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Transportation Manager - NewGen

A single stop for all your information
needs

Reservations • Scheduling • Dispatch • Driver Tools
• Rider Self-Service • Fare Collection

SHAH SOFTWARE, INC.

www.shahsoftware.com | 1-800-968-2748



One platform. Every rider touchpoint.

A comprehensive, web-based system designed for managers, dispatchers, drivers and passengers.

Operations

Trip reservations, scheduling, dispatching and reporting - with support for paratransit and fixed routes.

Drivers

Electronic manifests, inspections, navigation, messaging and automated trip activity capture.

Passengers

Self-service ride booking and ride management from internet-connected devices.

Fare Collection

Integrated contactless smart-card fare collection with real-time balance updates.

Built to connect the full transportation workflow - from trip request to completed ride.

WEB-BASED

INTEGRATED

EASY TO USE

Transportation operations, organized around the trip.

The system brings the daily essentials into one connected workflow.

- Trip reservations, scheduling and dispatching
- Trip optimization and logical vehicle assignment
- Paratransit and fixed-route management
- Automated trip alerts and confirmations
- Vehicle maintenance tracking
- Operational reporting

From booking to completion



A single information system reduces handoffs and keeps staff working from the same operational picture.

Assign smarter. See the fleet in real time.

Cloud optimization helps assign trips to the most logical vehicle, while AVL keeps dispatchers informed.

Cloud Optimization

Optimize trips by assigning routes to the most logical vehicle.

OPTIMIZE

AVL Tracking

Track vehicles in real time with location updates visible on the AVL screen.

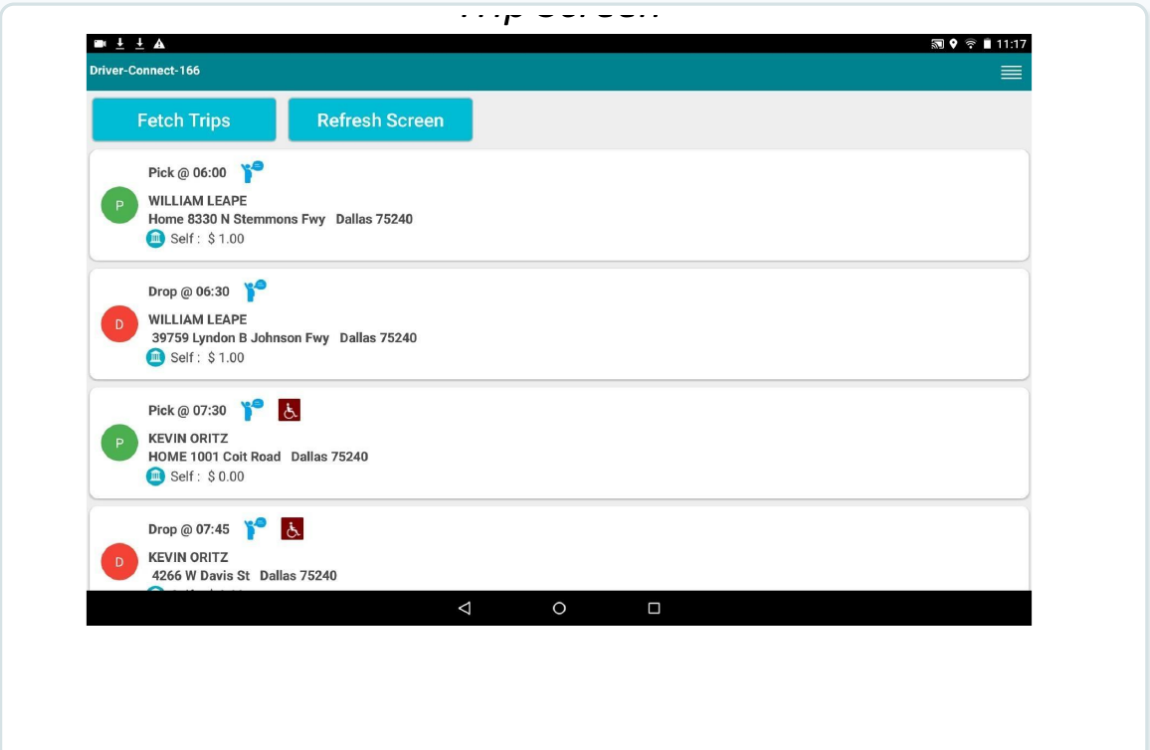
LIVE FLEET
VISIBILITY

A clean driver experience built for the road.

Drivers use the app to access assignments, inspections, fare reconciliation and more.



Easy-to-read menu

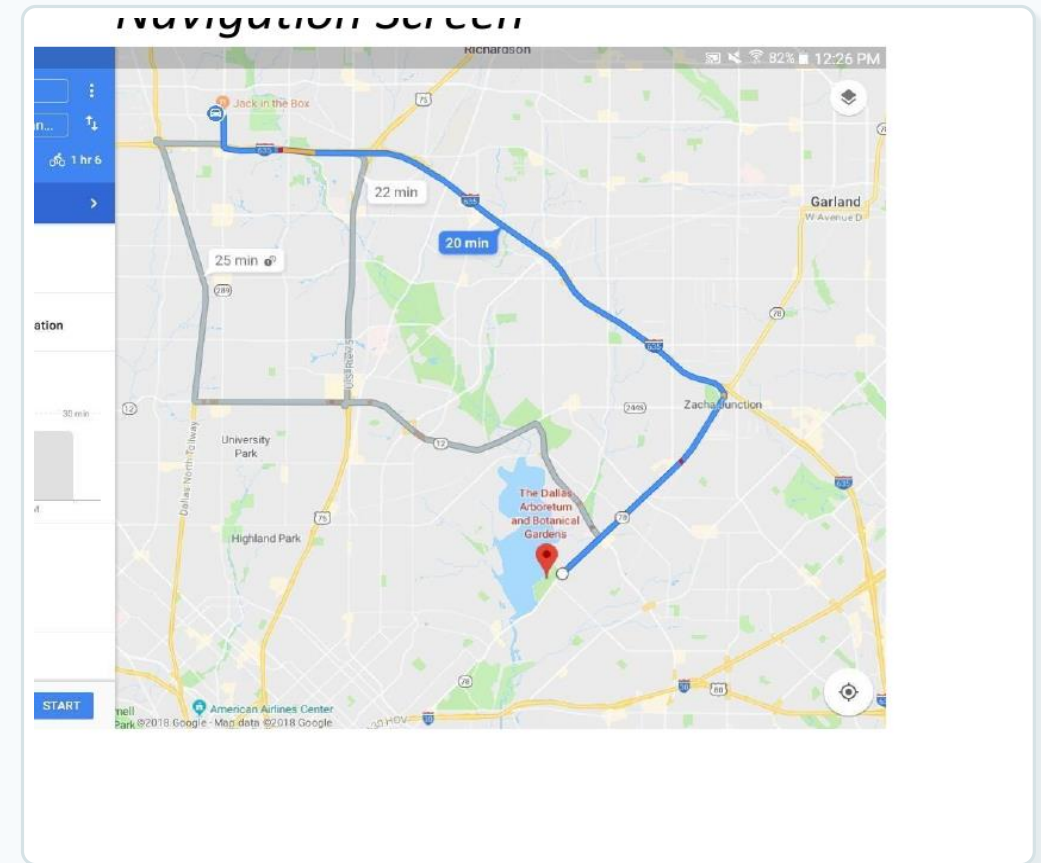


Electronic trip manifest

More than a manifest.

Driver-Connect supports the tasks that happen before, during and after every trip.

- Pre- and post-trip vehicle inspections
- Turn-by-turn navigation with voice and traffic layering
- Audio and visual alerts for new and cancelled trips
- Automated capture of arrival, pickup and drop-off times
- Automated odometer capture at pickup and drop-off
- Text messaging between drivers and dispatchers
- Designed to remain useful in areas with spotty coverage



Passenger self-service. On-demand mobility. One app.

My-Ride gives passengers self-service access to trip information and ride requests. For microtransit service, riders can request on-demand trips within agency-defined service areas.

- Register and book rides
- Request on-demand microtransit trips
- Edit or cancel existing rides
- Check ride status instead of calling dispatch
- Receive trip information and updates
- Agency-controlled service zones, preferences and parameters

Fewer routine calls can free staff to focus on exceptions and customer service.

is



Confirm trips without adding staff workload.

Automated calls and alerts help reduce no-shows and late cancellations.

01

Schedule

Trips are prepared for the next day.

02

Confirm

Clients can receive automated trip confirmation calls.

03

Retry

Busy or unanswered lines can be retried at preset intervals.

04

Reduce waste

Fewer avoidable no-shows means fewer wasted trips.

A couple of dispatcher clicks can trigger a large volume of confirmations automatically.

Contactless fare collection with off-the-shelf technology.

Smart cards can be validated in the vehicle and fares deducted in real time.



Real-time validation

A scanned card is validated and the fare is deducted from the stored balance.

Driver recharge

For large service areas, drivers can be enabled to recharge a client smart card.

Recharge awareness

Customers can receive email notification when balances fall below the recharge level.

No transaction charges

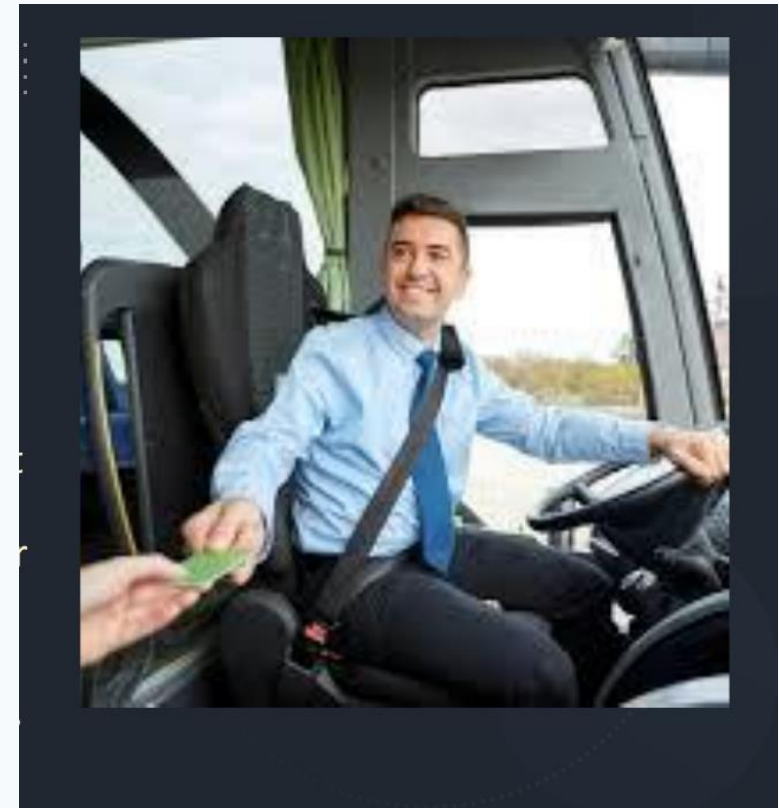
Use off-the-shelf hardware and cards without swipe or transaction charges.

Move away from cash - without locking into proprietary hardware.

The smart-card approach is designed to simplify boarding, reconciliation and lost-card replacement.

- Reduce or eliminate cash collection
- No need for passengers to carry exact change
- Faster boarding and easier fare reconciliation
- Lost cards can be disabled quickly
- Replacement cards can retain the previous balance
- Reusable cards support an economical, lower-waste approach

Complete system designed in-house. No middleman to deal with.



See every bus, every route - live.

Give riders real-time arrivals while dispatch sees the live operational picture - without a hardware overhaul.



Shown here: the internal operations view. Riders see a simplified live-arrival screen for their stop or route.

LIVE OPERATIONS VIEW

Track active vehicles, routes, headways and on-time performance from one screen.



Runs on your fleet

Works with existing GPS-equipped vehicles - no separate hardware to install.



GTFS-Realtime compatible

Publish standard GTFS-RT feeds for trip-planning apps and agency tools.



Riders see it too

The same live data can power a simple stop or route arrival countdown.

Better visibility for dispatch. Better information for riders.

One lightweight platform supports daily operations, rider communication and performance reporting.



Lower call center load

Riders can check arrival information first, reducing routine “where is my bus?” calls.



Live ops dashboard

See active vehicles, headways and on-time performance across fixed routes.



Rider trust & ridership

More reliable, visible arrival information supports rider confidence and repeat use.



Reporting built in

Export on-time and headway data for internal reviews and reporting needs.



Scales across agencies

Add routes, garages or agencies without re-architecting the platform.



Standards-based data

GTFS-Realtime compatibility helps extend live information into other rider tools.

Bring live fixed-route AVL tracking to your agency.

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A connected product suite for transportation providers.

Core capabilities brought together in one operational environment.



Reservations

Book and manage trips



Scheduling

Build and optimize schedules



Dispatch

Coordinate daily operations



Driver-Connect

Manifest, inspection &
navigation



AVL

Track vehicle location



My-Ride

Passenger self-service



Alerts

Trip confirmations & calls



Fare Collection

RFID / NFC smart cards



Maintenance

Track vehicles



Reporting

Operational information

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