

TRIPLINE

DEMAND RESPONSE TRAVELER INFORMATION

TripLine automates transit call centers by providing paratransit riders with access to automated ride information, allowing them to confirm and cancel existing trips and book new trips.

BENEFITS

Cost Savings

Call center capacity increases without adding staff. Agents can focus on complex inquiries. TripLine reduces the overall cost per call.

Better Customer Service

Riders have convenient 24/7 access to transit information. Busy signals and hold times are reduced or eliminated.

Easy to Install and Maintain

TripLine integrates seamlessly with your scheduling and operating environment.

Scalable

TripLine can scale to handle any call volume.

Configurable

Change bulletins, surveys, or agent settings at any time.



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TRILINE

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STANDARD FEATURES

Confirm/Cancel

Riders retrieve the time, date, origin, and destination of previously scheduled trips without speaking to an agent. Riders can cancel trips according to your policies.

Bulletins

Announce special events, emergency information, delays, and detours to riders. Bulletins can be generic or specific to the client, trip, or time.

Surveys

Configure surveys to poll your riders and receive detailed feedback on the results.

System Reports

View or print detailed TripLine usage statistics.

Control Center

The Control Center is a sophisticated administrative tool for configuring TripLine without system downtime.

OPTIONAL FEATURES

Booking

Riders book trips without speaking with an agent. Riders can select trip locations from previous trips, pre-registered locations, landmarks, maps, or addresses.

Dial-Out

Provides automated trip reminders, renewal notices, and other messages to riders.

AVL/MDT Integration

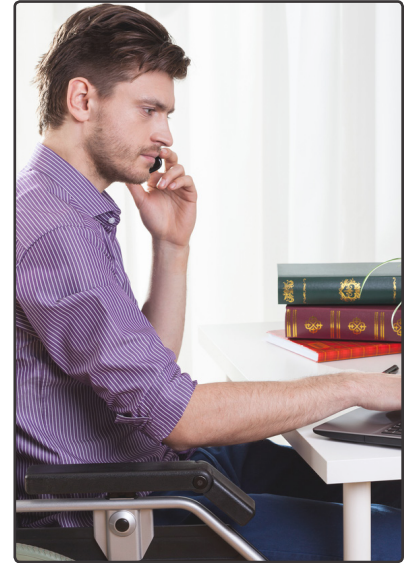
Provides riders with real-time notices of delays, and vehicle location.

SMS (Text Messaging) & Email

TripLine SMS/Email provides two additional methods for rider's to access their trip information and receive notifications from your agency. Riders opt-in, or subscribe using your agency's unique shared short code to receive notifications right to their smart phone, tablet and/or computer.

ABOUT ENGHOUSE TRANSPORTATION

With over 35 years experience, Enghouse Transportation is committed to developing and delivering solutions for public and private transportation industries through innovative computerized applications and consulting support. Our enterprise solutions for scheduling, dispatching, workforce management, operations and customer media have evolved from our unmatched industry expertise.



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