



Trapeze Update

Accessible Transit Advisory Committee
October 24, 2023



- Outbound Notifications – texts and emails, to replace the existing underutilized phone IVR system. Staff initiating pilot in November 2023.
 - Trip Confirmation
 - Trip Cancellation
 - Imminent Arrival
 - No Show
- DriverMate - upgraded tablets for OC ACCESS subcontractor vehicles and Same Day Taxi vehicles, effective December 1, 2023
 - Enhance customer experience receiving ETAs via online booking and call center