

Customer Case Study

Brownsville Urban System

GOAL

To move from manual scheduling and dispatching to an automated system that improves operational efficiencies, reduces time spent on reporting and other administrative tasks, and improves customer service.

BROWNSVILLE URBAN SYSTEM OVERVIEW

- » City of Brownsville, Texas public transportation provider offering both fixed route and demand response service.
- » Provides around 200 ADA paratransit/demand response trips per day for individuals with disabilities who are not able to use the fixed route system.

BUSINESS CHALLENGES

- » Needed to move from “pad and paper” scheduling and dispatching to an automated system for its ADA paratransit service.
- » ADA reporting was cumbersome and often inaccurate.
- » Wanted to increase trips per day without adding more vehicles or personnel.
- » Some drivers and dispatchers hesitant to use newer, automated transportation management technologies.

SOLUTIONS

The following RouteMatch Software components were employed with Brownsville to achieve their goals.

- » RouteMatch TS

RESULTS

- » 39 percent increase in trips per day - from 130 to 213 trips/day.
- » Increased trip capacity while maintaining operational efficiency.
- » Decreased number of personnel and time needed for scheduling; went from three down to one full-time employee for scheduling.
- » Scheduling and manifests used to require working late until 9pm, now work is accomplished by 5:30pm each day.
- » Despite increased trip count, maintained the same number of vehicles.
- » Reduced phone time reservations; from 10 to 2 minutes per call.
- » ADA reporting accomplished more quickly and accurately.

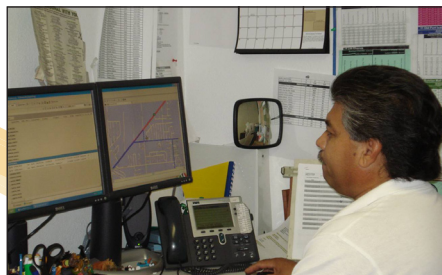
“ Many tasks were difficult to accomplish before RouteMatch TS – scheduling, dispatching, reporting – but now we are more efficient than ever and see many benefits.” ”

—Rebeca Ramos, ADA/DBE Coordinator

ABOUT ROUTEMATCH

RouteMatch Software is headquartered in Atlanta, Georgia and is made up of a team of software engineers, Internet technologists, computer scientists, management information experts, database management professionals, and transportation consultants. RouteMatch is dedicated to the success of its clients and has been established around a philosophy of building state-of-the-art technology and professional services, while providing unparalleled customer support and maintenance.

Our technology vision is to minimize the total cost of ownership (TCO) of the software solutions used in the Transportation Sector, and yet to dramatically increase the benefits of automation and cost savings derived from world-class software.



Shown: Brownsville in action using Scheduling and Dispatching functionalities in RouteMatch TS.

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