

Unified Transit: Empowering Drivers and Riders Alike

A Driver's Perspective

Paratransit drivers often face numerous challenges impacting service efficiency and rider satisfaction. Remembering customized requirements for each rider is a constant struggle, compounded by coordination issues with dispatch for pickup requests. These factors contribute to delays, exacerbated by slow and clunky MDT or tablets that distract drivers while on the road.

Eligibility-based riders, reliant on transit agencies or community providers, worry about the lack of affordable alternatives and the need for pre-planning due to service limitations. These challenges create a ripple effect for agencies, necessitating solutions that balance accommodating diverse needs with maintaining operational efficiency and financial stability.

The perfect solution lies in a simplified, intuitive self-booking option for paratransit riders, which benefits both agencies and riders alike. This integration offers greater flexibility with spontaneous travel options akin to app-based taxi services, ensuring affordable and accessible transportation solutions.

For drivers, this powerful solution means staying updated with riders' needs, optimized schedules, and simplifying communication with dispatch, ensuring a seamless operational experience.

What does this all mean for you?

Your agency will enhance ridership cost-effectively, improve route planning based on actual traffic patterns, and expand service coverage efficiently. It also allows for the creation of feeder services to fixed routes, maximizing driver and fleet utilization.

When you leverage **TripSpark Novus** or **Trapeze PASS** as your back-office solution, and pair it with the **Rides on Demand** mobility app, your agency can enhance service delivery and improve the transit experience for both drivers and riders. Sounds like a win to us!

Already enjoying less manual work and more streamlined operations with TripSpark Novus? Simply add Rides on Demand for a powerful duo that will level up service delivery.

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

