

Better Serve Your Riders and Improve Your Operation

With on-demand transit - You're closer than you think!

What do microtransit, first mile/last mile, public demand-response, flex service and dial-a-ride all have in common? They all refer to shared, on-demand, dynamically routed transit services that can take on many forms depending on needs.

And, along with paratransit and NEMT services, **TripSpark's NovusDR/PASS software** provides the backbone for all of these services. With on-demand transit, riders and transit agencies get to enjoy many perks:



For your Riders

- Connect riders to a bigger mobility ecosystem (urban and rural)
- Increase accessibility and equity for those who rely on transit to get around
- Enjoy a modernized and personalized transit experience
- Experience more efficient travel



For your Transit Agency

- Increase ridership by providing first mile/last mile connections to fixed route service
- Provide high-quality, flexible transit that connects communities
- Fill transit gaps and maximize transportation resources
- Offer better service without increasing operating costs



TripSpark's Rides on Demand

TripSpark's new **Rides on Demand (RoD)** iOS and Android apps were developed to help you improve your agency's ability to maximize resources, increase efficiency and flexibility, and provide your customers a convenient way to book on-demand rides. This new on-demand transit service allows agencies to use the same back office and driver software for all demand-response service, including paratransit and NEMT services.

Why and how transit agencies are introducing microtransit:

Why? Transit agencies are introducing flexible, on-demand transit options to improve customer service and expand their service areas and/or hours. Specifically:

- Replacing underperforming bus routes without sacrificing overall service coverage
- Providing service to transit deserts (areas with limited transportation supply, low population and difficult to access with full sized buses)
- Providing first mile/last mile solution connecting riders with high capacity transit services
- Providing efficient and safe late night services
- Taking the burden off expensive paratransit services

How?

- Utilize existing investments in vehicles and technology to maximize public transit services that offer flexible routes and on-demand scheduling
- Take advantage of the flexibility to use passenger vans - right up to full-sized coaches
- Smart transit agencies use Rides on Demand

TripSpark Rides on Demand Technology

If you already have TripSpark's NovusDR/PASS software, implementing Rides on Demand (RoD) is easy. And once you have RoD, your agency won't know what you ever did without it.

Lethbridge Transit, a valued TripSpark transit customer, has used Novus for years for their paratransit service. When Covid hit, Lethbridge halted fixed route service but still needed to get essential workers to where they needed to be. They used Novus to handle their new **on-demand service**.

If Rides on Demand had been available during this time, service could have been further enhanced, because riders could have booked trips on their own, rather than having to call Lethbridge. Here are some other highlights of this amazing app:

- **Automated Scheduling** – Rides are booked automatically, utilizing the industry's most widely used scheduling engine
- **Easy to Use** – Riders can quickly self-register and book rides by selecting a stop close to them on the map or by searching for a specific stop, address, or point of interest
- **Custom Ride Requests** – Users can book rides for multiple riders as well as request additional space (for example: wheelchairs and bicycles)
- **Real-time Info** – Users can be notified via SMS when their ride is approaching and can view the vehicle on a live map throughout their journey
- **Cost-effective** – Alternative to fixed route service on low-performing and off-peak hours
- **Equitable & Economical** - Provide inclusive service and maximize use of resources by facilitating paratransit and conventional riders travelling together in the same vehicles
- **Ultimate Convenience** – Convenient curb-to-curb location pick-ups and drop offs, reduces travel times
- **Customization** – Customize the app to reflect your branding and share service information with riders
- **Coordinated Connections** – On-demand vehicles can be scheduled to arrive at transit hubs at the same time as fixed route buses, facilitating efficient transfers.

Learn more about TripSpark's exciting new **Rides on Demand** app.