

## Boost Productivity

FOR IMPROVED OPERATIONS.

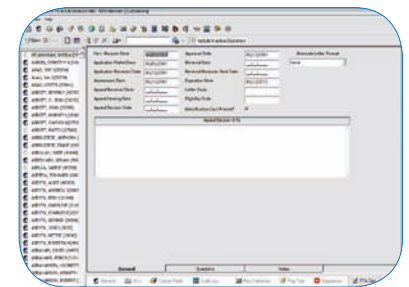
### • Certification

*Automate Your Certification Processes and Reporting Needs.*

The certification module provides your agency with the tools necessary to manage eligibility determination and certification of your ADA customers. This module allows your agency to define sets of certification interview questions and group them into various assessment groups. The resulting set of assessment questions is a useful tool to enable your staff to efficiently document the certification process and allow management to have overall insight into the entire business process. In addition to maintaining a record of assessment interviews, the module provides a centralized location to record all the various milestone dates associated with the certification process. In addition to the standard data points users are able to define additional custom fields that are native to the certification module itself.

#### Benefits at a Glance

- Capture all milestone dates associated with each certification process
- Automatically generate reminder letters based on certification renewal
- Document appeals processes and decisions
- Maintain historical notes documenting each customers certification status
- Centralize Certification Record Keeping and Reporting
- Provide a record of all eligibility determination activity for each customer for use in FTA audits



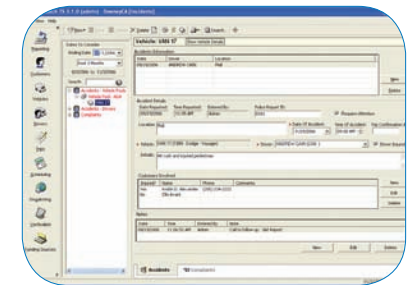
### • Incidents Management

*Easily Track Accidents and Complaints Associated With Your Drivers, Vehicles and Customers.*

The RouteMatch Incidents Module allows you to track information on both Accidents and Complaints. The Incidents window can track accidents and/or complaints associated with drivers, vehicles or customers. The Accidents window allows you to easily enter, edit and delete general information, customer involvement, and notes about the accident. The Accidents window allows you to enter accident information on a driver or vehicle and view a list of all accidents and their associated details and notes on a driver or vehicle. Save money by reducing insurance costs and possible legal claims. The Complaints window allows you to enter customer complaints and view a list of all customer complaints and their associated details and notes. The Complaints window can be a stand alone feature or be seamlessly integrated with the Accidents window to form the Incidents Module.

#### Benefits at a Glance

- Easily track accidents and complaints associated with your drivers, vehicles and customers
- Manage Complaints and Accidents systematically and transparently
- Meet Best Practices, follow up and complete cases
- Reduce insurance costs and possible legal claims



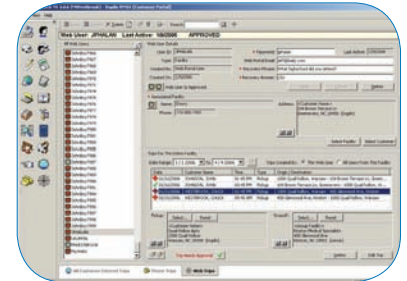
## • Self Service Web Portal

*Improve Customer and Partner Access and Satisfaction.*

The Web Portal provides increased levels of automation for your transit agency/organization depending upon current call volumes, types of paratransit services and size of agency. This feature enhances the productivity of your agency's reservationists and dispatchers. It captures information from the Internet, which populates that information to operator screens to speed up the trip entry process. It also lets you search for and compare similar addresses, customers, Web users, and trips to reduce the number of duplicates in the database. The Customer Portal consists of the Web Portal and IVR Solution, which can each be used separately or as a seamless package.

### Benefits at a Glance

- Allow your customers and partners to book trips, looking up information, etc.
- Save time and overhead, while providing better service
- Enhance the productivity of your Reservationists and Dispatchers
- Improve communication with your stakeholders
- Improve regional coordination
- Key for public relations and improved marketing



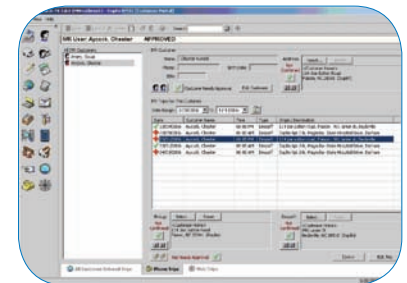
## • Self Service Phone Portal

*Receive Call Center Automation With Interactive Voice Response (IVR).*

The RouteMatch Self Service Phone Portal interacts with your phone system and IVR system to provide your customers with the ability to book trips, cancel trips, and confirm trips over the phone. Users access the phone system via a user id and pin. System uses natural voice and speech recognition to improve the caller experience. Transit systems can configure the system to deliver automated call backs to customers to remind them of schedules, service issues, or reminders. If combined with your AVL system, consumers can access the phone for real-time "where's my ride" information.

### Benefits at a Glance

- Improve system accessibility to you customers
- Improve operational efficiencies of call centers and labor required to communicate to your customers
- Improve customer satisfaction by providing more options to your service
- Reduce no shows and dwell time using the Arrival Notification feature of the system



## • Fixed Route Display

*Improve System Integration Between Demand-Response and Fixed Route Services.*

Provide more mobility options to your customers. The Fixed Route Display module will allow the provider to visually see its fixed routes, bus stops, time points, and display the  $\frac{3}{4}$  mile fixed-route boundary of a bus stop within the software application. Additionally, when verifying ADA eligibility, the user will be able to monitor which customers fall inside or outside the  $\frac{3}{4}$  mile boundary. RouteMatch also provides zone mapping in the event that there are certain areas which need to be treated differently for scheduling reasons. Zone mapping is also provided by RouteMatch in the case of billing and is done according to zone.

### Benefits at a Glance

- Verify ADA eligibility through boundary destination
- Reduce costs by integrating paratransit consumers to the fixed route system
- Trip by trip eligibility determination based on accessibility and customer requirements
- Coordinate between paratransit and fixed route services

