



Accessible Transportation For All With Novus and DriverMate MDTs



EASY LIFT TRANSIT:

Non-profit providing its community members with accessible transportation.



CHALLENGE:

Having to Turn Away Riders



SOLUTION:

Novus for NEMT & Paratransit and DriverMate MDTs in vehicles



RESULT:

Satisfied Charity, Drivers and Riders

Making Demand Response Better

Easy Lift Transportation is a non-profit charity, providing a range of demand-response services to community members in need of accessible transportation. Easy Lift has been in existence since 1979 and once ADA legislation was passed, the charity expanded to provide paratransit for Santa Barbara. Working with their local fixed route agency, Easy Lift now has 20 vehicles dedicated to ADA transportation, and NEMT service. The organization uses TripSpark's Novus automated scheduling software for **paratransit** and **NEMT**, and DriverMate MDTs, in all of their vehicles.

Providing More Rides

Ernesto Paredes, Executive Director of Easy Lift Transportation, loses sleep when he must turn away a rider. By improving their scheduling efficiency with automated scheduling software, Easy Lift can accommodate more rides, so Ernesto and his team can sleep better.

Providing Better Service

DriverMate, an **in-vehicle app for Android tablets**, improves driver-dispatcher communication, and gives Easy Lift drivers instant access to important trip information. Drivers are confident that they have all the information they need and can focus their attention on more important things, like their passengers.



"With DriverMate, the driver is getting exactly the information that was given, and they're able to express to the office that they got the information."

—Ernesto Paredes, Executive Director

Evacuating Riders After a Natural Disaster

Recently, Santa Barbara experienced catastrophic wildfires and mudslides within 2 months of each other. Though there was chaos in the community, Easy Lift drivers were able to navigate the destruction and get all their riders out of harm's way.

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“Phone lines were down, but we at Easy Lift were still able to communicate with our drivers through DriverMate. There were people who needed to be evacuated. If we depended on the cellphones, we wouldn't have been able to evacuate these individuals.”

—Ernesto Paredes, Executive Director

Improving & Saving Lives in Santa Barbara

Dispatchers used DriverMate to communicate vital information to their drivers about unsafe road conditions, what routes to avoid and how to navigate the roads to safety. Thankfully, riders were evacuated quickly and safely, with relative ease.

Accurate Data for Funders

Easy Lift is a non-profit charity that works very closely with local government and officials need to feel confident that the information they receive from Easy Lift is accurate. Electronic data capture ensures the accuracy of information being recorded and provides assurance that information will not go missing.

Moving Together with TripSpark

TripSpark's software solutions are among the best in the industry. But what really sets us apart is our dedication to our customers. Working closely together, we're able to develop collaborative solutions and deliver exceptional ongoing support.

“Not only does TripSpark provide great products, they provide great people. And that has given me the confidence to feel like I'm not in this alone. They know my goals. They anticipate some of the questions I will have, even before I have them.”

—Ernesto Paredes, Executive Director

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“Technology companies and me never got along in the past. But now, I feel like there's a group of individuals that get me, they get my organization, they get our community, and I feel like we are all in this together.”

—Ernesto Paredes, Executive Director



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.