

Supercharge Your Eligibility-Based Paratransit Services

An Agency's Perspective

Transit agencies face a range of challenges, such as balancing multiple priorities, providing affordable services to all riders, maintaining financial stability, attracting and retaining drivers, and optimizing schedules to increase fleet productivity.

Does this sound familiar?

Scenario 1:

Your agency's current program for eligibility-based trips requires planning and configuration to meet various rider needs. However, the trip booking process is a manual, time-consuming process, often requiring staff to be trained with specialized knowledge on booking, facilitating, and reporting for these rides.

Scenario 2:

Your paratransit vehicles come with a high operating cost making it frustrating for the agency when the fleet is underutilized, and the trip planning is inefficient.



In both cases, you may think it's easier to keep things the way they are, meaning a poor booking process for the rider, and a manual, cumbersome process for the dedicated staff who manage the program. And let's not forget more inefficient trip planning, underutilized vehicles, and long wait times for riders.

There IS a better way.

A simplified, intuitive self-booking option for paratransit riders along with optimized schedules are a critical component in increasing your agency's productivity by giving time back to dispatchers.

The [Rides on Demand](#) app's paratransit functionality puts the power in the hands of your riders, giving them more control over planning and scheduling their journey. Rides on Demand is an extension of TripSpark's core demand-response software, [Novus](#), providing your riders with a seamless, intuitive paratransit experience whether planning a trip on-demand or scheduling in advance.

What's more, comingling services with Rides on Demand helps agencies easily solve many of their current challenges. Agencies can boost ridership cost-effectively, easily expand service coverage, and increase fleet productivity by automating scheduling and real-time dispatching.

We can help make it a reality:

- ✔ Significantly boost ridership in a cost-effective way.
- ✔ Figure out actual (not potential!) traffic on new routes.
- ✔ Identify which routes could be converted to fixed routes accordingly.
- ✔ Create feeder services to your fixed routes.
- ✔ Easily widen your service coverage.
- ✔ Optimize driver and fleet utilization.

Want even more? How about:

- ✔ Spontaneous travel plans for your eligibility-based riders.
- ✔ Same convenience as an app-based taxi or TNC service.
- ✔ Greater access to affordable transportation.



Do you have TripSpark Novus already? Then it's just a matter of opting-in to the Rides on Demand add-on, it's that easy!

See what TripSpark's on-demand product suite can do for you. [Get in touch with us!](#)