Trapeze™

SOLUTION GUIDE

Mobility-on-Demand

Dynamic solutions to transform service for all riders.

New realities are reshaping how we live, work, and move people through their cities and communities. In this dynamic environment, meeting riders' constantly evolving needs means radically rethinking our transit systems, to make them more efficient, flexible, and resilient.

On-demand is changing our understanding of mobility. At the same time, transformational technologies are delivering the robust paratransit service your increasingly tech-savvy passengers deserve. When it comes to delivering fast, efficient, and responsive service, paratransit innovation is at the forefront of how technology is reimagining public transit.

Trapeze Mobility-on-Demand (MOD) brings you closer to a new mobility paradigm that works for all riders. Our industry-leading scheduling engine has been revamped to deliver a completely new experience from day one. Optimized dynamic routing lets your passengers – paratransit and fixed route - order their ride whenever they want it, which means you can tailor your capacity to demand, efficiently allocating your limited resources.

Featuring powerful machine learning algorithms, dynamic scheduling, flexible booking, real-time processes, and productivity-boosting workflows, Mobility-on-Demand constantly innovates to improve your operations, reduce costs, and enhance the customer experience.

1 million

zero-car households in rural US

Ref: USA Street Blog, 2020

51%

of Americans ages 18-29 have never used ride-hailing

Ref: Pew Research, 2019

AGENCY BENEFITS

Leverage state-of-the-art technology to meet new mobility needs.

Build a Multi-Modal Ecosystem

Integrate paratransit, microtransit, and fixed route to serve all passengers and rebuild transit ridership. Reduce paratransit service denials and plug scheduling holes with fast and cost-effective solutions, such as taxis or Transportation Network Companies (TNCs).

Accommodate Same-Day Requests

Eliminate manual batch scheduling processes by utilizing a powerful machine learning scheduling algorithm to fulfill same-day trip requests.

Improve On-Time Performance and Other KPIs

Utilize real-time traffic data and artificial intelligence to optimize daily timetables. Keep track of your most important key performance indicators, such as on-time performance, overtime and slack hours, and predicted late trips, and make better data-driven decisions to improve operations.

Maximize Your Time

Find information quickly and easily, more than ever before. Automate time-consuming manual work; increase productivity using simple workflows. Upgrade easily with cloud-native technology. Manage map updates effortlessly with an auto-updating mapping API that allows you to update schedules fast.

Do More with Less

Get accurate demand forecasting to allocate resources efficiently. Reduce lengthy wait times that slow down schedules and drive up costs. Get employees up to speed on new technology with online training. Empower your reservationists with smarter call-taking tools.

PASSENGER BENEFITS

Enhance the customer experience with easy, flexible mobility.

Empower Your Riders

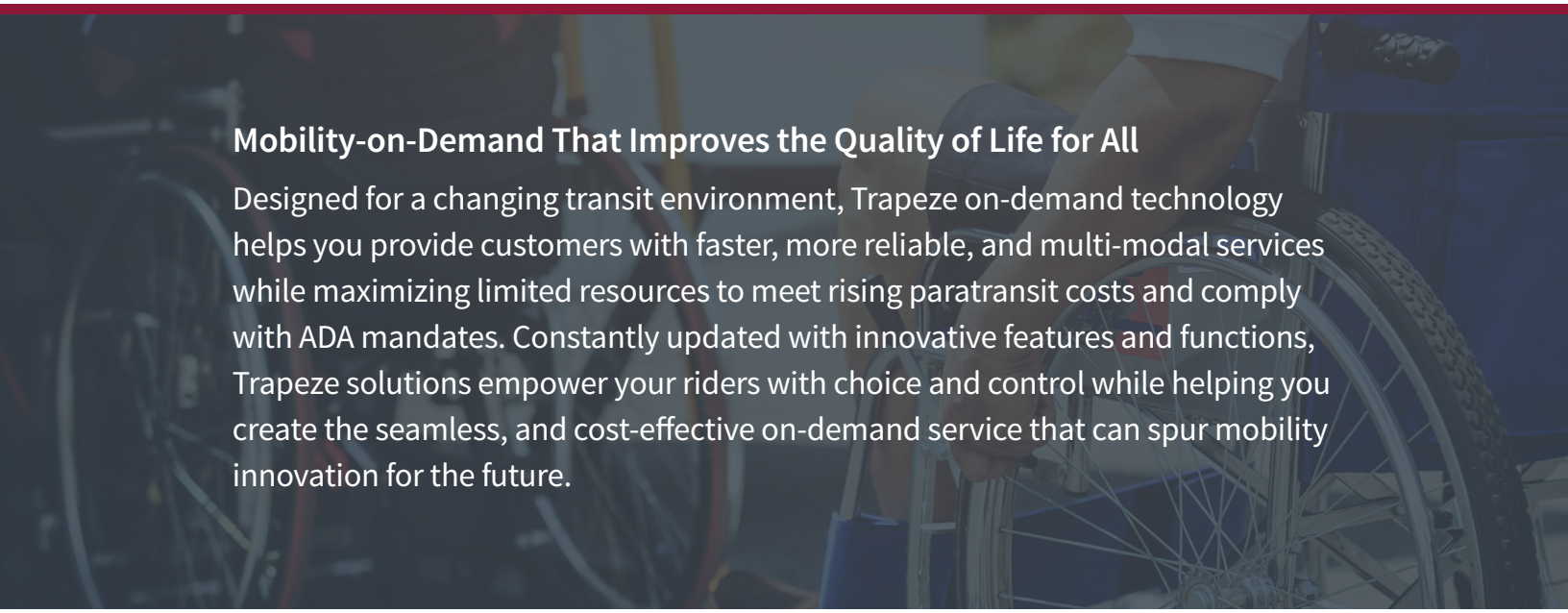
Enable paratransit riders to schedule same-day trips, improving their mobility and independence. Provide them with flexible and self-service options, such as our mobility app, to easily manage trips with their mobile devices. Give fixed route passengers greater flexibility in getting from point A to point B.

Ensure Peace of Mind for Passengers and Their Families

Enable fast, easy, and hassle-free trip booking, especially on mobile, for paratransit riders. Give passengers quick and accurate answers through real-time technology to “where’s my bus?” questions.

Create an Enjoyable Passenger Experience

Enhance the passenger journey for paratransit customers with responsive, seamless service. Provide all riders with first-mile/last-mile trip options for an end-to-end customer experience – from the moment they book to the moment they return home.



Mobility-on-Demand That Improves the Quality of Life for All

Designed for a changing transit environment, Trapeze on-demand technology helps you provide customers with faster, more reliable, and multi-modal services while maximizing limited resources to meet rising paratransit costs and comply with ADA mandates. Constantly updated with innovative features and functions, Trapeze solutions empower your riders with choice and control while helping you create the seamless, and cost-effective on-demand service that can spur mobility innovation for the future.

PRODUCT FEATURES

Automated Scheduling and Dispatching

Schedule same-day trips and automatically reassign trips on the road to meet pick-ups on time. Ensure accuracy through street routing and the most extensive controls for travel speeds and dwell times.

'Just in Time' Outsourcing

Push excess demand and unworkable trips to TNCs and taxis to reduce service denials and operational costs.

Fast and Flexible Trip Booking

Make booking and payment as uncomplicated for paratransit customers, as it is for fixed route riders, with online and more flexible options. Reduce agency call volume in the process.

Real-time Communication

Get automatic updates when a schedule change is made. Track on-time performance as service happens for dispatchers to respond instantly to issues. Communicate changes, arrivals, and no-shows in real-time to reallocate resources and give passengers peace of mind.

Advanced and Real-time Feeds

Get continuous information on the ground from advanced feeds (e.g., street network, road closures) and those in real-time (traffic, accidents, weather updates) to optimize runs and make sure riders are where they need to be, on schedule.

Watch the Video

How Mobility-on-Demand works.
www.trapezegroup.com/TrapezeTalk-MoD

Real-Time Mapping

Increase dispatch efficiency using real-time mapping that automatically updates.

Predictive Analytics

Generate and compare resource requirements for multiple what-if scenarios in a single day. Mine historical service records to determine daily vehicle requirements. Monitor KPIs in real-time for quick, responsive decision-making.

Easy Reservations

Have complete client information ready while on the phone, including previous and pending trips, mapped addresses, travel preferences, and eligibility rules.

Cloud-Based Architecture

Upgrade and introduce custom features easily with a cloud-based solution that reduces the burden on local IT teams.

Online Training

Make learning how to use MOD solutions easy for your staff with up-to-date online training resources and chatbot interaction.

Enterprise System and Third-Party integration

Integrate paratransit with fixed route and other transit data to develop cost-efficient, multi-modal transport. Integrate with other Trapeze and third-party components for simplified information sharing and faster decision-making.

EXTEND YOUR MOD CAPABILITIES WITH THESE POWERFUL TOOLS

ParaCutter – Create the most efficient schedules, saving you time and money.

EZ Wallet – Enable passengers to pre-pay their fares with a virtual wallet.

TripBroker – Push trips to TNCs and taxis for fast, cost-effective alternatives.

Mobile App – Empower riders to plan, book, and pay for trips from their mobile devices.

Service Infractions – Manage your service usage and suspension policies with ease.

Eligibility Management – Certify customers on time and get eligibility right.

PASS-IPA – Provide fixed-route alternatives to reduce costs and manage ADA compliance.

Ranger – Send operators trip and navigation details through on-board hardware interface.

DriverMate – Send operators trip and navigation details on an iOS or Android tablet.

Rapid Response – Adjust schedules quickly and effectively during a crisis to move people to safety and back to their homes at the right times.

Reach out to our Mobility-on-Demand experts for a demo.

Connect with our Experts

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Trapeze™