



**Demand
Response**

Routematch



Connected in Transit

Transportation agencies play a fundamental role in the makings of a thriving community. When people from all walks of life can benefit from public transportation, your service becomes more than the mere movement of people—it's a duty to cultivate a better quality of life. Fueling this positive change is an enormous responsibility, but you don't have to manage it alone. The need is clear for a proven solution that enables the highest level of performance, yet finding the right fit for your agency and your community is less straightforward.

At Routematch, we want to help your agency not only deliver the best experience but also become drivers of progress within your community. You play an intricate role in the well-being and livelihood of many people's lives, so ensuring that your organization and community gets the best service is our main priority.



Routematch Demand >

With your goals in mind, we've designed a comprehensive demand response solution that covers all your needs from customer registration through reporting, freeing up your time to focus on delivering the best service and connecting your riders to future opportunities.

You can take advantage of Routematch Demand's technology platform to tackle multiple passenger transportation challenges, regardless of the scope and complexity. We've built the solution from the ground up to be highly configurable and to model operations workflow, resulting in millions of dollars in collective savings for our customers. Moreover, its scalability allows the software to grow with your system and adapt to your needs.

Routematch Demand



An end-to-end demand response and paratransit management solution comprised of multiple modules.

Designed to:

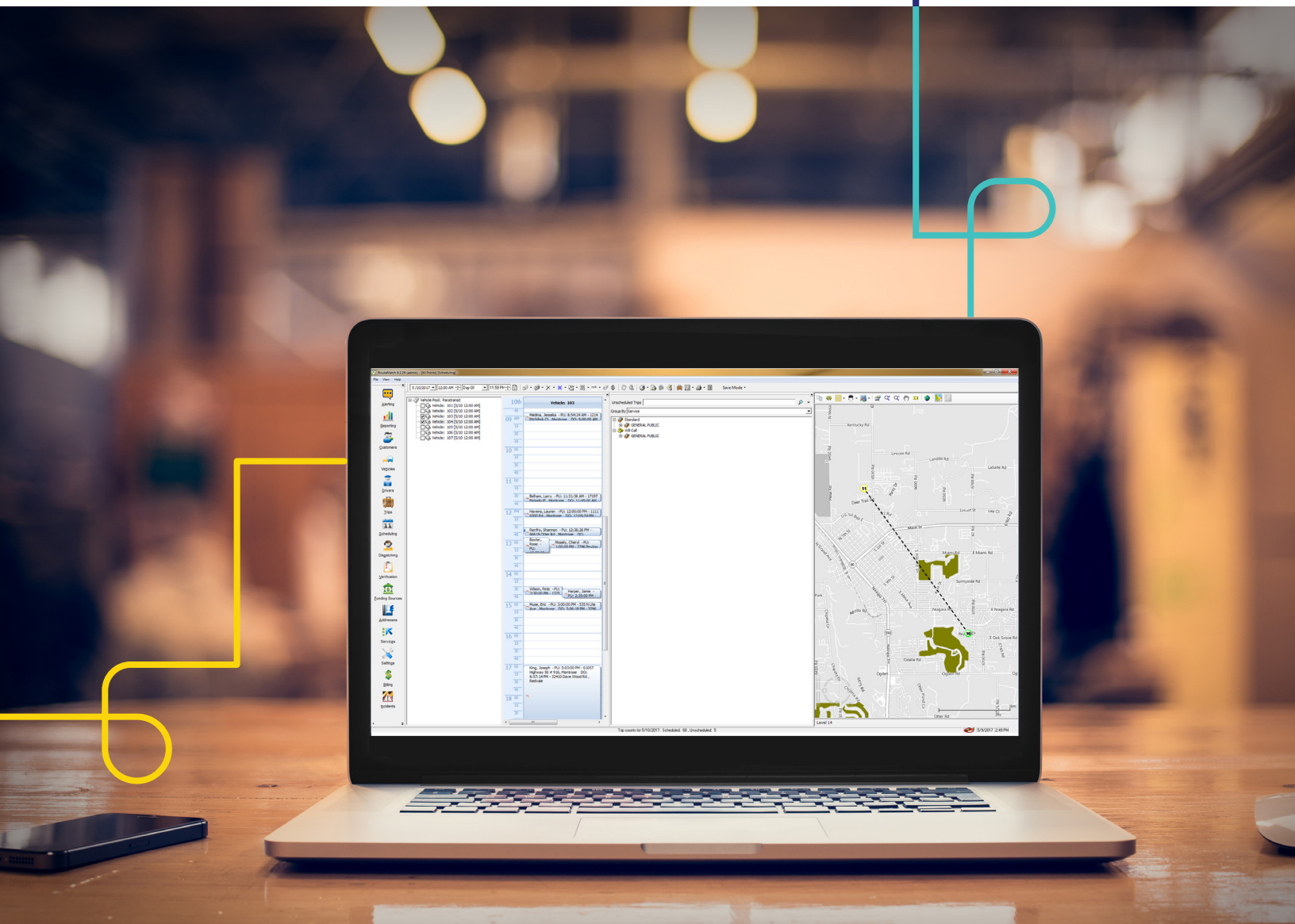
- Easily manage rider information such as mobility type
- Manage and improve scheduling for demand and paratransit services
- Correlate appropriate funding sources for improved billing
- Gather and quickly compile data needed for NTD reporting
- And ultimately, ensure your riders get where they need, when they need.



Proven **Human
Solutions** Along
the Way.

Streamline Data for High-Impact Dispatching >

Empowering your dispatchers to quickly obtain the right information at the right time makes a tremendous difference on your performance. Readily access the information you need for intelligent dispatching so that you can make informed decisions regarding operations. Data can be arranged to match your specific workflow through personalized data views to further streamline processes. When connected to our mobile data system, you are enabled with real-time vehicle tracking, messaging, alerting, and data capture. ←



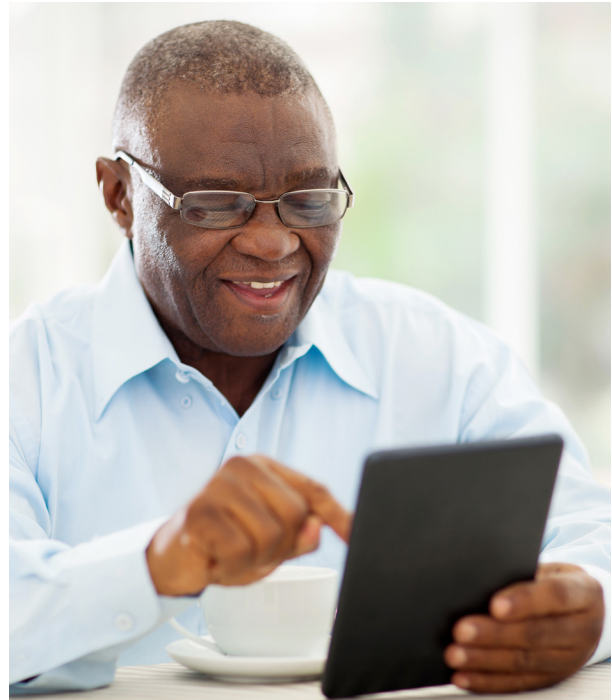


Leverage Real-Time Information for Trip Management and Verification >

Insufficient awareness into trip costs and the inability to negotiate trips due to limited information can result in significant losses for your agency. We can provide you with real-time insight into your performance data and validate all information for your daily operations including runs, trips, and routes. Data quality and exception checks ensure your data is accurate before you begin your analysis process.

Easily Administer Customer Eligibility >

With the amount of funding sources available to paratransit riders, keeping track of customer eligibility and billing rules can be complex. You can experience a drastic improvement in your eligibility processes by using our technology to manage your required certification functions. Not only can you save your staff time and effort, but you can also capture all the data needed for government audits.



Access Robust Reporting >

Cut back on the time spent compiling reports and let our system do it for you with over 50 standard reports that intuitively manage your demand response data. Our technology gives you the tools to slice and dice information on your terms and allows you to run reports using multiple criteria. Drill down as deep as you want or get a macro view of operational statistics for more informed decision making. Moreover, our powerful Ad Hoc Report Generator and modernized Quick Reports feature can help custom design all of your reports.

Overcome Traveller Communication Barriers >

Staying connected to your customers is an important part of increasing customer satisfaction and sustaining customer relationships. We want to serve as the foundation of your rider communication platform and help you establish an effective connection with your riders. We host a number of tools to remind riders of their trips and to conveniently manage trips through the phone or Web. ETA calls to riders are also available when paired with our mobile data technology.





Maximize Time with Dynamic, Continuous Optimization >

Time is a valuable resource, and we understand that every minute matters to the success of your agency. Through our intelligent and adaptive technology, you can efficiently manage day-to-day operations and gain visibility into multiple services to identify the most optimal course of action. Our optimization tool is built into your scheduling, monitoring, and dispatching systems and automatically reoptimizes your services to improve on-time performance and reduce operating costs.



Scalable Modules & Add Ons >

Beyond the core demand system are additional modules that can be added to support you and your riders.



Notification Module

Provide automated call outs, phone calls, emails, and text messages to alert riders of trips and general service updates, helping to decrease no shows, call volume and customer complaints



Coordination Module

Enable multiple agencies and community partners to share, coordinate, bid, and communicate trips



Incidents Module

Manage incidents, accidents, commendation, and complaints for prompt and proper resolution and for decreased insurance costs and legal claims



Mobile App

A mobile application available on iOS and Android devices that allows paratransit and demand response riders to request, book and cancel trips all at their finger tips.



Customer Web Portal

Empower riders to conveniently book, confirm, or cancel trips online through a dedicated Web portal, helping to reduce call volume and improve customer service



Facility Web Portal

Allow facilities, such as healthcare providers, assisted-living homes, and senior centers, to conveniently schedule rides for multiple passengers



Provider Web Portal

Securely transmit data to coordinating providers and facilitate the exchange of passenger information through an online web portal.

A System Your Team Will Love

We understand that our software is mission critical to your service and operations – that's why Routematch is fully committed to continuous education and customer care. We offer a host of training options through MyRoutematch, a dedicated training portal featuring on-demand training programs and resources. Our Annual User Conference and on-site local state visits offer additional training to ensure your agency is well informed of all updates and changes. Additionally, our Advanced Consulting Team can provide your staff with business process and operational expertise. No matter the situation, we'll make it easy for your team to learn the system and take advantage of all that it offers.





Routematch

Transit is for everybody. Despite progress beyond the days of horse and buggy trails, waterways and railroads, not all routes lead to home, work or healthcare. At Routematch, we want to help change that—partnering with you to make improvements that affect the lives of your riders and the progress of your community. We are inspired by our role in creating positive change in people's lives, and we design solutions with communities both large and small in mind. At the heart of our operation are real people, ready to support you and your team along the way. By powering change in your transit system, together we can offer everyone better ways to ride.

We invite you to learn more today!