



Private Cloud Technology

“TRIP Riverside began using the new Cloud version of TripTrak in February of 2012. The feature that I have enjoyed the most is how easy and quick reports can be created at any given moment. The operator has the opportunity to build TripTrak from the bottom up and make the software do most of the work for you.

TripTrak has made looking up riders by city/age/zip...etc easy. It has also made it very easy to isolate riders from a specific funding source and make any changes for just that specific funding source with confidence that you have not missed anyone. A variety of reports can be done in minutes.

TripTrak saves time because of its capability to give you the specific information that the you are looking for in just a few clicks. Each report has a variety of data that can be used for different invoices or other funding specific reports without leaving one screen. If funders require a last minute update or report it will take only minutes to obtain the information and to export it to a pdf file and e-mail almost immediately.

TripTrak saves time, provides for complete data collection, insures clean record keeping, allows me to manage different funding sources easily, and makes control and monitoring of passengers easy.”

Ivet Woolridge, Operations Manager, TRIP Riverside

“I like that it is easy to enter all data we need in order to process applications and reimbursements. Rarely do I have to pull the paper file to follow up with a rider’s questions when they phone in.

I love the Note section. It is easy to record information relating to the rider when they phone in so that any employee can be aware of the all communications with each rider ...way less confusion when giving feed back to a rider’s questions or concerns. Looking up information and printing forms quickly and correctly saves time and is a great plus.

I know this system has been developed from years of experience and it shows. I believe that if people use the application as it is designed they will be able to run a successful TRIP service with minimal headaches.’

Karen Long, TRIP Administrative Assistant

“TripTrak is a simple fast and efficient way to keep track of our clients. We have so many clients that without TripTrak it would be so much more work, even to simply answer their questions. Because of TripTrak we've been able to reduce their wait time.

What I like most about TripTrak is that we are able to save trees by saving applications electronically. Sometimes clients cannot finish their application when first contacted, but we can now just save it and complete it at a later time.

Before TripTrak a lot of my time was spent looking for paper and sometimes pulling the file again if the client called again. Now we can look up almost everything we need through TripTrak

We can look up a group of clients by city, race, age, etc., and being able to filter clients based on our needs is extremely helpful and saves much time. Trip also saves time as it has the capacity to print our checks and to do so alphabetically. I cannot imagine working with this many clients without TripTrak.”

Consuelo Arias, Bilingual Administrative Assistant