

Customer Case Study

City of Pasadena (Pasadena, CA)

GOAL

Improve dial-a-ride services for the City of Pasadena by implementing an advanced transit management system that provides automated reporting, routing and scheduling and increases trip efficiency.

CITY OF PASADENA/FIRST TRANSIT OVERVIEW

- » First Transit operates 11 buses servicing 54,000 passengers a year, traveling approximately 200,000 miles per year.
- » First Transit is contracted by City of Pasadena to operate dial-a-ride services for seniors and qualifying residents who live in Pasadena, San Marino, Altadena, and the other unincorporated Los Angeles County areas in the service area.
- » City of Pasadena had mandated an automated dial-a-ride service be in place by December 2001.

BUSINESS CHALLENGES

- » First Transit had to implement an automated dial-a-ride program in order to operate the City of Pasadena's transportation service.
- » To receive continued funding, First Transit needs to show an increase in trip and administrative efficiencies and that they run a tight, lean operation.

SOLUTION

RouteMatch TS™

RESULTS

- » Increased trip efficiencies from 2.5 passengers per hour to 3 passengers per hour.
- » Streamlined reporting between First Transit and City of Pasadena by creating automated, custom reports accessible by the click of a button.
- » During 2005, on time performance increased from 94.7 percent to 96.8 percent and complaints per 100,000 passengers dropped from 14.5 down to 9.08.
- » Enhanced customer service by decreasing "on-hold" times.
- » Through automated scheduling, First Transit inserts trips more efficiently, schedules multiple pick-ups from the same location and minimizes overbooking.
- » Demonstrated to the City of Pasadena that transportation service is operating efficiently.

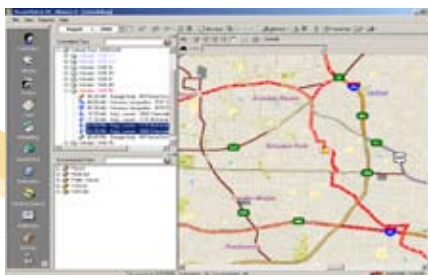
“RouteMatch TS helps us operate highly efficiently and continually improve our customer service and on-time performance. RouteMatch continues to be a great partner in our work with the City of Pasadena..”

—Tim McGowan, General Manager, First Transit

ABOUT ROUTEMATCH

RouteMatch Software is a proven leader in transportation and logistics technology and services, with specific expertise in demand-response and paratransit systems. Targeting private and public sector transportation providers, the company's products specifically address data management, routing, scheduling, dispatching, billing, reporting, verification, AVL, MDC, fixed-route integration, IVR, and transportation coordination. Founded in 1999, the company is headquartered in Atlanta, GA with additional offices in Massachusetts, Washington, North Carolina, South Carolina, Texas, and Iowa.

Our technology vision is to develop and deliver the best passenger transportation technologies in the nation.



Shown :
RouteMatch TS Fully
Automated Scheduling
Screen.

Delivering results.
1.888.840.8791 | www.routematch.com

“We were able to
increase our trip
efficiencies by 17%.”

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