

**The Auriga dispatch system, by Trapeze**  
*A Driver's Dream*



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drive360°  
eclipse

by Trapese Group

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## - *A Driver's Dream*

Driver satisfaction is key to the success of any taxi or private hire company. Regardless of organisation type (TOA, Limited Company etc), keeping drivers happy, busy and – most important of all – making money, is an essential requirement.

It is for this reason that Trapeze's Auriga dispatch system offers an unrivalled array of driver-specific features ready to make their lives easier, and help them make money. With the Auriga system, taxi and private hire companies not only retain their drivers, but also expand through attracting those from rival firms.

This document outlines the A-Z of Driver Happiness.  
Or to put it another way: A Driver's Dream.



CT3000

CTPocket

CT4000

360° Eclipse

## THE AURIGA DISPATCH SYSTEM:

Trapeze's Auriga dispatch system runs many of the world's largest and most professional taxi and private hire companies. It comprises the following elements:

**Evocab:** Our industry-leading office system, complete with a unique intelligent automatic dispatching system.

**360° Eclipse:** A gorgeous 5" touchscreen device which offers the mobility of a PDA, as well as radio and/or GPRS communication; meter connectivity; and wireless software updates.

**CT4000:** Our most successful unit to date: a robust, highly functional partner to the Evocab system, with communication via radio and/or GPRS.

**CTPocket:** The sister to the CT4000, offering the same advanced feature set running on a sleek and mobile PDA device. Communication via GPRS.

**CT3000:** This low-cost option is a highly functional, robust and reliable in-vehicle device. Communication via radio.

## **A** More Work, Less Waste

Obviously, what drivers want is work – ideally as much of it as possible. Evocab has been specifically designed to not only take bookings and dispatch them to appropriate vehicles; but to do so in the most efficient manner possible. Evocab's Intelligent Dispatch system means drivers get more work with less waiting time and dead mileage.

## **B** A Choice Of In-Vehicle Devices

With a range of units available, drivers are free to choose from the cutting edge Drive 360° Eclipse; robust, functionally rich CT4000; smart and compact PDA-based CTPocket; or low cost CT3000. Units communicate with the office either by controllable, free-to-air PMR radio, or the GPRS network – all under the same system, and all at the same time.

The CTPocket is compatible with a range of PDAs, including the HTC Touch 2; O2 XDA Guide (HTC Touch Cruise '09); O2 XDA Orbit 2 (HTC Touch Cruise); Acer X960; and Eten Glofish X650, X600 & X500.

## **C** Choose Whether To Run For Work

Evocab offers drivers the ability to choose a 'driver distance preference' directly from their unit, which will dictate how far away from the job they wish to be considered. So for example, if a driver comes to work in a bad mood and decides he doesn't want to be 'pulled' for work, he can elect to only receive jobs in the area he is currently in. Later, after doing a few jobs, he may be a little more flexible over how far he wishes to be pulled, and extend his preference to 'Far' – which means he will be considered for more jobs.

This gives the driver a unique feeling of control, and means that they have the option to run for work if they choose to – while making for a quieter life for the fleet manager in terms of driver complaints.

## **D** Automatic Customer 'Callback' And 'Text Alert'

With the Drive 360° Eclipse, CT4000 and CTPocket, drivers don't have to remember to press the 'Callback' (also known as Ringback, or Car at Door) button to let the customer know they are arriving. Instead, a Callback message is automatically sent when the driver is close to the pick-up point, at which point it can do one of two things:

- I. Send an SMS to the customer outlining the Vehicle Make, model, Registration and even driver name (all configurable). This ensures that the customer gets in to the right vehicle, and the job is not stolen by another driver.
- II. Call the customer's phone to alert them. If the call is answered, a message will play saying something along the lines of: "Your car will be arriving shortly, please be ready", so there are no confused customers wondering why their phone was ringing, or complaining about "crank calls".



### **E** Advanced, Automatic 'Soon To Clear'

Another thing drivers don't have to worry about is 'Soon To Clear'. With the Auriga dispatch system, as the vehicle approaches the destination it will automatically be marked Soon to Clear (also known as Clearing), at which point the driver will be considered for work in the area he is dropping in, enabling him to receive his next job before he has dropped the customer off.

Of course, some areas may be more congested than others, so the distance from the destination at which Automatic Soon to Clear is instigated is configurable by zone. A well configured Automatic Soon to Clear system that doesn't send messages too early, and makes the most of the feature in less congested zones, can dramatically improve workflow by decreasing waiting times between jobs.

### **F** Fair, Effective 'Out Of Car' Option

Now drivers CAN leave the vehicle to assist customers with their shopping – or simply go for a short break – without fear of losing out on jobs. Once the driver has pressed the 'Out of Car' button they are free to leave the vehicle, and if any jobs arrive Evocab will call their mobile phone, prompting them to return to the vehicle to accept the job within two minutes (this time limit is configurable).

Better still, with the Drive 360° Eclipse and CTPocket units, the driver can actually take the unit with them. This offers complete freedom – but it is possible to limit the feature so that job offers can only be accepted when the unit is in the cradle. Both the Eclipse and CTPocket units can vibrate when a job is offered, thus alerting a driver who has the device in their pocket.

This means that with the Eclipse, CTPocket and CT4000, the driver MUST return to the vehicle to get the job, otherwise it is given to the next available driver. This ensures a fair and efficient

system where jobs are only ever given to drivers who can start work within two minutes.

### **G** Enhanced Job Bidding Facility

Drivers who are available for work but don't yet have a job can press the 'Bidding' button to see available jobs that are viable bids from their present location. Unlike many other systems, this view shows ONLY those jobs the driver can actually do, so there is no need to search through a list of jobs on the other side of town: everything shown is a viable job. Crucially, jobs can even be ordered according to how close they are to the driver, making it easy to instantly see the closest ones.



Better still, when a new job appears, an audio message plays, stating “New Bid jobs available”, prompting the driver to view the screen and decide if he wishes to bid for it.

### **H** Flexible Plotting Screen System Overview

With the Auriga dispatch system, drivers wanting to look at the jobs, cars and future jobs have an incredibly flexible ‘Plotting Screen’ with a range of filters, so they can choose to view Just Cars (i.e. where are all the free cars?); Just Jobs (where are all the available current jobs?) or Just Future Jobs (where are all the jobs coming up for dispatch in the next 15 minutes [duration configurable by zone]?).

Additionally, multiple filters can be used together. For example, by selecting two

filters, drivers can see Zones that have jobs and cars – in this example the zone is likely to have unusual jobs that can’t be covered by standard cars.

### **I** Forthcoming Jobs View: Shall I Stay Here?

The Auriga dispatch system allows the driver to view the number of upcoming jobs in the area around his current location. This is particularly useful for those instances where a driver drops off in a zone that is normally seen as ‘quiet’ for work, because he can make an educated decision about whether to wait for any forthcoming work, or drive back to a busier area. This is very configurable, and in some cases can be set to show ALL zones, so drivers can see where the work is coming up and go to those areas to ‘catch’ it when it becomes available.

### **J** Automatic No-Job Handling

If the customer and driver fail to meet, provided the driver has already initiated a Callback (which can be done automatically by the system when the driver is close to the pick-up), he can press a button to initiate a No-Job. If the vehicle is within 500 meters of the pickup (this is configurable) and the driver has waited at least three minutes after the pick-up time for the job (again, configurable), the system can be set to automatically place the driver at the “Top of the Queue” in that zone, so he receives the next available job and isn’t further punished for the No-Job. All of this is done automatically, and without dispatcher intervention.

### **K** ‘Give Jobs Back’ To The System

If a driver receives a job and cannot do it for whatever reason (for example if he is on a rank, accepts a job, but then a customer gets in to his cab), then although he has accepted the job, the Auriga dispatch system can allow him



the ability to give the job back in order to be re-allocated to the next available driver. To prevent cheating, the driver only has two minutes to give the job back (configurable), and to ensure a job doesn't run late, it can only be given back to the system three times (again, configurable).

### **L** Fully Integrated Satellite Navigation

This isn't just a static map; it's a genuine Satellite Navigation package that routes drivers from their present location to the Pick-up, Via or Destination of the job with a single button press. Better still, the navigation package can be used 'Standalone' for street pick-up jobs to unusual destinations – or even used by drivers who aren't logged on during their leisure time.

### **M** Personalised Display With Visual 'Themes'

The Eclipse, CT4000 and CTPocket offer the driver the ability to choose from a selection of visual themes, which change the colour, look and feel of the screen to match the time of day or weather conditions, in order to ensure maximum readability.

Eclipse goes one major step further by offering icon-based layouts, with images on each button. There are day and night icon themes available. Additionally, the Eclipse and CT4000 can store up to four personalised brightness settings, which can be chosen between in order to maximise visibility for the for the time of day and current light level.

### **N** Software Updates Over The Air Via GPRS Or Wi-Fi

With the 360° Eclipse, device configuration changes – or even full software updates – can be downloaded wirelessly, either by GPRS, or optionally using the unit's built-in Wi-Fi connection via the office's Wireless LAN.

To instigate an update, the driver simply presses the 'Check for updates' button, and the unit will automatically download and apply the new software. It will even automatically activate the Wi-Fi connection if no GPRS connection is available (i.e. for PMR-only vehicles).



## **O** Driver And Vehicle Document Warnings

With the Auriga dispatch system, drivers no longer need to track and remember to renew their documents or arrange retests. Once the system is made aware of the driver and vehicle document renewal dates, it can automatically remind drivers when their eye tests, MOT tests and so on are due. When the driver logs on to the system within the predetermined warning period, he will be shown the relevant reminder(s). This reminder can be shown each time the driver logs on until the document in question has been dealt with. If the date passes and the document still hasn't been renewed, the Auriga dispatch system can be set to stop the driver from logging on, thereby preventing him from working illegally.

## **P** Instant Installation = Instant Work

Because the Eclipse and CTPocket can be installed in seconds, they are ideally suited for new drivers who join the company – or for existing ones who might have developed a fault with their existing equipment but want to carry on

working without interruption.

Many fleets that operate with CT3000s and CT4000s on PMR keep a small stock of CTPockets in the office, ready and available for work should they be required. This means new drivers can be up working within minutes, and the full installation of a CT3000 or CT4000 can be done when the driver is more settled, and in normal working hours.

## **Q** Driver Safety With Emergency Tools

If a driver is in trouble, a single key press (or external switch) can initiate 'Emergency' mode, in which the voice channel with the office is automatically opened for 30 seconds, so the office can hear what is going on in-vehicle. Additionally, a map opens on the dispatch screen in the office, alerting them to what is going on, and showing the location of the Emergency car – as well as nearby working cars. Armed with this information, the dispatcher can send assistance in the form of other drivers, or advise the police.

## **R** Advanced Meter Integration

The 360° Eclipse (when used with 360° Connect), CT4000 and CT3000 have a standardised meter roof light sensor, which means the driver doesn't need to tell the system that they have gone PoB or Free; the unit can be wired to the meter roof light in order to detect when it is on or off, and automatically plot the vehicle Free or PoB accordingly. Unlike many systems, this facility comes as standard.

But the Eclipse and CT4000 can go one major step further - using a dedicated meter interface to transfer fare and state information back to the Fare Entry screen, thus virtually eliminating driver error when entering fare details. When this system is used with the Printer and Swipe, an instant "Docket" can be created for the customer to sign. We currently support a range of Digitax, Cygnus and Hale meters.

## **S** 'System Busy' Warning Message

When the system gets very busy and there are a number of jobs available that are not being covered, Evocab can send a message to all the cars stating "System busy – Please Bid". This informs the drivers that there are jobs available and plenty of work to go around, so there is a good chance of success if they were to bid for a job.

As well as sending friendly "Good morning" messages from the office in the form of a Notice board messages, this feature can also be used as a way to get messages out to drivers when they log on. For example, the dispatcher can set a "Notice board" message that will appear as and when each driver logs on, outlining any issues that day. For example, "Extra shifts on Friday, contact the office", or even "Speed cameras on the A41 today" etc.

## **T** Useful Driver Messages (Flags)

Drivers often want to pass on messages to the dispatcher. For example, "Going for lunch", or "Lots of customers on Town Rank" etc. The units can be set up

with standardised messages that can quickly be sent from the in-vehicle unit, and appear on the Dispatch Screen to be read.

It is also possible to show a driver his 'queue position' for a flag he has sent. This can be especially useful for when a driver has sent a "Request to Speak" message during a busy period, since he can view his position in the list of drivers waiting to speak to an operator. This provides an indication of how long it will be before he gets a response, enabling the driver to deal with customer queries far more effectively.

## **U** Genuine Multi-Fleet Package With Relevant Counts

With genuine multi-fleet management, drivers benefit by ensuring that expired work can be passed between fleets – meaning it gets covered, rather than being left to go late. Crucially, with the Auriga dispatch system all drivers know that the job and car counts they can see on their in-vehicle unit are directly relevant to their work; they aren't shown jobs they can't do, or vehicles that aren't

competing for the same jobs.

As a job from a different fleet 'expires' due to going late, it instantly becomes available for drivers on any eligible 'cover' fleets. At this point the drivers can see the job (and other cars able to do it), and are free to bid for the job.

## **V** Voice Prompts With External LOUD Speaker

The Eclipse, CT4000 and CTPocket use voice prompts to guide drivers through processes such as accepting work ("Job offer, press tick to accept") or plotting POB ("Passenger On Board, please select your destination zone"). This makes it very simple for drivers to start using the unit without training, and with the CT4000's external loudspeaker, the volume can be set to overcome vehicle noise etc.

## **W** Large Touch Screen With External Keypad

The 360° Eclipse comes with a large, gorgeous 5" touch screen, which is bigger than most PDAs or even installed units are able to offer. This marries the increased readability of a large screen with a convenient overall unit size. The CT4000 has an external keypad and 3.8" screen, which is larger than most PDA alternatives.

## **X** Genuine 'SiRFstar III' GPS with 'Spatial Awareness'

Utilising the latest high quality SiRFstar technology, Trapeze's GPS equipment is extremely effective, with GPS working in even the most restricted of areas – and not necessarily requiring a 'line of sight' view of the sky. The 360° Eclipse actually goes one stage further with the dedicated latest "SiRF Atlas4" technology.

Additionally, the Eclipse, CT4000 and CTPocket utilise a feature called 'Spatial Awareness', which means they are programmed with their working areas (or 'Zones') and therefore know where they

are, and can determine when and where to change zone and transmit an updated position fix back to the office. This limits needless radio / GPRS traffic, ensuring very low usage on the PMR channels (allowing more cars per channel) and low GPRS usage – and therefore cheaper bills. Our lowest GPRS package starts at under £2 per month.

## **Y** Complete, Seamless Coverage With PMR & GPRS

With the CT4000's GPRS back-up option, it is possible to make use of free-to-air radio when in the local area, and switch to GPRS when radio is unavailable (in black spots, or when working out of area). But drivers don't need to switch or change anything as they drive out of PMR radio range – the CT4000 can switch straight to GPRS automatically without any intervention.

The CT4000 can even decide which PMR or GPRS channel to use based upon the area (Zone) the car is located; allowing you to eliminate the effect of black spots, and work over a very wide area using just PMR if you prefer.

And if choice is what you are after, we can either provide the GPRS SIMs (at prices starting from under £2/month), or you can simply source your own from the main networks - the choice is yours.

## **Z** Swappable GPRS SIMs

The Drive 360° Eclipse and CTPocket have the ability for the unit's SIM to be changed at any moment, meaning it is quick and easy to switch networks should one encounter issues. Simply put the new SIM in the unit and it will detect the change, and ask the driver to select the new network to work on. Once chosen, the driver is free to work on the new network. There is no reason to keep an entire fleet of backup SIMs; just enough to deal with the cars out should the problem arise.

	CT3000	CT4000	CTPocket	360° Eclipse		CT3000	CT4000	CTPocket	360° Eclipse
<b>Driver Distance Preference</b> (changeable from unit)	3	3	3	3	<b>Instant installation</b>			3	3
<b>Callback &amp; Text Alert</b> - Automatically when approaching pickup	3	3 3	3 3	3 3	<b>Driver Emergency Tools</b>	3	3	3	3
<b>Soon to Clear feature</b> - Automatically when approaching destination	3	3 3	3 3	3 3	<b>Roof Light sense for meter POB/Free</b>	3	3		3
<b>Out of car feature</b> - Driver can take unit with them		3	3 3	3 3	<b>Advanced Meter Interface for fare retrieval and status</b>		3		3
<b>Job Bidding facility</b> - Filtered to biddable zones - Jobs ordered by proximity to car - "New bid job available" voice prompt	3	3 3 3	3 3 3	3 3 3	<b>Multi-Fleet Compatibility:</b> Only Show Relevant Counts		3	3	3
<b>Flexible Plotting screen</b> - Multiple "Filters" at the same time - Future jobs view with optional "Local Filters"	3	3 3 3	3 3 3	3 3 3	<b>'System Busy' And 'Notice Board' Messages</b>	3	3	3	3
<b>Automatic No-Job handling with Plot to Top</b>	3	3	3	3	<b>Useful Driver Messages (Flags)</b> - more than 10	3	3 3	3 3	3 3
<b>Give Job Back feature</b>	3	3	3	3	<b>Voice Prompts to guide drivers through processes</b>		3	3	3
<b>Genuine "One-Touch" Satellite Navigation</b>		3	3	3	<b>Large Touch Screen</b>		3.8"	2.8"	5.0"
<b>Personalised Display with Visual "Themes"</b> - Icon-based with Day and Night modes		3	3	3 3	<b>Genuine 'SiRFstar III' GPS</b> - Spatial Awareness (low PMR traffic / GPRS usage)	3	3 3	3 3	3 3
<b>On The Fly Preset Brightness Settings Feature</b>		3	3	3	<b>Communication by:</b> - PMR - GPRS - Voice	3	3 3 3	3 3	3 3 3
<b>Software Updates "Over the air" Via GPRS or Wi-Fi</b>				3	- Complete, Seamless Coverage with PMR & GPRS		3		3
<b>Driver and Vehicle Document Warnings</b>	3	3	3	3	<b>Swappable GPRS SIMs</b>			3	3

Document version: 1.6

**Please note:** Trapeze's product range is constantly being expanded and improved upon. For this reason, the features outlined in this document relate to packages available in May 2011. For an updated version of this document, please get in touch.