



# PASS-WebCare

Enable agency representatives to book trips for passengers. Comprehensive trip management at your customers' fingertips.



Self-service tools provide your riders more control over their trip. But they also help those close to them ensure that each journey goes as smoothly as possible. An add-on for PASS-Web, Trapeze's browser-based paratransit passenger portal, PASS-WebCare enables family members, caregivers, or third parties to review, book, or cancel paratransit trips on behalf of one or several passengers.

## Overview



### Securely Manage Trip Bookings for Passengers

- Enables agency to designate “workers” (i.e., authorized caregivers, relatives, or client representatives) to review, book, or cancel casual or subscription trips on behalf of the passenger; workers log on to the module with their ID and password
- Allows care home workers and service providers to manage multiple passenger accounts or passenger associations; facilitates effortless group bookings
- Security permissions provide access only to persons authorized to act on passenger's behalf
- Enables worker to change the client's password upon client request



### Be Fully Informed of Passenger Journeys

- Enables workers to view announcements and general information from the agency
- Enables workers to access summary or detailed information for all bookings, including casual, subscription, scheduled and unscheduled trips; enables workers to review work done for the day

## Agency Benefits

### Increased Call Center Efficiency

Like passengers, workers may gain access to transit information 24 hours a day, enabling them to book, confirm, review, or cancel trips any time, without needing to speak to a reservationist. This further reduces call-center burden, including call waiting times.

### Improved Service

Providing caregivers and family members “Where’s My Ride” status notifications can help passengers to prepare ahead of time for their approaching ride. This helps shorten vehicle wait times and avoid late pick-ups, enabling your drivers to keep to their schedules and improve on-time performance.

### Better Customer Engagement

PASS-WebCare keeps transactions as frictionless as possible for your passengers. By providing designated representatives secure access to PASS-Web’s self-service platform, you help ensure paratransit riders get all the help they need when booking a trip, increasing customer satisfaction.

## Passenger Benefits

### Increased Passenger Safety and Peace of Mind

- Adds a layer of oversight for passenger bookings, especially for the most vulnerable clients, enhancing their safety and increasing peace of mind for them, their families, and caregivers

### Greater Customer Convenience

- Helps reduce frustration for passengers who may need help booking trips
- Enables representatives to view “Where’s My Ride” alerts to know the status at all times of impending trips so the passenger can prepare ahead of time

### Enhanced Rider Experience

- Enable caregivers to review trip bookings to check if they are accurate, avoiding any trip delays or cancellations



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