Demand Response & SEND Transport System



voyagerr

MAKING EVERY JOURNEY MATTER.

An Integrated Solution

Demand Response and School Transport

The Voyagerr Demand Response solution provides a comprehensive suite of products for planning, managing and delivering effective demand response services such as, door-to-door, dial-a-ride, flex-route or multi-modal, general and special needs transport for adults and schoolchildren.

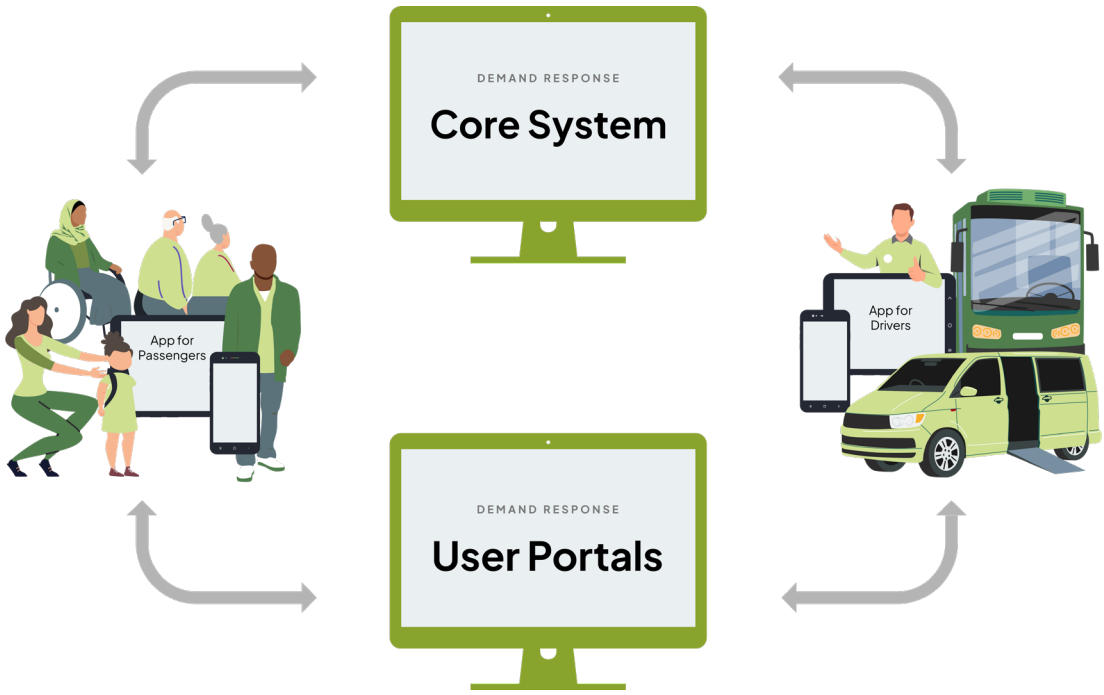
From client registration and journey booking to scheduling and dispatch, Voyagerr helps to streamline administration and optimise resources to save time, reduce cost and deliver effective service.

CORE SYSTEM, WEB PORTALS, AND APPS

There is a variety of add-on components that enhance the core system. These include driver and parent/passenger applications and vehicle tracking to link the dispatch centre with the vehicle and driver; contractor portal, and other modules to manage eligibility, applications, contract management and reporting requirements, co-ordinated services or mobility management, funding, faring and billings.

INTEGRATED DATABASE

Integrated into one common database The Voyagerr solution uses an integrated database that improves data integrity, prevents duplication and allows for IT expansion.
Data can be accessed from all Voyagerr applications for reporting, analysis and integration with other systems



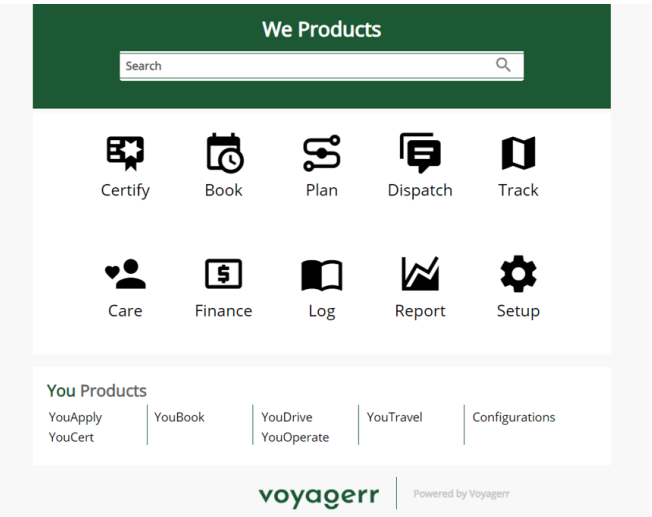
Voyagerr integrated solution for planning, management, and operation of demand responsive transport



Web and Mobile Communication

Voyagerr's new generation of transport products uses 21st century web-enabled technology.

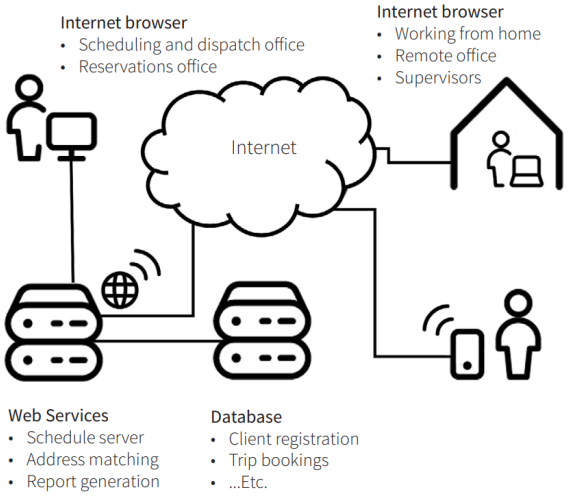
From call taking to dispatching, the browser-based solution is an easy-to-use application for all aspects of a demand response and schools operation. Voyagerr gives you the tools you need to manage your dial-a-ride, community transportation or coordinated service in a productive, cost effective and secure manner from any location.
Simple, browser-based application reduces staff training, expenses and overall cost of ownership and gives a quick return on your investment.



WEB COMMUNICATION

Voyagerr integrated solution for planning, management, and operation of demand responsive transport

Thin-client technology enables all business logic and data to reside on a central server while users access the application through a customisable, user-friendly web interface. Call takers, schedulers and dispatchers have quick access to schedule information including booked trips, vehicle availability and templating for subscribed services.
Web-enabled technology is ideal for regional or local coordinated systems. Remotely located employees or organisations can securely access the software through the Internet, saving both time and money.



MOBILE COMMUNICATION

Mobile communication brings essential information to the field, allowing your drivers to access vital up-todate information and provide timely feedback on attendance, quality issues and passenger statistics.

Mobile communication can reduce the staffing requirement and reduce voice communication. Communications that in other ways would take minutes, now only takes second.

Trip Booking and Planning

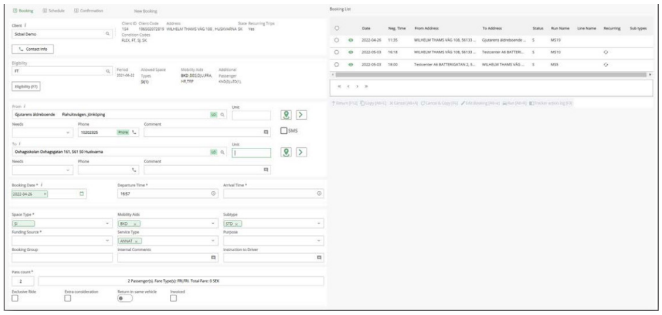
Automated booking and scheduling

Voyagerr systems support passenger requests via a call centre and the Internet.
Integrated mapping and GIS features give call and dispatch centre personnel the extensive journey planning and operation management tools they need to deliver service excellence.

Client details including preferences, limitations and funding information are readily available at the time of booking, and the Trapeze applications ensure that the appropriate service and equipment parameters are met.

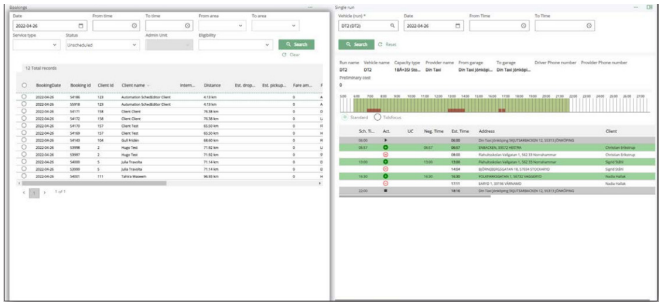
TRIP BOOKING

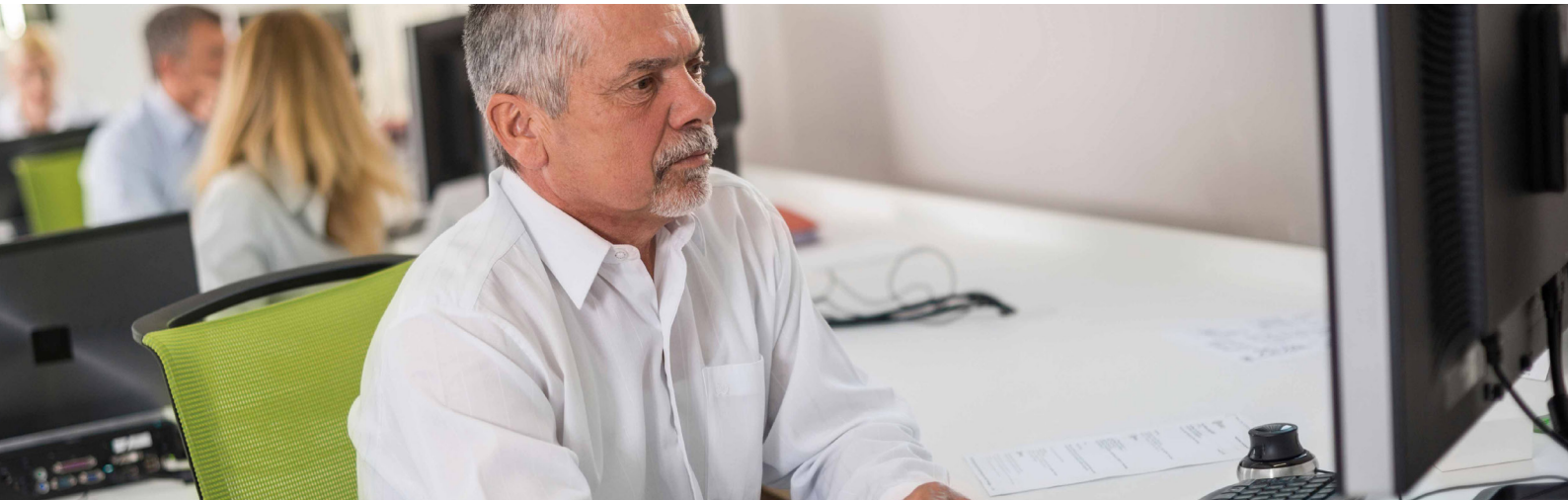
When booking a trip, call takers have quick access to detailed passenger information such as multiple addresses, demographics, special needs and comments.
This makes it easy to apply funding and eligibility programs and track passengers' certification status.
When booking subscription or casual (demand) trips, the call takers have full access to passenger and trip data. The use of template functionality makes managing subscriptions very easy intervals.



OPTIMISED TRIP SCHEDULING

The Voyagerr System provides you with a streamlined booking of casual, 'on the fly' or subscription trips:
You can view all trips by day, per vehicle or client and easily view client details.
For subscription trips and school transport, the user can use templates for recurring trips. Trips can be scheduled in real-time or by using batch or match mode.





Fleet Management

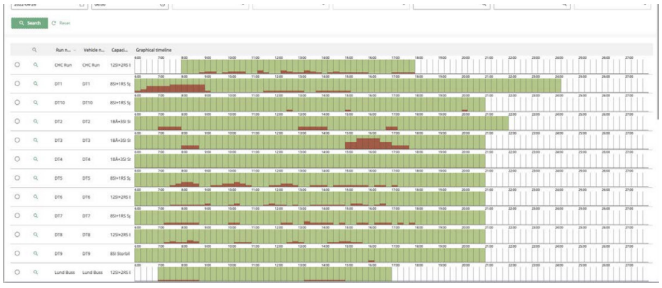
Vehicle scheduling and dispatch

Many demand response organisations are faced by the daily problem of no-shows, cancellations and service delays due to traffic conditions.
This means that changes must be made to runs, and messages must be dispatched to the drivers.
Voyagerr provides the tools needed to revise schedules as conditions require. The system also provides tools for accurate exchange of information between vehicles, drivers, service providers and dispatchers

OPTIMISED USE OF RESOURCES

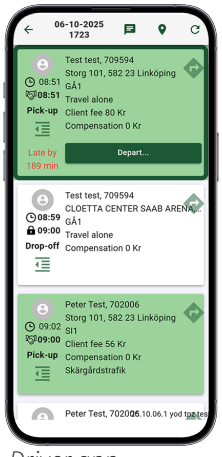
Voyagerr System ensures an optimum use of resources enabling various different scheduling methods. The choice of method depends on the type of service to be scheduled. The match scheduling schedules the subscription trips and repeated trips, the batch scheduling completes the runs. You may choose to run a batch scheduling with regular intervals in order to optimise the runs with trips booked running.

Finally, the system can be set up to evaluate the trips, so that some trips are moved to another window to improve the run, thus providing a continuous automatic option.



ITS, INTELLIGENT TRANSPORT SYSTEM

Voyagerr can monitor multiple smartphone devices.
The features for the ITS devices include a real-time updated driver manifest, event monitoring, automatic vehicle position, and navigation.



Driver app

STREAMLINED, AUTOMATIC PLANNING AND DISPATCH INCLUDE:

- Batch and match scheduling of recurring journeys
- Group bookings
- Real time scheduling
- Quick schedule modifications using drag and drop or automatic scheduling
- View and work with multiple vehicle runs s
- Monitor vehicles, delays, and no-shows and adjust service as required
- Here-and-now adjustments of the service in case of traffic incidents, etc.
- Automatic re-dispatching af trips in case of changes
- Ad hoc reporting



Managing Client Profiles

Accurate, accessible, and secure client records

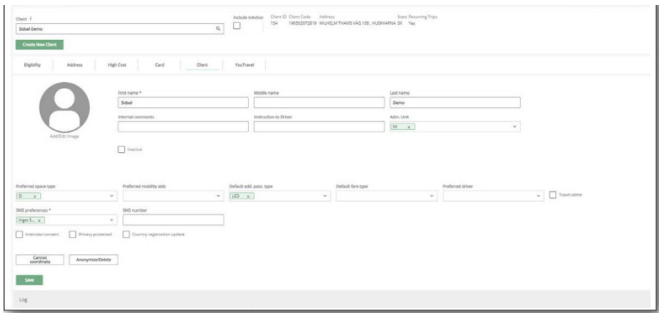
Voyagerr Demand Response System simplifies management of client requests and profiles.
Client information is stored in a single database and is easily accessed by call centre personnel for up-to-date information at the time of booking. This saves time and ensures that the specific needs and preferences of all passengers are met.

CLIENT PROFILES

The client registration module puts accurate, detailed information for your staff to work with. This saves hours of staff time in generating and printing routine documents and minimises duplicate records quickly.

Client information can include:

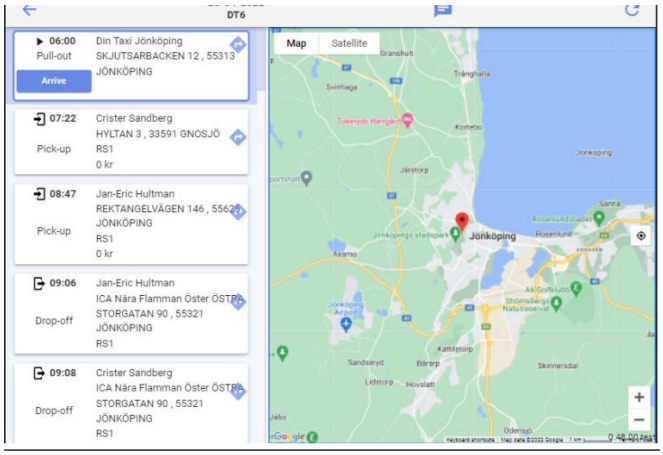
- Passenger type
- General and special service needs
- Multiple eligibility rules per client
- Casual, recurring or bespoke travel information
- Multiple addresses per client
- Scanned photograps and other documents



INTEGRATED MAPPING

Integrated mapping enable users to work with spatial and transport data at the same time. The planners can easily:

- View and plan service areas
- Use geocoding to match addresses
- View multiple itineraries and runs on one map
- Use a variety of routing mechanisms





Applications for Transport Services

Voyagerr's solutions for application for transport services and application processing are structured so that it is easy to handle different types of applications in parallel.

A passenger can have several applications in the system - for example, an application for disabled transport, patient transport or school transport. The applications can be accessed by different case workers (authority officials).

The solution is developed on a modern browser-based platform. In this way, passengers can fill in their applications online and case workers can use an internet browser and a login to access and manage submitted applications.

STREAMLINED APPLICATION

With the web portal for case workers, it is possible to manage the process from the initial application to the final decision on grant or refusal. The portal has extensive functionality for optimising and documenting the application process.

With this solution you can:

- Quickly create, update, and remove applications
- With one click of the mouse, convert an application document into a passenger document
- Keep track of the number of applications and responses
- Define and keep track of the passenger's application status and driving needs
- Assign one or more payment authorities to the passenger

EASY APPLICATION FOR PASSENGERS

The Voyagerr system contains web portals for different groups that must have access to work with the system.

The web-portal for applicants for school transportatio, for example, offers parents, guardians, and students a convenient, simple, and secure means to submit school transportation requests.
Parents can upload necessary documentation, such as proof of address, directly onto the portal to support their transportation request.

Online payments
Thanks to the integration with various payment systems, parents can conveniently pay the transportation fees online.

When the user's application for home to school transport is approved, they will be granted access to the booking web portal and app.



90,000+

journeys per day

230+

cities in Europe

30+

system integrations

30+

years of experience

Voyagerr
Brook Suite
Bewley House
Marshfield Road
Chippenham
Wiltshire, SN15 1JW
UK

+44 (0) 808 28 11 039
info@voyagerr.com

Trapeze Group (UK) Ltd.

Modaxo Europe A/S

General information.

© Copyright 2026, Voyagerr. All rights reserved.

voyagerr

MAKING EVERY JOURNEY MATTER.

A Modaxo Company