Trapeze™

DriverMate

Affordable, easy-to-use mobile computing to keep your paratransit operation running smoothly.

Vehicles make up the backbone of any paratransit operation. Knowing the location and timeliness of your vehicles ensures you can operate at peak efficiency and get your passengers where they need to be. DriverMate uses Android-powered devices to connect your vehicles, dispatch center, and back office together in real-time. With a redesigned, more intuitive interface, improved workflows, and real-time device analytics, DriverMate helps you deliver safer service and more efficient scheduling and dispatching. **DriverMate, your User-Friendly, In-Vehicle Assistant.**

Overview

Simplify Your Operator's Day

- Collects mileage and trip status information automatically so your drivers don't have to
- Notifies operators of manifest changes in real time such as cancellations, add-on trips, and modifications; ensures important messages from dispatch are not missed
- Turn by Turn navigation helps drivers find the best route to take; gives drivers instant awareness of destinations/ surroundings with Google Maps
- Easy-to-use interface requires minimal training for operators; enables pre- and post-trip inspections within the tablet, eliminating cumbersome paper processes
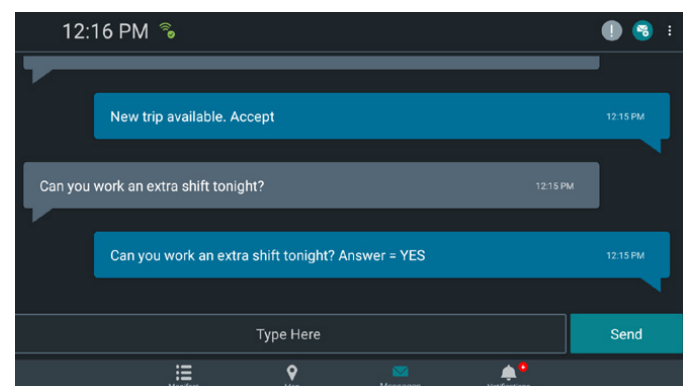
Reduce Radio Traffic

- Enables operators and dispatch to communicate via text messaging, instead of over radio
- Clears radio communications for important and emergency calls
- Reduces dispatcher/radio traffic by as much as 80%

Get Real-Time Updates and Scheduling

- Automatically transmits real-time data - sends trip arrival times, GPS coordinates, and vehicle systems status back to the dispatch and Trapeze back-office systems
- Enables dispatchers to make on-the-fly schedule changes and relay them within seconds to operators
- Produces same-day reports, increasing visibility into your operation; analyzes origin-destination and other spatial data with GIS planning tools

DriverMate - Message Screen

Agency Benefits

Lower Cost of Ownership

DriverMate delivers the same overall functionality that in-vehicle mobile data computers provide, but without the pricey or potentially lengthy implementation involving modems and wiring. They are ready for use off-the-shelf and can be easily replaced or repaired. A unique mobile device management tool allows you to program, tweak, or troubleshoot DriverMate remotely, on the road, for faster maintenance.

Increased Productivity

DriverMate's real-time functions support real-time scheduling, improving overall dispatch and operational efficiencies. It helps streamline your processes, eliminating the need for manual data entry and paper work. With your vehicles' ability to provide and receive real-time information, DriverMate helps paratransit operators achieve measurable goals, such as same-day bookings, improved on-time performance, and an overall increase in passenger trips per hour.

Improved Communications and Decision-Making

Enable faster two-way communication between your operators and dispatch. DriverMate integrates mobile, communication, and enterprise technologies to enable instant, on-the-fly decision-making, as well as long-range planning.

Passenger Benefits

Safer Passenger Journeys

- Safe Driving mode keeps drivers focused on the road by suppressing user interaction once a configurable speed limit is passed
- Enables emergency alarms and pinpoint GPS tracking, enabling quick action during incidents

Improved Customer Service

- Various messaging capabilities increase communication between drivers and dispatchers, improving service efficiency and on-time performance rates

Enhanced Rider Experience

- Delivers a constant flow of data between dispatch, operators, and the back office during the operational day, helping deliver the seamless service your customers expect

DriverMate - Manifest Screen

DriverMate - Trip Update Screen

Connect with our Experts

Trapeze™