



Duplin County Transportation Services

Client Case Study

GOAL

To find a way to reduce mileage, the number of trips, and vehicles used on a daily basis - without sacrificing customer service

DUPLIN OVERVIEW

- Rural transportation provider serving citizens across 850 square miles in Southeastern North Carolina
- Staff of four must coordinate and provide 85,000 trips a year using 22 vehicles
- Delivers human service transportation for seniors, disabled, and mental health customers
- Functions as an ADA/Medicaid provider

BUSINESS CHALLENGES

- Previous software did not handle scheduling and required manual assignment of routes; also offered very few reporting options
- Wanted a more flexible, Windows-based software solution that could ease their administrative burden and offer a new, exciting range of features to improve service and reduce costs
- The new software solution had to help coordinate and schedule trips over a large service area with many rural roads

SOLUTION

RouteMatch TS™

RESULTS

- Reduced number of vehicles in operation from 24 to 18 – while retaining the same level of service
- Administrative burden lessened through user-friendly software interface and effective data management
- Robust reporting features enabled Duplin to save money
- Increased operational and budgetary control through flexible and customizable reporting
- Excellent customer support and service
- Full range of modules and upgrades available through RouteMatch for future services

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 routing, scheduling, dispatching, billing, reporting, verification, AVL, MDC, fixed route integration, and transportation coordination. Founded in 1999, the company is headquartered in Atlanta, GA with additional offices in California, South Carolina, and Massachusetts.

Additional information about RouteMatch Software products is available at:

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sales@routematch.com

1-888-840-8791 or

404-876-5160.

“The first thing we noticed immediately was that RouteMatch Software was very flexible and user-friendly.”

-Padrick Kennedy,
Transportation Director
Duplin County
Transportation Services
Kenansville, NC



A Closer Look at Duplin County Transportation Services

Upgrading Software Leads to More Effective Transportation Service with Less Administrative Burden

Duplin County Transportation Services had been using software to run its rural transportation service. However, it had been a Lotus-based system that had limited functionality. “The previous software didn’t handle scheduling, still required us to manually assign routes and offered us few reporting options,” says Padrick Kennedy, assistant director at Duplin County. A staff of four running transportation operations wanted to find a more flexible, Windows-based software solution that could ease their administrative burden and offer a new, exciting range of features to improve service and reduce costs.

The software solution also had to help coordinate and schedule trips over a large service area with many rural roads. “We offer fixed deviated trips and the miles covered can really add up. The software needed to really show us what routes were the most efficient to transport our customers and also how we could combine trips more effectively,” adds Kennedy.

After comparing available technology, Duplin County selected RouteMatch Software’s routing and scheduling solution (currently using RouteMatch TS). “The first thing we noticed immediately was that the software was very flexible and user-friendly,” says Kennedy. Previously, staff could access few reports. Now, important data could be accessed and compiled into valuable reports in a few minutes. And, reports are always accessible, easily customized and available in a variety of formats. For example, in a matter of seconds, Duplin County can review operating statistics and compare them to last quarter or last year, track trips by funding source, see where money is being spent and determine if the number of trips and mileage are increasing or decreasing at any given moment.

Reports can also be used to compile information necessary for grant funding requests. Kennedy points to a recent \$40K grant request for new automated vehicle locator (AVL) funding. “The grant request took our staff a matter of hours, not days, to compile with the reporting features available through RouteMatch TS,” says Kennedy.

Administratively, life has become easier for the transportation staff. Data management has been simplified. When changes need to be made in the system—for example, a change of address—a user can go into one screen, update the address information and that information is updated at all levels and locations in the system where that customer information resides. The ability to make “global” changes saves time and increases the accuracy of the overall system.

With such a large rural area to be covered, Duplin County needed to find ways to reduce mileage and the number of trips and vehicles used on a daily basis—without sacrificing customer service. By using RouteMatch TS and its routing and scheduling engine (RSE), Duplin County began to schedule more efficiently by combining routes and consolidating trips.

Every day, explains Kennedy, two vans were transporting 20 customers. By using the software’s routing and scheduling features, staff was able to find a way to combine all 20 customers on one bus with one driver. “Without software, this would have been a very time-intensive and difficult process,” says Kennedy. “But with RouteMatch TS, it turned out to be easy since the software automatically showed us our options for combining routes and simplifying schedules.” Overall, Duplin County has reduced the number of vehicles in operation from 24 to 18—while retaining the same level of service.