

# 8 WAYS

## Demand Response Software Encourages Business Success



The business success of a demand response agency is entirely dependent upon efficiency of operation and reliability of service. Intuitive scheduling software can have a major impact on areas of operation that require speed, accuracy and flexibility. Automation delivers across the board and fortifies your bottom line.



What used to take all day for our schedulers is now done in a fraction of the time.



– Luis Pino, Hill Country Transit District

### 1. Faster Trip Booking

Prevent time-wasting manual data entry. Client information is stored and can automatically populate custom fields. Empowers repeat trips and enables group trips as well. Book more rides with fewer resources.



### 2. Better Client Management

All information is stored/recalled quickly and shared securely amongst stakeholders. The reduction in data entry errors can prevent service shortfalls and allows for quicker customer service.



### 3. Scheduling Superiority

Best possible runs are selected automatically. Our automatic system re-optimizes so schedules “self-heal,” creating enormous time savings for schedulers.



### 4. Dispatching Authority

Adjust schedule to handle no-shows, cancellations on actual ‘day of service.’ Solutions to prevent no-shows include a notification system to alert riders about impending rides.



### 5. Resource Savings

Make better decisions in order to reduce operational costs. Change inefficient routes to conserve gas and increase revenue miles per hour.



### 6. Mobile Computing/ Notifications

Studies show that a client notification system can greatly reduce the incidence of costly no-shows. Drivers get updates to schedule via in-vehicle devices.



### 7. Operational Insights

Quickly identify if a vehicle or route is operating inefficiently: below utilization ratios and low revenue miles. Monitor and improve on-time performance.



### 8. Improved Rider Satisfaction

Fewer complaints and reasons to investigate rider issues. Reporting capabilities can show auditors full history of grievances.

