

Shuttl



OVERVIEW

Formed in 2015, due to issues with a nascent public transport system that has struggled to cope with Delhi's growing population of over 16.5 million, Shuttl is an app based, office bus service that allows its customers to book transport using Shuttl's vehicles, right from their mobile phone.

With over 1 million rides taken in the first year, Shuttl partnered with Chirp to reduce congestion, pollution and guarantee passenger seats and arrival times.

GOAL

Fully automate the customer boarding and ticket authentication process to enable passengers to board more quickly whilst the driver focuses on driving.

NEEDS

- Provide a solution that accounts for human error and also the wide array of devices that customers carry. For example, those that do not support NFC
- Mitigate against a loss of 3g/4g coverage along the journey that could prevent customers from being able to board in certain areas

SOLUTION

- Integration of Chirp into the Shuttl iOS and Android Apps
- Integration of Chirp's Android SDK into driver terminals
- Dynamically generated Chirp's that are impossible to counterfeit

RESULTS

“There’s no doubt in our minds that Chirp has enabled us to improve our service. The automation of our ticket checking has improved our offering to our customers, and it’s made each of our pickups smoother. We’re incredibly thankful that we discovered Chirp when we did.”

Karan Aggarwal - AVP of Innovation at Shuttl

