

TripBroker

Easily outsource trips to third-party providers



Pushing paratransit trips to taxis and private transit operators is an easy, economical way to extend your capacity or backfill cancellations. With Trapeze TripBroker, you can send trips to cost-effective external vendors to improve operational efficiency and budgeting.

TripBroker creates a powerful outsourcing formula – it gives you the flexibility to shop around for the lowest-cost vendors, increase savings by sending fewer trips to service providers, and contract out your most difficult to schedule trips so not one passenger gets left behind. A real-time interface enables service integration with multiple, third-party providers, enhancing the visibility of trips and eliminating duplicate entry and other time-consuming, manual administrative processes (e.g., sending faxes and flat files).

Overview



- Enables taxis, transportation providers, and Transportation Network Companies (TNCs) to view, accept or decline trips online
- Compares trip costs in real time using provider contract rates to ensure the trip is brokered at the lowest dollar cost
- Moves trips to a "low-cost waitlist" to be shopped before booking



- Allows continual monitoring of trips off-loaded to nondedicated service providers
- Automatically sends trips, including changes and cancellations, in real time to third-party providers
- Easily monitors providers real-time interface shows trip confirmation, GPS/AVL position (if integrated/provided by the provider), arrival and departure time, notification of trip completion and no-show; marks brokered trips as "Arrived" and "Performed"
- Keeps all trip information in a single database so you can pull back trips as necessary while designating trips by provider for reporting and invoicing purposes



Make Changes in Real-Time

- Provides visibility on available trips so providers can easily accept or decline outsourced trips, enabling dispatchers to respond flexibly to schedule changes
- Assigns and reassigns trips in real-time to another provider
- Countdown function facilitates trip auction to lowest bidder (only via the web-based interface)



- Provides web portal or Application Programming Interface (API) options
- Seamlessly ingests trips via an API directly into the provider's software system
- Provides additional interfaces to the API option should more providers become eligible
- Supports a variety of third-party systems that have an established API

Agency Benefits

S Lower Paratransit Costs

With rising paratransit costs, offloading trips helps you stay within your operational budget. TripBroker finds the most cost-effective, ADA-compliant solution while also reducing agency call center costs. Just- in-time booking also yields more cost savings by sending fewer trips to service providers and improving work-hour productivity.

စိုပိုပို Optimized Capacity Management

Outsourcing during peak service improves on-time performance and eliminates trip denials. API plug-ins also do the heavy lifting for you.

Real-time Updates and Scheduling

Quick response times by providers to brokered trips enable dispatchers to effectively address last-minute schedule changes, providing maximum flexibility.

Passenger Benefits

Enhanced Passenger Safety

- Facilitates driver, passenger, and vehicle tracing; pulls information on runs and trips for a specific period for contact tracing
- Integrates with Trapeze EZWallet cashless faring solution for contactless payment
- Tracks trip data such as AVL data, date and time of pick-up and drop-off and passenger count; limits users' access to other providers' data to manage provider security, maximizing passenger safeguarding

이 Improved Rider Experience

- Helps transit agencies ensure that all vulnerable members of the community can access paratransit service
- Reduces passenger frustration, helps get passengers where they want to be when they want to

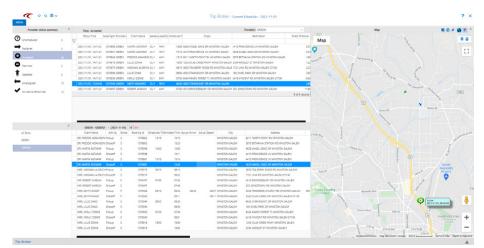


Fig. 1 TripBroker allows you to monitor the status of accepted trips in real time.



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Connect with our Experts