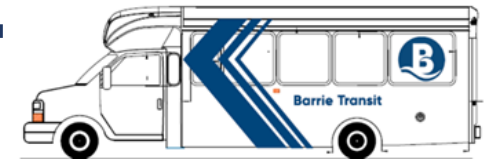




SPECIALIZED TRANSIT



PASSENGER PORTAL

MYRIDE
BARRIE

Presented By: Julie MacDonald (Transit Coordinator)
& Jason Zimmerman (Supervisor Transit Operations & Infrastructure)
Date: June 9, 2022



Trapeze PASS scheduling software.

IVR Interactive
Voice
Response



Call answered
by IVR system



The IVR system offers clients an automated telephone self-serve service to confirm and/or cancel their upcoming trips and an automated telephone notification service for upcoming trips.

PASS PASSENGER PORTAL



To further enhance our Specialized Transit client experience, the city in collaboration with its contracted service provider has proposed the addition of a **Passenger Portal**.

The Passenger Portal is an online browser which allows clients to use a desktop, tablet or mobile phone to manage their trips:

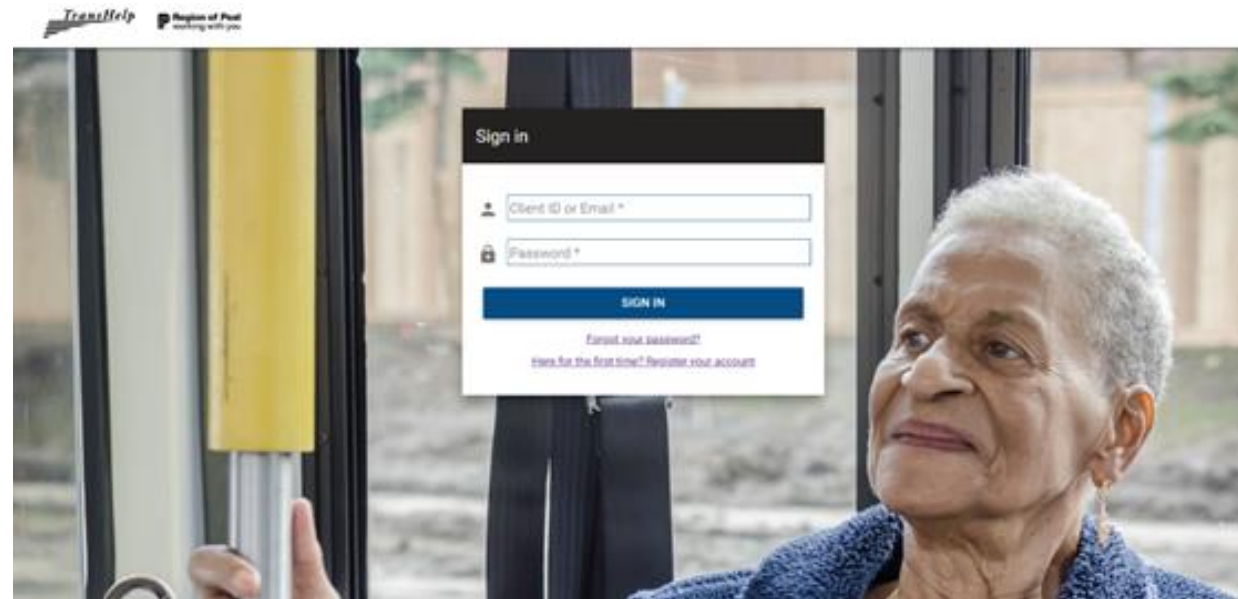
Login to the portal

Manage Trips

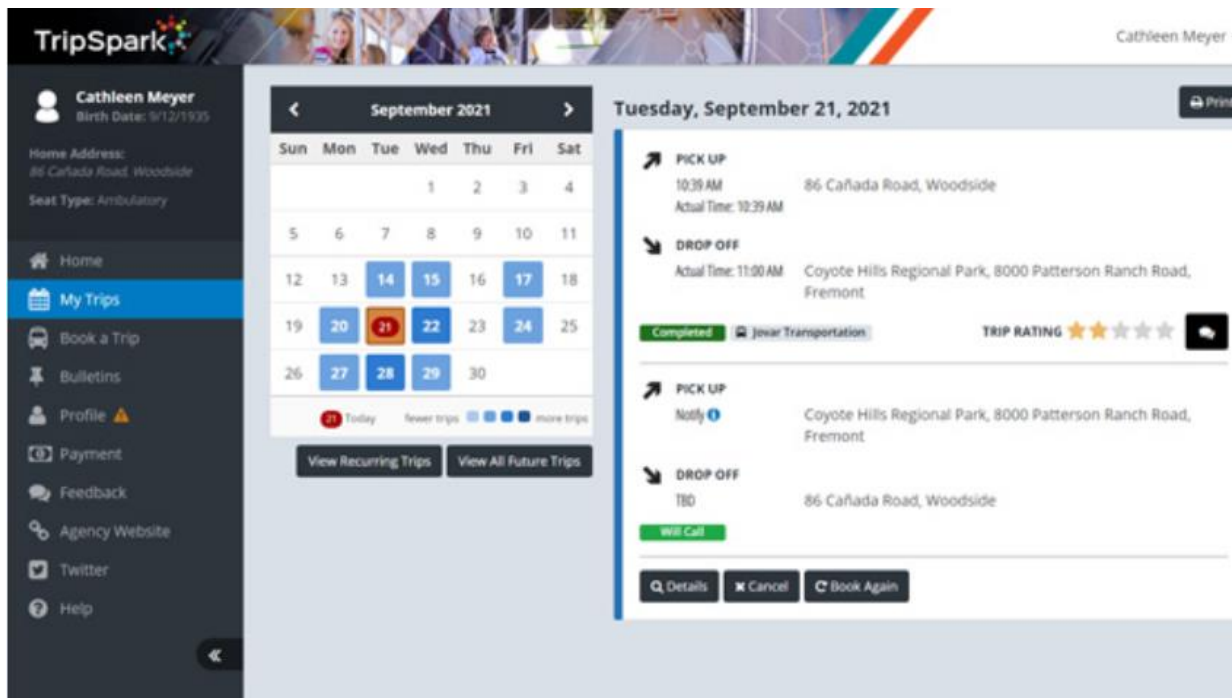
Book Trips

See Real Time information

And more...



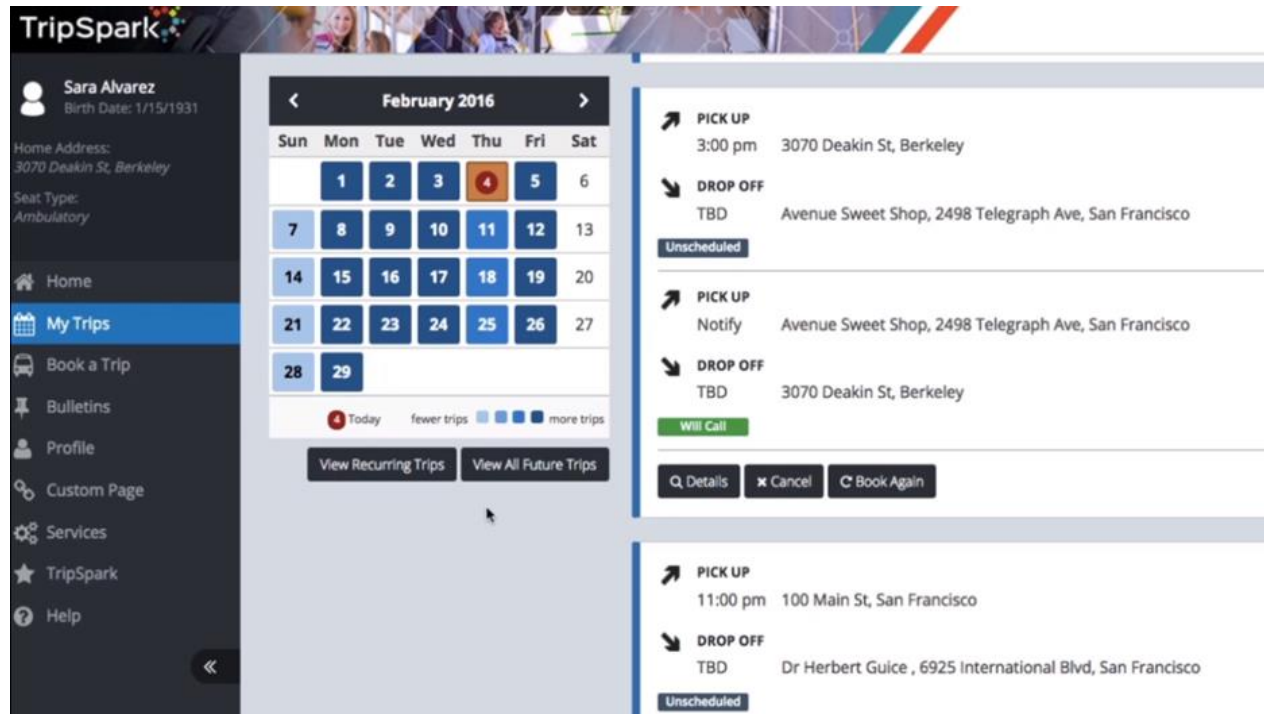
PASSENGER PORTAL



From any web-enabled device, clients can:

- Book, confirm and cancel trips
- Review or edit their personal profiles
- View all upcoming and previously booked trips
- View trips visually on a map

PASS PORTAL MENU



Here is a quick overview of the Passenger Portal

First, it is important to note that the Passenger Portal will be customized with our colours and logos.

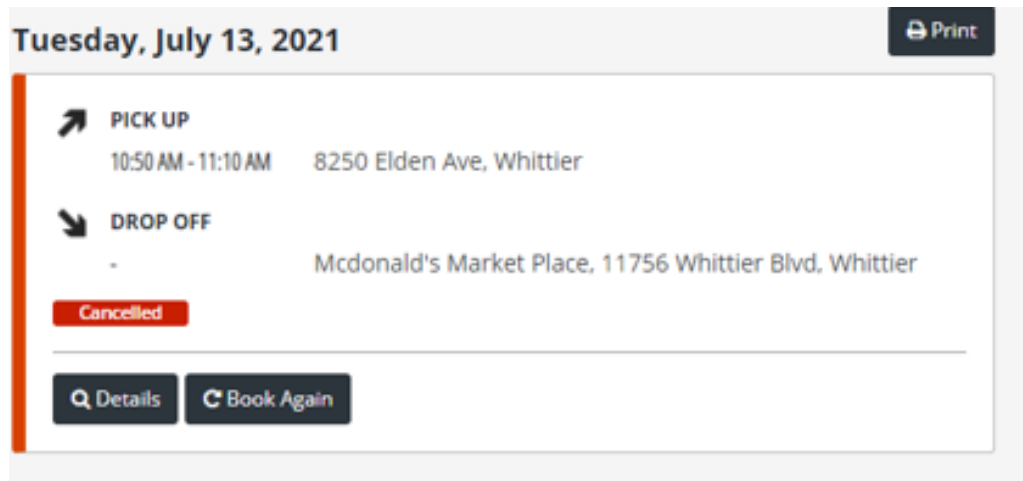
Once logged into the Passenger Portal clients can choose an action from the menu.



ON THE MAP

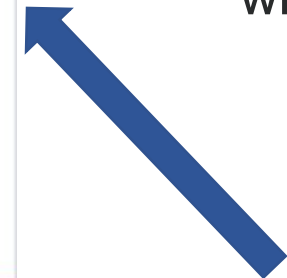
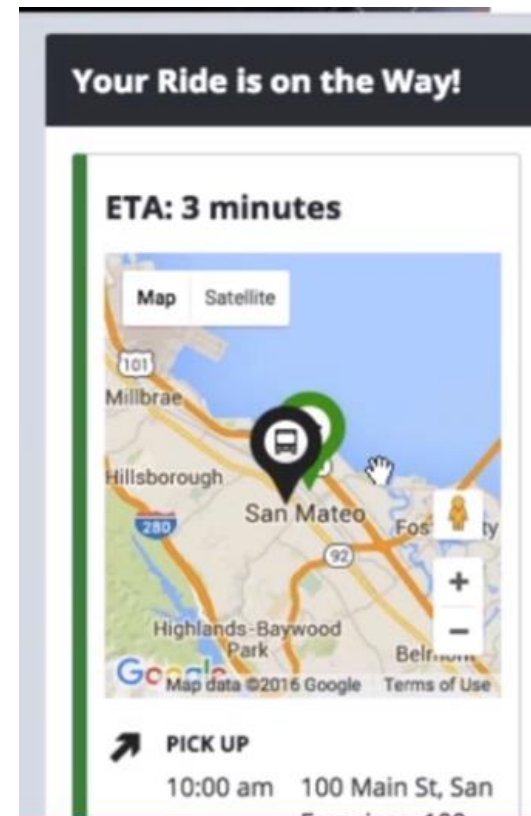


1



On the day of their trip, by clicking on the Details button

2



Clients will have access to a map displaying the location of their bus.

Clients will see where their vehicle is on a map and have precise estimates of when it will arrive.





Ultimately, by involving our clients with their trip booking process they are getting better service and a highly personalized experience, which can result in major benefits:

- Fewer no shows and driver wait times
- Improved customer satisfaction by reducing on hold queue times
- Online Passenger Portal available: 24 hours a day, 7 days a week

Trip bookings may still be reserved by telephone up to one week in advance.

Booking changes, confirmations and cancellations will still be available through a Booking Agent



THANK YOU