



Provide A Ride (PAR)

Client Case Study

GOAL

To increase the daily trip count without incurring added costs such as new vehicles, additional staff, or increased fuel and maintenance costs. Improve customer service through timely drop-offs and pick-ups.

PROVIDE A RIDE (PAR) OVERVIEW

- Privately owned, for profit transportation provider serving six counties in Northeast Ohio.
- Provides over 1100 trips per day with 65 vehicles.
- Serves a range of customers with special transportation needs, such as welfare-to-work participants, students, senior citizens and the disabled.

BUSINESS CHALLENGES

- Wanted to increase size of operation, but its semi-automated dispatch and scheduling system could not support continued growth.
- Manual system made scheduling and routing a time-consuming process.
- Ongoing customer complaints about late vehicles and inefficient routes.

SOLUTION

RouteMatch TS™

RESULTS

- 30 percent increase in trips per day - from 750 to 1100 trips/day
- Despite trip count increase, did not need additional drivers and dispatchers
 - **Annual Savings:** \$200,000 (driver payroll)
 - **Annual Savings:** \$22,000 (dispatcher payroll)
- Reduction in overall miles traveled and corresponding vehicle maintenance costs
 - **Annual Maintenance Savings:** 16 percent
- Reduced number of vehicles from 72 to 64, despite increased trip count
 - **Savings:** personnel costs, insurance, fuel expense
- Reduced phone time; from 6 to 4 minutes per call

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

“From our experience, it’s impossible to run a significant size operation without an automated scheduling engine such as RouteMatch TS.”

–Alan Groedel
President
Provide A Ride



A Closer Look at Provide A Ride.



Cleveland-based Private Transportation Provider Increases Trip Count by 30 Percent While Decreasing Personnel and Vehicle Expenses

Provide A Ride (PAR) has witnessed first hand the difficulty in growing an operation without full automation. Early on, PAR experienced tremendous growth in its operation, but it was not prepared to handle the increase in business.

“In 1999, we suddenly grew from 50 to 100 (vehicles used) per day, but we quickly found out we could not handle this load on a semi-automated system,” says Alan Groedel, president of PAR. “Understanding this, we scaled our business back and decided we had to grow our business with a scheduling engine.”

While working on the semi-automated system, once the reservation was accepted, scheduling was done manually with 3x5 index cards and magnetic boards. In order to schedule and track about 700 trips a day, employees would move tiles around on the board spending up to two hours on scheduling.

“We realized that we could not continue scheduling this way,” says Tim Lewis, general manager at PAR. “Routing and scheduling software was clearly the way to go and now we had to find the right solution to meet our current and growing business goals.”

After research and vendor comparison, PAR selected RouteMatch Software and its scheduling engine technology for the operation. Implementation took place during 2001-2002.

“First, we saw that RouteMatch’s software had features and functionalities unmatched by its competitors,” says Susan Byrne, customer service manager at PAR. “But, what impressed us most was how they worked with us. They work with us as partners, help grow our business and are responsive to our feedback and requests,” Byrne stresses.

Going from a manual system to one with full automation took time, retraining and personnel changes. “There was certainly a learning curve for our staff. From trip intake to how service was delivered, the way we operated our business had to change. RouteMatch paid attention to our issues and concerns and really was focused on the implementation being a success,” says Lewis.

As PAR switched over to the fully automated system, employees began to see how “smart” the scheduling engine could be at finding and recommending the best route.

“At our peak time, 2:00-4:30 pm, this is where we make or break our business. We need to get customers back home quickly and efficiently. Using RouteMatch’s scheduling engine, we were now able to get customers back home on-time and it made suggestions that we could have never figured out on our own. We now trust the software implicitly,” says Lewis.

From 2003 to 2004, PAR added 300 plus trips per day. Despite that growth, costs didn’t increase appreciably. As a matter of fact, many expenses decreased due to the software’s ability to run more routes with less dispatchers and vehicles.

“The biggest impact was reducing our vehicles by eight. During this business growth, we went from 72 to 64 vehicles, which is the best way to save money,” notes Lewis. “We save on fuel, maintenance, personnel and so on.”

Lewis adds, “And, we now have a great sales and marketing tool. People appreciate that we use cutting-edge software and its impact on our customer service and ability to be on-time, all the time.”