

Technology Track

RouteMatch- GRITS' new Dispatching Scheduling system ready to go!



When it comes to service, the Green River Intra-County Transit System (GRITS) is concerned with more than just giving you a ride. For almost 2 years, GRITS has been researching for the right scheduling dispatching software solution to delivery quality cost effective human service transportation to the Green River area. According to Mr. Shah, GRITS manager, "we didn't want to purchase the first software we reviewed, but we wanted a solution that can be tailored to meet our specific needs in Kentucky. We researched closed to a dozen individual software packages in the transit industry. Our final choice was - RouteMatch. [RouteMatch Software](#), a company based in Atlanta, Ga., provided the best options for us. The software has been developed with the end-user in mind."

With various software ranging from \$1,000 to over \$1 million, GRITS' interests lied in the scalability of the solution. GRITS involved both the office staff and the drivers to develop a needs analysis and requirements for the potential software. Each department crafted a document that highlighted their needs, must-have, and wish list of features and functionality. Beginning with the "end in mind" helped GRITS better assess each software. "We were able to objectively appraise each software and look at the pros and cons," according to Mr. Shah. Assistant Manager Louis Lindsay states, "the need to not only enter information, but to produce essential reports to manage our operation was very critical." GRITS paper load has decreased from using 20,000 to around 2,500 sheets of paper per month. An initial estimate indicated an increase in average trips per vehicle and a 75% decrease in paperwork.

"We love it", comments Floyd Morgan, a local Daviess county driver. "My paper is so much easier than before." "What's amazing is that when we pull in at the end of the route, we are also done with the paperwork. No more extra thirty minutes each day to do the paperwork", notes Joyce Haynes, eleven years GRITS driver.

The next phase of this project is to introduce Global Positioning Satellite (GPS) /Automated Vehicle Locator (AVL) to the vehicle. GPS/AVL will enable GRITS to locate and transmit each the driver's schedule to a Mobile Display Terminal (MDT). MDT will enable drivers to electronically note a pick-up, drop-off, cancellation or no-show.

"We never want to forget that technology is just a tool to help us do our main work of providing reliable efficient transportation to our community" states Mr. Shah.

