



Mobility on Demand

Departure Board

Display passenger trip information in your facility.



By adding Departure Board to the lobby in a medical clinic, transfer station, or care home, passengers will be able to quickly see their transportation service information. This add-on immediately reduces front office staff interruptions allowing them to focus on other tasks. It also reduces calls to agency reservation centres for transportation status updates by providing a departure board that clearly informs passengers of their transportation schedule in real-time.

Overview



Provide Real-time Trip Information On-Site

- Shows real-time arrival and departure information on digital displays installed at pick-up and drop-off points such as care homes, medical clinics, transfer stations
- Summary screen shows list of arrivals and departures
- Filters trips by passenger, location, or vehicle
- Follows digital accessibility standards for visual and sensory impairment



Easily Deploy at Locations

- Automatically integrates schedule changes and trip updates from Trapeze scheduling software
- Integrates with HDMI monitors and BrightSign digital signage media players; enables configuration on multiple devices



Extend Your Passenger Information Capabilities

- Compliments Trapeze Mobility on Demand passenger applications by providing another mode to share ride information
- Integrates with Trapeze ViewPoint data analytics solution so the agency can interact with data on the back-end (optional, customized solution)

CLIENT	VEHICLE	PICKUP
Bill Murray	Bus 127	6:05 pm
Murray Abraham	Bus 048	6:08 pm
Jody Reed	Bus 224	6:24 pm
Jim Smith	Bus 127	7:45 pm

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View real-time pick-up and drop-off times at your facility

Agency Benefits



Improved On-Time Performance

Real-time vehicle tracking lets passengers know exactly what to expect within the specified pick-up window for their trip. Your customers can then be better prepared to board, reducing dwell times, and help you improve operational efficiency.



Reduced Call Volume

With readily available arrival and departure information, your passengers spend less time on the phone checking their ride status. This frees up your call-center staff's time, enabling them to attend to more urgent customer concerns.



More Customer-centered Service

Having trip information on Departure Boards at Health and Social Services providers helps staff be prepared and proactive. Office staff are able to serve clients more effectively when departure schedules are visible.

Passenger Benefits



Real-time Trip Updates

- Enables passengers to make the most of their time at their appointments, instead of simply waiting for their ride
- Alerts passengers when their vehicle is nearby, avoiding delays at pick up



Greater Customer Convenience

- Helps remove uncertainty for passengers at medical clinics, care homes, and transfer stations, and other places not as familiar
- Empowers passengers with the ability to see their schedule when needed



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