

Customer Case Study

Ozaukee County Transit Services

GOAL

Create a shared-ride taxi service for Ozaukee residents that assures on-time and reliable service resulting in improved customer satisfaction and increased ridership.

OZAUKEE OVERVIEW

- » In 2006, Ozaukee County in Wisconsin awarded a contract to Ozaukee Taxi, a shared-ride taxi operation, to provide service to all Ozaukee residents needing extended transportation.
- » Ozaukee Taxi installed RouteMatch PM in 2006 for automated routing, scheduling, billing and reporting capabilities.

BUSINESS CHALLENGES

- » Previous transportation service had earned a very poor reputation for reliability, efficiency and overall customer service. Ozaukee had to prove itself to citizens and try and win back lost customers.
- » Needed to reduce administrative time spent on federal and state reporting.

SOLUTION

RouteMatch PM™

RESULTS

- » Ability to deliver on-time and reliable service resulting in continual ridership increases.
- » Ozaukee had 241 new clients in March and 181 new clients in April.
- » Ozaukee winning back customers that had stopped riding with past provider.
- » Using the RSE schedule optimization feature, Ozaukee schedules trips based on suggestions from software program. This capability ensures customers are picked up on-time and avoids conflicts.
- » Time spent on reporting to federal and state authorities substantially reduced from 6 hours to 5 minutes.
- » Reporting engine automatically keeps tracks of and codes riders; can sort passengers by name, date range, agency name and agency code.

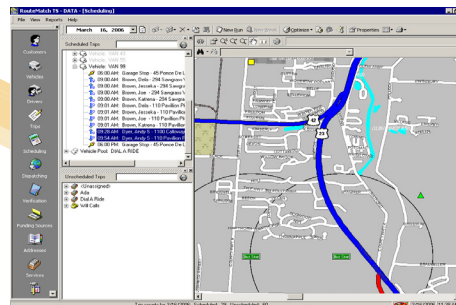
“ We had to start from scratch and build a new service with the help of RouteMatch Software. RouteMatch has been a reliable and trusted partner and I heartily recommend their software to any provider. ”

—Suzanne Plant, Manager, Ozaukee Taxi

ABOUT ROUTEMATCH

RouteMatch Software is headquartered in Atlanta, Georgia and is made up of a team of software engineers, Internet technologists, computer scientists, management information experts, database management professionals, and transportation consultants. RouteMatch is dedicated to the success of its clients and has been established around a philosophy of building state-of-the-art technology and professional services, while providing unparalleled customer support and maintenance.

Our technology vision is to minimize the total cost of ownership (TCO) of the software solutions used in the Transportation Sector, and yet to dramatically increase the benefits of automation and cost savings derived from world-class software.



Shown :
RouteMatch PM
Computer-Assisted
Scheduling screen.

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