

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

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?