![Trapeze™ logo]

PASS SMS/E-mail

Quickly notify and inform passengers and give your customers the personal attention they deserve.

Improving paratransit service starts with providing your customers with comprehensive rider information. Through SMS and E-mail, passengers are fully informed about their rides - quickly and at any time of the day.

PASS SMS/E-mail is a self-service solution using automated SMS and E-mail that allows your passengers to look up their trips 24 hours a day, seven days a week, or to receive notifications.

Passengers enjoy greater peace of mind and control over their trips. No more lengthy phone calls to customer service, forgotten schedules, or keeping watch by the door for incoming rides. Meanwhile, your agency has fewer no shows, late cancellations, and delays during passenger pickups.

Overview

Empower Passengers with 24/7 Access to Information

- Automatically sends SMS/E-mail notifications for previous day reminders, same-day reminders and/or updates, arrival notifications, standby notifications (fulfilled, unfulfilled), expired eligibility, no show event or policy violation
- Allows passengers to request trip information through SMS and E-mail any time of the day
- Enables outbound notifications from the driver (via Mobile Data Terminal) or dispatcher (through PASS) booking

Easily Integrate into Your Systems

- Integrates through third-party aggregator (SMS)
- Integrates through E-mail server (E-mail)
- Supports multiple languages

Agency Benefits

Improved Efficiency

Agencies reap huge rewards for improving communication with their riders. A timely text or e-mail message reminding passengers of their scheduled trips reduces no-shows that drive up costs. Notifications help get passengers ready to board, minimizing vehicle wait times that result in longer trips.

More Responsive Call-Center Operations

Reduce the load on your call-center staff, minimizing call wait times for your passengers and abandoned passenger requests. By automating responses to common queries, PASS SMS/E-mail also frees up your call-center agent to better assist clients with special needs or inquiries.

Increased Rider Engagement

Our solution enables your agency to respond to multiple requests simultaneously, reducing wait times and uncertainty that frustrate customers, and increasing customer touchpoints that enhance their paratransit experience.

Passenger Benefits

Safer Journeys

- Keeps riders safe and informed by providing them visibility on their trip (e.g., imminent arrivals)

Enhanced Rider Experience

- Increased customer confidence - provides more flexibility and control for paratransit passengers
- More responsive, seamless service creates happier customers and more enjoyable rides
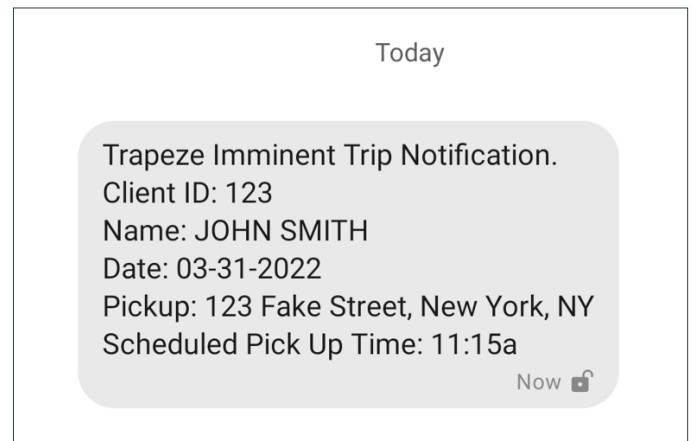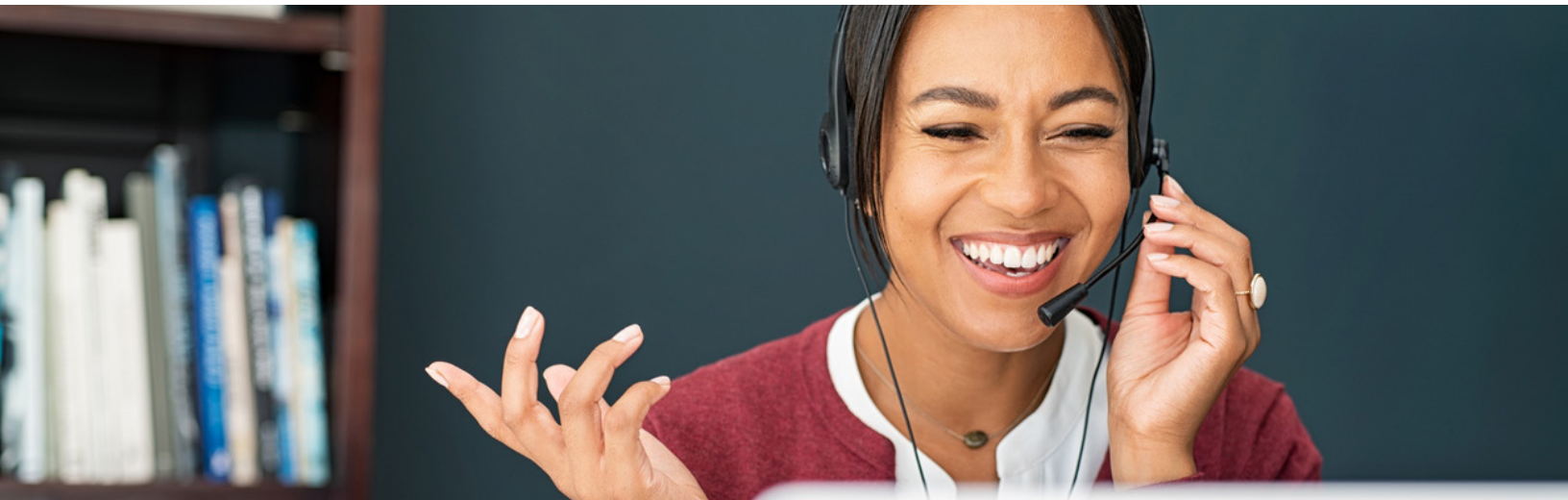
Today

Trapeze Imminent Trip Notification.
Client ID: 123
Name: JOHN SMITH
Date: 03-31-2022
Pickup: 123 Fake Street, New York, NY
Scheduled Pick Up Time: 11:15a

Now

Fig. 1 Example SMS sent to the customer.

Connect with our Experts

info@trapezegroup.com | 1 877 448 7273 | www.trapezegroup.com

Trapeze ™