



S.C.M. Elderbus, Inc.

Client Case Study

GOAL

To move away from the everyday manual scheduling process and become an efficient, automated operation while reducing in-house costs and providing better transportation services to its clients

S.C.M. ELDERBUS OVERVIEW

- Non-profit, private transportation company providing paratransit services to seniors and persons with disabilities throughout central and south-central Massachusetts
- Provide over 55,000 service trips annually using 23 wheelchair equipped passenger vans
- Under contract with the Worcester Regional Transit Authority, S.C.M. Elderbus provides transportation services to 21 communities covering over 540 square miles

BUSINESS CHALLENGES

- Entire scheduling process was done manually, causing an inefficient system that resulted in shuffling reams of paper between Schedulers and Customer Service Representatives and hours of unnecessary extra work
- Error rates (recording incorrect addresses, transposing digits and legibility issues) in daily schedules and customer data management were extremely high and resulted in poor schedules

SOLUTION

RouteMatch TS™

RESULTS

- 72% reduction in the time it takes to schedule trips on a daily basis, resulting in only 4-6 hours per day as opposed to their usual 16-20 hours per day
 - **Expected Annual Savings:** \$30,000
- 75% reduction in their daily verification process, previously requiring 8 hours per day has now been reduced to less than 2 hours per day
 - **Expected Annual Savings:** \$15,000
- 12% reduction in total driver hours per week
 - **Expected Annual Savings:** \$45,000
- Van fleet was reduced by 1 vehicle and additional fleet reductions are expected in the near future
 - **Expected Savings:** \$7,500/van

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.

"We estimate an annual savings of over \$100,000 due to the efficiencies seen in integrating RouteMatch Software into our everyday operations."

-Tim O'Day,
Executive Director
S.C.M. Elderbus, Inc.
Charlton, MA



A Closer Look at S.C.M. Elderbus, Inc.



Non-Profit Transportation Company Estimates an Annual Savings of Over \$100,000 through Automated Data Management and Improved Schedules

S.C.M. Elderbus, founded in 1971, is a non-profit, private transportation company providing paratransit services to seniors and persons with disabilities throughout central and south-central Massachusetts. The organization provides over 55,000 service trips to its client base annually, including transportation services for medical, shopping, senior center nutrition sites, work locations, as well as fulfilling other transit needs of its targeted client base. S.C.M. Elderbus offers curb-to-curb services, utilizing 23 wheelchair equipped passenger vans and covering approximately 540 square miles within its service area.

Prior to implementing RouteMatch Software, all data management and scheduling of client trips on a daily basis was an entirely manual operation. The process was inefficient and time consuming, heavily dependent upon shuffling reams of paper between Customer Service Representatives and Schedulers. Driver manifests, prepared manually, were being updated on an hourly basis as new requests for client trips were being received. In addition to being inefficient and time consuming, the error rate in producing a schedule was extremely high due to the manual nature of the operation.

Once RouteMatch was implemented, the software immediately and successfully addressed one of their major goals of technology implementation: to create a central database of all necessary information such as client and vehicle details. After several months of using the software, it became evident that automating the scheduling of client trips successfully was not being realized.

When Tim O'Day, Executive Director of S.C.M. Elderbus, joined the company in August of 2004, he immediately noticed that they needed further help in the everyday automation of the scheduling of their client trips. The company was not taking full advantage of the newly implemented technology.

Working closely with RouteMatch support and training personnel, internal processes and procedures were updated at S.C.M. Elderbus. Particular metrics, designed specifically to identify and quantify efficiencies gained following the conclusion of a training program, were defined and tracked for a period of 60 days. At the conclusion of the 60-day evaluation period, the efficiencies gained and expense reductions achieved by the organization were dramatic.

The time required for the daily scheduling of client trips, previously requiring 16-20 man-hours per day, was reduced to 4-6 man-hours per day. The verification process, previously requiring 8 hours per day to complete, was reduced to less than 2 hours per day. The total driver hours required to perform all scheduled trips was reduced by 12% per week and their van fleet was reduced by one passenger van due to more efficient scheduling. In addition to the efficiencies gained, the total estimated annual savings is more than \$100,000.

“RouteMatch Software has not only allowed us to gain efficiencies and reduce costs during challenging budget times, but it has also allowed us to better serve our client base by providing vital transportation services to seniors and persons with disabilities within our service area,” stated Tim O'Day.