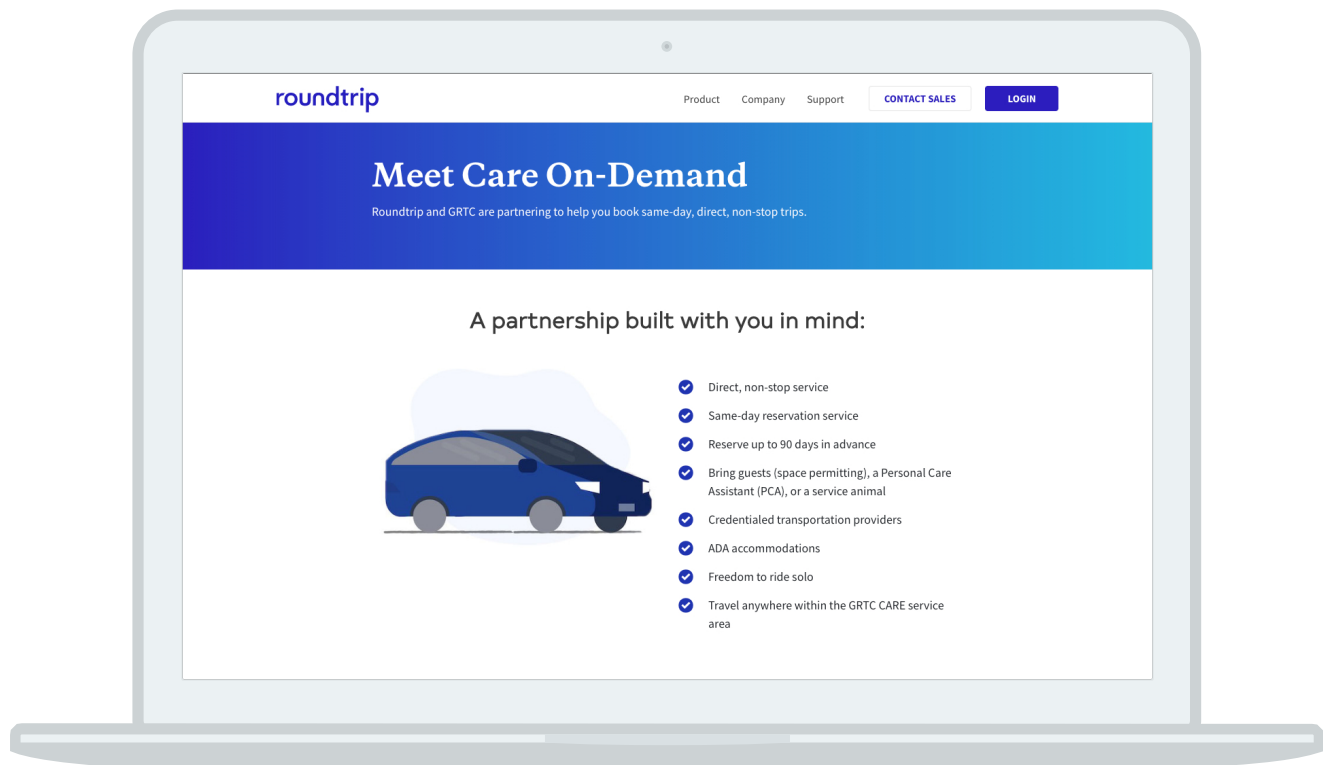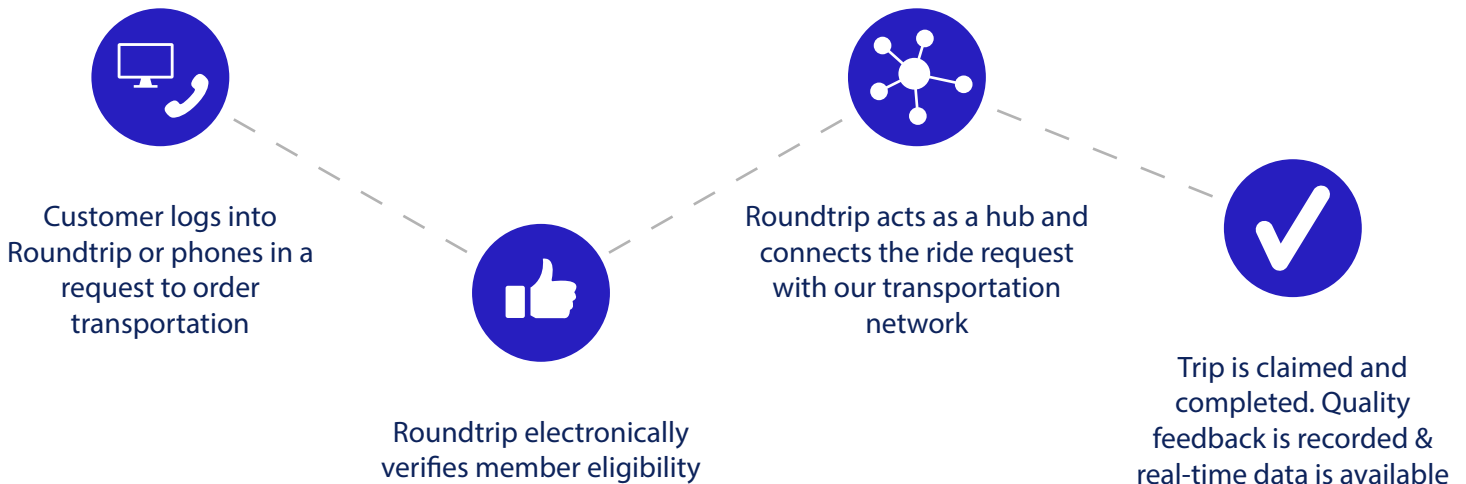# Reduce overall paratransit costs and enhance customer experience with on-demand mobility

Roundtrip is an easy-to-use ride booking platform that expands mobility options for specialized populations. We've created an innovative ADA-compliant paratransit solution that offers same-day point-to-point rides regardless of physical ability at an affordable cost.

Roundtrip offers a comprehensive coordination solution that has been proven to vastly reduce paratransit operating costs by introducing a credentialed transportation marketplace that includes rideshare to offload the demand on legacy paratransit programs. Customers are our priority, and we work to expand transportation access and create an easy and pleasant customer experience.

How it works:

Customer logs into Roundtrip or phones in a request to order transportation

Roundtrip electronically verifies member eligibility

Roundtrip acts as a hub and connects the ride request with our transportation network

Trip is claimed and completed. Quality feedback is recorded & real-time data is available

Use Roundtrip to:

- **Book same-day transportation.** In its current state, riders frequently have to call ahead and book transportation multiple days in advance. With Roundtrip, riders can schedule transportation for same-day service.

- **Efficiently order any level of transportation:** Customers can book a curb-to-curb or wheelchair-accessible ride on-demand instead of having to reserve multiple days in advance.

- **Provide a rider-facing online booking platform, mobile app, and a 24/7 call center.** So approved customers can enjoy the flexibility and freedom of how they book point-to-point, same-day rides within given service areas.

- **Reduce missed connections by automatically sending trip reminders.** Approved riders can get notifications via text or phone call on their upcoming ride so they rest assured that their trip is booked and their vehicle is on its way

- **Create a fully cashless system in which customers are charged the correct amount**. Customers can pay an affordable co-pay via credit card, with the remainder covered by subsidies or grants from the transportation authority.

- **Easily access real-time metrics.** For full transparency, get financial and quality metrics whenever you need them. Ensure all data is stored in a secure format, with member eligibility maintained through an SFTP channel and updated on a regular cadence.

Trusted by:

GRTC TRANSIT SYSTEM · ACCESS ON DEMAND · Hanover DASH · CONTRA COSTA HEALTH SERVICES · VCUHealth

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