THE NOTIFICATION SYSTEM THAT CHANGES EVERYTHING

The new TRIPSPARK RIPPLE Notification 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. What does that mean to demand response operations? With better communication between riders and your dispatchers, schedulers and drivers, you will see a greater increase in both in-office and rider satisfaction. While many other notification systems provide similar functionality, the TripSpark Ripple is unparalleled in its ease of implementation and deployment. The benefit of being cloud-based is that there is virtually no work for your IT personnel and Ripple exists alongside your existing telephone system with no need to integrate with it.

HERE’S HOW IT WORKS FOR YOU

Reduced no-shows
With alerts sent by drivers when a trip approaching no show status, as well as previous or same day reminders sent to riders, TripSpark Ripple can address situations that can lead to costly no shows. Riders can confirm/cancel trips and drivers will get an immediate update.

Reduced driver wait times
Coordinating the arrival of a vehicle with the arrival of a rider is the best way to keep the day's trips on schedule. When both sides are aware of each other’s approach, there is less guessing. Riders will also appreciate knowing when a driver is delayed when something unexpected happens on the road.

Fewer complaints
With an increase in dependable service, you'll notice a definite decrease in the amount of complaints you receive. All the tools you need to provide exceptional service for as little as 2 cents per trip.

Relief to the call center
Riders generally call in to find out the ETA of their ride. Because of previous day reminders and alerts when their vehicle is on its way, there is less reliance on call centers to provide this information, freeing up a call taker's time to focus on (for example) passengers with more specialized requests.

Relieves IT work
Because the TripSpark Ripple's voice and SMS technology is cloud-based, there is no need for complicated and costly phone integration or client-side server set-up. Nor do you need to worry about maintenance-heavy servers.
HERE’S HOW IT WORKS FOR YOUR RIDERS

Automated outbound telephone

If your riders prefer, they can receive notifications entirely through an automated telephone service. To accept or reject a trip, all they have to do is press a button at the end of a message and they’re done. No need to deal with a call center agent. As well, they can set any amount of numbers through which they can be reached: cell phone, home phone, alternate contact.

SMS and email reminders

Some riders may prefer to deal entirely in text and email. That’s okay too. The Ripple system can send out alerts and reminders via these two popular methods of communication. If by text, the ride can be accepted or declined at the push of a button.

Ready and set to go

With TripSpark Ripple, a rider shouldn’t be “surprised” when a ride shows up. Notifications sent the DAY BEFORE and then again MOMENTS BEFORE can provide ample time to get ready. A rider’s safety and comfort are also enhanced because they’ll know when it’s time to head to the pick-up location. Definitely a great feature on a dark and stormy night.