

# ONLINE PORTAL EMPOWERS PASSENGERS & RELIEVES CALL CENTERS

▶ PASSENGER PORTAL

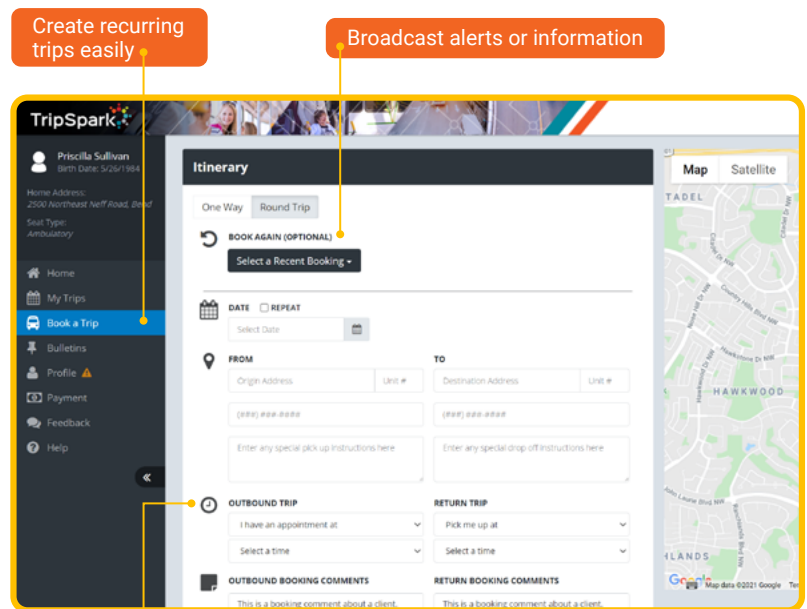
Today's passengers expect easy, self-service planning for their on-demand trips. TripSpark's Passenger Portal empowers riders or any assigned individuals who care for them (delegates) to request a ride, see and update their schedule, and even track their approaching vehicle on a map, all without having to call in. Passenger Portal's user-friendly web, tablet, and mobileresponsive platform puts the power in your riders' hands and creates a highly personalized experience. The result for your agency is a happier community, a lighter workload for your call center, and little to no training for your staff.

## HERE'S HOW IT WORKS

By logging into any device or browser with internet access, passengers (or their delegates) can manage every aspect of their end-to-end journey.

### Passengers have options to:

- View all upcoming and previously booked trips
- Allow designated delegates (family, funding agencies, medical/care facilities, etc.) to book and manage trips on their behalf
- Use a screen reader to navigate the portal
- Book, review, confirm, and cancel trips
- Select from previous trips and addresses to make new bookings hassle-free
- Automatically generate return trips
- Initiate a pickup request with an "I am ready" button
- Review or edit their personal profile
- Rate completed trips

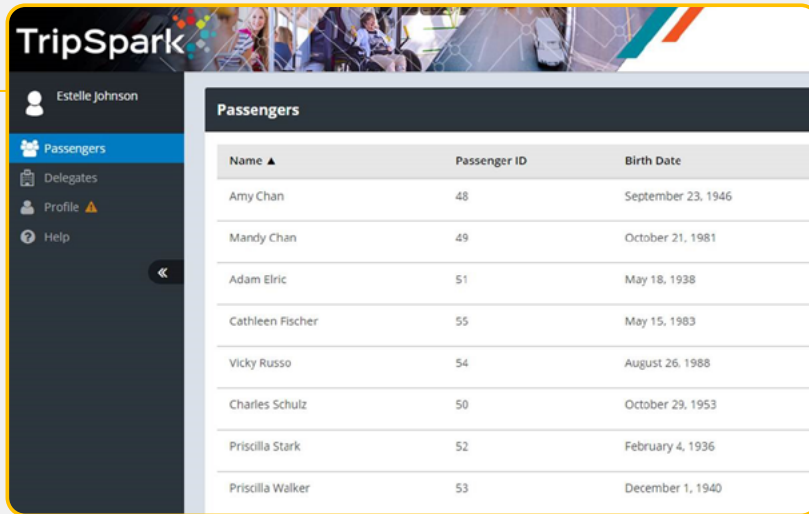


Trip booking page

## DELEGATES MODULE

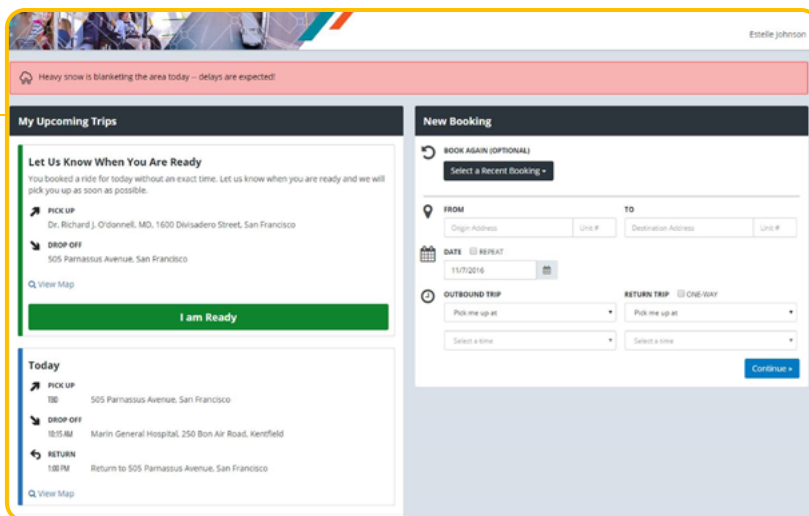
Family members, personal caregivers, and medical or program administrators are examples of people who can be designated as delegates. The Delegates Module allows them to act on behalf of a single passenger OR centrally manage trips for numerous passengers, making it unnecessary to log into multiple accounts. Delegates consistently rave about the ease of Passenger Portal and the peace of mind it gives them to oversee a passenger's journey end-to-end.

Designated individuals can book trips on behalf of riders



Delegates Module

Simple view of upcoming trips



View scheduled trip page

## WHAT ARE THE BENEFITS TO RIDERS?

### Ease-of-use

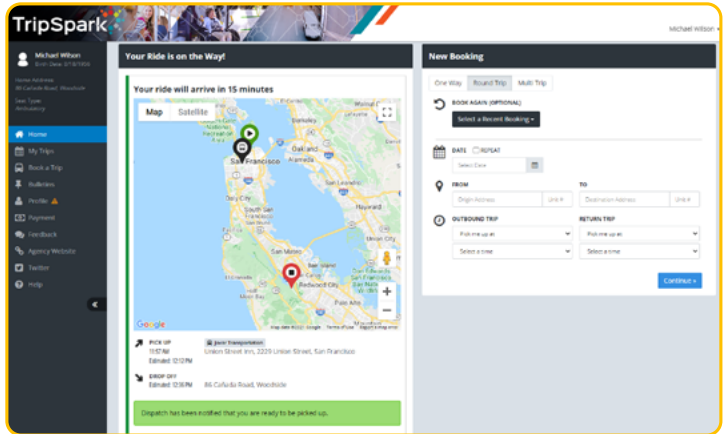
Highly intuitive platform that passengers and delegates alike say they enjoy and get accustomed to in no time

### 24/7 self-service

Provides up-to-the-minute trip information and comprehensive booking and cancellation options for passengers without needing to wait on the phone


### Better customer service


Frees time for your call center staff to carefully assist passengers with complex requests or special needs





Passenger Portal


## HOW DOES IT WORK FOR YOUR AGENCY?


 **Reduced no-shows and cancellations**  
Passengers and delegates can receive notifications about upcoming trips and update their bookings in real-time, reducing no-shows and at-the-door cancellations, and improving on-time performance.

 **Eliminate inefficiencies**  
Trip requests and changes are automatically updated on the back end, eliminating the need for staff interaction and potential scheduling errors.

 **Improved accuracy**  
Dispatchers can rely on information accuracy because there are fewer data entry points and errors.

 **Cost savings**  
Linking Passenger Portal to your back end software eliminates the need for costly web designers or developers.

 **Time savings**  
Passenger Portal can be set up and configured easily with your agency's name, color scheme, and logo.

 **Easy-to-Use**  
Little to no training is required for staff, and it's so easy to configure you'll rarely need to contact TripSpark or IT.

## MOVING >> << TOGETHER

TripSpark Technologies is a transportation technology company focused on helping Fixed Route, Paratransit, Rideshare and private operators increase service and access to transportation, improve rider satisfaction, drive revenue, and overcome operational challenges. We are not just a vendor—we are your long-term strategic partner, offering the latest technologies and providing exceptional support.

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