TaxiRide®

Fleet Management Made Simple

Introduction

TaxiRide means complete integration. Say goodbye to cumbersome third party add-ons that complicate integration of your hardware, software, and payment systems. TaxiRide has been developed from the ground up to simplify your day to day operations and bring you all the tools you need to excel. You'll receive affordable, easy to use, cutting-edge technology, delivered with the highest level of professionalism, customer service, and integrity. Discover all that TaxiRide can do for you.

Simple Automated Dispatching
Key Features
- Automated dispatching, with scheduling options
- Programmable dispatch methods
- Reservation filtering tools
- Ability to dispatch through a live mapping system
- Automatic driver suspension options
- Dispatcher-to-driver messaging system
- Easy dispatch and reservation management
- Automatic passenger SMS updates

TaxiRide's computer-based dispatching system means less time spent dispatching, making your company leaner and increasing efficiency. With a simple, live, color-coded status page, dispatching has never been easier. Once reservation details are entered into the dispatch system, TaxiRide handles the rest. TaxiRide's automatic dispatching can be configured to your preferences; allowing dispatch by zone, proximity, and taxi stand, with dispatch override ability.

With support for Avaya phones, entering reservations for repeat customers couldn't be easier. Automatic caller ID recognizes previous customers and pre-fills important trip details. The dispatcher may then choose from a list of previous addresses or enter new information. If the caller requests a quote based on your rates, a simple click provides an accurate estimate. Dispatchers can easily add notes, such as a gate code, or special pickup instructions for the driver. Whether a passenger wants a ride immediately or 6 months from now, TaxiRide has you covered.

What if you receive too many calls at once or the dispatcher must leave the computer for a moment? TaxiRide supports voice recognition for previous customers, utilizing caller ID to identify customers and providing passengers the ability to make their own reservation. Never miss a call again.

Passenger Self-Serve Reservations
Key Features
- Custom branded Apple and Android mobile applications
- Website booking interface
- Text2Ride SMS text reservations

As technology continues to evolve, many passengers are straying away from the traditional call-for-pickup structure that taxicab companies have operated with for years. Passenger mobile apps are no longer optional in a world of Transportation Network Companies (TNC's). TaxiRide offers custom-branded mobile applications for your customers that feature your logo and company colors. Having your own mobile application can mean the difference between an occasional customer and a frequent user.

Beyond mobile applications, TaxiRide allows your customers to make reservations directly from your website or via SMS. By providing your customers with more options to book a ride than TNC's, you'll be at the forefront of their minds when they need you most.
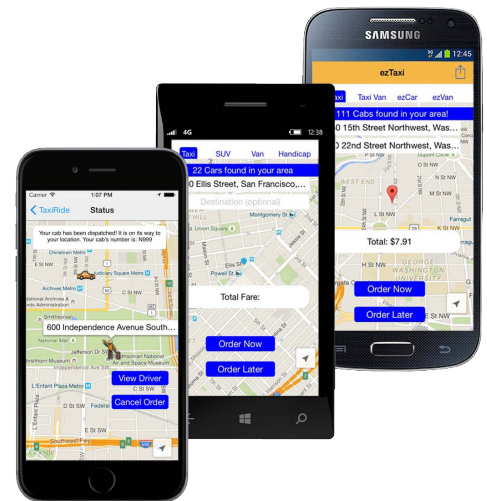
Taxi Tracking & Monitoring
Key Features
- Live location, including street address
- Detailed information, including speed, heading, meter status, driver, and vehicle-specific details
- Ability to filter results
- Color-coded indicators allow for quick status identification
- Full history stored for up to six months
- Electronic manifest stored for reporting purposes
- 3-axis accelerometer
- Ignition lockout
- Taxi Inspection Management System

A Special Systems company

TaxiRide
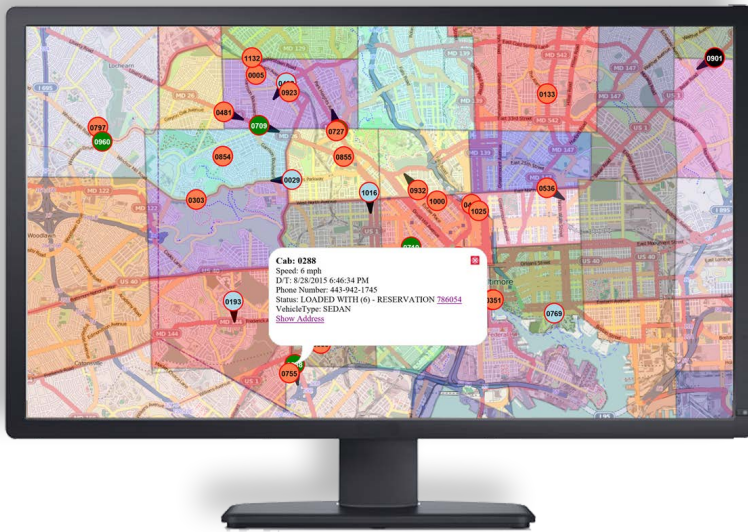
Keeping tabs on your fleet is imperative to providing passengers with accurate information and managing pickups. When a passenger calls and requests a status update on their taxi, dispatchers can quickly reply with the driver's estimated time of arrival. This valuable information helps keep your passengers informed, without requiring dispatchers to contact drivers for their location. This simple interaction is made possible by our sophisticated in-vehicle hardware systems.

TaxiRide's browser-based tracking software features interactive visual vehicle history. With numerous views and tools, the information you need will always be at your fingertips. Unlike some of our competitors, we maintain a full and accessible history of your vehicles' movements. With TaxiRide, you'll never have to wonder where one of your cabs was at a given date and time. Simply pick a time range for a particular vehicle and see it's speed, location (including address), meter status, and heading.

Built into the tracking system, you'll find a vehicle speed check. This feature can help you ensure that your drivers are representing your company's commitment to safety by allowing dispatchers to view all taxis that have exceeded a specified speed. By encouraging safety, everyone wins.

Curious how smooth your customers' rides are? You don't have to wonder anymore with our integrated 3-axis accelerometer. View accelerometer data and receive alerts when a predetermined acceleration threshold has been exceeded. In addition to providing data on ride quality, this sensor can alert dispatchers when a vehicle may have been involved in a crash.

Going beyond basic tracking and status indicators, TaxiRide offers ignition lockout for lease vehicles. This advanced feature gives owners full control over their cars, protecting against misuse and theft. When a driver fails to make a lease payment or does not return the vehicle upon request, the owner may activate the ignition lockout; thereby preventing the vehicle from starting again once the engine has been turned off. It is important to note that this will *not* disable a vehicle while the motor is already running, as doing so would pose a safety risk. Typically, this is used to gain the attention of a driver who may be delinquent in payments. The ignition may be re-enabled by the administrator or car owner upon contact with the driver.

Vehicle Types

Recently, there has been a diversification of vehicle models suitable as taxicabs. This, combined with increased availability of handicap-accessible vehicles, can cause a headache when attempting to dispatch the closest cab to a passenger. With TaxiRide, the dispatcher or customer simply selects their preferred vehicle type and the system automatically dispatches the nearest vacant vehicle matching the selected type, whether a handicap van, Suburban, or eco-friendly compact.

A Special Systems company

TaxiRide

Taxi Inspection Management

You'll never have to wonder about the inspection status of your taxis with TaxiRide's built-in inspection management system. From scheduling inspections to keeping up with notes and details, the inspection system ensures consistency and compliance for your taxicabs. It has also been designed to update the fleet management system so inspection data is always at your fingertips. Inspectors may print inspection checklists, update vehicle and driver personal information, then complete the inspection. A comprehensive history on each taxi allows inspectors to identify past issues and check repairs. In situations, where a photograph of an infraction or damage is necessary, it can be attached and uploaded. See Appendix A for screenshots of the inspection management system.

Passenger Information Monitor/Payment Terminal

Key Features

- Fast credit/debit/prepaid card payment (Swipe, EMV Chip, and NFC Payments)
- Passengers can quickly schedule return reservations
- Passengers may enter a destination address directly into the terminal
- Advanced 256-bit encryption ensures compliance with Payment Card Industry (PCI) standards
- Reads the fare from "smart" meters including Centrodyne and Pulsar models
- Accessibility features for disabled passengers
- Multiple language options
- Emergency alert function
- View driver information
- Advertising support
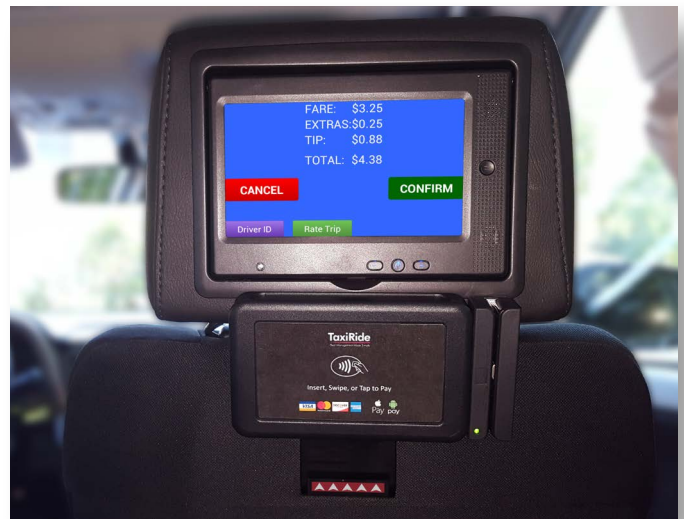
A growing number of cities are now requiring credit card payment systems in the rear seat of taxicabs. Exceed these requirements and provide the most convenient experience possible with TaxiRide's passenger payment terminal. The TaxiRide passenger information monitor (PIM) makes payments convenient for passengers by removing drivers from transactions. Transactions are seamless, as data is retrieved directly from the taximeter. Passengers stay in control of their payment card and can add a tip with the touch of a button. Accept Visa, MasterCard, American Express, and Discover via swipe, chip technology, and Apple Pay. Payments have never been simpler. With the most advanced security controls in the industry, you can be confident that your customers' data will remain safe and secure. Strong accessibility features ensure that your fleet will be in compliance with laws regarding equal access for the disabled. Passengers may also rate their experience using a simple 5-star rating system. Ratings can then be sent to the taxi company or local authority for review.

TaxiRide

Additional features of our passenger information monitor include support for multiple languages and an emergency alert function, which can immediately notify dispatchers or local authorities of an emergency situation. Passengers may also enter a destination address directly into the passenger information monitor. By allowing passengers to type in an address upon entering the cab, language barriers are removed and the address is sent directly to the driver's terminal, which provides turn-by-turn navigation.

Along with the ability to view a driver's details and license, passengers may also access a live map with the taxi's current location, providing them with the route taken and distance from their destination.

Visual Accessibility Features

TaxiRide has worked to ensure that passengers with visual disabilities can ride in and pay for taxis without hindrance. Visual assist mode may be enabled by tapping 3 times in the upper right section of the screen. In visual assist mode, the passenger may tap to hear the current fare at any given time and is notified of changes, such as an increase in extras. When the trip ends, the PIM automatically announces the fare, extras, taxes, and total and informs the passenger of their payment options. During payment, the PIM allows easy adding and changing of the tip, then confirms the tip and total before processing a payment.
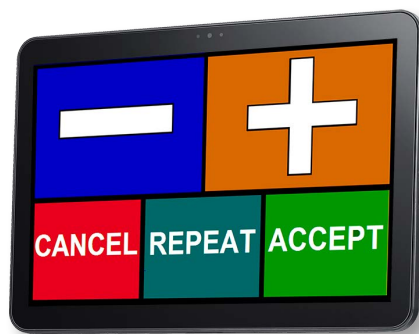
In addition to the easy-to-follow instructions, passengers may also plug their own headphones or earbuds into the headphone jack of the tablet. This allows passengers to hear the voice prompts louder and more clearly.
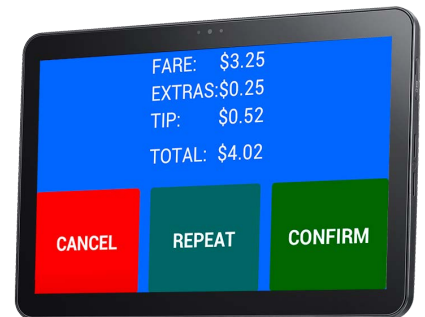
Login Screen
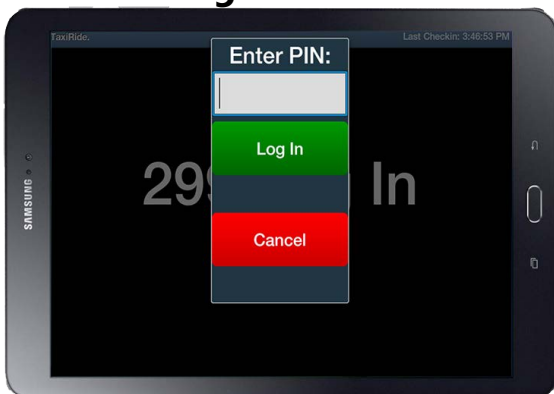
Driver Data Terminals

Key Features

- Electronic manifest
- Dispatcher messaging
- Easy call-outs and text-outs to passengers
- Zone data display
- Live map with navigation
- Full integration with installed backseat solution
- Meter integration with Centrodyne and Pulsar "smart" meters
- Printer support
- End of trip reporting
- Trip bidding
- PIN login

A Special Systems company

TaxiRide

Electronic Driver Manifest

Communication between dispatchers and drivers has never been easier. TaxiRide employs advanced technology to link dispatchers with drivers, thereby reducing dependence on distracting technologies such as cell phones. Using a single driver device can significantly reduce confusion and the need to mount multiple pieces of hardware to the dashboard. TaxiRide's driver terminals support secure PIN login, which facilitates seamless credit card payments directly to drivers or through the cashiering office if the company chooses. Additionally, driver terminals provide GPS navigation to drivers and can read an address input from the passenger terminal.

Simple Interface

An intuitive and simple driver interface reduces distractions, while providing drivers with critical information and alerts. From the driver home screen, drivers may update their duty status, view the manifest, view maps, or declare an emergency. When a pickup request is sent from dispatchers, a notification immediately alerts the driver to the pickup and allows the driver to accept or reject the pickup. If a driver arrives at a pickup location and the passenger is not present, the driver may quickly report a no-show or request an automated call or text to the passenger's phone.

Home Screen

Pickup Screen

Taxi Driver Management

Key Features

- Driver database helps you keep track of important driver information
- Audit trail of changes to driver information
- Supports attached documents such as scanned driver's license and insurance information
- Automatic suspension options

Managing driver information can be an arduous task without the correct tools. TaxiRide simplifies the process by providing you with a host of resources to manage everything from basic driver information to car assignment and meter suspension.

Track important details such as license expiration, types of payment the driver is authorized to accept, contact information, and even previous payments and payouts. Credit card fees may be set on a per-driver basis through the driver management tool.

Advanced Taxi Cashiering

Key Features

- Driver-based accounting system
- Fully integrated with in-vehicle payment system for tracking credit card payments
- Easy pay-outs to drivers using direct deposit, cash, or check
- Tracks driver fees, lease payments, disbursements, and deposits
- Support for recurring charges
- Generates receipts and stores them for future reference
- Customizable automatic recurring transaction processing
- 1099K reporting
- Voucher invoicing and billing
- Manual credit card processing (if needed)

Why make something more complicated than it should be? Keep cashiering simple with TaxiRide's Advanced Cashiering module. Advanced Cashiering allows your cashiering office to track everything from driver fees to driver payouts. Tracking this data is streamlined by integration with vehicle hardware. Each charge is recorded and can be paid out to drivers with or without collecting a credit card processing fee. And with support for recurring fees, you'll save valuable time entering charges. Easily track your voucher accounts with the same system as your other management controls. Manage accounts, view ride history and data, and quickly invoice customers without switching between multiple programs.

www.TaxiRide.com

A Special Systems company

TaxiRide

Reporting Features

Key Features
- Numerous reports available
- Quick exporting to Excel (CSV) file
- Direct print of pre-formatted reports

Access to a full range of reports helps you make informed decisions and meet the requirements of municipalities that require high-level reporting. With TaxiRide, customized reports aren't a problem; we're here for you every step of the way.

Advanced Reporting
Designed to meet the strenuous reporting requirements of D.C. and New York City, TaxiRide offers robust reporting options. Reports may be accessed using the TaxiRide Fleet Management System and include options to print pre-formatted reports and export to CSV. Since different municipalities and authorities may vary in their reporting requirements, TaxiRide will work with you to ensure your reports meet those requirements.

Available Reports

- Daily Activity Report
- Processed Credit Cards
- Pending Credit Cards
- Refunded Credit Cards
- All Credit Cards
- All Drivers
- Active Drivers
- Inactive Drivers
- Cab Report

- Check Register
- Number Of CC's Per Driver
- Number Of Vouchers Per Driver
- Processed Vouchers
- Vouchers By Account
- Balances
- Driver Deposits
- Service Level Report
- Tip Report

Industry-Leading Security Features
In a world where data security is imperative to the success of your company, TaxiRide gives you peace of mind by using industry-leading security features from end to end. Our advanced 256-bit encryption and highly secure network drastically reduce your risk to virtual attacks. Security is part of TaxiRide's company culture, which means you can rest easy.

Credit Card & Payment Security
The importance of protecting consumer payment information cannot be overstated. Payment Card Industry (PCI) standards are more stringent than ever in an effort to reduce fraud. While many companies may offer PCI-compliant solutions, we pride ourselves on surpassing the standards. Just a few of the ways we're helping to protect your data include: utilization of 256-bit encryption, redundant Tier 1 private data centers, and compliance with the latest PCI guidelines.

With support for credit card EMV (chip) technology, you'll find yourself in compliance with the chip card mandate. If chip and PIN are required in the future, we'll be there for you with support for that as well.

A Special Systems company

TaxiRide

TaxiRide® / *Pilot 300S*™

FARE $ 34.00 · EXTRAS $ 0.80 · RATE 1 · HIRED

NEW YORK CITY, NY
CERTIFIED
CAB# 9X99
VIN# 12CFA348DF0
Exp: 12/11/2016
Seal: TR700059
TaxiRide® Pilot 300S™
SN: 20151228073628

GPS Taximeter

Key Features

- Self-checking for accuracy
- Pending certification in New York State
- Tough fraud prevention features make meter fraud a thing of the past
- Expands on features from our traditional driver terminal
- Automatic toll capturing based on GPS data
- Geo-fencing capabilities
- Reliable even when GPS signals are weak or lost
- Consolidates hardware in vehicles
- Simple rate management
- Easy to learn and use
- Support for an unlimited number of rates, including flat and negotiable rates
- Programmable special/discount rates

A Need for Change

In a 2015 report by Good Morning America, the New Jersey Division of Consumer Protection revealed that 47% of taximeters tested failed inspection due to significant inaccuracy. Regardless of the cause of the failures, the fact remains that inaccurate taximeters are harmful to all parties involved. They may put drivers out of commission for repairs, overcharge passengers, and waste government resources. But, there is a better way: the *Pilot 300S*.

A Special Systems company

TaxiRide

Each year, taxicab drivers and passengers lose tens of thousands of dollars due to inaccurate taximeters. Regardless of the cause, GPS technology can help prevent these losses. TaxiRide's *Pilot 300S* GPS taximeter utilizes the latest in GPS technology to accurately track trips and calculate fares for taxicabs. In the event that the vehicle has been tampered with or the meter senses that the vehicle's distance data is inaccurate, the taximeter automatically disables itself to prevent inaccurately charging passengers. This provides an extra layer of protection to both drivers and passengers. Show your customers you care by equipping your fleet with *Pilot* taximeters.

Advanced Features & Design

Expanding on features from our driver terminals, TaxiRide's *Pilot 300S* GPS taximeter delivers unprecedented accuracy, connectivity, and integration to your fleet. As one of the world's first tablet-based taximeters, the *Pilot 300S* utilizes GPS location data in conjunction with vehicle CAN data to determine distance traveled. By using two independent data sources, the *Pilot 300S* is capable of checking its own accuracy, drastically reducing the chances of meter fraud. In the event that a significant difference is detected between vehicle CAN data and GPS satellite data, the taximeter is capable of de-certifying itself, while simultaneously notifying the base, dispatcher, medallion owners, or any other relevant contacts. This provides a layer of protection for both drivers and passengers, either of which could be adversely affected by an inaccurate meter.

With advanced tamper-resistant features, meter fraud is destined be a thing of the past. Designed with skyscrapers, parking garages, and tunnels in mind, the *Pilot 300S* leads the way in taximeter technology. Already pending certification in the state of New York, the *Pilot 300S* has proved itself to be a simple, direct replacement to traditional taximeters, regardless of the landscape.

Every driver knows that even a short $10 trip is better than no trip at all. That's why the *Pilot 300S* includes support for discounted rates. This feature can be used to incentivize passengers to ride with your drivers, even on the sunniest of 70° days. Please note, certain municipalities may have regulations restricting the use of this feature.

Who We Are

By providing quality services at an affordable price, TaxiRide gives taxi companies the tools they need to excel. For over 25 years, TaxiRide has been developing fleet management and transportation solutions. See what we're all about and request a free quote and demo at **www.TaxiRide.com**

As a member of the Taxi, Limousine, & Paratransit Association, TaxiRide is dedicated to assisting licensed taxicab operators stand their ground against transportation network companies.

Privately-owned
American Business

TAXICAB, LIMOUSINE & PARATRANSIT ASSOCIATION

Member