



TripSpark's Ecosystem for Paratransit and Demand Response Transit

Software solutions designed for trip booking & administration, vehicle & driver management, scheduling, dispatching, mapping & street management, reporting, and billing management.

TripSpark 
MOVING » « TOGETHER

WHO WE ARE TO WHO YOU ARE

TripSpark Technologies is a software & in-vehicle technology company, evolving from long-time industry leader, Trapeze Group. Bringing the latest generation of human services transportation technology to our customers, TripSpark has over 30 years of experience creating fixed route, paratransit, NEMT, rideshare and school transportation software solutions. We are dedicated to serving and supporting our valued clients, agencies, and transportation companies in every state, and in over a dozen countries.

Today, we offer solutions that enable community transportation providers to deliver accessible, flexible, and comprehensive transportation services to their communities. Our advanced software, in-vehicle hardware and mobile technologies help agencies increase ridership, improve service, and operate more efficiently. **NovusDR** is our core demand response software solution which is highly adaptable to fit changing transit needs. TripSpark also offers a range of add-on features to complete the ecosystem and meet your unique requirements.

NovusDR Software Suite Ecosystem

TripSpark's NovusDR software suite allows demand response and paratransit agencies to effectively and efficiently manage all aspects of their operations, from client intake to securing additional funding and everything in-between.

1 PASSENGER SELF-SERVICE

Rides on Demand

- On-demand ride booking app
- Real-time vehicle tracking
- Easier rider-driver coordination
- Improved rider experience

Passenger Portal

- Self-service online portal
- Self registration
- Lets clients book and cancel trips
- Online account top-up
- Reduces call volume
- I Am Ready / Will Call notification
- Where is my ride?

Delegates Module

- Family and facility booking tool
- Managed security and full audit capability
- Self-serve reduces call center workload

Notifications

- Time-saving reminders
- Text, email, voice to confirm and cancel trips
- Reduces no-shows
- Increases on time performance
- Inbound trip booking

Customer Service Representatives

2 OPERATIONS AND ADMINISTRATION

Core Functionality

- Automated scheduling and real-time dispatching
- Browser-based software
- Funding assignments
- Pre-paid fares
- Billing for providers and funders
- Integrated provider, driver and vehicle management
- Flexible report generation
- Other advanced features: vehicle breakdown wizard, travel exclusion rules, HIPAA compliance tools

Scheduling/Dispatch

Billing

Add-ons

- Client and location import
- Trip import and export
- Complaints/ Commendations
- Volunteer Management
- Notifications
- Passenger Portal
- DriverMate
- Provider Mobile
- Rideshare/TNC
- Coordinated Transportation
- Trip Broker
- Deviated fixed route functionality
- Rides on Demand

3 IN-VEHICLE OPTIONS

DriverMate

- For in-house fleet
- Electronic manifest with real-time dispatch
- Two-way communication
- Where are my vehicles?

Rideshare

- Options for overflow and last minute trips
- Direct integration with Lyft and taxi platforms (with ability to integrate with additional TNCs)
- Unified costing, tracking and billing

Scheduling/Dispatch

Provider Mobile

- For third party contractors
- Real-time availability of drivers
- Electronic manifest
- Ability to accept/reject trips

Learn More at www.tripspark.com/paratransit-DR

ON-DEMAND RIDE BOOKING APP

Empower your riders to book on-demand rides themselves, and give them more control & visibility over their journey with a **powerful mobile app** – Rides on Demand.

Rides on Demand is an extension of TripSpark's core demand-response software, Novus, providing your riders an excellent transit experience without worrying about juggling multiple software systems, or retraining your staff.



Lower Your Operating Costs

For fixed routes with low ridership, instead of adjusting coverage, frequency and/or hours, riders can now be served through Rides on Demand.



No Need for Your Staff to Learn a New Platform

Rides on Demand works seamlessly with Novus and PASS meaning that your staff don't need to worry about learning an entirely new system.



Book Rides without Dispatch

Riders can easily book a ride through the app on their phone, without having to dial a phone number, and automated dispatching takes care of the rest. This frees up your dispatchers for more pressing matters.



Improved Rider Experience

With a rider facing intuitive application that has been developed and designed from collaborating with agencies like yours, booking a ride has never been easier.





TRANSPORTATION ECOSYSTEM FOR PARATRANSIT AND DEMAND RESPONSE (NovusDR)

TripSpark's **paratransit and demand response software** is designed to help you manage the unique needs of your transportation organization. Our intelligent and flexible scheduling algorithm helps you create the perfect balance between customer service and productivity levels that is right for your operation. NovusDR utilizes its powerful data centric brain to ensure pinpoint scheduling accuracy by properly utilizing mixed fleet vehicle capacities, polygon rules, violation and parameter sets and even takes customer preferences into account, taking the guesswork out of trip solutions. Novus can also set driver speeds based on area familiarity, has flexible mapping solutions and updates daily schedule times in real-time based on GPS data.

NovusDR's Core Functionality includes:



Client Registration

- Client specific configurations
- Tiered fare and funding options
- Pre-paid faring
- Built-in, reportable audit capabilities



Trip Booking & Administration

- Fully automated scheduling processes
- Real-time scheduling for same-day trip bookings
- Polygon centric
- Supports casual, subscription, will call and group bookings



Vehicle Management

- Client specific configurations
- Tiered fare and funding options
- Vehicle credentials and maintenance tracking
- Audit capabilities



Mapping & Street Management

- Flexible street speed management for accurate travel times
- Maps display across many screens for great visual aid



Reporting Module

- Plentiful standard report package - including Manifest and NTD reports
- Report Designer for creation of ad-hoc reports



Billing Management

- Conflict/dispute resolution tracking capabilities
- Easy exports
- Audit capabilities



Driver Management

- Driver Credentials - license and expiration tracking
- Audit capabilities



Real-Time & Batch Scheduling

- Supports same day scheduling and will-call trips
- Can batch schedule all trips, unscheduled trips or select trips to specific runs with one click in seconds



Real-Time Dispatching

- Same-day schedule changes
- Real-time trip updates to the back-office software
- Visual alerts to impacted schedules

The NovusDR suite is scalable to meet the growing needs of a demand response operation. Following are the key products within the NovusDR ecosystem.

BOOKING AND TRIP MANAGEMENT (PASSENGER PORTAL)

Reduce no-shows by allowing passengers to cancel trips on-line, as well as book new trips or view and edit existing trips. Rides have 24/7 access to the **trip management portal** so they can notify the broker when they are ready for their will-call pick up. Using the delegate feature, individuals can manage trips on behalf of passengers. This on-line app can be used on multiple devices and scales accordingly for full visibility.



The Delegates Module gives family members or personal care givers, the ability to act on behalf of the customer. Delegates can also manage trips for several customers, without having to log into multiple accounts.



Complaints and/or commendations can be handled through a module that streamlines feedback, while workflows classify each comment and create corresponding follow-up actions. Organizations can capture, track, and respond to customer compliments, complaints, and other queries.



The system is accessible 24/7 and allows customers to easily create recurring trips while suggesting previously used or stored addresses.

A man with brown hair and a beard, wearing a blue denim shirt, is sitting in a wheelchair. He is smiling and looking at a smartphone in his hands. The background is a bright, modern interior with a wooden table and a laptop.

PASSENGER NOTIFICATIONS (NOTIFICATIONS)

TripSpark's **notification system** sends clients the latest updates regarding their trip(s) and ensures everyone is on the same page, with the same information. This tool provides clients with real-time notifications of their trip details, minimizing missed appointments, enhancing customer service, and improving on-time performance.



Customers receive automated reminders to confirm or cancel their trip, significantly reducing no-shows.



Notifications are fast to implement, easy to configure and have low overhead costs.



Inbound and outbound notifications function through multiple channels – SMS, email and phone.

IN-VEHICLE TECHNOLOGY (DriverMate)

DriverMate provides the ability to fully enable your mobile solutions by integrating your office with on-board Android devices. When drivers are connected to NovusDR via the **in-vehicle DriverMate app**, they can view the current day's manifest and access detailed events and passenger information. Any changes to the day's schedule will be automatically sent out to the drivers. This results in a significant reduction in radio traffic. Mapping (Google or Waze) allows drivers to view event locations on the map and obtain detailed directions, to event locations along with current traffic, street view, and full voice communicated turn-by-turn navigation. Data collection is automated and accurate. When each member of your team has access to real-time data, it makes everyone's job easier.



Dispatchers can manage fleet and runs in real-time. If a vehicle is behind schedule, they can act proactively, enhancing client experience.



DriverMate enables two-way communication between dispatch and drivers, reducing the need for radios and improving client confidentiality.



Drivers can follow detailed directions to event locations and see current traffic levels on a Google or Waze map. Voice navigation helps drivers focus on their route.



IN-VEHICLE TECHNOLOGY (RANGER MOBILITY)

The TripSpark Ranger MDT is a hardwired, in-vehicle interface for your operations, allowing for seamless integration with onboard peripherals. In the same way as DriverMate, Rangers connect over the air to the NovusDR back-office allowing for real-time data exchange (including scheduling updates) and allows for completion data to be updated automatically. Manifests can be viewed in advance and communication with the back office can be completed through canned messaging and one-touch real time dispatch message responses.



BROKER-PROVIDER PORTAL (*TRIPBROKER*)

TripBroker is a **web portal** that enables users to import and export trip information to third-party transportation providers to assign trips to alternate providers, all from a central system. It integrates natively with Lyft – a low-cost, on-demand transportation company for last-minute or difficult to assign trips.



TripBroker allows for information exchange with other transportation parties, including arrival locations, pickup and drop-off times, odometer readings and fares.



Your transportation company can view unassigned trips that are available for bid.



View all trips assigned to you and chose to accept or decline trips.



CREDENTIALS AND CERTIFICATION TRACKING (CREDENTIAL MANAGEMENT)

TripSpark's Credential Management solution can help to ensure that only qualified drivers and vehicles provide trips for your passengers. Effectively manage drivers' license renewals, required driving testing, vehicle inspections, maintenance checks and insurance renewals, all from this easy-to-use module.



A central, organized system within your health transportation software for all credentials and certification data increases billing efficiency.



Users can manage all credential types, update credential statuses, and attach relevant documents from a single platform.



Data is easily verifiable, allowing for clean audits and quicker reimbursements.



Notifications of upcoming expiring credentials are sent automatically, ensuring only qualified drivers and vehicles perform trips.



The system is highly flexible by allowing for credentialing requirement variances across different regions and states.



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