Whether connecting passengers to transportation for work, visiting friends, or medical treatment, IntelliRide helps passengers with ranging needs achieve a better quality of life. We bring together experience, an elite team of industry leaders and innovative technology to deliver tailored services that drive productivity and maximize ridership.

- Enhancing the passenger experience
- Improving efficiency and consistency
- Streamlining the entire trip process

Using our coordinated services approach, we support multiple public transit agencies, including San Francisco, Oakland, Pittsburgh, Boston, Denver, Antelope Valley, and more. And, we partner with Medicare and Medicaid agencies in Nebraska, Hawaii, Birmingham, New Orleans, and other U.S. cities.

IntelliRide offers a new approach to paratransit operations, using the brokerage model in its contracts with multiple public transit agencies. Whether the program is small or large, we provide a full suite of solutions that we customize and implement to fit clients’ unique needs.

- Eligibility determination
- Network development and management
- Driver credentialing
- Customer service and complaints
- Scheduling, dispatching and smart routing
- Quality assurance
- In-depth reporting with data analysis
- Person-centered care

Streamlined solutions to meet evolving expectations.

Mobility is not just about transportation—it’s the connection to freedom, the route to independence and the journey to a better life.

Streamlined solutions to meet evolving expectations.
Redefining the passenger experience.

For 40 years, we’ve taken on the mission to serve riders with ranging needs. And, using best practices collected from around the world, we’ve delivered on our pledge to provide a higher standard of service that embraces safety, care and sensitivity.

**PASSENGER EXPERIENCE**
IntelliRide manages the entire rider journey—from the reservation call until they arrive safely at their destination.

**REAL-TIME INFORMATION**
Riders can monitor their route in real-time using our mobile app and share it with family or friends.

**CONVENIENCE**
Simplified trip planning with instant reservations by phone, online, mobile app or Alexa. Riders can manage their trips at anytime, from anywhere.

**WORLD-CLASS TRAINING**
Drivers must complete rigorous driver training such as CTAA’s PASS, and annual customer care and safety courses developed by Transdev.

**TECHNOLOGY**
Our modernized trip process includes flexible and responsive technology solutions that make the experience better.

**DYNAMIC ROUTING**
Our system routes trips to ensure drivers use the fastest, most economical route in relation to actual traffic conditions.

**DIGITAL FARE**
IntelliRide can deduct rider’s fare from their electronic account during scheduling instead of collecting cash on-board.

**SAFETY**
To create safer experiences, we use in-vehicle technology to remotely monitor vehicles, including their speed, route, and location in real-time.

**MEASURING OUR PERFORMANCE**
Feedback inspires change. We encourage feedback for every trip and every call to improve our service.

**CLIENT UNDERSTANDING**
Meeting our clients’ objectives is one of our primary goals. We formally invite agencies to tell us how we’re doing every year and have ongoing progress meetings all year.

**COMPLAINTS**
We take complaints seriously. We train our staff to record all dissatisfactions and to provide a timely resolution and use technology to investigate and learn from them.

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