



# DEMAND RESPONSIVE TRANSPORT

Scheduling, Dispatch and Passenger Experience



Trapeze's suite of Demand Responsive Transport solutions provide passengers with a truly modern travel experience, while saving authorities time and money. Solutions cover all aspect of operations from self-service through to booking, scheduling, dispatch, driver communications and passenger notifications.

Thus armed, authorities can respond to the mobility needs of the local community while balancing costs and ensuring service quality.



## Key Benefits

### Improved customer experience:

- Book whenever/wherever; better on-time performance through accurate scheduling; accurate ETAs provided through real time calculations
- Dramatically reduce no shows and late cancellations

### Increase efficiency:

- Optimise vehicle usage to deliver more passengers per hour; reduce dwell times at pick-ups; respond to changes in real time, ensuring maximum efficiency
- Self-service reduces strain on office staff
- Incorporate DRT within wider mobility network

## DRT Solutions

### Novus DR

- Booking, scheduling and dispatch of DRT trips to ensure maximum operational efficiency

### DriverMate

- Driver messaging and interaction enable real-time re-scheduling in response to changes on the day

### Connect Booking Portal

- Self-service portal for account registration, trip booking and management, and vehicle tracking

### Ripple Notifications

- Automated trip reminders improve passenger experience, and minimise no-shows and late cancellations

## Features

- Modern passenger self-service: any time, any device, anywhere
- Automatic scheduling and real time dispatching
- Live passenger updates with vehicle tracking & SMS notifications
- Mapping and navigation guides drivers to pick up and drop off points
- GPS tracking and covert alarms ensure safety for drivers and passengers
- Cloud-based: secure web-based technology
- Simple to use: minimal training required



*Connect with our Experts*