

ONLINE PORTAL EMPOWERS PASSENGERS & RELIEVES CALL CENTERS

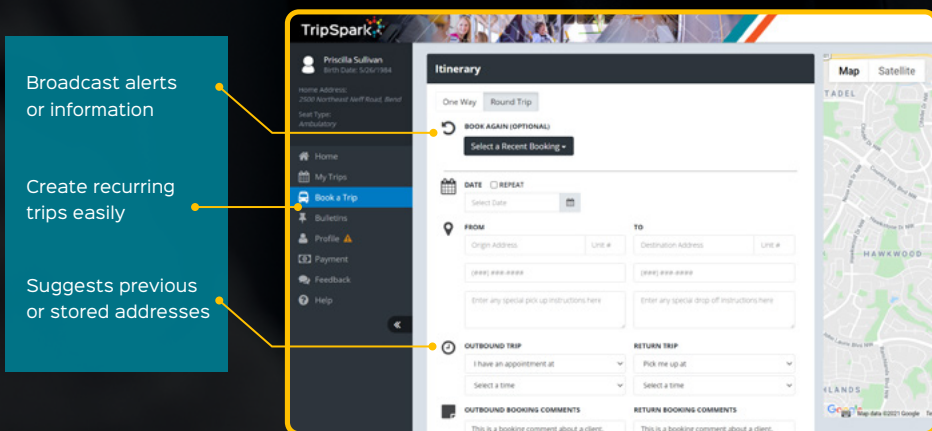
Today's passengers expect easy, self-service planning for their on-demand trips. TripSpark's Passenger Portal empowers riders or any assigned individuals who care for them (delegates) to request a ride, see and update their schedule, and even track their approaching vehicle on a map, all without having 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



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, 1968
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. Ordonnell, MD, 1600 Divisadero Street, San Francisco

DROP-OFF
505 Parnassus Avenue, San Francisco

[View Map](#)

I am Ready

Today

PICK-UP
TBD
505 Parnassus Avenue, San Francisco

DROP-OFF
10:15 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
Origin Address Unit #

TO
Destination Address Unit #

DATE [REPEAT](#)
11/7/2018

OUTBOUND TRIP
Pick me up at
Select a time

RETURN TRIP [One-Way](#)
Pick me up at
Select a time

[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

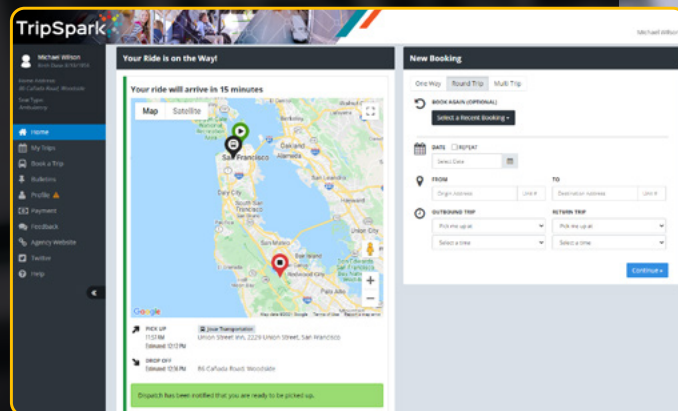
Provides up-to-the-minute trip information and comprehensive booking and cancellation options for passengers without needing to wait on the phone

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.

MOVING » « TOGETHER

TripSpark is a people transportation technology company helping increase service and access to transportation, improve rider satisfaction, drive revenue, and overcome operational challenges. Our solution suites include fixed route, rideshare, NEMT, and on-demand (paratransit, demand response, microtransit). We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

🌐 www.tripspark.com | ✉ info@tripspark.com

©TripSpark Technologies, its subsidiaries and affiliates. All rights reserved.
Any trademarks or registered trademarks mentioned herein are the property of their respective owners.

