



## PASSENGER COMMUNICATIONS



### FAMILY PORTAL FOR SCHOOLS' TRANSPORT

Across the UK and beyond, managing provision of schools' transport– and in particular the applications behind it– is costly and time-consuming, creating a heavy administrative burden for local authority staff and confusion for parents and guardians. Can technology offer a better way?

Imagine you could offer parents an online web portal tool through which they can manage their own data? Such a solution would reduce costly postal correspondence and telephone calls, enabling staff to focus their efforts on priority tasks, improving efficiency within the organisation as a whole.

Allow us to present Family Portal, which does all of the above, while seamlessly interfacing with Trapeze's scheduling tools and financial management systems, creating a rich, centralised repository of information and instantly eradicating the kind of 'Silo Working' that undermines efficiency.

- *"Is my child eligible for school transport?"*
- *"Has my child's application has been successful?"*
- *"Which bus service do they need, and from where?"*

### FAMILY PORTAL: Key Benefits

- Improves engagement with key stakeholders
- Reduce calls volumes
- Improves quality of data and information
- Streamline working processes and improve efficiency and productivity
- Reduces costs
- Ensures compliance with all legislation and regulation

### THE VIEW FOR PARENTS & GUARDIANS:

- Apply for school transport online, anywhere and at any time
- Receive status updates on progress of application
- No need to phone school transport office with enquiries
- Able to pay for transport, where necessary, online, via secure payment options
- Reduces time taken to complete the school transport application process

Do your staff hear these questions every day? If so, Family Portal was created for you.

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Family Portal v2.0



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## FAMILY PORTAL

### IMPROVE SCHEDULING EFFICIENCY

Family Portal integrates seamlessly with your existing transport and scheduling systems, providing holistic overview of routes and services, and highlighting and identifying opportunities for optimisation. The result is cheaper services, while maintaining passenger service levels.

### PAYMENT GATEWAY

Where required, parents can securely pay for school transport services via the portal from the comfort of their own home, reducing administrative workload and ensuring stakeholders are exactly where they want to be: in charge of their children's journeys.

### AUTOMATIC ONLINE ELIGIBILITY TESTING

Parents and guardians are able to create an account, register their details and complete the application process for their child's school transport all from the safety and comfort of their homes and at their convenience. The Family Portal solution provides instantaneous notifications as to whether an application has been successful – saving both local authorities and parents and guardians valuable time.

### AGILE SOFTWARE

The cohesive and agile software engineering underpinning Family Portal means bespoke variations can easily be accommodated. It can take into account variations between different local authorities and will adapt to any new legislation or regulation.

### KEY FEATURES

- Can be integrated with scheduling and financial management systems
- Interfaces with mobile bus pass and ticketing solutions, such as Trapeze's Mobile Bus Pass
- Takes into account all government legislation and regulation
- Flexible, agile and adaptable
- Optimises data management
- Uses latest online mapping tools
- Works across all internet-enabled platforms and devices

## TRAPEZE GROUP: **Here for the journey**

Trapeze Group supplies reliable, scalable and innovative solutions for the rail and road transport sector. Hundreds of private and public organisations in Europe, North America and Asia-Pacific have selected software solutions from the Trapeze Group in order to improve and broaden the efficiency, quality and scope of their transport solutions, thus enabling them to provide their customers with even more services in a more reliable and cost-effective manner.

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