

Paratransit

FLEXIBILITY AND FREEDOM FOR PARATRANSIT RIDERS!

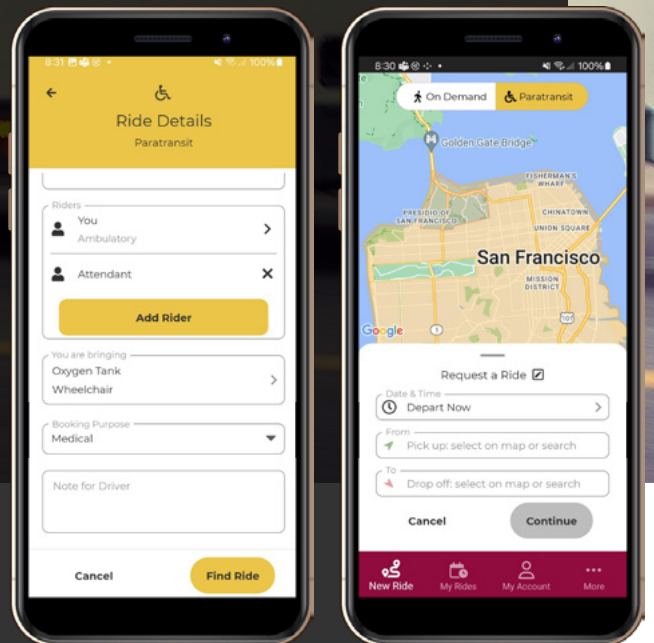
The Rides on Demand app offers unparalleled flexibility to eligibility-based riders by allowing them to book trips on the services they're eligible for without having to call in at a certain time or even speak to a dispatcher at all! Integrating the Rides on Demand app with your existing Dispatch and Scheduling demand response software (TripSpark NovusDR or Trapeze PASS) gives paratransit and other special groups the autonomy to book trips without the need to call into a dispatch center. As communities strive to become more inclusive, solutions like the Rides on Demand app are crucial for improving accessibility.

SEAMLESS TRIP BOOKING EXPERIENCE FOR RIDERS

Rides on Demand's eligibility-based functionality represents a pioneering solution to provide riders with tailored access to services they need to prove eligibility for. Often this is paratransit, but it could also include veterans, seniors, active military personnel, or any service that isn't available to the general public. This feature is designed to empower paratransit rider groups and ensure their unique needs are met. While not all will use an app, by allowing riders who want that flexibility to book and manage their rides independently, dispatchers can focus on assisting individuals who require additional support with tasks such as trip planning, fare payment, and administrative coordination.

This approach allows for more personalized and efficient service delivery, ultimately enhancing the rider's experience. By seamlessly integrating with existing driver terminals

and PASS or NovusDR backend system, the app ensures that drivers and dispatchers can access real-time information, streamlining the entire trip-booking process for a more efficient and user-friendly experience. This means that all individuals can enjoy more autonomy and flexibility when arranging their transportation, leading to a more inclusive and accessible transportation system.



📍 DECREASED WORKLOAD FOR DISPATCHERS

Rides on Demand's eligibility-based functionality has simplified the process of booking rides. It also provides dispatchers with the freedom to commingle rides if/when it makes sense or, if they'd prefer, run dedicated fleets for each type of service they offer. With this app, riders can effortlessly schedule their rides without needing dispatcher assistance. However, dispatchers always get the final say regarding how a trip is booked and can edit any trip – whether it was booked through Rides on Demand and scheduled automatically or booked by the dispatcher. This new feature allows dispatchers to focus on providing additional support to riders in need. Furthermore, the app seamlessly integrates with dispatcher controls, driver operations, and backend functionalities.



Commingle if/when it makes sense or run dedicated fleets



Single source of truth: one passenger app, one dispatcher solution, one driver terminal



Decreased workload for dispatchers



Provides seamless reporting, all the data is in the same location

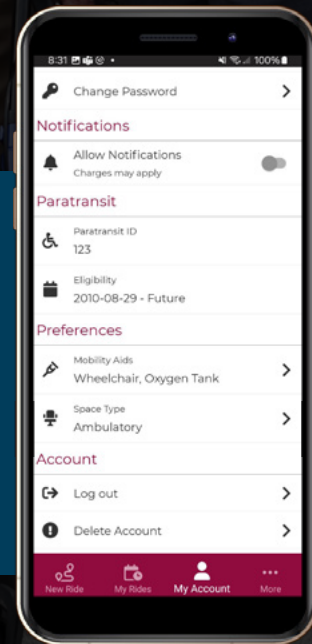


Offer riders flexibility of choice

OPTIMIZE YOUR PARATRANSIT SERVICES WITH RIDES ON DEMAND

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 with a solution that's simple, user-friendly, and designed to meet WCAG 2.2 AA accessibility standards.

Rides on Demand makes it easy to get more people on board with a single app that guides riders through every step of their on-demand journey.



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