ViewPoint for PASS and Mobility on Demand

Make better data-driven decisions and enhance rider experience.

Your goal is to provide paratransit and demand-responsive riders with the best experience possible, as efficiently as you can. You know this is possible by making informed decisions which proactively support service levels and ultimately elevate the rider experience. To accomplish this, you'd like your teams to have readily available, real-time and historical data and a continual view of your operations.

Built specifically for public transport, ViewPoint is a powerful yet attainable reporting and analytics tool that lets you do even more with your PASS and Mobility on Demand data. Cloud-based and mobile-friendly, ViewPoint offers customizable dashboards with definable metrics, alerts that warn of impending impacts to KPIs, and pre-built and personalized reports to gain insights and act on what your data is telling you.

Overview

Quickly Act on Insight: Pre-Built and Customized Reports

- Leverages hundreds of out-of-the-box (OOTB) content tailored for paratransit and demand-responsive transit – e.g., historical/real-time OTP, pull-in/pull-out metrics, passengers per hour/mile, slack time, revenue miles/hours, no-shows, service denials, complaints and commendations
- Provides ability to create their own reports/KPIs and notifications; drag and drop functionality enables you to build ad-hoc reports on your own

Avoid Operational Disruptions: Real-time Alerts

- Provides tailored alerts and notifications for your specific roles and workflows
- Alerts transit managers that a specific KPI will be negatively impacted with customizable alerting thresholds (e.g., CEO and director of operations get notified OTP is projected to fall below 92%)

Drill Down on Data: Dashboards and Maps

- Tracks paratransit and demand-responsive metrics and trends in real-time with pre-built KPIs (e.g., OTP, dwell time, no-shows) on fully customizable, multi-functional, and integrated dashboards
- Visualizes and monitors key metrics on maps, such as your operations' geographic analysis of trips, on-time performance, reliability, adherence, and more
- Generates customized visuals using more than 30 different interactive charts, graphs, maps, and filters
- 'Ask a Question' functionality builds visualizations using AI-based natural language processing ("NLP") capabilities so you can get quick answers to your queries (e.g., what is my ridership in 2020 by date, route, and stop?')

Agency Benefits

Improved Service Efficiency

Consolidate data in one place to create an enterprise-wide, single source of truth, eliminating time-consuming data re-entry across databases. Analyze trends in events, absences, pay, and work, and look for opportunities to improve efficiencies and system safety.

Better Decision-Making

Enable employees to make smarter decisions. Proactively support the day-to-day decisions that lead to improved transit operations and actively monitor the impact of policy changes and decisions. Deeper data visibility enables you to better manage schedules, revenue, service, and assets and quickly identify trends and operational inefficiencies.

Greater Contractor Oversight

With over 75% of paratransit and demand-responsive service outsourced to external service providers, ViewPoint improves the oversight of contracted service providers and internal resources (operators/vehicles), acting as an additional pair of eyes for contract administrators.

Passenger Benefits

Enhanced Passenger Experience

- Analyzes granular data on customer behavior to improve delivery of customer-focused services

Better Customer Service

- Reduces passenger complaints and frustration by using real-time metrics to measure paratransit and demand-responsive KPIs such as on-time performance, dwell time, and late cancellations
- Gives transit organizations a tool to reduce incidents/complaints related to late trips, on-board, violations, and over capacity

Safer Passenger Journeys

- Improved data visibility across your paratransit and demand-responsive systems system helps quickly address safety-critical issues, prevents accidents and improves maintenance issues contributes to operational excellence

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