

ENHANCED CLIENT CERTIFICATION FOR DEMAND RESPONSE SERVICES

PASS-CERT is an add-on component for TripSpark PASS that enables demand response transit agencies to manage the client certification process, from the initial request for an application and/or information to final approval or denial of service, including appeal processes.

📍 BENEFITS

- Closely monitor the client certification process, including interviews and appeals, and receive automated notices of deadlines
- Automate and streamline many tasks associated with the certification process, including client correspondence and mailings
- Capitalize on the data contained within the core transit system when certifying and re-certifying paratransit clients
- Ensure full compliance with the regulations imposed by the Americans with Disabilities Act (ADA) and/or site-specific procedures

Pass-Cert Client Certification

📍 FEATURES

Request for Information

- Create new records of requests for information, and edit or delete them as additional information is supplied
- Quickly convert request records into client certification records with the click of a button. This feature minimizes data entry and streamlines the certification process
- When creating a new record of a request for information, search for possible matches in the existing database of requests and clients. This feature minimizes the duplication of records
- Track data on how many requests are being received and how many responses are occurring

Client Certification

- Register and update client information, creating a full and detailed profile of the client
- Assign one or multiple funding sources to clients based on ancillary data entered during system setup
- Store client pictures and additional documentation online, eliminating the need for a paper-based system
- Define and monitor a client's eligibility status and level of service, using pre-defined parameters. Record all activities related to certification renewals/eligibility reviews
- Monitor legal/operational deadlines and the work of caseworkers associated with the certification process
- Maintain an extensive log of all activities related to an individual client, including total number of trips, no-shows and cancellations
- Set levels of security access by individual users to the field level of data

Letters and Labels

- Automatically generate and print notification letters, ID cards, and labels from client records
- Initiate batch sequences to create multiple letters and/or labels through a streamlined process
- Automatically generate and log renewal notices

Reports

- Generate, view, and print reports detailing service statistics and client information
- Customize reports for the unique requirements of your transit organization
- Export reports into Microsoft Word documents or spreadsheet formats

GIS Mapping

- Add and geocode locations specified by clients into the system map data, using a simple interface. Batch geocoding creates further efficiencies
- Search for fixed route bus stops within a predefined radius of a client's address to identify alternatives to demand response services
- Compare client addresses to a predefined area to determine eligibility

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