ETA TRANSIT

3 Reasons Why Transit Agencies Need PTT 2.0

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ETA Transit customers already know legacy transportation technology hinders innovation and holds their operations back. By adopting ETA's intelligent transit management software, transit agencies take a giant leap forward to realizing the benefits of turning each vehicle into an edge-delivered hub, fully connected to the enterprise.

A robust technology stack is critical for today's transportation organizations. Communication is an important element within this stack and this is where Orion's award-winning real-time voice platform comes in. In partnership with ETA Transit, agencies that adopt ETA's software now also benefit from the opportunity to integrate transformative Push-to-Talk (PTT) 2.0 communications into the same system. By combining the ETA Transit platform with Orion, transit agencies unlock powerful collaboration technology at the touch of a button.

Drivers no longer need to switch between multiple applications or devices (like radios) to get their jobs done. Instead, they access all their critical information and tools in one system. By combining these two world-class technologies, users gain advanced functionality in a single pane of glass — whether installed in a vehicle or on a dispatcher's desk.

The Transformative Benefits of Orion PTT 2.0

So why do ETA Transit customers need Orion PTT 2.0?

New, innovative technology like Orion PTT 2.0 means that transit agencies no longer have to put up with the pitfalls inherent with old-school, two-way radios or limited PTT-only apps. Radios hinder operations with minimal functionality and poor range, and many PTT-only apps can be unreliable.

The Orion PTT 2.0 Platform eliminates these headaches with reliable and easily scalable voice technology that is instantly available. Orion PTT 2.0 runs as an over-the-top service that works on any data connection whether Wi-Fi, cellular data, private LTE, etc., which eliminates concerns for range or spotty coverage.

One Orion transit customer came to us trying to solve problems like limited operational control

and organizational visibility, aging technology in need of replacement with modern alternatives, inadequate collaboration environment, and slow, manual processes for dispatchers. Incorporating Orion with their transit management system resulted in dramatically improved communication, expanded collaboration capabilities, the elimination of time consuming manual processes, and greater safety and compliance.

Orion's collaboration platform for transit agencies transforms how drivers, dispatchers, and supporting staff communicate. Here are three reasons why ETA's customers need Orion's PTT 2.0:

#1: Automations to do More with Less

In addition to dramatically improved communication, Orion's PTT 2.0 Voice Bots support a variety of AI-driven automations that are game changers for transit agencies. Orion's Status Check Bot offloads the time-consuming task of dispatchers needing to respond to driver's device connectivity check — a routine task often part of a driver checklist before they can even get on the road. Transit agencies using radios know this task can often cause a bottleneck as a new shift of drivers comes online. The Orion Voice Bot listens and automatically responds to confirm connectivity, enabling drivers to get on the road faster and keeping dispatchers free to take on higher-value tasks. This bot alone provided a cost savings of $700,000 per year to the previously noted Orion transit customer who eliminated burdensome radio checks.

Additional Voice Bots support activities like helping drivers step through standard operating procedures such as a safety check or a pre-/post-operation vehicle inspection. Geofence or location-based triggers can alert dispatchers to specific actions like inactivity for an unusual amount of time. Real-time language translation is critical during this labor shortage and unlocks access to an expanded labor pool of non-English speaking drivers.

#2: Expanded Collaboration & Flexible Communication Environments

Orion PTT 2.0 unlocks instant expansion capabilities, enabling transit agencies to bring any relevant personnel into the collaboration environment. Dispatchers and managers can access the Dispatch Console from any location, including an operations center, a home office, or an on-the-go environment. Agencies gain the ability to add any worker like temporary drivers, maintenance workers, security personnel, and more.

Ad hoc 1:1, limited groups, team-wide, or organization-wide collaboration environments mean any communications need is met. Nuanced communication settings ensure drivers remain focused. Cross-departmental collaboration is now easier between drivers, dispatchers, customer service, emergency responders, maintenance, supervisors, and more.

Users never miss a message with the ability to record, playback, and archive all messages. In addition to voice, PTT 2.0 users can communicate with text, photo, video, or file to meet the demands of any unexpected situations or incidents.

#3: Improved Incident Response

Passenger and driver safety are mission-critical for transit agencies, which means communication technology must support rapid response for incidents and emergencies. Orion PTT 2.0 does this in two ways. First, Orion's collaboration platform brings incident response into a centrally managed, web-based Dispatch Console. Dispatchers gain the ability to create an ad-hoc limited group environment with the driver as well as relevant safety or supervisory personnel. The affected driver gains undivided support and attention while other drivers remain undistracted.

Second, Orion PTT 2.0 utilizes patented Voice AI Bots to bolster incident response efforts. Voice AI Bots are configured to respond manually or automatically by voice commands, events or actions. Spoken commands can be set to trigger emergency workflows that send an email or SMS message containing audio and geolocation information to dispatchers, response, teams, and managers that an incident has occurred. Voice Bots assist in capturing and archiving all information and metadata for post-event analysis or compliance reporting. Voice Bots can also trigger workflows in/out of other backend applications.

Transform Your Transit Operations with Orion PTT 2.0 and ETA Transit

By layering Orion's voice-first functionality into ETA Transit's critical systems, transit agencies gain the innovation they need to digitally transform their operations from driver to supervisor and every touchpoint in between. Together, ETA Transit and Orion provide a fully comprehensive transit technology platform that includes the highest-quality push-to-talk functionality available.