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

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

- App-based on-demand and paratransit ride booking
- Real-time vehicle tracking
- Easier rider-driver coordination
- Improved rider experience

Passenger Portal

- Web-based Paratransit ride booking
- Lets clients book and cancel trips
- Online account top-up
- Reduces call volume
- I Am Ready / Will Call notification
- Where is my ride?
- Family and facility booking tool
- Managed security and full audit capability
- Self-serve reduces call center workload

Let Us Know When You Are Ready
- Pick Up
- Drop Off

I am Ready

Notifications

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

2 NovusDR

- Automated scheduling and real-time dispatching
- Browser-based software
- Funding assignments
- Pre-paid faring
- 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

3 DriverMate

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

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, microtransit, and rideshare 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.

TripSpark
MOVING ⟫ ⟪ TOGETHER

TRANSPORTATION ECOSYSTEM FOR PARATRANSIT AND DEMAND RESPONSE
(NovusDR)

Novus Core

- Client Registration
- Trip Booking & Administration
- Vehicle Management
- Mapping & Street Management
- Reporting
- Billing
- Driver Management
- Real-Time & Batch Scheduling
- Real-Time Dispatching

Novus Modules

- Import Tools (Client, location and Trips)
- Complaints & Commendation
- Volunteers
- Coordinated Transportation
- Credentialing

FRIENDLY FIXED ROUTE

Simplify your Fixed Route Operations with the **Friendly Fixed Route** module in **NovusDR**. Are you an agency with a small Fixed Route system looking to consolidate your Fixed Route and Demand Response scheduling and dispatching into a single application? Talk to us about our Friendly Fixed Route module, which is a solution designed to save dispatchers time by simplifying processes and eliminating the hassle of juggling between multiple applications.

Time-saving
Simplify your workflow and reduce dispatcher workload.

Cost-Effective
A budget-friendly solution that ensures accurate data capture.

User-Friendly
Features like Flag Stop make it easy to provide services as needed.

Compliance
Easily meet FTA requirements with GTFS static exports in just a few clicks.

TRANSITMINER

Empower Your Agency with Data-Driven Insights

TransitMiner is a cloud-based business intelligence platform that transforms service data into actionable insights. It helps agencies make informed tactical decisions by providing comprehensive performance statistics and generating operational forecasts.

Identify costly routes and optimize trip distribution.

Enhance operational efficiency.

Visualize operational performance and detect data outliers.

Track operator performance with diverse metrics.

Seamlessly integrates with PASS, Novus and RouteMatch Demand Software.

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.

RIDES ON DEMAND APP FOR PARATRANSIT AND MICROTRANSIT
(MOBILITY ON DEMAND)

Rides on Demand is a powerful mobile app for planning and booking paratransit and microtransit rides with just a few clicks. Riders worry less about the bus arriving on time when they receive trip notifications and can see on an interactive map that the bus is on its way!

Powered by **NovusDR** demand response software, Rides on Demand enables agencies to offer flexible and convenient trips to all riders through an on-demand service, or those who are unable to use conventional fixed routes with service-specific travel rules in the same app. Expand accessibility and provide your riders with a satisfying transit experience without having to juggle multiple software systems or retrain staff.

The addition of fixed route schedules now empowers riders to plan their trips by leveraging multiple modes, seamlessly moving between a microtransit ride to a fixed route, all by using the Rides on Demand app.

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.

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.

Reduce the Workload for Dispatch
Riders can easily plan a trip and book a ride using the app on their phone while automated dispatching takes care of the rest. Your dispatchers will have more time in the day to focus on other priorities.

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.

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.

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.

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.

TripSpark

MOVING ≫ ≪ TOGETHER

www.tripspark.com