

PocketQuest PTS » MOBILE INFORMATION FOR PARATRANSIT SUPERVISORS

POCKETQUEST OVERVIEW

PocketQuest PTS provides “on-the-road” paratransit supervisors access to real-time vehicle and customer information on PDAs (Personal Digital Assistants).

BENEFITS

Increased Operational Efficiencies

While away from the office, supervisors can respond quickly to driver and customer needs with timely information at their fingertips.

Enhanced Customer Service

Faster response times lead to improved service for customers.

Combined Voice & Data

A single device streamlines communications. Wireless data also helps reduce voice traffic on the network.

KEY POCKETQUEST FEATURES

Precise Vehicle Location

PocketQuest utilizes Automated Vehicle Location (AVL) data to obtain and display real-time vehicle location.

Monitoring of Vehicle Manifests

PocketQuest communicates directly with your schedule and AVL software to query a vehicle’s current manifest.

Dynamic Mapping

Trip information and vehicle locations are displayed in real-time on interactive maps with pan and zoom capabilities.

Comprehensive Customer Profiles

PocketQuest enables live access to detailed data, including: today’s trips, pickup and drop-off locations, and customer registration information.

Broad Search Capabilities

Supervisors can use a map to locate vehicles or a drop-down menu to search for vehicles, customers, and locations.

VIEW THE DEMO

Visit www.ontira.com to view a demonstration of PocketQuest PTS.

IMPLEMENTATION

GIS Data Integration

Vehicle locations are displayed on a map image of the local street network.

Secured Web Services

Communications over the cellular data network uses SSL (Secure Socket Layer) to ensure your customer data remains secure.

Pocket PC Format

PocketQuest PTS runs on select Windows Mobile® operating systems.

POCKETQUEST IN ACTION



PocketQuest’s user interface.

SMITH, JOHN - 591713			
P	12 GREENWIC	[08:08]	08:08 - 1555
P	12 GREENWIC	[08:14]	08:14 - 1578
D	55 SOLIS St,	09:00	- 1555
D	55 SOLIS St,	09:10	- 1578
P	55 SOLIS St,	[15:09]	15:09 - 1549
D	12 GREENWIC	16:15	- 1549

Detailed list of a customer’s trips for the day.



ONTIRA COMMUNICATIONS

Ontira empowers transit operators with solutions that enhance customer communications. Providing Automated Traveler Information Systems (ATIS) technology since 1984, Ontira has earned a reputation for reliable and user-friendly multimedia applications and superior customer service. Ontira’s information solutions enable transit users across North America and Australia to access traveler information via telephone, Internet, kiosk, fax, wireless technology and digital signage.

