GIVE DRIVERS AND RIDERS TRANSFER PROTECTION SECURITY

STREETS TRANSFER PROTECTION relieves riders of the stress and wondering whether they'll make their transfers on time. As well, drivers gain access to transfer information so they can make better informed choices about departure times. Through a network of integrated data collection and the Ranger MDT, Transfer Protection enables Streets ITS to manage the transfer and connection concerns of multiple riders.

- Drivers can hold departure until transfer bus arrives
- System can automatically approve batch requests
- Dispatcher can manually override
- Requests can be easily viewed, handled and dispatched from a desktop

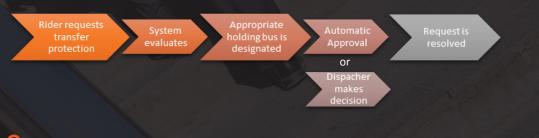| TRANSFER										
Associate	Evaluate	Resend	Accept	Reject	Close	View: Open ▾ Group By: None ▾				
	Requesting Bus	Holding Bus	Route	Directio	Stop Group	# of	Holding Bus Scheduled Depart	Requesting Bus Actual Arrive Time	Holding Bus Actual Depart Time	Request Date
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Pending										

An example of a Transfer Request Window.

A passenger requests to transfer to another bus. That request is then sent to the central system through the in-vehicle MDT. By double-clicking on the request, dispatchers can view the details in order to determine whether or not to accept or reject each pending request. The driver of the transfer bus now receives the update to show active transfers, which gives them the info to make informed decisions about their departure times. It works like this:

WHAT USERS ARE SAYING:

"Drivers know what transfers are needed, even when they're running late. Drivers don't even have to deal with dispatchers."

—Melissa Baldwin, ITS CAD/AVL Supervisor at CityBus

Rider requests transfer protection → System evaluates → Appropriate holding bus is designated → Automatic Approval → Request is resolved

or

Dispatcher makes decision

📍 **Talk to your sales rep to learn more about Transfer Protection.** Without overtasking your back office staff, you can give drivers advanced warning in order to offer more reliable service to their riders.

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

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