

# MOBILITY EMPOWERS LIFE

## Streamlined solutions to meet evolving expectations.

Mobility is not just about transportation—it's the connection to freedom, the route to independence and the journey to a better life.

Whether connecting passengers to transportation for work, visiting friends, or medical treatment, IntelliRide helps passengers with ranging needs achieve a better quality of life. We bring together experience, an ardent team of industry leaders and innovative technology to deliver tailored services that drive productivity and maximize ridership.

- › Enhancing the passenger experience
- › Improving efficiency and consistency
- › Streamlining the entire trip process

Using our coordinated services approach, we support multiple public transit agencies including San Francisco, Oakland, Pittsburgh, Boston, Denver, Antelope Valley and more. And, we partner with Medicare and Medicaid agencies in Nebraska, Hawaii, Birmingham, New Orleans, and other U.S. cities.



IntelliRide offers a new approach to paratransit operations, using the brokerage model in its contracts with multiple public transit agencies. Whether the program is small or large, we provide a full suite of solutions that we customize and implement to fit clients' unique needs.

- › Eligibility determination
- › Network development and management
- › Driver credentialing
- › Customer service and complaints
- › Scheduling, dispatching and smart routing
- › Quality assurance
- › In-depth reporting with data analysis
- › Person-centered care

**IntelliRide**  
by  transdev

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by  transdev



**Paratransit Call Center  
& Brokerage Solutions**

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# Redefining the passenger experience.

For 40 years, we've taken on the mission to serve riders with ranging needs. And, using best practices collected from around the world, we've delivered on our pledge to provide a higher standard of service that embraces safety, care and sensitivity.

## PASSENGER EXPERIENCE

IntelliRide manages the entire rider journey—from the reservation call until they arrive safely at their destination.

### REAL-TIME INFORMATION

Riders can monitor their route in real-time using our mobile app and share it with family or friends.

### CONVENIENCE

Simplified trip planning with instant reservations by phone, online, mobile app or Alexa. Riders can manage their trips at any time, from anywhere.

### WORLD CLASS TRAINING

Drivers must complete rigorous driver training such as CTAA's PASS, and annual customer care and safety courses developed by Transdev.

## INNOVATIVE TECHNOLOGY

Our modernized trip process includes flexible and responsive technology solutions that make the experience better.

### DYNAMIC ROUTING

Our system routes trips to ensure drivers use the fastest, most economical route in relation to actual traffic conditions.

### DIGITAL FARE

IntelliRide can deduct rider's fare from their electronic account during scheduling instead of collecting cash on-board.

### SAFETY

To create safer experiences, we use in-vehicle technology to remotely monitor vehicles, including their speed, route, and location in real-time.

## MEASURING OUR PERFORMANCE

Feedback inspires change. We encourage feedback for every trip and every call to improve our service.

### CLIENT UNDERSTANDING

Meeting our clients' objectives is one of our primary goals. We formally invite agencies to tell us how we're doing every year and have ongoing progress meetings all year.

### COMPLAINTS

We take complaints seriously. We train our staff to record all dissatisfactions and to provide a timely resolution and use technology to investigate and learn from them.

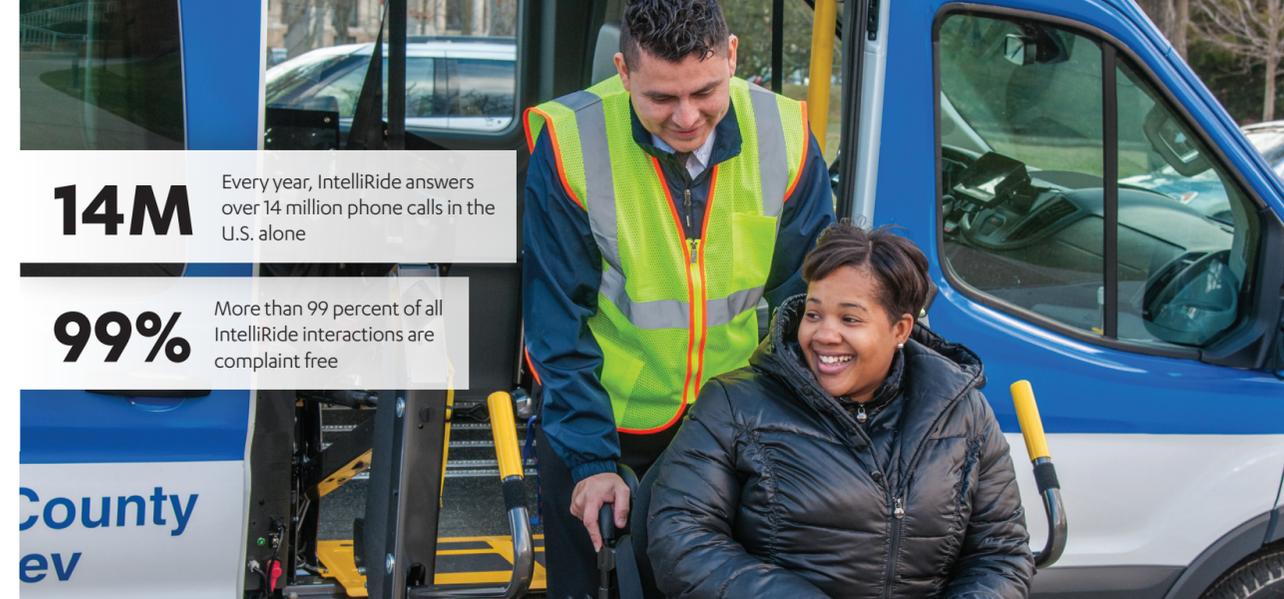


## DETROIT

In 2016, IntelliRide became the broker of service for Detroit's paratransit program. Within the first weeks of successfully implementing a new call center with advanced technology for automated scheduling, dispatching and routing, Detroit MetroLift saw significant changes, including a 23 percent improvement in on-time performance and a 92 percent decrease in complaints.

**93%** 93% average on time performance rate for all IntelliRide programs

**GPS** 80% of all trips performed with GPS enabled in-vehicle tablets



**14M** Every year, IntelliRide answers over 14 million phone calls in the U.S. alone

**99%** More than 99 percent of all IntelliRide interactions are complaint free

# From call to ride, we make getting there seamless.

With transportation coordination centers located from coast to coast, IntelliRide manages over 14 million phone calls and coordinates millions of trips each year.

## CALL CENTERS

With lean operational staff, we take calls for general information and reservations, negotiate trip pick-up and delivery times, schedule and dispatch multi-load trips using advanced transportation software systems, transmit manifests to providers, bill the appropriate funding agencies, analyze data and reporting, and any other service related functions our clients' needs.

## TRIP MANAGEMENT

Drawing on our strong foundation in transit, we shape the passenger experience.

- › Scheduling software drives trips to the highest performing, most cost-effective service providers
- › Efficiently route grouped trips to limit time on board
- › Appointment reminders and tools to simplify trip management
- › Focus on on-time performance for prompt passenger arrivals
- › Use studies and feedback from agencies and passengers to anticipate program challenges and proactively develop solutions



## PITTSBURGH

Since 1979, we've worked with multiple sponsors to deliver one of the largest coordinated systems in the country—the ACCESS of Allegheny County ADA paratransit program. Staff at our center in Pittsburgh successfully support 5,000 weekday trips, 800 daily customer service calls, and a portion of the program's day-to-day operations.