



STAFF COMMUNICATIONS (DRT)

 SUPERVISORMATE FOR PASS & NOVUS DR

Traditional methods for connecting supervisors with drivers and transport offices – such as radio and mobile phone calls – can prove unreliable and inefficient, with the potential for costly miscommunication. Important messages can get lost in translation, or take too long to arrive. Staff's time therefore can be wasted, while service to passengers can also be impacted negatively.

Trapeze's SupervisorMate is an affordable and intuitive mobile solution for field supervisors and depot managers, which improves communication between their drivers and office staff, helping Local Authorities to improve the reliability of their services and increase passenger satisfaction.

SupervisorMate allows supervisors to track, in real-time, the location, status and activities of each vehicle in their fleet from their office – or when on the move – using handheld tablet computers or smartphones. What is more, the system can be configured by supervisors

themselves, which means users only see the information they need, which helps streamline communications. Users can also access driver manifests and can make real-time adjustments in the event of disruptions or delays.

Available for a variety of different, affordable 'smart' devices, the system gives Local Authorities flexibility and control over the type of hardware they use. The use of mobile technology also means SupervisorMate is quick, simple and cost-effective to implement.

SUPERVISORMATE: Key Benefits

- Improved route efficiency
- Reduce calls & emails to back office; utilise staff more efficiently
- Customisable checklists enhance user experience
- Better disruption management improves passenger service
- Improve on-time performance & service reliability

info.uk@trapezgroup.com | 08445 616 771

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SupervisorMate v2.0

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SUPERVISORMATE FOR PASS & NOVUS DR

Using an interactive map and colour-coded alert system for incidents, SupervisorMate enables users to react promptly to any urgent changes, sending messages or performing vehicle spot checks.

This avoids wasting staff time on non-priority tasks, and helps make sure alerts are handled seamlessly – ultimately improving service to passengers.

Flexible and easy to use, SupervisorMate improves the running of operations with fewer supervising personnel out on the road – saving local authorities money, and saving their supervisor's valuable time.

By ensuring reliable services, the solution also helps minimise the number of last minute or late cancellations for demand response transport services from passengers.

Real-time tracking

- Monitor all vehicles and track their locations and drivers
- Track vehicle disruption in real-time; respond instantly as required
- Identify routes not running to schedule and alert staff
- Review the status of driver manifests and review changes

Safety and security

- Improved communications enable drivers to focus on road conditions and service levels

System integration

- Compatible with all third party Mobile Data Terminals (MDTs)

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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