



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

Assign and Reassign Trips to External Providers

- 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

Maintain Continuous Visibility of Trips

- Allows continual monitoring of trips off-loaded to non-dedicated 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)

Easily Integrate with Your System

- 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



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.



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



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

Provider	Run ID	Passenger	Process	Client Name	Agency	Contract	Origin	Destination	Start Distance
GREEN	107862	DR. FREDIE ADAMSON	Pickup	GREEN	107862	1515	1515	WINSTON-SALEM	8011 NORTH POINT BLVD WINSTON-SALEM
GREEN	107862	DR. FREDIE ADAMSON	Dropoff	GREEN	107862	1523	1523	WINSTON-SALEM	3913 BETHANIA STATION RD WINSTON-SALEM
GREEN	107868	DR. MARTA ADUMAR	Pickup	GREEN	107868	1003	1003	WINSTON-SALEM	5028 ANKEL GARD DR WINSTON-SALEM
GREEN	107868	DR. MARTA ADUMAR	Dropoff	GREEN	107868	1011	1011	WINSTON-SALEM	4410 PROUDENCE DR WINSTON-SALEM
GREEN	107869	DR. MARTA ADUMAR	Pickup	GREEN	107869	1515	1515	WINSTON-SALEM	4410 PROUDENCE DR WINSTON-SALEM
GREEN	107869	DR. MARTA ADUMAR	Dropoff	GREEN	107869	1515	1515	WINSTON-SALEM	5028 ANKEL GARD DR WINSTON-SALEM
MRS. MARIAN ADUMAR	107871	MRS. MARIAN ADUMAR	Pickup	MRS. MARIAN ADUMAR	107871	0915	0915	WINSTON-SALEM	3913 BETHANIA STATION RD WINSTON-SALEM
MRS. MARIAN ADUMAR	107871	MRS. MARIAN ADUMAR	Dropoff	MRS. MARIAN ADUMAR	107871	0923	0923	WINSTON-SALEM	1911 OAK DR WINSTON-SALEM 27104
MRS. ROBERT ANEGON	107847	MRS. ROBERT ANEGON	Pickup	MRS. ROBERT ANEGON	107847	0730	0730	WINSTON-SALEM	4115 BRONCKSBURY DR WINSTON-SALEM
MRS. ROBERT ANEGON	107847	MRS. ROBERT ANEGON	Dropoff	MRS. ROBERT ANEGON	107847	0746	0746	WINSTON-SALEM	3115 JOHNSTOWN RD WINSTON-SALEM
MRS. SOPHIA ANAST	107863	MRS. SOPHIA ANAST	Pickup	MRS. SOPHIA ANAST	107863	0915	0924	WINSTON-SALEM	3002 PRESIDENT COUNCIL RD WINSTON-SALEM
MRS. SOPHIA ANAST	107863	MRS. SOPHIA ANAST	Dropoff	MRS. SOPHIA ANAST	107863	0911	0911	WINSTON-SALEM	3102 SUE LINES DR WINSTON-SALEM 27103
MRS. LILLIE DAND	107894	MRS. LILLIE DAND	Pickup	MRS. LILLIE DAND	107894	0930	0930	WINSTON-SALEM	4833 STAMMANT DR WINSTON-SALEM
MRS. LILLIE DAND	107894	MRS. LILLIE DAND	Dropoff	MRS. LILLIE DAND	107894	0930	0930	WINSTON-SALEM	1818 AVON PARK DR WINSTON-SALEM
MRS. MOLLY DEESE	107860	MRS. MOLLY DEESE	Pickup	MRS. MOLLY DEESE	107860	0730	0730	WINSTON-SALEM	6434 KAREN ROBERT T WINSTON-SALEM
MRS. MOLLY DEESE	107860	MRS. MOLLY DEESE	Dropoff	MRS. MOLLY DEESE	107860	080	080	WINSTON-SALEM	2418 VINCENT RD WINSTON-SALEM 27108
MRS. LILLIE DANA	107818	MRS. LILLIE DANA	Pickup	MRS. LILLIE DANA	107818	1903	1903	WINSTON-SALEM	1263 SUE LINES DR WINSTON-SALEM
MRS. LILLIE DANA	107818	MRS. LILLIE DANA	Dropoff	MRS. LILLIE DANA	107818	1904	1904	WINSTON-SALEM	2234 ARDREY ST WINSTON-SALEM

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



Connect with our Experts