



# NovusDR

PARATRANSIT & DEMAND  
RESPONSE SOFTWARE SUITE

TripSpark   
MOVING » « TOGETHER





# PARATRANSIT AND DEMAND RESPONSE SOFTWARE

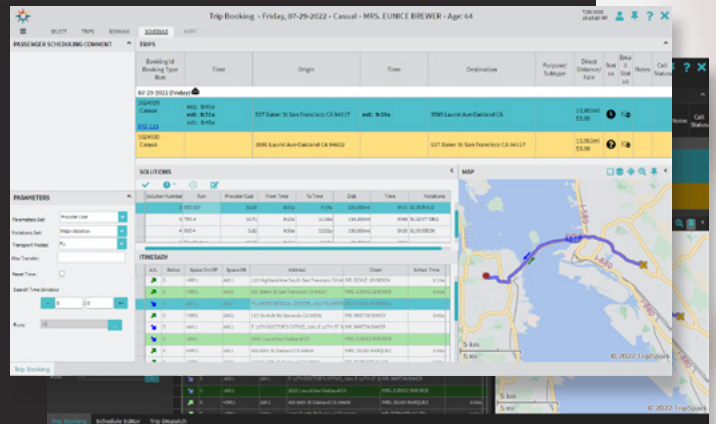
## FROM CALL TAKING TO DISPATCHING.

TripSpark's paratransit and demand response software is designed to help you manage the unique needs of your transportation organization.

Our intelligent and flexible algorithm helps you create the perfect balance between customer service and productivity levels that's right for your operation.

- Ensure pinpoint accuracy of scheduling solutions with flexible mapping
- Properly utilize mixed fleet vehicle capacities
- Set driver speeds based on area familiarity
- Update daily schedule based on AVL data

CHOOSE YOUR STYLE - LIGHT OR DARK USER INTERFACE >



MANAGE BOOKINGS <

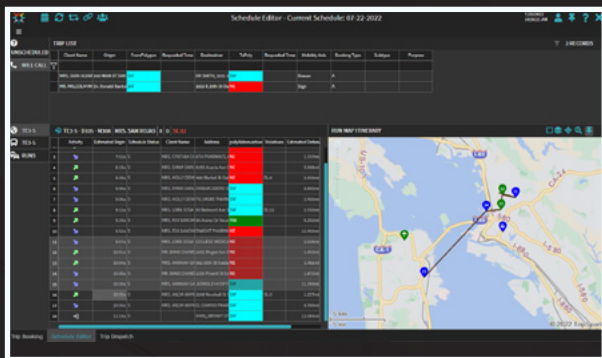
Based on years of experience, our software gives you the power to do your job quickly and efficiently, and in real-time. Scheduling tools are designed to balance customer service with the maximum productivity possible. The result? Increased efficiencies and increased productivity.

## EASY, AFFORDABLE IT INFRASTRUCTURE

Spend less time managing your IT infrastructure and more time delivering quality services to your passengers with our browser-based system. Accessed on-demand over the Internet, TripSpark can be securely accessed by remote offices, organizations & employees making it ideal for regional or state wide implementations. If you want, we can even host the solution for you.

### THE MAIN MODULES

- Client Registration
- Trip Booking & Administration
- Vehicle Management
- Driver Management
- Real-Time & Batch Scheduling
- Real-Time Dispatching
- Mapping & Street Management
- Reporting Module
- Billing Management



> REAL-TIME SCHEDULING

## GET A CLEAR PICTURE

Accurate reporting is critical. TripSpark provides you with accurate and meaningful statistics every time.

## NO TWO TRANSPORTATION ORGANIZATIONS ARE ALIKE

We understand that no two transportation organizations are alike. This is why we made sure TripSpark can accommodate unique transportation models and unique business models.

- Door-to-Door
- Flexible Routing
- Flag Stops
- Volunteer Management
- Coordinated Transportation
- State-wide Models
- Rural Models
- Urban Models

Designed by users, made for users, TripSpark is not only user-intuitive, it is also extremely flexible. Uncluttered and easy to use default screens help ensure successful training. The out-of-the-box configuration can be easily modified to help make users jobs more efficient. You can even customize screens to meet your specific operational needs. Simply put, our software works the way you work.

## YOUR SOLUTION SHOULD GROW WITH YOU

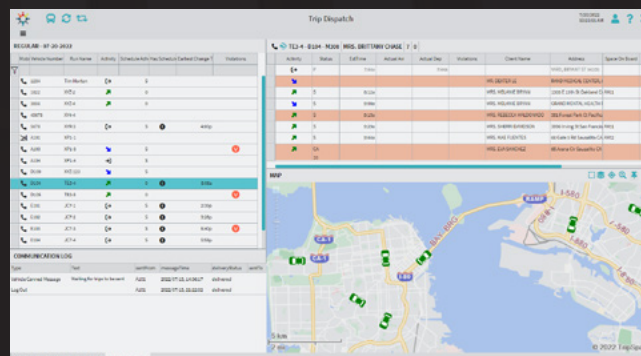
TripSpark can be enhanced with a number of affordable extensions that further enhance your ability to increase productivity and save time including:

- Mobile computing and AVL-use an MDT, smartphone or android
- Interactive Voice Response (IVR)
- Online trip booking
- Call-out Reminders

Why be satisfied with lackluster customer support programs and limited availability? No other solution provider comes close to our all-inclusive Customer Care program. Even upgrades are included! TripSpark's Customer Care is here for you 24 hours a day, 7 days a week, 365 days a year.

## OUR CUSTOMER CARE PROGRAM INCLUDES:

- Comprehensive online support portal with knowledge base
- Monthly online training sessions
- Remote diagnostics



> REAL-TIME DISPATCH

## MOVING >> << TOGETHER

TripSpark Technologies is a transportation technology company focused on helping Fixed Route, Demand Response, 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.

[www.tripspark.com](http://www.tripspark.com) | [info@tripspark.com](mailto:info@tripspark.com)

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# PROVIDE YOUR RIDERS THE POWER TO BOOK TRANSIT AT THE CLICK OF A BUTTON

## 📍 TAKE THE GUESSWORK OUT OF ON-DEMAND TRANSIT

Whether looking to offer Microtransit, First-Mile Last-Mile, or other types of On-Demand transit, Rides on Demand is able to help your agency with its particular needs. Through years of experience working with agencies to meet their flexible transit needs, Rides on Demand was created to meet rider requirements and expectations that are as unique as the riders themselves.

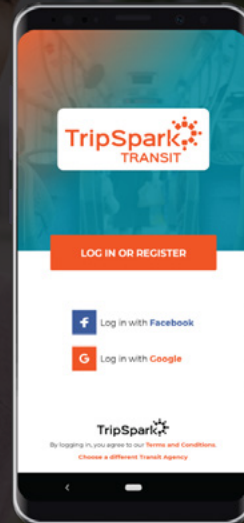
Integrated with both Novus and PASS, TripSpark's demand-response platforms, agencies can both meet the unique needs for managing paratransit operations and allow riders to travel together with friends and family in the same vehicle. This provides agencies the opportunity to maximize the use of resources and reduce costs through eliminating poorly performing routes without investing in a separate software platform.

Since Rides on Demand works on an on-demand basis, agencies can easily increase their service area at a fraction of the cost of a typical fixed route service. This can help reach riders in more rural areas or in newly built communities.

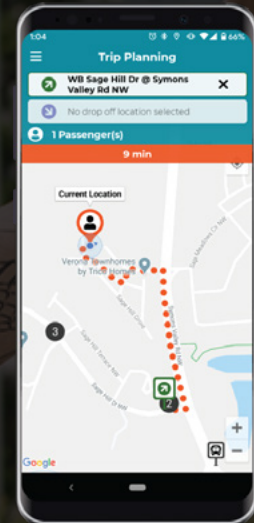
## 📍 BOOKING A RIDE MADE SIMPLE

Riders are able to book a ride when and where they need one using the application on either their iOS or Android mobile devices. With Rides on Demand, riders can easily self register, find what stops are nearby, and book a ride for themselves or on behalf of others.

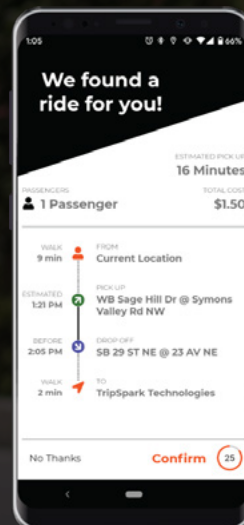
While booking a ride, riders will be able to indicate if they require any additional amenities, like space for a wheelchair or a bicycle, and exactly where and when to meet the vehicle and arrive at their destination.



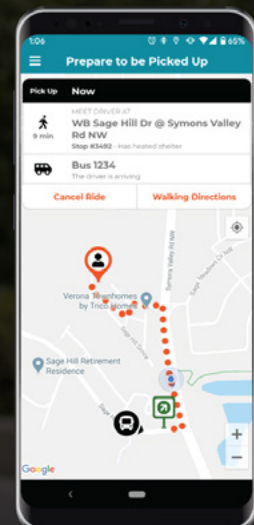
*Custom-branded login screen*



*Flexible pick up/drop off points - curb, hub, or stops (marked or virtual)*



*View detailed trip information*



*View path to pickup point and real-time vehicle location*





### OFFER SERVICE WHEN YOUR RIDERS NEED IT

From an early morning drop off, to a late-night off hours pickup, riders can schedule a ride when they need one.



### LOWER YOUR OPERATING COSTS

For fixed routes with low ridership, instead of adjusting coverage, frequency and/or hours, riders can now instead be served through Rides on Demand.



### NO NEED FOR YOUR STAFF TO LEARN A NEW PLATFORM

Rides on Demand works seamlessly with Novus and PASS meaning that your staff don't need to worry about learning an entirely new technology.



### REACH UNDERSERVED OR UNSERVED RIDERS

Through offering first mile/last mile service, or being able to offer rides to lower density areas, Rides on Demands can help you reach riders that either weren't served or were underserved, increasing your agencies ridership and service area.



### BOOK RIDES WITHOUT NEEDING A DISPATCH TEAM

Through application trip booking and automated dispatching, riders can easily book a ride through their phone, without having to dial a phone number. This will free up your dispatchers to handle more pressing matters.



### IMPROVE RIDER EXPERIENCE

With a rider facing intuitive application that has been developed and designed from collaborating with agencies like yours, booking a ride has never been easier.

Pick Up ETA	Passenger Name	Pick Up	Drop Off	Vehicle	Status
10:03 AM	John Smith	614 Brunswick Street	1500-1507 Geneva Avenue		Driver is heading to pick up location
11:16 AM	Sam Rider	4th St @ 11th Ave	320 St @ 3rd Ave		Driver is performing other work
11:23 AM	Jane Doe	81 Donnell Elementary School, 20 Dallas Street	Talaga Recreation Center, 900 Fallon Street		Driver is performing other work

**Trip Details**

Vehicle: 1500-1507  
 Driver: John Smith  
 ETA: 10:03 AM  
 Drop Off: 11:00 AM  
 Status: On Trip

**Book a Ride**

Callers Info: John Smith

Locations: 614 Brunswick Street, San Francisco (Pick Up), 1500-1507 Geneva Avenue, San Francisco (Drop Off)

Passengers: 1 Adult, 0 Child, 0 Senior

Additional Requirements: 0 Scooter, 1 Wheelchair

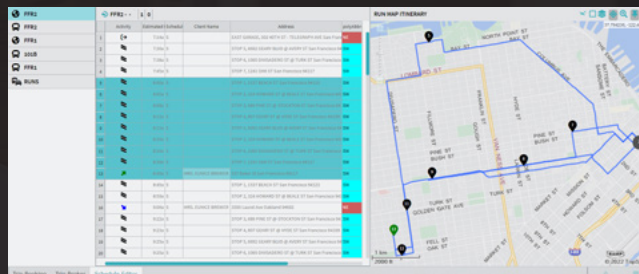
**Book Trip**

For those riders who still prefer booking a ride on the phone, they can do so through the back office booking portal.



# DEVIATED FIXED ROUTE MANAGEMENT

Friendly Fixed Route (FFR) is a functionality that can be enabled within TripSpark's **demand-response software**, NovusDR, that enables agencies with deviated fixed routes to create and manage these routes within Novus. This allows for basic fixed route and deviated fixed route functionality.



*Ability to map your deviated fixed routes*

## KEY BENEFITS

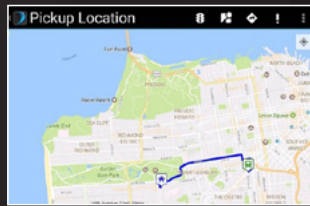
- Quick and simple to enable within NovusDR
- No complicated route creation, scheduling rules, blocking, or other complex steps required to build your routes - your flex route can be created using a single screen
- Stops can easily be edited, deleted, or duplicated and patterns can be cloned with a defined headway
- Ability to use NovusDR's proven scheduling algorithm to schedule trips to the deviated fixed routes
- Drivers can add flag stops in real time using their **DriverMate** enabled devices
- Includes the capability to create a corridor on either side of the route (e.g.  $\frac{3}{4}$  mile) to enable schedulers to identify trips that can be scheduled to that flex run
- FFR can identify if a route deviation will keep the driver on track for subsequent stops
- Improve your agency's on-time performance by utilizing NovusDR's dispatching screens that alert users when vehicles start to run late.
- Capture the number of passengers boarding/alighting at each stop through DriverMate, no need to enter that information in manually
- Manage and track your fixed route vehicles on a map in the Novus framework, without needing to purchase a robust, fixed route software solution
- NovusDR and FFR will automatically consider both paratransit and flex runs when scheduling a trip, to see where it fits best, potentially freeing up space on the paratransit runs for more rides
- NovusDR is the perfect solution for managing and monitoring smaller fixed route operations that don't have a need for a more fully-featured fixed route solution



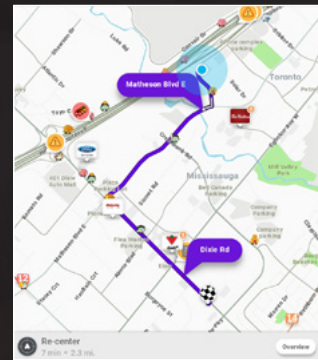
# EASY-TO-USE DEMAND RESPONSE MOBILE DATA TERMINAL

DRIVERMATE IS AN EASY TO DEPLOY, SIMPLE TO USE demand response mobile data terminal (MDT). The benefits of DriverMate include the ability to:

- Communicate in real-time with the back office to provide drivers with instant updates & manifest changes. This will reduce the need for paper and improve accuracy of information.
- Provide better customer service to passengers with up-to-the-minute trip changes as trips are performed.
- Significantly reduce radio traffic.
- Enable drivers to view event locations on a Google or Waze map and obtain detailed directions to event locations along with current traffic, streets view and full voice communicated turn-by-turn navigation
- Better handle same-day bookings, improve On-Time Performance and ultimately increase passenger trips per hour.



Google Map



Waze Map

## THE BUSINESS CASE

### Affordable, Quick ROI

Savings associated with productivity improvements gained through mobile computing solutions often pay for the projects within three to five years

- Agencies & Providers have realized overall productivity gains of 5%-10%

### Increased Efficiency

- Potential to significantly improve passengers per hour ratio
- Reduce "dispatch-driver" radio traffic

### Streamlined Processes

- Redeploy your resources by eliminating the need for manual data entry and paper work
- Minimize the risk of human error with automated trip updates

### Improved Customer Service

- Better on-time performance rates
- Reduce or eliminate service denials

DriverMate allows demand response drivers to provide and receive real-time information to dispatchers using an Android device. Drivers can view the current day's manifest and access detailed events and passenger information.



DriverMate is compatible with all Android Devices



## SOLUTION FEATURES

### Real-Time Updates

- Monitor vehicle location and schedule adherence in real time
- Get your reports faster. Seamlessly integrate real-time data with back-office systems and produce same-day reports

### Designed with You in Mind

- Works with all cellular networks
- DriverMate also enables text messaging between drivers and dispatchers, which can further reduce radio traffic and increase communications
- Easy to update. Remotely and wirelessly install and update mobile software on the go\*

### Safety and Security

- GPS tracking and overt alarms increase safety for drivers and passengers

\*requires either XMM (XMobileManager) or an MDM (Mobile Device Manager)



DRIVERMATE ON A SAMSUNG PHONE WITH ANDROID OS



# PASSENGER NOTIFICATIONS: REMINDERS, CONFIRMATIONS, & IMMINENT ARRIVALS

The TripSpark Notifications system is a demand response application that takes rider engagement to the next level. Cloud-based and entirely accessible, passengers are given up-to-the minute notifications to enhance their total transportation experience. Riders can also call or text in to receive scheduled trip information. TripSpark Notifications provides the same capacity and benefits as more weighty and expensive systems, but it is an easy add on for demand response operations. From the vehicle to the notification system, to the devices of riders at home, your community stays connected.

## HERE'S HOW IT WORKS FOR YOU

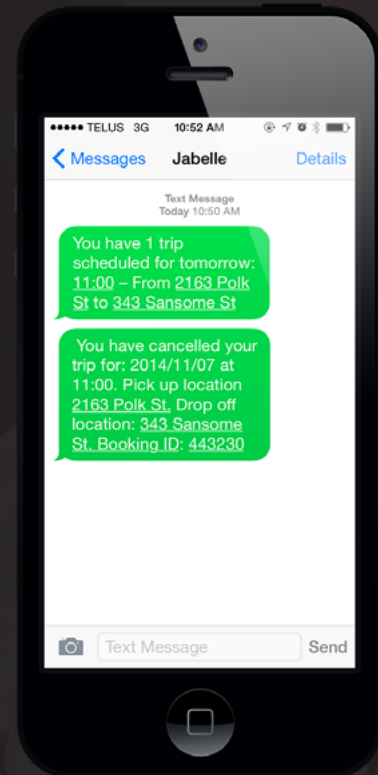
- **Reduced no-shows.** This translates into cost savings
- **Reduced driver wait times.** Less wait means more pickups, which leads to more revenue
- **Relief to the call center.** Riders get answers without talking to a call taker
- **Fewer complaints.** Riders know ETAs
- **Relieves IT work.** No complicated and costly phone integration or client-side server set-up

## HERE'S HOW IT WORKS FOR YOUR RIDERS

- **Automated outbound notifications.** To confirm or cancel a trip, riders press a button at the end of a message
- **SMS, email and phone.** TripSpark Notifications can send out alerts and reminders via these popular media
- **Automated inbound services.** Riders can cancel trips or view pending trips
- **Ready and set to go.** Notifications sent the day before and then again moments before

## WHY IT'S A PERFECT FIT

- **Fast to implement.** No installation of new telephone lines or client-side server
- **Easy to maintain.** Software updates automatically and cloud hosting reduces IT involvement
- **Simple Configuration.** Friendly UI allows operators to configure unique notifications with ease
- **Affordable power.** Low overhead costs and immediate revenue savings





# INTERACTIVE VOICE SYSTEM FOR TRIP BOOKING (FOR TRIPSPARK NOTIFICATIONS)

TRIP BOOKING is a feature within the Notifications product that allows passengers to conveniently manage their trips over the phone without speaking to a customer services assistant. Users can book, cancel and review trips via interactive voice response (IVR) or touch-tone. When a trip is booked or cancelled through Notifications, this inbound information is automatically sent to the back-office scheduler, reducing the administrative workload.

## “ONE-CALL” TRIP MANAGEMENT

Give users the ability to review, cancel and book trips by calling a single phone number. Enable users to manage their trips without assistance, reducing the demand on administrative and call center staff.

## SIMPLE TO USE

Users can easily book trips to frequently visited addresses by stating pick-up and drop-off locations such as “Home”, “Work” or the name of their Doctor. Users can state either their pick up or drop off time, and the application will schedule the trip accordingly. After each selection is made, the application asks users to confirm that the information has been captured correctly, reducing the chance of booking errors.



**1** Make a phone call

**2**

Call reaches  
Trip Booking for  
Notifications



**3**

Review, cancel  
or book a trip



**Complete!**

## ACCESSIBLE

Accessed over the telephone, Notifications can be used by passengers that lack internet or are uncomfortable using online portals. Because Notifications is fully automated, users can conveniently manage their trips at any time of day.

## SECURE

Users must correctly enter both their Client ID and Password before they are able to access the Inbound Notifications user menu. This prevents unauthorized access to clients Protected Health Information.

## ACCURATE SPEECH RECOGNITION

Notifications with Trip Booking features a powerful speech recognition engine. Passengers can speak naturally as if they were talking to a live customer services assistant, and the recognition engine will understand the booking details. For example, the engine accurately interprets the meaning of “the day after tomorrow” or “2 in the afternoon.”

## DO MORE WITH OUTBOUND NOTIFICATIONS

Trip management is just one part of TripSpark’s fully-functional Notifications system. Use Notifications to send passengers advance trip reminders and real-time arrival updates via SMS text message, email or IVR. After receiving their reminder, passengers are prompted to confirm or cancel the trip. Outbound functions can reduce late cancellations and no-shows, reduce driver wait time and improve the passenger experience.



# ONLINE PORTAL EMPOWERS PASSENGERS & RELIEVES CALL CENTERS

Today's passengers expect easy, self-service planning for their on-demand trips. TripSpark's Passenger Portal empowers riders or any assigned individuals who care for them (delegates) to request a ride, see and update their schedule, and even track their approaching vehicle on a map, all without having to call in. Passenger Portal's user-friendly web, tablet, and mobile-responsive platform puts the power in your riders' hands and creates a highly personalized experience. The result for your agency is a happier community, a lighter workload for your call center, and little to no training for your staff.

## 📍 HOW DOES IT WORK FOR YOUR RIDERS?

By logging into any device or browser with internet access, passengers (or their delegates) can manage every aspect of their end-to-end journey.

### Passengers have options to:

- View all upcoming and previously booked trips
- Allow designated delegates (family, funding agencies, medical/care facilities, etc.) to book and manage trips on their behalf
- Set notification preferences for IVR (voice calls) and SMS (text messages)
- Use a screen reader to navigate the portal
- Book, review, confirm, and cancel trips
- Select from previous trips and addresses to make new bookings hassle-free
- Automatically generate return trips
- Initiate a pickup request with an "I am ready" button
- Review or edit their personal profile
- Rate completed trips

Broadcast alerts or information

Create recurring trips easily

Suggests previous or stored addresses

*Trip booking page*



## DELEGATES MODULE

Family members, personal caregivers, and medical or program administrators are examples of people who can be designated as delegates. The Delegates Module allows them to act on behalf of a single passenger OR centrally manage trips for numerous passengers, making it unnecessary to log into multiple accounts. Delegates consistently rave about the ease of Passenger Portal and the peace of mind it gives them to oversee a passenger's journey end-to-end.

Designated individuals can book trips on behalf of riders

### TripSpark

Estelle Johnson

- Passengers
- Delegates
- Profile
- Help

#### Passengers

Name ▲	Passenger ID	Birth Date
Amy Chan	48	September 23, 1946
Mandy Chan	49	October 21, 1981
Adam Elric	51	May 18, 1938
Cathleen Fischer	55	May 15, 1983
Vicky Russo	54	August 26, 1988
Charles Schulz	50	October 29, 1953
Priscilla Stark	52	February 4, 1936
Priscilla Walker	53	December 1, 1940

Delegates Module

Simple view of upcoming trips

Heavy snow is blanketing the area today - delays are expected!

#### My Upcoming Trips

**Let Us Know When You Are Ready**  
You booked a ride for today without an exact time. Let us know when you are ready and we will pick you up as soon as possible.

**PICK UP**  
Dr. Richard J. O'Donnell, MD, 1600 Divisadero Street, San Francisco

**DROP OFF**  
505 Parnassus Avenue, San Francisco

[View Map](#)

**I am Ready**

#### Today

**PICK UP**  
180 505 Parnassus Avenue, San Francisco

**DROP OFF**  
1015 AM Marin General Hospital, 250 Bon Air Road, Kentfield

**RETURN**  
1:00 PM Return to 505 Parnassus Avenue, San Francisco

[View Map](#)

#### New Booking

**BOOK AGAIN (OPTIONAL)**  
[Select a Recent Booking](#)

**FROM**

**TO**

**DATE**

**OUTBOUND TRIP**

**RETURN TRIP**

[Continue](#)

View scheduled trip page

## NOTIFICATIONS MODULE

The Notifications Module empowers passengers and delegates to set up personalized preferences for IVR (voice call) and SMS (text message) trip confirmations and reminders. Settings can be customized according to how much notice the passenger needs to get ready before a vehicle arrives. This supports a calm journey out the door for pickup, fewer last-minute cancellations and no-shows, and more on-time departures for drivers.



## 📍 WHAT ARE THE BENEFITS TO RIDERS?

### **Ease-of-use**

Highly intuitive platform that passengers and delegates alike say they enjoy and get accustomed to in no time

### **24/7 self-service**

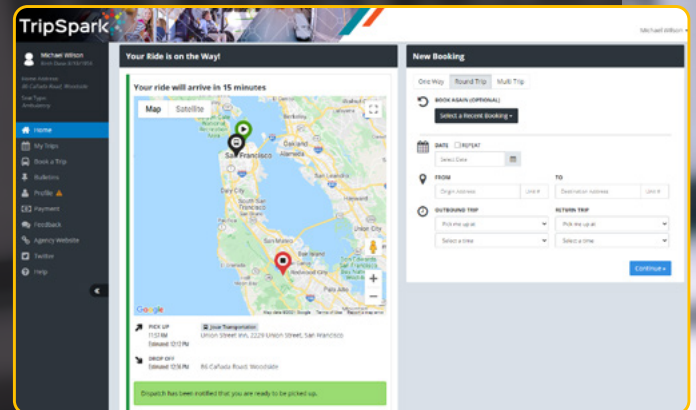
Provides up-to-the-minute trip information and comprehensive booking and cancellation options for passengers without needing to wait on the phone

### **Improved accuracy**

Auto-generates emails to passengers confirming their scheduled trips and auto-sends SMS and IVR updates to help eliminate call center volume

### **Better customer service**

Frees time for your call center staff to carefully assist passengers with complex requests or special needs



*Passenger Portal*

## 📍 HOW DOES IT WORK FOR YOUR AGENCY?



### **Reduced no-shows and cancellations**

Passengers and delegates can receive notifications about upcoming trips and update their bookings in real-time, reducing no-shows and at-the-door cancellations, and improving on-time performance.



### **Eliminate inefficiencies**

Trip requests and changes are automatically updated on the back end, eliminating the need for staff interaction and potential scheduling errors.



### **Improved accuracy**

Dispatchers can rely on information accuracy because there are fewer data entry points and errors.



### **Cost savings**

Linking Passenger Portal to your back end software eliminates the need for costly web designers or developers.



### **Time savings**

Passenger Portal can be set up and configured easily with your agency's name, color scheme, and logo.



### **Easy-to-Use**

Little to no training is required for staff, and it's so easy to configure you'll rarely need to contact TripSpark or IT.



# ONLINE PASSENGER FARE PRE-PAYMENT AND TRANSACTION HISTORY

Today's riders are becoming more sophisticated and expect to be able to manage their account balance 24/7 from the comfort of their home or on the go. With TripSpark's Payments Module, Passenger Portal now offers the ability for clients to pre-pay for fares on the new "Payment" page.

## Passengers will be able to:

- View their current account balance
- Add funds to their account
- Save or remove their credit card information while adding funds
- View the previous transactions on their account

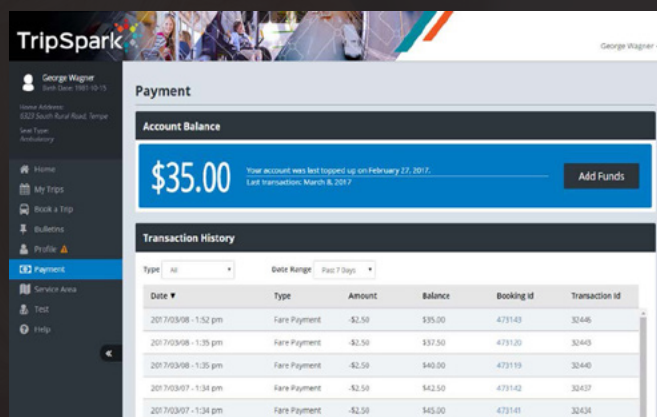
## Payments supports a large number of credit cards, including:

- Visa
- MasterCard
- American Express
- JCB (US only)
- Discover (US only)
- Diners Club (US only)

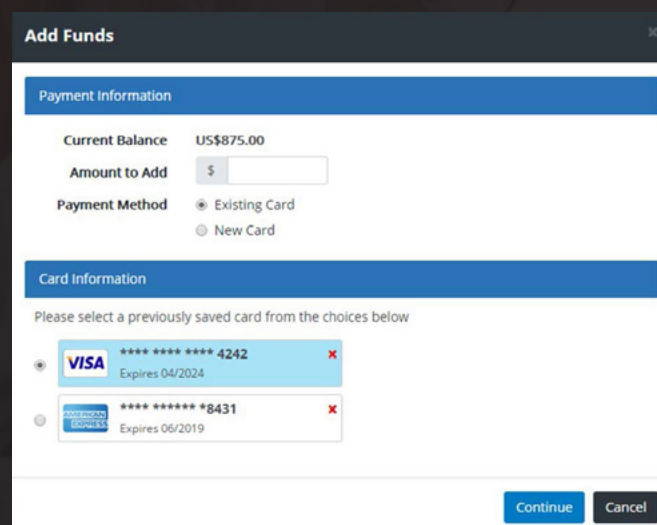
\*\* Accepted payments depend on the payment service provider (PSP) used

## Why use the Payments Module?

- Alleviate call center traffic and reduce queue times
- Provide your riders the flexibility to add funds to their account anytime and anywhere
- Supports both USD\$ & CAD\$ payments
- Secure and simple payments with a variety of payment methods



Payment page



Selecting existing card



Shared ancillary data across the system means that reporting by all agencies is consistent. And thanks to the ability to build in transfers, trips can easily be scheduled from one agency's service area to another.

## THE KEY BENEFITS OF NovusCT

- Several agencies can use a single system
- Consistent reporting
- Simple inter-agency transfers
- All-in-one service for your passengers

Ensure that all trips are scheduled according to the specific requirements of individual agencies (each agency can have their own scheduling parameters and weights).



# VOLUNTEER MODULE FOR CENTRALIZED VOLUNTEER MANAGEMENT

Volunteers bring a lot of value to an organization but can be difficult to manage with individual reimbursements, manifests, and personal vehicles. The Volunteer Module for Novus allows organizations to manage every facet of their volunteer operations, helping them fit in seamlessly.

## CENTRALIZED PROFILE MANAGEMENT

Volunteers typically use their personal vehicle so their home address serves as their “garage”. Compared to a standard Provider, their availability and service area is more variable and restricted. Thankfully, all of this data is captured in TripSpark’s single, centralized workflow to allow organizations to manage volunteer information and the applicable billing unit.

- Respond timely to your members’ and riders’ concerns with a thorough and well-documented investigation process
- Improve efficiency using an integrated database that links to all relevant trips, providers, drivers, vehicles, and employees
- Ensure your services and personnel comply with organizational standards and policies
- Decrease paper usage by automating manual processes
- Reduce misplaced customer feedback

**VOLUNTEER**

Employee ID: 565  
 Title: JCS  
 First Name: JOE  
 Last Name: COSTA  
 Gender: M  
 Preferred Language: EN  
 Birth Date: 03-25-1965  
 Start Date: 08-15-2007  
 State/Province: ALABAMA  
 Country: USA

Driver License Number: 000000000  
 Driver License Expiry: 08-30-2017  
 Parent Org unit: Volunteer HeadOffice (0-0)

Scheduling Comments:

Driver Summary

**Volunteers - JOE COSTA**

**RUNS**

Run Name	From Time	To Time	Date
JCS	7:00a	8:00p	08-17-2022
JCS	7:00a	8:00p	08-18-2022
JCS	7:00a	8:00p	08-19-2022
JCS	7:00a	8:00p	08-20-2022
JCS	7:00a	8:00p	08-21-2022
JCS	7:00a	8:00p	08-22-2022
JCS	7:00a	8:00p	08-23-2022
JCS	7:00a	8:00p	08-24-2022
JCS	7:00a	8:00p	08-25-2022
JCS	7:00a	8:00p	08-26-2022
JCS	7:00a	8:00p	08-27-2022
JCS	7:00a	8:00p	08-28-2022
JCS	7:00a	8:00p	08-29-2022
JCS	7:00a	8:00p	08-30-2022
JCS	7:00a	8:00p	08-31-2022

**RUN DETAILS**

**INFO** | SERVICE INFO | TRAVEL POLYGONS | AUDIT

**RUN INFO**

Run ID: 00000  
 Run Type: Pass  
 Contract ID: Volunteer  
 From Garage: Costa Home  
 To Garage: Costa Home  
 Max Time: 1:00:00  
 Speed Factor: 1.0  
 Vehicle Type: PERSONAL - Non Van  
 Vehicle: #0000 (0-0-0000)  
 Driver: JOE COSTA

Daily Runs

## REMOTE ACCESS TO MANIFEST AND SCHEDULES

Volunteers are provided with limited login access and using a web browser can remotely review their manifest. They can only access the shift information assigned to them.

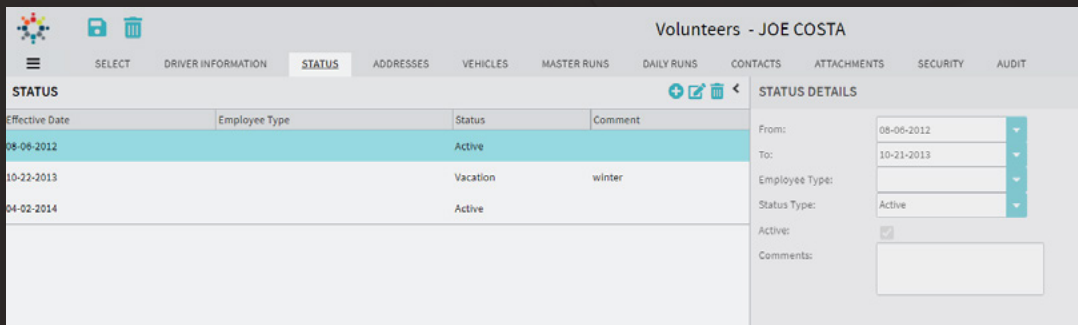
- View assigned trips and details, and accept or decline them.
- Export route information to a printed manifest.
- Drivers can be notified by e-mail that trips are available for review.



## REIMBURSEMENT MANAGEMENT

Volunteers are typically reimbursed on a per-mileage basis. The Volunteer module provides comprehensive functionality to manage every aspect of the billing process.

- Ability to set reimbursement rates for volunteers, including single or regional rates.
- Reimbursements are broken out per trip, per day, and per billing period.
- Ability to set a billing calendar, which groups all reimbursements for the billing period into a single statement.
- Volunteers are notified by email when they can log in and review their billing statements.
- Volunteers can accept reimbursements, dispute them, and manage donations.



**Volunteers - JOE COSTA**

SELECT DRIVER INFORMATION **STATUS** ADDRESSES VEHICLES MASTER RUNS DAILY RUNS CONTACTS ATTACHMENTS SECURITY AUDIT

**STATUS**

Effective Date	Employee Type	Status	Comment
08-06-2012		Active	
10-22-2013		Vacation	winter
04-02-2014		Active	

**STATUS DETAILS**

From: 08-06-2012

To: 10-21-2013

Employee Type:

Status Type: Active

Active: ☒

Comments:

*Volunteer Status*



# ONLINE TOOL TO SEND TRIPS TO THE MOST COST-EFFECTIVE THIRD PARTY VENDOR

**TRIPSPARK TRIP BROKER** is a new and Innovative tool for all users of our demand response solutions. Trip Broker allows demand response operators to easily push trips to third party providers. Once a DR system has reached capacity or dispatchers prefer to outsource trips, those trips can be offered to taxi and private transport companies through an online interface that fully integrates with all TripSpark back office systems.

## EVERYTHING ONLINE AND IN ONE PLACE

The Trip Broker interface lets third parties see all available trips on a simple webpage. Taxi providers can then bid on trips, accept or reject them. Thus demand response operators are able to find the most cost efficient third party provider and realize the greatest savings possible. Because Trip Broker is web-based, it can be accessed from anywhere through the Internet and comes with a customizable user interface as well as an API interface.

The screenshot displays the Trip Broker interface with a 'TRIPS ASSIGNED' section. It shows a table with columns for Trip ID, Provider Name, Client Name, Trip Date, Trip Time, and Trip Status. Below this, there's an 'ALL RATES' section with a table showing rates for different providers. The interface is clean and professional, with a sidebar on the left for navigation.

## COMPLETE OVERVIEW OF DEMAND RESPONSE OPERATION

Trip Broker can be customized easily. Fully integrated with our back office suites, DR operators may choose to monitor third party providers. Information such as arrival times, odometer readings or fares collected can be tracked. This information is synchronized and automatically updated in your back office software.

## BENEFITS

- Outsource demand response trips with a simple click of a button
- Always find the most cost efficient third party providers to perform demand response trips
- Track key events and manage trips with total insight into all taxi providers
- Third party providers (such as taxi vendors) don't need technology other than a web browser

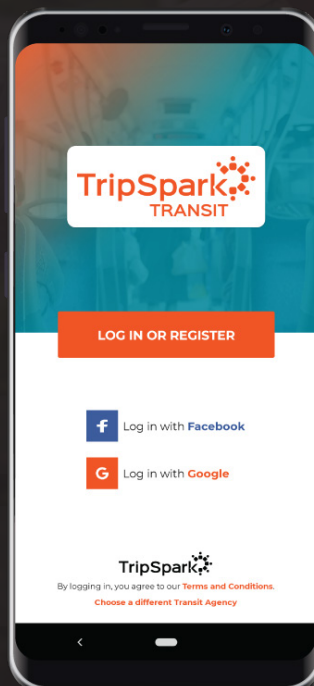


# ON-DEMAND RIDER APP TO MEET MODERN TRANSIT NEEDS

TripSpark's new mobile app helps solve various challenges faced by transit agencies, while meeting the needs and expectations of today's riders. The Rides on Demand iOS and Android apps allow agencies to offer a flexible service that sits between fixed route transit and more personal transportation options, without investing in a separate software platform. Integrated with both Novus and PASS, TripSpark's demand-response platforms, agencies can choose to have dedicated transit-on-demand or support mixed service, where paratransit and conventional riders travel together in the same vehicles. This provides agencies the opportunity to maximize the use of resources and reduce road congestion in their communities.

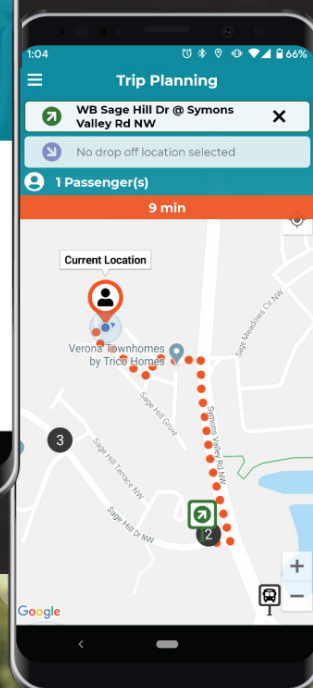
## 📍 BENEFITS

- Keep your operations simple with a microtransit solution that works seamlessly with Novus and PASS (no need for users to learn or support a new platform)
- Realize greater value from existing infrastructure and investments
- Provides an alternative to adjusting coverage, frequency and/or hours for fixed routes with low ridership in an effort to lower operating costs
- Improve transit service in mid/low density areas or at off-peak hours
- Improve accessibility to fixed route through first mile/last mile service, increasing ridership
- Flexibility to pick up and drop off riders at common locations, reducing travel time and increasing passengers per vehicle hour
- Ability to adjust service in response to demand



*Left: Custom-branded login screen*

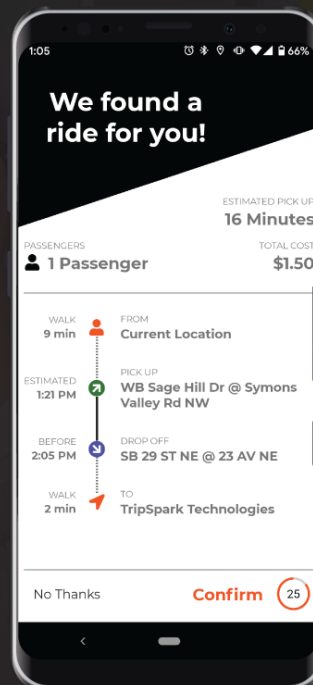
*Below: View nearby pickup stops*



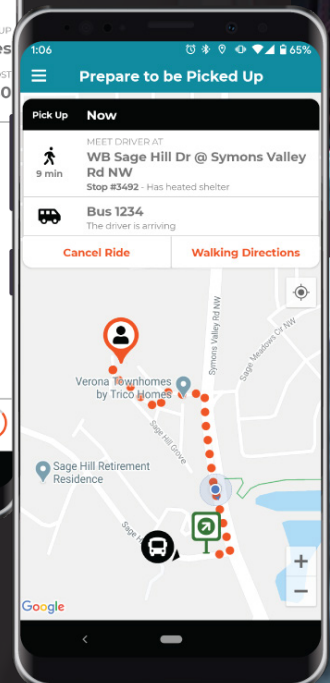


## FEATURES

- Users can start easily with quick self-registration and onboarding information, reflecting your agency's branding
- Geolocation (with permission) makes it easy to find nearby stops – especially convenient for riders that do not know the area
- Multiple ways to locate pickup/drop-off points by selecting a favorite/recent location, searching for a specific stop, address or point of interest, or by selecting directly on a map
- Users can book rides in real-time for themselves and others, and specify additional requirements (e.g. wheelchair, bicycle rack space)
- Rides are automatically booked through Novus or PASS, which utilize the industry's most widely used scheduling engine, and are then sent to the driver MDT
- Real-time information ensures riders know when and where to meet the vehicle, and when they will arrive at their destination. Users can view the vehicle on the map as it approaches and throughout their journey



*Top: View detailed trip information*



*Right: View path to pickup point and real-time vehicle location*



# PROFESSIONALLY MANAGED DATA CENTER SERVICES

TripSpark's Hosting environment offers clients a secure Tier 3 data center to upload your database, core application and add-on products to. Eliminate time spent trouble shooting with internal IT and allow TripSpark's customer care team and IT experts to monitor and manage your software performance while protecting PHI.

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## 📍 TRIPSPARK'S HOSTED SOLUTIONS PROVIDES:

- Secure access to the application via the Internet
  - 100% power uptime
  - 99.9% network availability
  - Fast implementation and training
  - 24/7 Customer service and server monitoring
  - Multiple redundant Internet connections providing up to 200 Mbps
  - Nightly backups with hourly database transaction log
  - Hosted in a US-based Data Center with a global footprint.
  - Network connectivity and carrier diversity
  - N+1 cooling System Configuration (Redundancy)
  - N+1 power generator configuration with a minimum of two fuel replenishing companies
- 

## 📍 DATA CENTER SPECIFICATIONS

- Uptime Institute Tier III Certified
- Over 160,000 sq. ft., 24" raised floor
- Fire detection and suppression systems (VESDA)
- Climate control systems to strict ASHRAE standard





# WHY TRIPSPARK?

TripSpark solutions enable transportation providers to deliver accessible, flexible, and comprehensive transportation services to their communities. Our advanced software, in-vehicle hardware and mobile technologies help increase ridership, improve service, and operate more efficiently.



## LEGACY

TripSpark comes from a family of companies with an impressive legacy across North America and globally, with decades of experience in software innovation.



## SINGLE VENDOR SOLUTION

For many of our long-term customers, a single-vendor solution for both their hardware and software means better support, dependable product integration, and top-of-the-line reliability.



## IMPLEMENTATION

Our trainers employ a “train the trainer” methodology to empower your staff to confidently train others. Implementation always includes a thorough needs assessment, and rigorous testing and piloting process in preparation of your go-live date.



## EXPERT CUSTOMER CARE

Our support representatives come from the industry and have years of industry experience. They are very knowledgeable, and not your typical “front-line” support. Our customers come to know them well as our reps work one-on-one with them to solve problems, provide training, and discover new opportunities.



## RESOURCES

TripSpark offers comprehensive operational and industry resources. Our customers can access online training resources, including monthly training courses on new features and functions, user guides and collaborative discussion forums.



## ONGOING SUPPORT

Responsive and effective customer support is critical for your operations. Our Customer Care team is available 24/7 by phone, email or online through our Customer Care portal.