

# TRANSVIEW

## PARATRANSIT SCHEDULING & DISPATCH

TransView is a comprehensive real-time scheduling and dispatch system for the paratransit, demand response, and brokerage industries. By combining a user-friendly reservation interface, best-of-breed scheduling algorithms and robust dispatching capabilities, TransView adds the highest level of operational efficiencies to any demand response business.

### **BENEFITS**

#### **Real-time Booking**

A simple and powerful user interface allows agents to complete a reservation in under one minute, resulting in shorter wait times for customers on hold and more trips booked per hour for your agency.

#### **Reduced Cost Per Trip**

Sophisticated batch and insertion scheduling creates the most efficient schedule based on your operational policies, business rules, geographic characteristics, fleet capabilities, and driver qualifications. You receive “drivable” schedules that are accurate, and deliver optimum customer service.

#### **Accurate and Streamlined Billing**

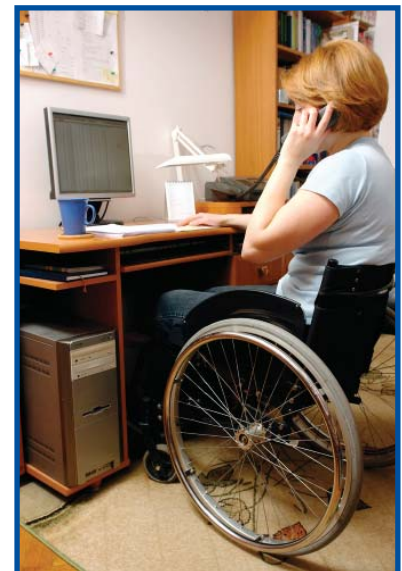
TransView improves the accuracy of your billing by automatically generating billing codes. It saves you time by calculating billing amounts, and creating invoices for funding agencies and statements for service providers.

#### **More Efficient Use of Staff Time**

Automated booking and dispatch result in fewer errors and reduced staff time, leaving more time for supervision and planning.

#### **Enhanced Planning Information**

TransView provides extensive details on passengers, trips, vehicles and drivers – all of which are critical in evaluating your market, service level and staff.



### **ABOUT ENGHOUSE TRANSPORTATION**

With over 25 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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### STANDARD FEATURES

#### Passenger Registration

Complete end-to-end registration records are kept on each passenger registered to ride the system. TransView is your centralized client database, as it stores all the information pertinent to your operations, including addresses, phone numbers, mobility aids, eligibility, and passenger history.

#### Scheduling

TransView provides the flexibility of three types of scheduling functions: trip insertion, batch scheduling, and manual assignments. When coupled with street routing, this powerful combination is the key to running your business with optimal schedules.

#### GIS Mapping

TransView uses integrated industry standard ESRI mapping engines to visually display trip origins and destinations, specified locations, real-time vehicle location, and street-routing information.

#### Dispatch

The integrated dispatch console is easy to use and ensures that your schedules are put into production smoothly, while optimizing the day's work on the fly.

#### Comprehensive Reporting

TransView enhances decision making by allowing you to easily generate detailed metrics on passenger data and operations, using either standard reports or the tools to build your own.

### OPTIONAL FEATURES

#### Interactive Voice Response (IVR) & Internet Integration

The HandyLine IVR and Internet options enhance customer service by allowing passengers to book, confirm, or cancel their trips at their convenience, 24/7. Automated trip reminders may be set up to remind customers of upcoming rides or to provide real-time status of pick-ups.

#### Mobile Communication System

TransView provides real-time vehicle monitoring through the integrated CAD/AVL system that connects with your 3rd-party mobile technologies.

#### Customer Feedback Module

The integrated Feedback module tracks customer comments, complaints and commendations about service levels, drivers and vehicles.



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