



MISSION:

Our mission is to provide excellent customer service through efficient, reliable, safe, and affordable transit options to all of our customers, agencies, and communities



SERVICES:

Fixed Route (25 buses), Paratransit (75 vehicles), Dial-A-Ride Transportation, NEMT and health services transportation, and connections to airline carriers and ferries



RIDERSHIP:

Workers, students, seniors, people with disabilities and tourists.



TRIPSPARK PRODUCTS USED:

NEMT, demand response / paratransit, & fixed route software, in-vehicle and traveler information technology

About Cape Cod Regional Transit Authority (CCRTA)

The Cape Cod Regional Transit Authority (CCRTA) provides public transportation for Cape Cod, MA. In 2019, the CCRTA was able to provide over **1.2 million transportation trips** by focusing on customer service and mobility management. They are proud to give their customers safe, reliable, accessible, efficient, and cost-effective transportation options. Establishing a Multi Modal Transportation Committee has enabled them to provide transportation by land, air, and sea – talk about covering all your bases!

Keeping People Moving – How the CCRTA Connects People Throughout the Year

Made of 15 towns, covering 400 square miles, surrounded by water, Cape Cod is the crown jewel of Massachusetts. Unsurprisingly, its beauty attracts many visitors – so much so that the CCRTA adds more fixed route services during the summer months to keep up with demand. These additional services are intended to keep their summer tourists connected to various attractions and other transportation service like island ferries, and airline and intercity carriers. In the summer months alone, they provide **over 500,000 trips**.

The CCRTA worked together with MassDOT, the MBTA (Massachusetts Bay Transportation Authority) and the Army

About Cape Cod Regional Transit Authority



7 Year-round **fixed route** services, covering all 15 Cape Cod towns, providing over **610,000** trips in FY19



ADA Paratransit Service:

Provides over **6,000** trips/year



Medical Transportation:

Over **400,000**/year



Public DART & SmartDART:

Available in every town, for any purpose, this service provides over 500,000 trips per year and used for **over 40% of Cape MassHealth medical trips**, managed by the CCRTA. Includes SmartDART – a new on-demand, smartphone app-based, shared ride service.

Transportation by



Land



Air



Sea

Corps of Engineers to offer Summer Passenger Train Service to Cape Cod. This has strengthened multi-modal collaboration, alleviated traffic congestion and improved air quality. The CapeFLYER, operates every weekend from Memorial Day until Labor Day. Being fully accessible and equipped with amenities you would find on a passenger train, this train allows riders to escape traffic, while giving them a relaxing experience.

CCRTA, NEMT and Health Services Transportation

CCRTA connects its residents and visitors to 24 hospitals in Boston, MA – providing over 3,000 trips per year. Additionally, their Brokerage Operations perform **over 400,000 medical trips annually**. Working in collaboration with their providers, they can keep their trip costs reasonable. Their biggest advantage is being able to work with their own DART (Dial-A-Ride-Transportation), the lowest cost provider in the Cape. In fact, Massachusetts enjoys one of the lowest costs per trip (within the top ten lowest that is!) among the United States.

Being responsible for 400 square miles of Cape Cod and the Islands of Martha's Vineyard and Nantucket, CCRTA has a lot on its plate. TripSpark's NEMT software has supported their efforts by helping them manage those islands in the most efficient, cost-effective, and safe manner. As one of six NEMT Brokers in Massachusetts, the CCRTA is proud to have the best overall customer satisfaction rating.

Challenges Along the Way

While the CCRTA works hard to meet and exceed their customers' expectations, there have been some hiccups along the way. Some of these pain points included: on-time performance, scheduling, dispatching, billing, passenger and vehicle management.

Though Cape Cod's year-round population is over 210,000 residents, every summer, this number more than triples! Naturally, their magnificent beaches and relaxed lifestyle are major selling points. With over 600,000 residents and tourists to manage during peak season, the CCRTA's on-time performance unfortunately used to suffer due to traffic congestion and weather. TripSpark's transportation management software FLEX, PASS and MT has enabled CCRTA to track trips, ridership, fares, vehicles, transportation providers and most importantly, provide passengers with real-time information.

Customers First – Always

In 2009, Tom Cahir became CCRTA Administrator. According to Tom, when it came to customer service, there were no two ways about it – it came first. There is no doubt that their dedication to their riders has paid off. Tom and CCRTA are recognized across the state for their commitment to high customer satisfaction. By regularly conducting customer service satisfaction surveys online, by phone, mail and on vehicles with their passengers, CCRTA keeps their finger on the pulse – making sure their riders are satisfied.

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CCRTA purchased TripSpark's Medical Transportation software in 2009 and this software made all the difference in how we were able to manage our brokerage services, not only for the Human Service Transportation contracts we have with the state of Massachusetts, but also for the local agencies and organizations we serve. Their staff worked with us to customize our software to meet the needs of the many agencies that we

serve. Each agency is different and have their own trip rate, eligibility criteria, transportation requirements and funding sources, just to name a few. With TripSpark we are able to manage those many differences and provide excellent brokerage and customer service through efficient, reliable, safe, and affordable transportation options.”

—Paula George, Deputy Administrator/Travel Trainer for Cape Cod Regional Transit Authority



Meeting Rider Needs and Requirements — TripSpark's Partnership with CCRTA

With rider satisfaction at the forefront, TripSpark's staff worked closely with CCRTA to customize their software, services, and devices. Since implementing TripSpark's transportation software, CCRTA has been able to keep a close eye on on-time performance and has enjoyed a solid increase in ridership. With more reliable passenger counts, CCRTA has excelled at managing trips, passengers, costs, vehicles, and transportation providers.

More Than a Transit Agency

The CCRTA is a staple of Cape Cod and means much more than just transit for the region. Keeping in line with their mission, they are committed to their communities. With representatives on various advisory boards across the region, CCRTA participates in discussions surrounding future developmental projects. In turn, this has helped and will continue to help them deliver cohesive service, no matter the mode or sector.

Moving Together with TripSpark

TripSpark is committed to offering quality products and software. However, our strength lies in our ability to partner with our customers, collaborate to develop solutions, and provide ongoing support in an effort to build lasting relationships.



MOVING >> << TOGETHER

TripSpark Technologies is a community transportation technology company focused on helping mid-sized transit agencies and private operators increase rider satisfaction, drive revenue, and address specific operational needs. TripSpark makes this possible by nurturing strong partnerships with our customers, offering the latest technologies and providing exceptional support.

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