

RIDES ON DEMAND APP

A Game Changer For Your Agency's Cohesive Mobility Efforts



Our Rides on Demand mobile app now caters to everyone, including eligibility-based riders!

Paratransit has always been the cornerstone of TripSpark's reputation and Rides on Demand exemplifies our goal of making transit more equitable, accessible and inclusive. What differentiates us is that Rides on Demand was built with inclusivity in mind from the beginning.

With numerous commingling options, we help you prioritize the riders who need transit the most, without affecting your other services, ensuring equitable treatment for all.

And we're just getting started!

Together, let's build an inclusive and equitable transit future for everyone!

SIGN UP FOR A PILOT TODAY!



WHAT'S NEW?

- ✓ Paratransit rides can now be booked directly in the Rides on Demand app!
- ✓ Seamless App-enabled capabilities -
 - Eligibility status information
 - Space reservation for mobility aids
 - "Will Call" option when riders are ready for pickup
- ✓ Refreshed UI for faster in-app navigation!



WHAT'S IN IT FOR YOUR AGENCY?

- ✓ Lead the charge in making commingling the norm, not the exception!
- ✓ An exclusive preview of the latest updates, before everyone else!
- ✓ Maximize the benefits of your Rides on Demand deployment
- ✓ Offer groundbreaking convenience to your riders
- ✓ Stay ahead in the game and set the standard for unparalleled service!

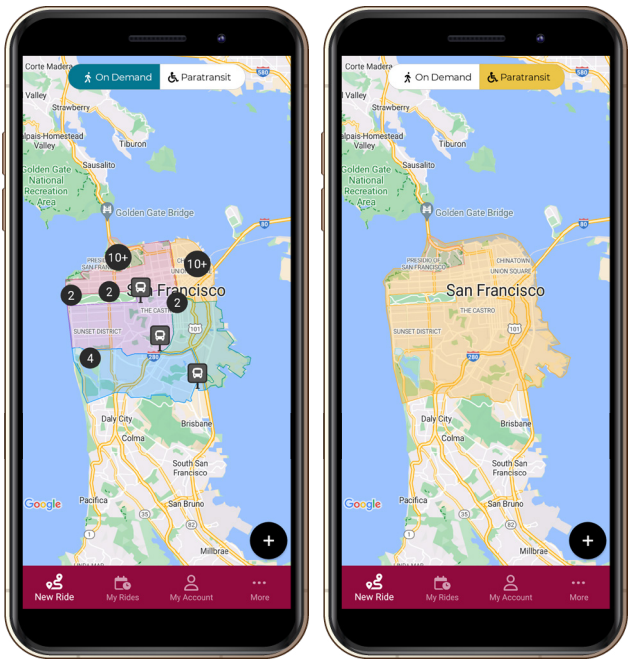


PARATRANSIT RIDES IN THE RIDES ON DEMAND APP – NOW LIVE!

All types of eligibility-based riders can now enjoy the convenience of booking spontaneous trips instead of booking rides days in advance. This makes paratransit services more responsive to their needs, enhancing the quality of service, while enabling your agency to commingle riders, maximize vehicle utilization and lower your costs at the same time!

As always, you are in full control of turning these features on and off anytime, depending on your agency's requirements.

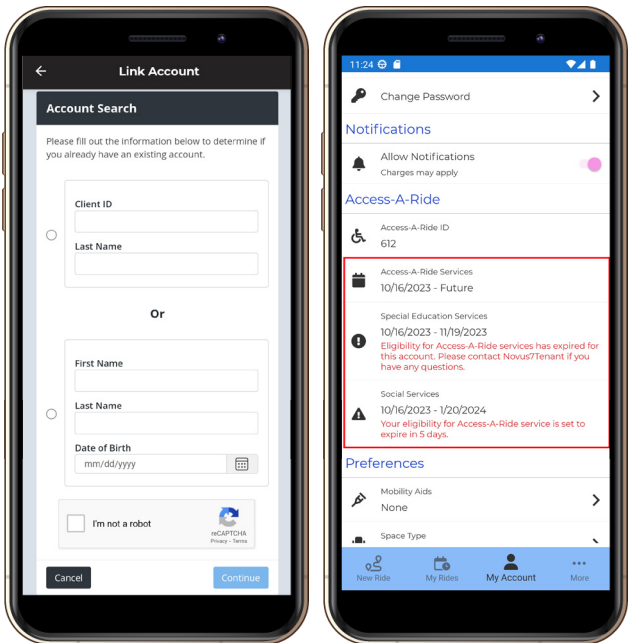
Riders can easily switch between On Demand and Paratransit services when booking a new ride, with independently configurable travel rules for both service types.



PASSENGER PORTAL – NOW INTEGRATED WITH RIDES ON DEMAND!

Eliminate the need to remember two sets of credentials with a single sign on for both Passenger Portal and Rides on Demand riders! If your agency has On Demand services enabled, riders will be able to access On Demand trips by default and can connect their Paratransit account through the “My Account” page instead.

Your agency can even copy settings from Passenger Portal to Rides on Demand to make it easy to get information they need - like asking for the ride's purpose, booking comments, setting how far in advance a rider can book a trip and information about mobility aids.



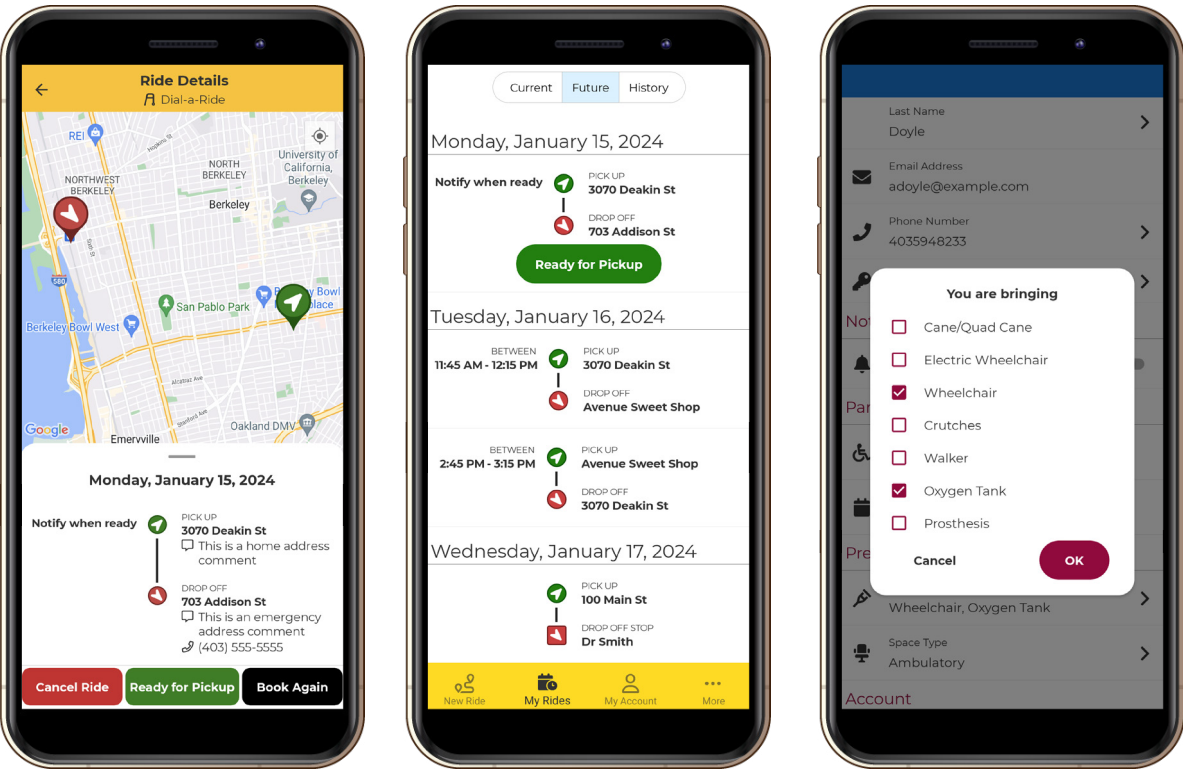


CHECKING ELIGIBILITY STATUS AND APP-ENABLED WILL CALL

Reduce the volume of phone calls to your customer service center by enabling your eligibility-based riders like ADA, Veterans, Specialized Transit or Senior Services to easily book rides through the Rides on Demand app.

Riders can easily view their eligibility status, book space for their escort or companion, service animal, mobility aids and more, directly through the app.

For rides booked through Passenger Portal or PASS/Novus, paratransit riders can even notify the dispatcher when they are available for pickup at the press of a button instead of calling your customer service center.





CONFIGURABLE TO YOUR NEEDS

Rides on Demand offers robust configuration options, allowing you to tailor the product to your unique requirements, a key component of our broader vision for adaptable and responsive transit systems.

You'll have the flexibility to define exception handling, service rules and operating guidelines that align perfectly with your agency's unique needs. This level of customization ensures a solution that works just right for you.

Rides on Demand seamlessly integrates with TripSpark Novus or Trapeze PASS back-office solutions, simplifying your journey toward a comprehensive and inclusive transit ecosystem.

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|---|--------------------------|---|
| 1 | Microtransit | Available in the "Rides on Demand" App! |
| 2 | Paratransit | Available in the "Rides on Demand" App! |
| 3 | Fixed Route Info | Late 2024 |
| 4 | Intermodal Trip Planning | In 2025 |



THE LARGER VISION

We are on our way to creating a single solution for true end-to-end, multi-modal journeys for your agency and riders. Imagine the convenience of managing your paratransit, fixed route and microtransit services in one powerful, easy-to-manage solution. This will enable you to offer all types of riders a personalized experience and promote cross-utilization of your services too!

To put it simply, Rides on Demand will be the gateway to this entire ecosystem for your riders. Each of the individual components of the Mobility-on-Demand platform will continue to work independently too.

The ultimate choice is always yours: you can decide whether to support microtransit, eligibility-based transit, fixed route, or any combination of the three service types at your organization.

BE AN EARLY ADOPTER

Early adopters have a significant influence on shaping the product development process, contributing to our vision for a future of transit that is both responsive and efficient. Your feedback and insights will play a vital role in making Rides on Demand even better, ensuring that the product meets the specific needs of your transit agency and riders.

By partnering with us, you join a community of transit professionals that actively contribute to shaping our product roadmap and, in turn, the future of transit for all of us.

**Learn more about how
Rides on Demand can set in
motion Mobility-on-Demand
for your agency!**

Reach out to your AM

MOVING » « TOGETHER

TripSpark Technologies is a community transportation technology company focused on helping mid-sized transit agencies and private operators increase rider satisfaction, drive revenue, and address specific operational needs. TripSpark makes this possible by nurturing strong partnerships with our customers, offering the latest technologies and providing exceptional support.

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