakers completely by booking trips via an interactive voice response (IVR) telephone service or Web-based online service.

#### Automated Scheduling and Dispatch

Schedule trips in real time, and batch to re-optimize all or any part of your service throughout the day. Ensure accuracy through street routing and the most extensive controls available for travel speeds and dwell times. Dispatch and monitor service using GIS mapping. Mobile communication technology enhances real-time tracking of on-time performance and enables dispatchers to respond instantly to service issues.

#### Enterprise System Integration

Integrate paratransit with fixed route and other transit data to develop cost-efficient, integrated transport. Add on mobile computing technology so you can communicate changes, arrivals and no-shows in real time. Plug in spatial analysis tools to analyze paratransit data and build a better service.

#### Powerful Management Tools

Simplify information sharing and retrieval and make it easier to arrive at quick, informed decisions. Use standard reports as well as custom report writing tools to speed management decisions.

### SOLUTIONS

Our modular demand response solutions seamlessly integrate with other Trapeze and third-party components including:

- Planning tools
- Operations management
- Fixed route scheduling
- Executive information systems
- Intelligent transit technologies
- EDI eligibility verification and trip billing

### CUSTOMER EXPERIENCE

*DART's productivity and efficiency goals were achieved using Trapeze. Over a two-year period, passengers per hour increased from 1.31 to 1.6, and on-time performance soared to more than 97%. Customer service also improved with complaints per thousand passengers falling from 27.6 to just 1.4 and commendations rising from 0.14 to 0.50. Cancellations have decreased to 12.5% from 17%.*

**Dallas Area Rapid Transit (Dallas, TX)**

### ENHANCEMENTS

**Client Certification.** Manage client eligibility, funding sources, level of service, etc. and ensure compliance with ADA and other regulations.

**Client Suspension.** Monitor abuse of services, and initiate appropriate responses based on pre-defined suspension policies.

**Mobile Computing.** Real-time vehicle location and mobile data communication makes it easier for dispatchers and drivers to do their jobs well.

**Coordinated Transportation.** Eliminate the headaches associated with brokered transportation and service provider management.

**Web-based** trip booking, cancellation and client information empowers clients to manage their transport on their own time.

**IVR** trip booking, confirmation and automatic call back features reduce call center volumes and enable agents to spend more time responding to less routine calls.

**Commendations and Complaints.** Respond promptly to customer feedback and monitor the investigation process.

#### TRAPEZE GROUP:

Trapeze Group supplies reliable, scalable and innovative solutions for the rail and road transport sector. Hundreds of private and public organizations in Europe, North America and Asia-Pacific have selected software solutions from the Trapeze Group in order to improve and broaden the efficiency, quality and scope of their transport solutions, thus enabling them to provide their customers with even more services in a more reliable and cost-effective manner.

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