

# AN ONLINE PORTAL FOR ENABLING PASSENGERS & RELIEVING CALL CENTERS

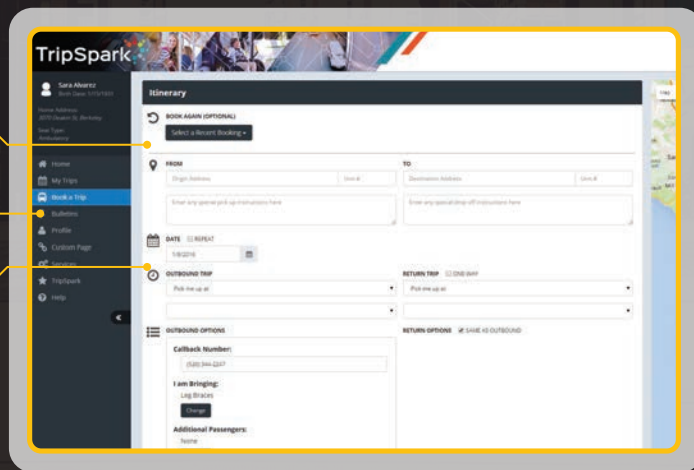
Offering your customers hands-on control over their trip planning, trip status, personal profiles, and upcoming trips is a necessity for today's transportation operations. With Passenger Portal, you can now provide riders with a web portal that's incredibly user friendly and requires little to no set-up and training for your staff. Individuals can perform a variety of self-service tasks online, see the precise location of their approaching vehicle on a map, and even request a pickup - all without having to call your operations center. This provides them with a highly personalized experience, while reducing the workload of call center staff.

## HOW IT WORKS FOR YOUR RIDERS

After logging in on any browser (including mobile devices), customers can securely book, review, confirm or cancel their trips, and see the real-time location of their approaching vehicle on a map. The system "remembers" previous trips and addresses to make the booking process easier. Riders can notify you when they are ready to be picked up by simply pressing the "I am ready" button. The site gives the user options to:

- Book, review, confirm and cancel trips
- Automatically generate return trips
- Initiate a pickup request with a button press
- Review or edit their personal profiles
- Rate completed trips
- View all upcoming and previously booked trips
- Allow designated delegates (family, funding agency, or medical facility) to book and manage trips on their behalf
- Use a screen reader to navigate the portal

- Broadcast alerts or information.
- Create recurring trips easily
- Suggests previous or stored addresses



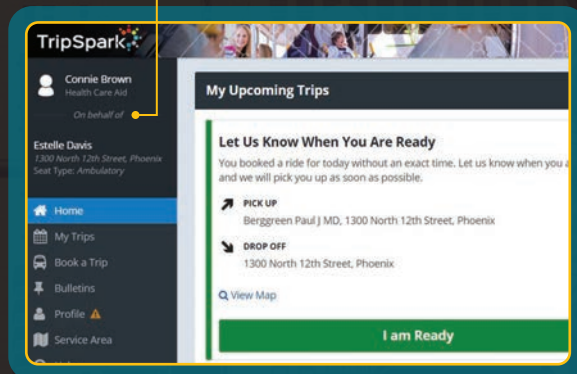
Trip Booking Page

## HOW IT WORKS FOR YOUR STAFF

Because valuable trip information and comprehensive self-service options are available to riders, they experience better customer service, without needing direct contact with your agency. The system can also email passengers confirmation of their scheduled trips. Your staff experiences less stress and has more time to attend to pressing matters, such as assisting those with complex requests or special needs. Dispatchers can rely on information accuracy because there are fewer data entry points and less errors.

- Reduced workload on call centers
- Minimal customer and staff training
- Easy customization and configuration without contacting TripSpark
- Limited need for IT intervention

Medical facility staff can book trips on behalf of members



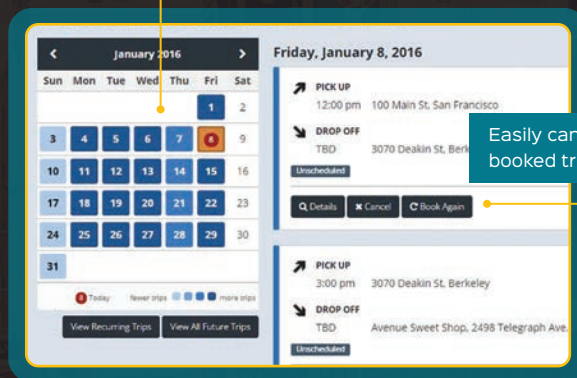
Delegates Module

## HOW IT WORKS FOR YOUR AGENCY

By linking Passenger Portal to your core Novus software, there is no need for costly web designers and developers. A functioning site can be set up in no time. It can also be branded with your agency's name, color scheme and logo. Because it is a web-based application, it doesn't require as much IT expertise to maintain. Ultimately, involving your customers in the trip booking process means that they receive better customer service and a highly personalized experience, resulting in:

- Fewer no-shows
- Reduced driver wait times
- No waiting to request a will-call pickup
- Shorter hold time in queue
- Accessible service 24 hours per day

Simple view of all trips



View scheduled Trip Page

## MOVING >> << TOGETHER

TripSpark Technologies is a transportation technology company focused on helping Fixed Route, Paratransit, Rideshare and private operators increase service and access to transportation, improve rider satisfaction, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

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