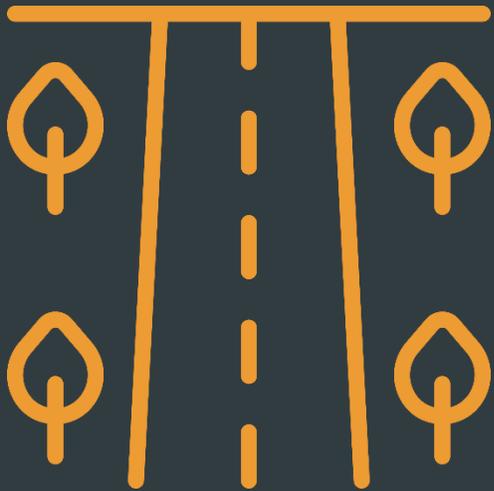


Joining the dots on inclusivity and accessibility



FlexDanmark

Core Concept



National, co-ordinated demand responsive transportation.

Orchestrates the optimal and cheapest combination of trips.

- 4,000+ vehicles owned by approx. 500 operators.

Business background



6 million trips a year are monitored 24/7 from 5 different locations, providing national coverage.



Primarily financed through taxes, but some transport products include subsidised payments.

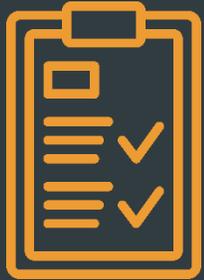


Statutory authority from laws covering transport authorities, schools, health care, disabilities and other public services.



Vital for the national infrastructure, supporting schools, hospitals and other public services.

Core Tasks



Consists of both “closed” transport, which requires pre-evaluation – as well as “open” transport, which all citizens are eligible to use.

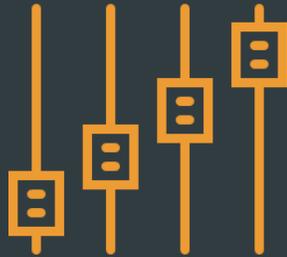


Uses continuous dynamic scheduling, in which times can vary within agreed limits, but is combined with fixed-schedule transport when possible.

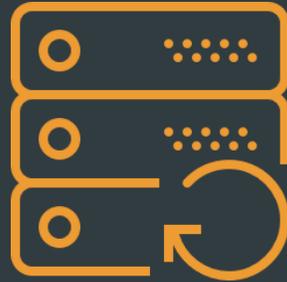


Acts as an alternative to, or in combination with, the traditional public transport offers – especially in low-density populated areas.

Co-ordination



A number of parameters can be individually adjusted per authority, i.e. service levels, coordination parameters and time-related intervals.



All trips are planned in a "pool", which gets continually optimized, whereby the total cost of transport is continually minimised.



Trips are recieved, coordinated, dispatched and accounted by a shared system, operated by FlexDanmark, whereby economies of scale are leveraged and critical knowledge is maintained.

Isle of Man



TRANSPORT

Isle of Man Transportation

- Background

- IoMT is a division of the Department of Infrastructure.
- Remit covers bus (fixed and DR), train & tram .
- 60 DR and 60 fixed route vehicles.

- The problem

- Rising costs, declining ridership, shrinking network.
- Desire to maintain social inclusion as a policy and to retain service levels as far as possible.
- Through a review of Special Educational Needs, the team was able to better understand passenger demand, identifying vehicles running under capacity during quieter periods of the day.

The solution

- connectPORTS was launched for passengers who require travel to the UK mainland for hospital appointments
 - Previously, taxi was often the only option.
 - Fares priced between normal buses and taxi.
- connectVILLAGES is a DRT service serving the north
 - In conjunction with the withdrawal of some poorly used off-peak scheduled services.
 - Overall increase the availability of services.
 - 19 per cent increase in passenger numbers across the whole of the north of the island.
 - Significantly reduced the cost of delivering services (DRT @ 25mpg versus DD @ 8mpg).

lyft

Trends in DRT

- **Costs have been steadily increasing**
 - When the Americans with Disabilities (ADA) Act came into effect in 1990, paratransit trips cost about \$15.
 - Today, that's increased to as much as \$45-70 per trip while paratransit funding has been decreasing.
 - On average, paratransit service eats up about 8-10% of transit agencies' operating budgets while only providing about 2-3% of their overall ridership.
- **Inefficient use of fleet**
 - Door-to-door guarantee means vehicles and drivers are often out of position.

The solution

- Integration of Lyft allows booking agents to outsource trips that would lead to scheduling inefficiencies
 - Agent identifies trips that will be off-loaded.
 - Passengers need to opt-in to this service (data protection).
 - Lyft real time vehicle info is integrated back into the DRT solution.
 - Lyft invoice DRT provider who manages cost apportionment and customer payments.
- Integration of Google journey planner
 - For some passengers, a fixed route option might be appropriate and also more cost effective and convenient.

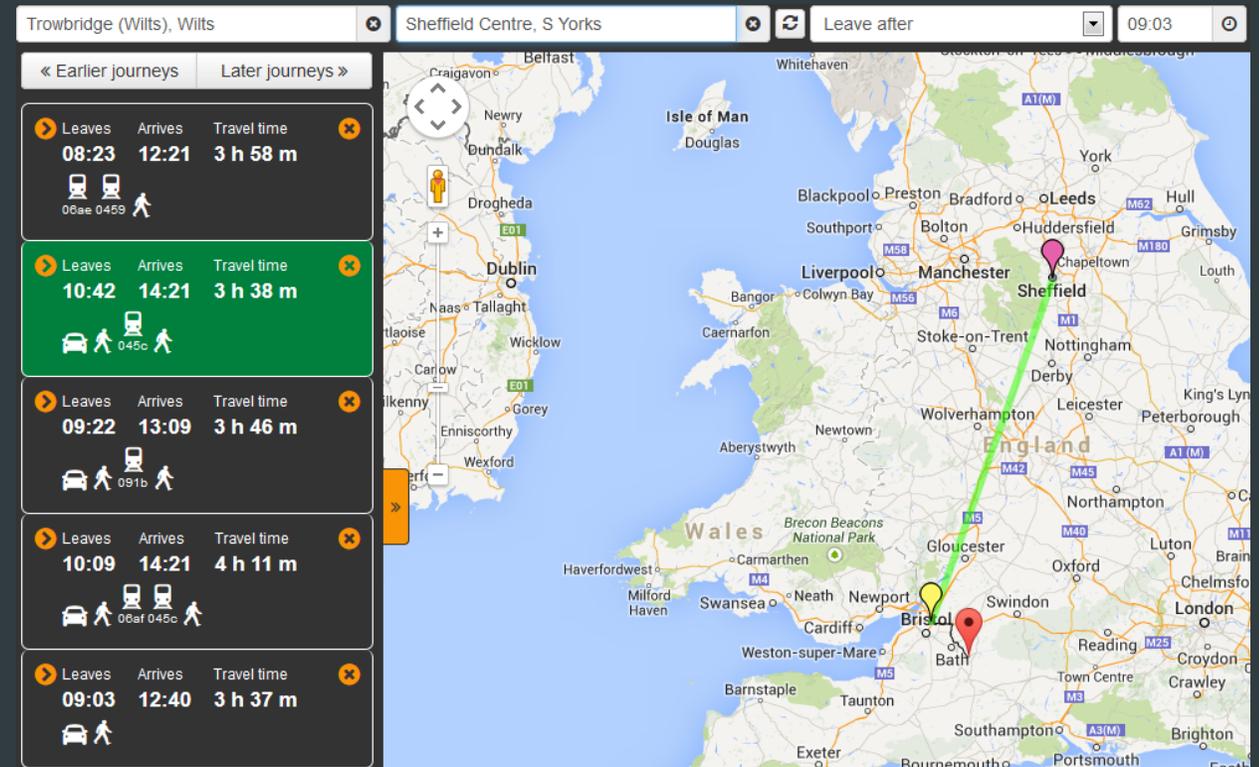
What do these have in common ?

- **Public Sector**
 - Policy & regulation.
 - Funding.
 - Active role in delivering a solution.

- **Private Sector**
 - Domain knowledge, IPR.
 - System integration built on data.
 - Performance, outcome based SLAs.

Let's not forget the passenger

- Car is part of the narrative, though often treated as an “either / or” option.
- Which passengers are we thinking about ?
 - Regular commuters vs habitual car drivers vs tourists/visitors.



Barriers

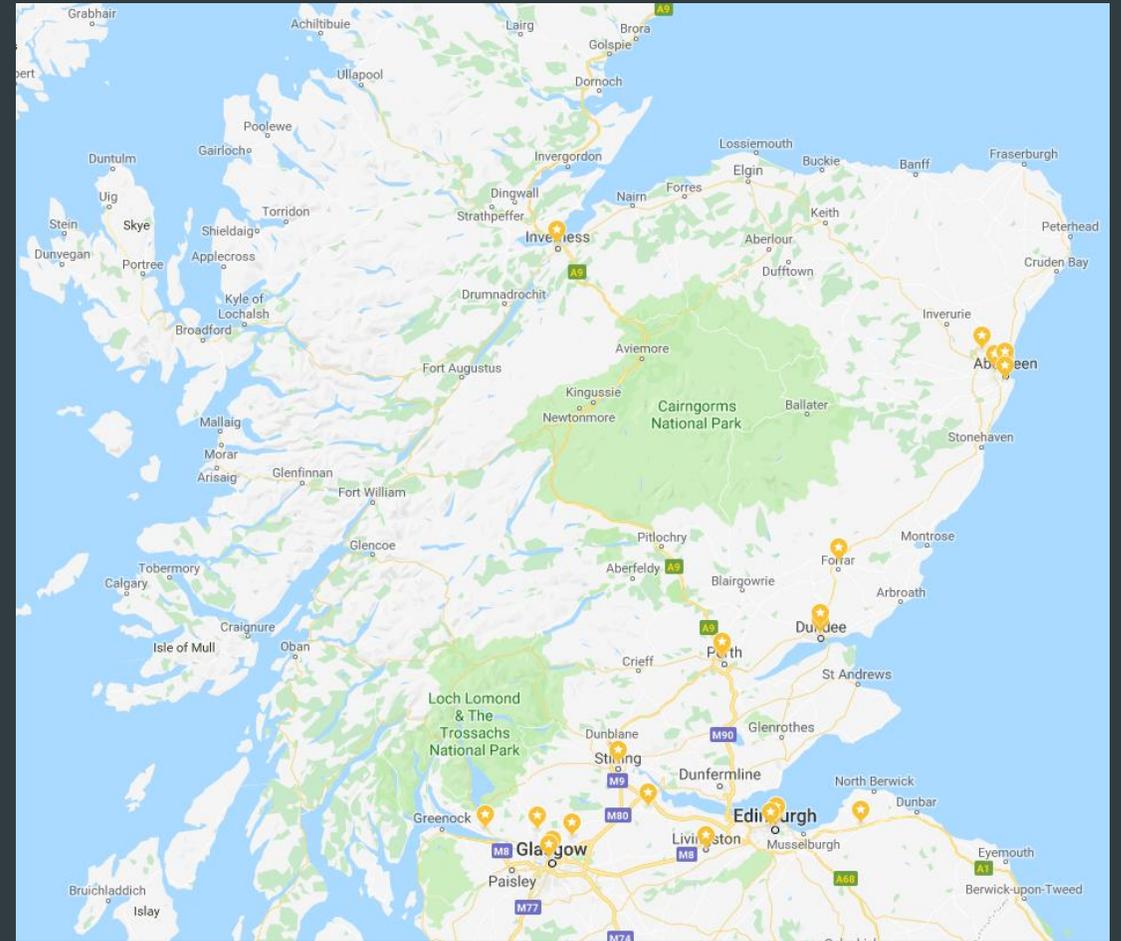
- Transport modes still exist as separate silos.
- Data exchange between modes is poor.
- Fixed route transport is largely anonymous.
- Single user account (CRM, payment).
- Scale (diversity rather than volume).

Overcoming the barriers

- Data integration
 - Modes
 - User registration, journey planning, payment
- User data
 - One view of the customer
 - Journey preferences, payment, entitlements
- Scale
 - Consistent APIs to integrate supplier solutions

Trapeze in Scotland

- 2x RTPI
- 3x Passenger Info
- 3x OpCo scheduling
- 3x DRT
- 6x Taxi
- 17x LA fixed route back office



TRAPEZE AROUND THE WORLD

Trapeze is helping customers to innovate in ways that are transforming the world around us.

Global Customer Highlights



◀ Trapeze Featured on the BBC's 'Disruptor' Series.

Thank You Questions ?

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