



Federated Transportation Services of the Bluegrass (FTSB)

Client Case Study

GOAL

Needed faster and more robust software to help coordinate transportation services with subcontractors, with resulting increase in efficiency, reduced billing and reporting errors, and better customer service.

FTSB OVERVIEW

- Founded in 1983, FTSB is a non-profit transportation coordination agency based in Lexington, Kentucky (Fayette County)
- Operates as a pure broker, subcontracting transportation services for the state of Kentucky using taxicab, paratransit and fixed-route services totaling about 150 vehicles
- Selected RouteMatch TS and implemented system in 2004

BUSINESS CHALLENGES

- Move from DOS-based system to Windows-based software that would handle scheduling, fixed route integration and operate faster
- To reduce costs, needed software to group riders more effectively to maximize taxicab rides and increase bus ridership
- Reporting was time-consuming and full of errors
- Needed to better verify customer eligibility
- Improve subcontractor relationships by automating trip requests and invoice verification

SOLUTION

RouteMatch TS™

RESULTS

- 25 percent increase in fixed-route bus ridership
 - Cost savings: bus rides cost \$1 versus \$11 in taxicab
 - Software provides map, showing customer location relative to nearest bus stop
- Reporting reduced from three times a month to one time a month;
 - Only takes three minutes to generate reports
 - Fewer errors frees up staff to spend more time with customers
- Improved eligibility and verification process
 - Increased denials from 15 per month to 40 per month
 - Provides ad hoc report listing all ineligible customers
- Able to automatically verify subcontractor invoice and ensure proper billing

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 Massachusetts, Washington, North Carolina, South Carolina and Iowa.

Additional information about RouteMatch Software products is available at:
www.routematch.com
sales@routematch.com

1-888-840-8791 or
404-876-5160.

“RouteMatch Software was the best choice for us. We needed software that could get our business done better and faster, but not break the bank.”

-Pam Shepherd
Executive Director
FTSB
Lexington, KY