

Jaunt Trapeze and Operational Project



- In 2022 Texas A&M completed an operational analysis of Jaunt's DRT and ADA to help Jaunt further improve service efficiency and quality
- The analysis focused the use of Trapeze to provide optimal service efficiency as well best industry practices to improve upon service standards managing resources and trips

IMPLEMENTATION OF STUDY RECCOMENDATIONS

WORKING
TASK LIST

Immediate Tasks
Short Term Tasks
Long Term Tasks

Recommendations

- Issue Client ID's
- Create Script to help ensure consistent customer experience when calling Jaunt
- Reduce 14 day booking window to 7
- Establish a 30 minute pick up window on all trips.
+15/-15
- Re-start No Show and Late Cancellation Policy

**PASSENGER
PORTAL**

Trip Management

**COMING
SOON**



JOHN DOE

CLIENT ID: ###-####



DISPATCH Immediate Tasks

Recommendations

- Create REAL TIME VIEWS through using the Dispatch Manager screen
- Allows a quick glance for leadership when entering Dispatch area.
- Vehicle GPS

- RTV's (Real Time Views)

Trapeze4 Workstation - mmsmssql1/Jaunt - [Dispatch Manager]

File Edit View Map Task Dispatch Tools Window Bookmarks Help

Incidents [35] QId/New Events Notepad Messages

Run	InMsg	Viol	Cur Event	Time
29NCONPM1		✓	Out:S	16:00
29NCONPM2		✓	Out:S	16:45
BUCKNCONPM		✓	Out:S	16:15
LILACPM		✓	P:S	17:21
LOVCONPM		✓	Out:S	15:45
NIGHT2		✓	D:S	20:33
PEACH		✓	P:S	17:07
ROSEPM		✓	P:S	17:07
SAGEPM		✓	Out:S	16:00
SPARE3		✓	Out:S	24:00
T67		✓	POST INS	16:00
URB16			Out:S	18:00
URB8			Out:S	16:28

29NCONPM1						
#	Sched	Est	Send	Stat	Activity	
16:00	16:00	...	S	S	Out	
16:00	16:00	...	S	S	PRE INSP	
16:35	16:35	...	S	S	+50453	
16:36	16:36	...	S	S	-50453	
16:46	16:46	...	S	S	+50453	
16:47	16:47	...	S	S	-50453	
16:49	16:49	...	S	S	+50453	
16:50	16:50	...	S	S	-50453	
16:54	16:54	...	S	S	+50453	
16:55	16:55	...	S	S	-50453	
17:19	17:19	...	S	S	+50453	
17:20	17:20	...	S	S	-50453	
17:23	17:22	...	S	S	+50453	

Run Name	SchTime	PL	Late PU	Est PickUp	Provid
T78	17:00	22		17:22	JAUN

Run Name	Scheduled	OnBoardTr	Client Id	Provid
URB91	10:15	6h56	50628	JAUN
URB45	16:30	1h54	45264	JAUN

Run Name	Sched	Event T
ROSEPM	17:07	Pick Up
BUCKNCOI	17:20	Pick Up
URB53	17:15	Pick Up
URB46	17:15	Pick Up
LOULINK	17:15	Pick Up
SAGEPM	17:20	Pick Up
29NCONPM	17:19	Pick Up
29NCONPM	17:19	Pick Up
ROSEPM	17:20	Pick Up
LILACPM	17:21	Pick Up
SAGEPM	17:22	Pick Up
T78	17:00	Pick Up
29NCONPM	17:23	Pick Up
URB53	17:15	Pick Up
SAGEPM	17:23	Pick Up
LOVCONPM	17:25	Pick Up
BUCKNCOI	17:25	Pick Up
29NCONPM	17:24	Pick Up
PEACH	17:24	Pick Up
URB46	17:30	Pick Up
29NCONPM	17:25	Pick Up

Run Name	Send	Sched
T67	DM	12:30
URB16		18:00
SPARE3		24:00

Run Name	Sched	Provider
NIGHT2	19:00	JAUNT

Run Name	Trips	Slack Ti
29NCONNE	22	25
29NCONPM	15	1h11
29NCONPM	8	1h04
BUCKECON	7	23
BUCKECON	7	26
BUCKNCOI	11	40
BUCKNCOI	12	19
EARLYVIL	16	1h16
FLUV2	16	2h37
LILACAM	21	35
LILACPM	21	43
LOUINT3	10	25
LOUINT4	14	1h13
LOUINT6	18	1h20
LOUINT8	12	24
LOULINK	16	2h13
LOVCONAM	7	8h31
LOVCONPM	7	38
NELSON9	3	8h57
NIGHT2	20	28
NIGHT6	6	1h51

Press F1 for help

READY

04-27-2023 17:19

5:19 PM 4/27/2023

Batch
Scheduling

Run Cutting

Scheduling

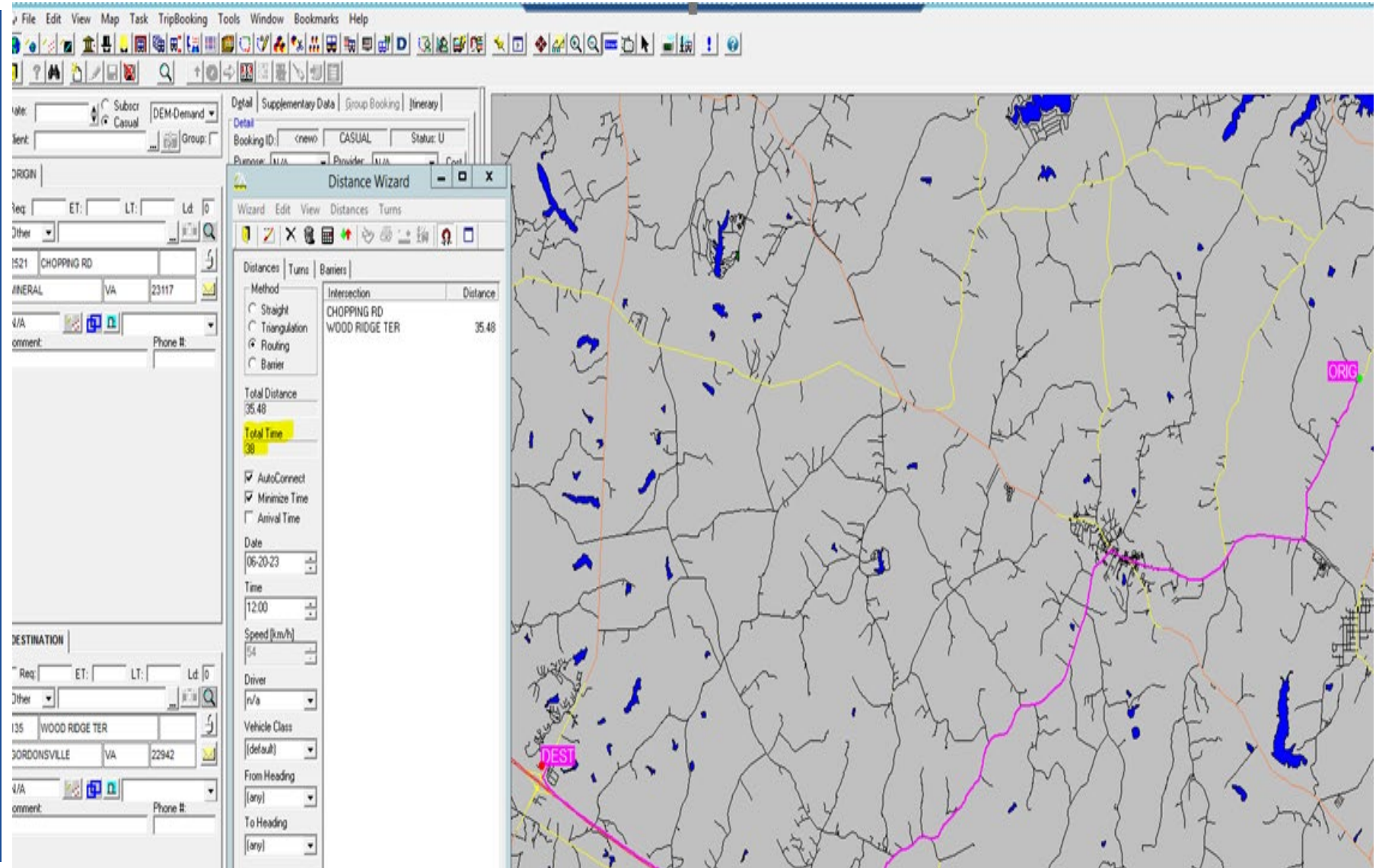
- Trapeze Parameters being set to Jaunts objectives
- Para Services corrected to fit current service
- Allowing Reservationist to do “real time” scheduling to route when booking a trip

Run Cutting

- Help identify how many drivers and vehicles are needed to efficiently run service.
- Reduce slack time, driver pay hours/match revenue hours
- Create better workforce/service schedules

MAP UPGRADE

- Previous map speed calculated travel in kilometers. New map will calculate in miles
- Improved geocoding accuracy for Customer Address and Trip Booking
- Correct speeds for travel time and will help improve scheduled runs.



PASS COM

- One stop location to house customer complaints, concerns and commendation
- Entry and Investigative Screen
- Easy add from Trip Admin
- Reporting Features

The screenshot displays the 'COM Representative' window in a Microsoft Windows environment. The window title is 'COMv18 - [COM Representative]'. The menu bar includes 'File', 'Edit', 'View', 'Data', 'COM Representative', 'Task', 'Reports', 'Ancillary', 'Tools', 'Window', and 'Help'. The toolbar contains various icons for file operations and navigation. The main window has two tabs: 'COM Investigator' and 'COM Representative'. The 'COM Representative' tab is active, showing a form with the following fields:

- Feedback Id: [Text Box]
- Date Received: [Text Box]
- Time Received: [Text Box]
- Date Logged: [Text Box]
- Time Logged: [Text Box]
- Logged By: [Text Box]
- Method Received By: [Text Box]
- Feedback Type: [Text Box]
- Estimate PU Time: [Text Box]
- Feedback Subtype: [Text Box]
- Incident Date: [Text Box]
- Incident Details: [Large Text Area]
- Employee Description: [Text Box]
- Department: [Text Box]
- Cell Phone: [Text Box]
- Vehicle Number: [Text Box]
- Pass Client: [Text Box]
- First Name: [Text Box] Last Name: [Text Box]
- Address: [Text Box]
- City: [Text Box]
- Zip/Postal: [Text Box]
- Email: [Text Box]
- Home Phone: [Text Box]
- Business Phone: [Text Box]
- Priority: [Text Box] Incident Start Time: [Text Box]
- Target Date: [Text Box] Incident End Time: [Text Box]
- Comments: [Large Text Area]
- Summary: [Text Box]
- Investigator Log: [Text Box]
- Response to Customer: [Text Box]
- Resolution of Issue: [Text Box]
- Response Required: [Text Box]
- Closed: [Text Box]
- Date Closed: [Text Box]
- Closed By: [Text Box]
- Attachments: [View Button]

The status bar at the bottom shows 'Ready' on the left and 'New Message MODIFIED CAP NUM SCRL' on the right. The Windows taskbar at the very bottom displays the 'Jentent' logo.

TRAPEZE REFRESHER TRAINING

QUESTIONS????