



# ADEPT™

## Product Brochure

High performance demand response system for  
paratransit operations



“It makes a novice look good. We’ve been able to work with ADEPT and put customers first.”

**Pullman Transit**



# Overview

ADEPT is the most advanced paratransit dispatch system in use today. Deployed worldwide and performing over 25 million trips per year, ADEPT maximizes operational effectiveness, improves on-time performance and reduces cost per mile.

ADEPT is the world's highest performance paratransit demand response software.

## Adjusts to your specific business needs

- Configure the ADEPT system to follow your unique business rules
- Support up to 50,000 trips per day and an unlimited number of riders
- Increase customer satisfaction with superior on-time performance
- Easily manage compliance requirements with a comprehensive rider database, certification tracking and flexible reporting system

## Transforms overall operation

- Optimize resource utilization with the industry's best scheduling & routing engine
- Reduce reservation calls by enabling riders to manage their trips online
- Minimize no shows by providing real-time ETA notifications close to the time of pickup
- Improve productivity to drive down cost per vehicle mile and achieve new heights in efficiency

# Major Capabilities

## ADEPT

This mobile app provides your drivers with up-to-date trip manifests and turn-by-turn navigation for optimal productivity and safety.

- Track arrival and perform events at each stop while maintaining continuous communication with dispatch
- Maximize vehicle safety and accuracy with turn-by-turn navigation, including optional real-time traffic alerts
- Available for Android or the DDS mSlate™ ruggedized tablet

## ADEPT Concierge

Improve the passenger experience with a branded mobile app that provides your riders with the freedom to book and manage their own trips at their convenience, while also receiving notifications about arrival times.

- Allow riders to book and manage trips independently, reducing reservation calls and improving riders' overall quality of experience
- Keep riders informed and minimize complaints and no-shows with map view of route and vehicle location, trip ETAs and push notifications



# Our Purpose

At DDS we believe that all stakeholders involved in the execution of the booking process should benefit.

## Taking care of the Passenger

ADEPT enables your operation to provide riders the shortest routes possible, consistent on-time performance, and greater convenience.

- Industry Best Route Optimization
- On-Time Pickup & Drop-off
- Notifications & Alerts
- Mobile App
- AND MORE

## Taking care of Dispatch

Easily search routes to adjust slack time, manage waitlisted trips & direct operations with streamlined workflows.

- AVL Map View
- Dispatch Alerts
- OTP Management
- MDC Integration
- BYOD Option
- AND MORE

## Taking care of the Planner

ADEPT's industry-leading scheduling & planning module produces optimal routing & scheduling in record time.

- Speed Profiles
- Configurable Optimization Strategies
- Zone Affinities
- Re-Optimization
- Broker Support
- Subscription Viewer
- AND MORE

## Taking care of Compliance

Rider information is captured to meet personal service requirements, track payment sources, process rider certifications & automate the eligibility process.

- Rider & Equipment Information
- ADA Certification
- Eligibility
- Agency Payments
- Suspension of Trips
- Intermodal Trip Planning
- AND MORE

# Our Purpose con't

## Taking care of Dispatch

ADEPT supports all back office activities to keep agencies in compliance and offers comprehensive reporting features.

- Standard & Ad Hoc Reports
- Capture of Complaints
- Archives
- Open Database
- Supports 3rd-Party BI & Reporting Tools
- AND MORE

## Taking care of Customer Service

ADEPT allows a trip to be booked by a reservationist, by the rider/attendant via the web, or through an IVR system.

- Reservations (via Web or Mobile App)
- Subscriptions
- Manage My Trips Web Portal
- Integrates with 3rd-Party IVR Systems
- AND MORE

# About DDS

DDS Wireless Inc. is number one in real-time scheduling and dispatch software. As the only fleet management solutions provider in the world that also provides hardware, we're the industry experts in on-demand people movement. DDS has years of experience in operating on a global scale. We are headquartered in Richmond, Canada and have regional offices in Seattle, Sweden, Finland and the UK. We also have sales, support and technical personnel employed across the globe in Canada, the U.S., Europe and Asia.

- **30 Years** of Transportation Leadership
- **400 Million** Trips Performed Annually
- **225 Systems** Deployed in 11 Countries Globally
- **90,000** Mobile Data Terminals deployed

## Ready to optimize your transportation organization?

400 million trips are booked and managed annually through DDS Solutions.

[BOOK A DEMO](#)

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