

Customer Case Study

City of Santa Fe

GOAL

Improve transportation service and customer satisfaction by providing both on-demand and subscription trips on-time and with the highest level of customer service and safety.

CITY OF SANTA FE SYSTEM OVERVIEW

- » The Santa Fe Ride program serves all of the City of Santa Fe, as well as areas outside of the City that are within ¾ of a mile of fixed bus routes (as required by the ADA). The Senior Van program covers the entire County.
- » Approximately 143,635 one-way passenger trips are provided per year with 14 vehicles through its demand-response, ADA complimentary, and flexible transportation services.

BUSINESS CHALLENGES

- » Needed to transition from outside contractor with poor on-time transportation service for subscription-based trips and low customer satisfaction.
- » Improve track record for customer safety and customer service.
- » Improve ability to check eligibility quickly and effectively before scheduling trips.
- » Reduce no-shows and allow dispatchers to accurately estimate pick-up time.

SOLUTIONS

The following RouteMatch Software components were employed with Santa Fe to achieve their goals.

- » RouteMatch TS

RESULTS

- » On-time performance increased from 62 percent before July 2007 to 80.15 percent in October 2007.
- » Scheduling of vehicles decreased from two hours per day down to half an hour.
- » Subscription and on-demand trips delivered on-time and with AVL capability, time estimate for pick-up is accurate.
- » 2007-2008 transportation budget is \$150,000 less than the previous year, although the service has remained the same.

“RouteMatch Software has been there for us every step of the way. They always provide the information we need and make sure we understand how it works. Their software support really makes them stand out from the competition.”

—Annette Granillo, Operations Manager

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. RouteMatch Software is the leading provider of transit ITS software solutions, including advanced scheduling, routing, dispatching, and business intelligence software to public and private transportation industries.



Shown: City of Santa Fe Automated Vehicle Location (AVL) shown in RouteMatch's Scheduling Screen.

Delivering results.

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