

NovusDR Software Suite Ecosystem

TripSpark's NovusDR software suite allows demand response and paratransit agencies to effectively and efficiently manage all aspects of their operations, from client intake to securing additional funding and everything in-between.

1 PASSENGER SELF-SERVICE

Passenger Portal

- Self-service online portal
- Self registration
- Lets clients book and cancel trips
- Online account top-up
- Reduces call volume
- I Am Ready / Will Call notification
- Where is my ride?

Delegates Module

- Family and facility booking tool
- Managed security and full audit capability
- Self-serve reduces call center workload

Notifications

- Time-saving reminders
- Text, email, voice to confirm and cancel trips
- Reduces no-shows
- Increases on time performance
- Inbound trip booking

2 OPERATIONS AND ADMINISTRATION

Core Functionality

- Automated scheduling and real-time dispatching
- Browser-based software
- Funding assignments
- Pre-paid faring
- Billing for providers and funders
- Integrated provider, driver and vehicle management
- Flexible report generation
- Other advanced features: vehicle breakdown wizard, travel exclusion rules, HIPAA compliance tools

Add-ons

- Client and location import
- Trip import and export
- Complaints/Commendations
- Volunteer Management
- Notifications
- Passenger Portal
- DriverMate
- Provider Mobile
- Rideshare/TNC
- Coordinated Transportation
- Trip Broker
- Deviated fixed route functionality

Customer Service Representatives

Scheduling/Dispatch

Billing

3 IN-VEHICLE OPTIONS

DriverMate

- For in-house fleet
- Electronic manifest with real-time dispatch
- Two-way communication
- Where are my vehicles?

Rideshare

- Options for overflow and last minute trips
- Direct integration with Lyft and taxi platforms (with ability to integrate with additional TNCs)
- Unified costing, tracking and billing

Provider Mobile

- For third party contractors
- Real-time availability of drivers
- Electronic manifest
- Ability to accept/reject trips

Scheduling/Dispatch