As transit organizations struggle to do more with less, coordinating resources is essential. New Federal initiatives, such as United We Ride, have recommended that human service transportation be more cost-effective, accountable and more responsive to customer service. By using intelligent transportation solutions, transit agencies are able to coordinate with other agencies throughout the state or region to help achieve maximum cost efficiencies and better customer service.

Trapeze offers technology solutions to address the challenges of a coordinated system. Powerful, easy-to-use, tools integrate with other agencies routing and scheduling, mobile technologies, advanced traveler information and billing systems to provide a tightly integrated end-to-end solution.

**Multi-Modal Coordination**

**Coordinate Demand Response Routing and Scheduling**
- Efficiently and cost-effectively coordinate service between different demand response providers and modes of service
- Trips are automatically brokered to transportation providers in the most cost efficient manner
- Specify provider parameters to ensure all trips are scheduled according to specific requirements of individual service providers and funding sources
- Dispatchers can monitor all events and schedule changes and reassign drivers and vehicles where needed

**Coordinate with Mobile Technology**
- Make real-time coordination possible with automatic vehicle location and mobile computers
- Provide Homeland Security with public safety alerts and emergency alarms from vehicles

**Coordinate Advanced Traveler Information Systems**
- Tightly link advanced traveler information systems to enable state-wide or regional mobility for passengers; multiple modes, multiple transfers and multiple agencies
- Provide quality customer service using a coordinated call center, Web sites, interactive voice response (IVR) systems, wireless devices and more

**Coordinate Billing and Cost Sharing**
- Share billing and costs with shared databases and access to real-time information such as shared vehicle and driver usage and rider specific information

**Coordination Planning**
- Let Trapeze help you plan your coordination efforts with solutions for an integrated reservation call center or solutions for individual agencies...and much more!
Statewide Coordination
Kansas Department of Transportation
The Kansas Department of Transportation (KDOT) installed a statewide technology infrastructure to enable transit agencies to share knowledge, information and resources. Trapeze PASS was implemented as the centralized paratransit scheduling and dispatching system with automated vehicle tracking and mobile data functionality. With PASS and the PASS-MON interface, KDOT is able to manage routing and scheduling in real-time with dispatchers monitoring events and schedule changes reassigning drivers and vehicles as needed to provide better customer service and maximize cost efficiencies.

Regional Coordination
King County Metro Transit - Seattle, WA
King County Metro Transit implemented a Trapeze INFO advanced traveler information system with neighboring Pierce, Snohomish and Kitsap counties. Call center agents use the desktop system to plan itineraries for 600,000 calls per year which involve multiple providers, multiple transfers, and multiple modes of transport. The public can also access the system online through the King County website which provides over 2.7 million itineraries each year. With this regional solution, each individual agency maintains and operates its own call center and trip planning software, and shares data with the regional partners through an automated process.

A B O U T  T R A P E Z E  G R O U P
Trapeze Group delivers solutions that consider the full 360 degrees of passenger transportation. Whether addressing the needs of a single department, an entire organization, or the community, Trapeze provides some of the most advanced software, intelligent transportation systems (ITS) and mobile technologies in the industry. Hundreds of government and commercial organizations across North America, Europe and Asia Pacific have turned to Trapeze to help realize efficiencies, enhance the quality and scope of their services, and safely transport more people with less cost.

C O N T A C T  I N F O

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<tr>
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<th>Phone</th>
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<tbody>
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<td>(480) 627 8400</td>
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<tr>
<td>Canada</td>
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<tr>
<td>United Kingdom</td>
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