



CONNECT

DRT PASSENGER SELF-SERVICE
WEB PORTAL



Passenger self-service is no longer a luxury. With Demand Responsive Transport budgets at breaking point, empowering passengers to undertake their own admin is an essential way to conserve precious office resource.

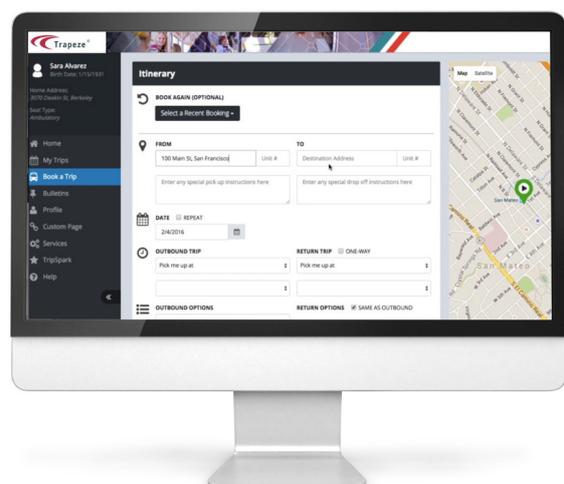
What's more, offering passengers control over their mobility actually improves the service they receive.

Trapeze's web portal, Connect, is an incredibly user friendly web portal. It works on any device, enabling passengers to make and manage bookings whenever and wherever they wish, without having to call your office. And it even includes the ability to track arriving vehicles.

Affordable, lightweight and incredibly easy to implement, Connect is the ultimate DRT management tool.

Key Benefits

- Reduce booking & admin costs
- Improve passenger service levels
- Provide instant answers to transport queries
- Extend booking times to 24/7 – without staff increase
- Reduce no-shows & on the day cancellations



Connect: Passenger Self-Service - Any Device, Any Time



For Passengers

Passengers can securely book, confirm, edit and cancel their own bookings; and track their vehicle via a real-time map

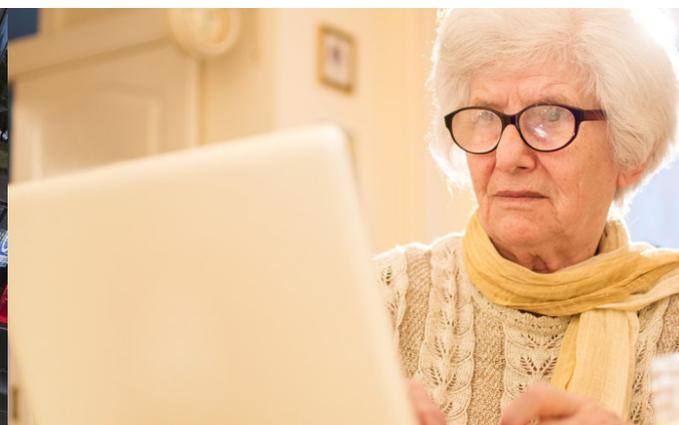
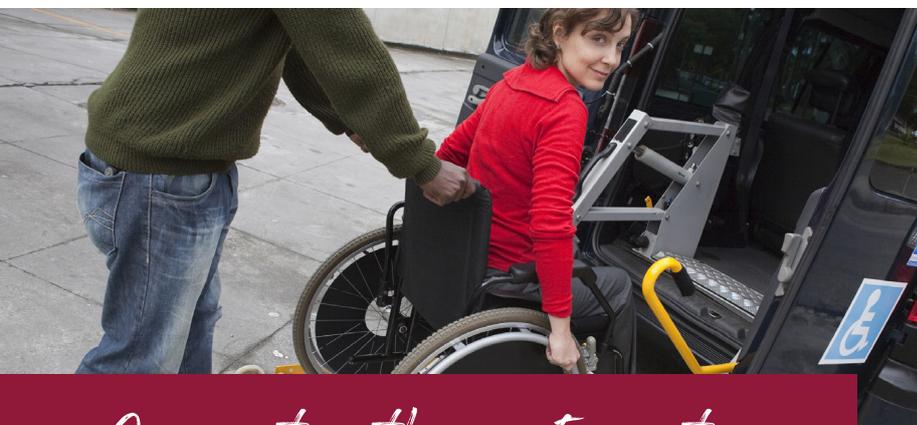
- Empowered to manage their own mobility
- Access on own terms: any device, any time
- Reduce requirement to call the office
- Slick, simple and modern user interface
- Automatic return bookings & one-touch pickup requests
- Track vehicle on map
- Manage upcoming/historic bookings & user profile



For Your Staff

Unshackled from administrative workload, staff can dedicate more time to personal customer attention. Rest assured that booking information is correct and all special transport needs are captured.

- Self-service reduces strain on staff
- Minimal training required
- Fast & simple implementation (minimal IT intervention)
- Settings protected during upgrades



Connect with our Experts