

Customer Case Study

Cape May County



GOAL

Find an automated routing and scheduling system that could integrate with existing mobile data terminals (MDTs) to reduce operating expenses, improve customer service, and automate the billing and reporting process.

CAPE MAY COUNTY OVERVIEW

- » Cape May County transit service, called Fare Free Transportation, delivers a modified fixed route, demand response and subscription service to 16 communities in Cape May county in New Jersey, to select areas of Atlantic and Camden counties in New Jersey, as well as Philadelphia, PA and Wilmington, Delaware.
- » Since 1973, Fare Free Transportation has been providing service to senior citizens, persons with disabilities, veterans, people of low income, and the general public – operating 850 trips a day with 54 vehicles.

BUSINESS CHALLENGES

- » Needed a flexible yet powerful software solution that could integrate with current and future software and hardware components to produce a total turnkey transportation management system for Cape May County.
- » Wanted to accommodate growing need for demand response trip requests easily and without increased burden on staff.

SOLUTION

RouteMatch TS™

RESULTS

- » Fast and easy implementation of software, integrated easily with existing hardware and user friendly from day one.
- » 2.3 percent increase in trips per day - from 823 to 850 trips/day.
- » Increased trip capacity with same number of vehicles and two less staff members.
- » No limit on calls that can be processed and accommodated.
- » Decreased number of personnel and time needed for verification; verification went from taking three quarters of a day to taking less than one hour.
- » Able to move personnel into handling other needed administrative duties.

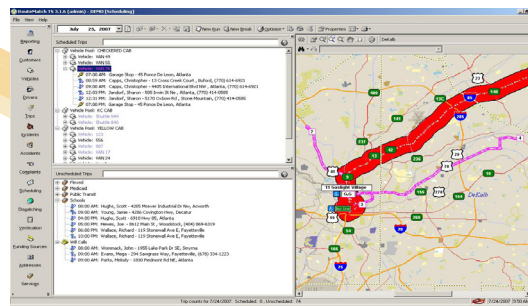
“ When we need help, RouteMatch Software is quick to respond, answer our questions and accommodate us. We’re very impressed with their technical support team. ”

—Kathleen Belles, Fare Free Director, Cape May County

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 :
RouteMatch TS
fully-automated
scheduling screen.

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Daily verification processes went from taking almost 6 hours to less than 1 hour.

Turn this sheet over and discover how RouteMatch Software can help you achieve this and offer you support every step of the way.