



Trapeze is At Your Service with Paratransit Health Checks

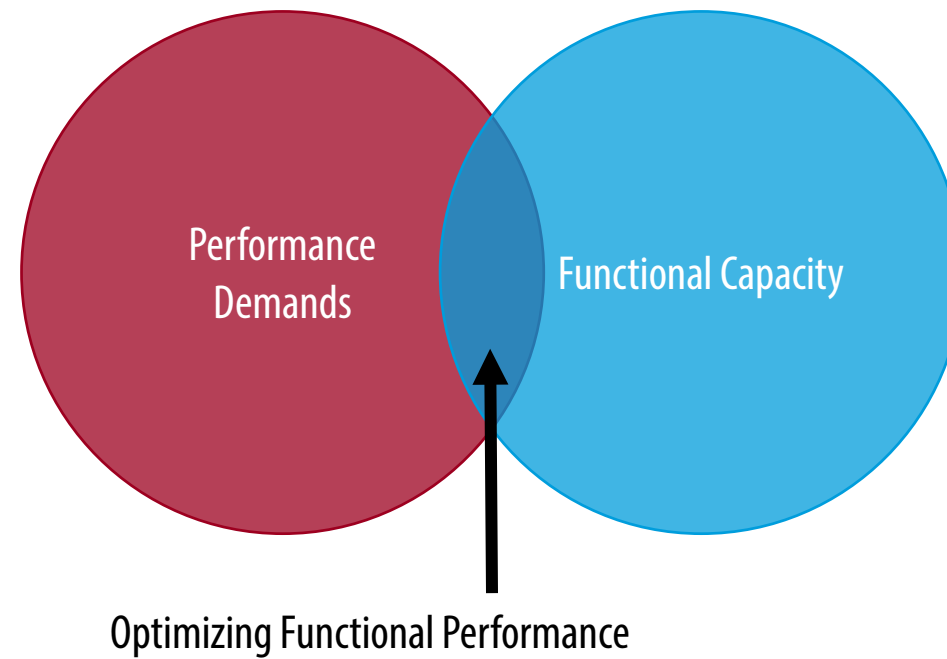
September 9, 2015

Agenda

1. Doing More with Less
2. Focus on Technology
3. Nurturing Your Assets
4. Business Improvement Services
5. Application Expansion and Training
6. Next Steps
7. Questions!

Doing More with Less

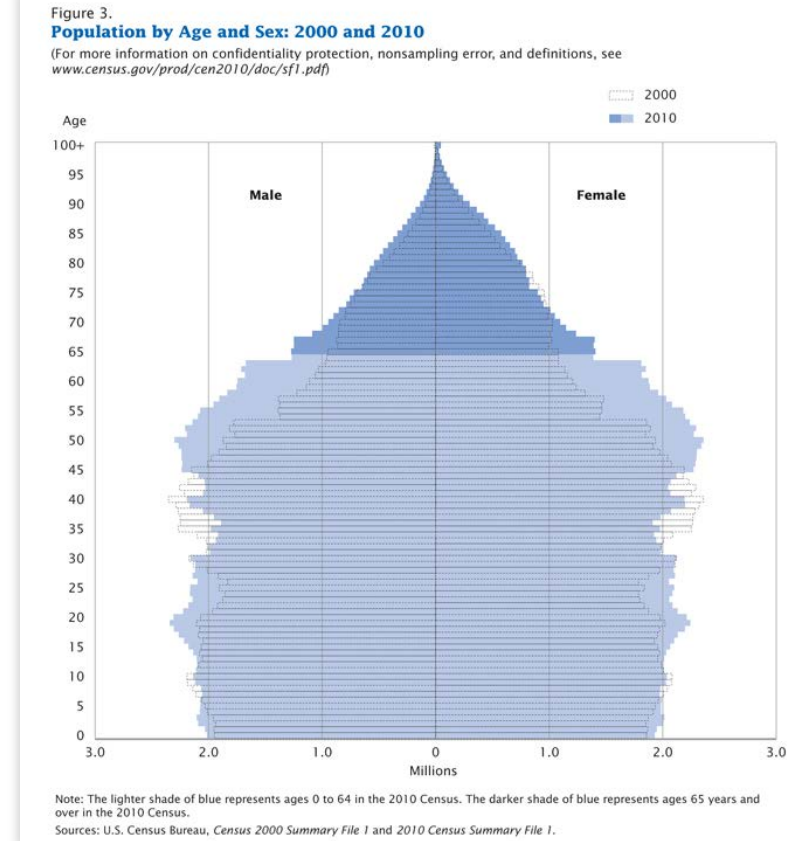
- Managing increasing demand with increasing capacity
- Finding the sweet spot ...



Doing More with Less

Demand for Service

- People are living longer than ever before
- They're not "healthy"
- They're demanding
- Desire to keep people at home

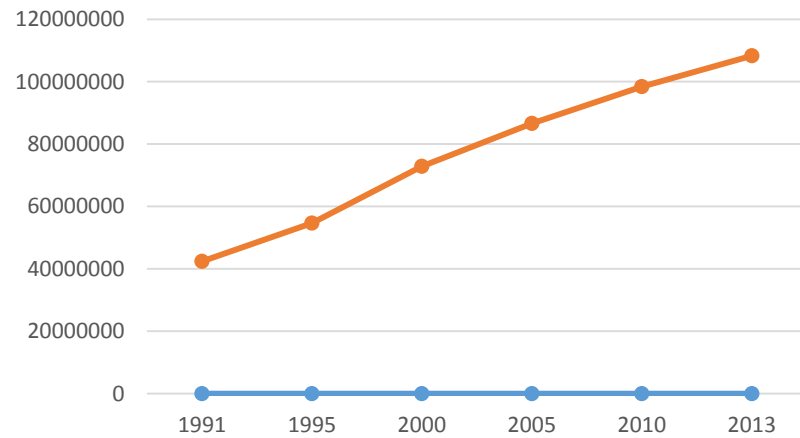


Doing More with Less

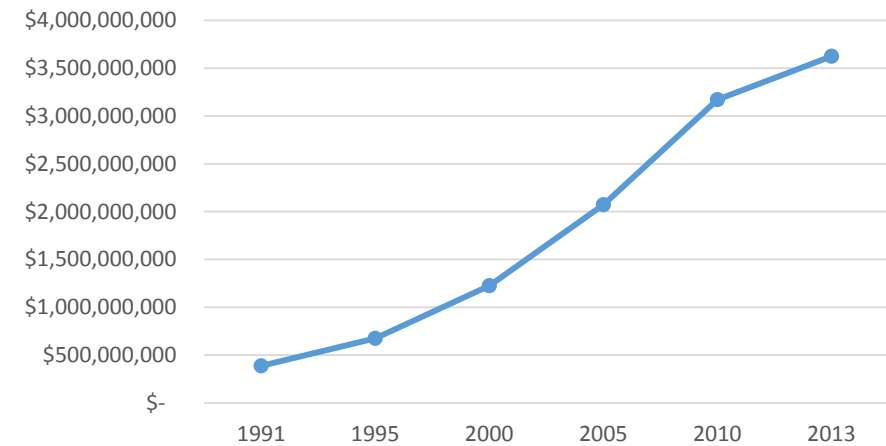
The Impact

- More Trips ~ 10% annually
- Evolution of the ADA
- \$9.15 vs. \$33.45 per trip

Paratransit Trips 1991-2013



Paratransit Operating Expenses 1991 - 2013



Doing More with Less

Limited Operational Funding

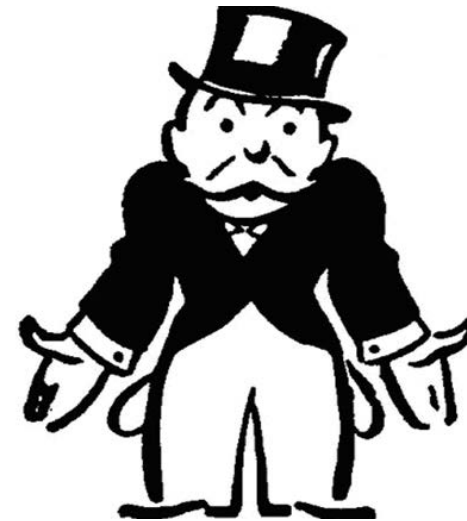
- Public funds are often limited
- State funding for public transportation decreased by
- Eligibility criteria changes
- Fierce competition for existing funds

Reduction of Service

- Strict interpretation of ADA and comparable services

Increase Efficiencies

- Reliance on technology to automate tasks



Focus on Technology

Product Based Solutions

- Freedom for passengers
- Reminders & arrival notifications
- Where's my ride?
- Automated fare collection
- Predictive alerts and customized dashboards
- Leveraging fixed route solutions



Focus on Technology

Human Asset Solutions

Education and Training

- Drive product knowledge
- Eliminate weak product utilization

Policy Creation and Enforcement

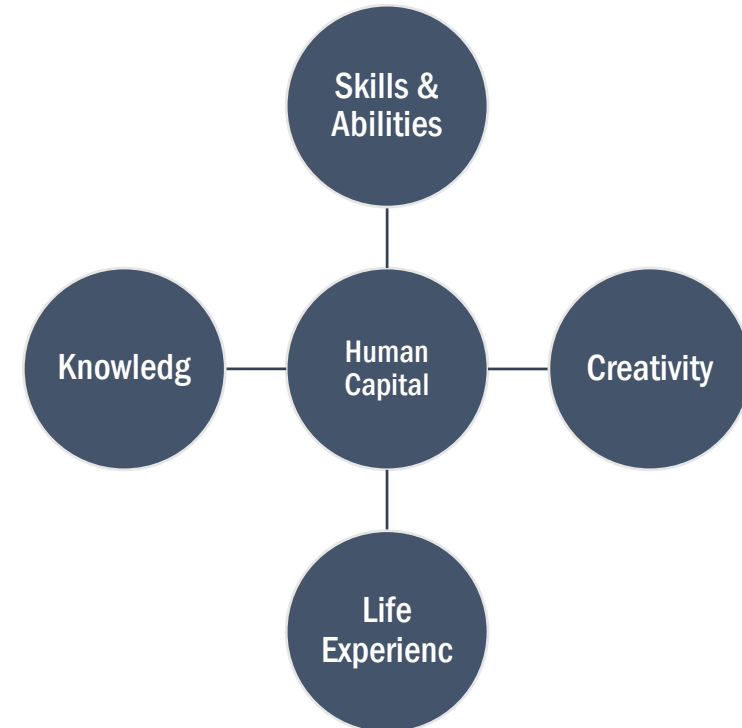
- Limit ADA obligations to those legally required

Operational goals and Objectives

- Streamline work processes

Best Practises

- What are other agencies doing?



A close-up photograph of a white container filled with dark, rich soil. Several small, young green seedlings with two leaves each are sprouting from the soil. The background is bright and out of focus, suggesting a window or light source. A semi-transparent dark grey rectangular box is centered over the middle of the image, containing the title text.

Nurturing Your Assets Peanut Story

Business Improvement Services

Financial Management

- Are you productive in monitoring revenue hours to driver pay hours?
- What is the variance between your scheduled and actual productivity?
- When was the last demand analysis conducted?
- What questions can be asked by executive or board-level staff or during an audit?

Engage the business improvement staff at Trapeze to help you get out in front of your financial obligations

Implementing Comparable Service Standards

Developing innovative ways of applying fixed route standards to complimentary ADA paratransit service is key to managing the ever increasing cost associated with demand response transportation.

Let our consultants show you where service standards are exceeded and how you can proactively implement changes.

Business Improvement Services

Fleet Utilization and Optimization

- Does your organization have the right type of vehicles to meet demand?
- Couple you improve your business by changing your fleet or strategically repositioning vehicles?
- Is your garage optimally located?

Work with our business improvement specialists to find if your next vehicle purchase makes operational sense.

Improving Service Delivery

Identifying organizational roles and improving the synergy between departments often results in improved service delivery and cost savings.

Our consultants have the experience to improve your operations.

Business Improvement Services

Use of Service Subcontractors and Taxi Cabs

- If you provide your service with “in-house” staff, does it make sense for you to outsource some or all of your service?
- What about back-office operations like reservations, scheduling and dispatching?

Partner with Trapeze business improvement specialists to explore your options and to develop a business case for each.

Application Expansion and Training

Application Utilization Analysis

Your Products are valuable assets.

Product enhancements, yet unknown to many users, could improve your business flow and operational efficiency.

Allow our experienced application experts to help you get the most from your investment and improve your business.

Training Services

At many organizations, end-users have not been trained by Trapeze staff. As a result, current staff often have multiple degrees of separation from the original training.

Providing regular retraining for all staff is an investment in your most valuable assets – your staff and your software.

Trapeze offers training for managers as well. Consider hosting regionalized training to help share the cost.

Application Expansion and Training

Scheduling Parameter Analysis

If you haven't kept up with the software changes, you probably aren't making the best use of your investment.

Trapeze continually reinvests in improving the scheduling algorithm and abilities of their products. Let our experts work with you to improve the value of your investment.

Implementation of Street Routing

Implementing street routing will improve the accuracy of your scheduling and delivery of service. It will also calculate more realistic mileage which can improve the accuracy of Federal and State reporting.

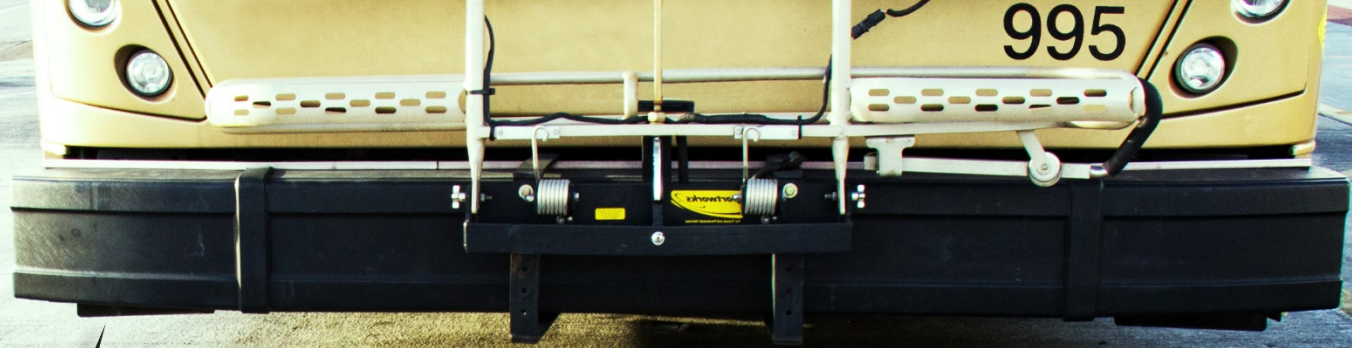
For customers using mobile data computers, leverage your AVL information to better analyze rate of travel by day of week, time of day and street segment.

Application Expansion and Training

Implementation of Multi-Modal Scheduling

Making the best use of all transportation options including rail, fixed route and demand response is how smart transit

For customers who use fixed route and demand response products from Trapeze, using various modes of transportation can result in significant cost savings.



Thank You!