



TripSpark's Demand Response/NEMT Software: The Solution That Increased Operational Efficiency and Partner Satisfaction



MISSION:

Transportation service supporting agencies in Huron and Perth Counties



CHALLENGE:

Increase quality of service through better coordination between agencies and alignment of services



SOLUTION:

Centralized scheduling to increase data sharing between agencies

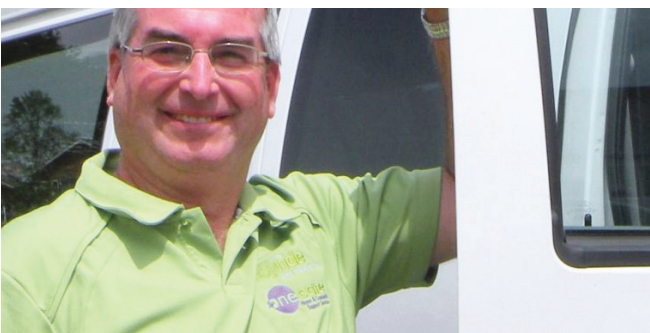


RESULT:

Increased efficiency and level of service

About One Care

One Care Home & Community Support Services is a community based, charitable, not-for-profit Canadian health organization providing supportive care to families in Huron and Perth Counties and the surrounding areas. One Care's EasyRide™ transportation service is shared by Community Support agencies and provides transportation to older adults and frail elderly living within their service communities. One Care's mission is to support and strengthen the health, independence, and quality of life for individuals and their families.



Agency Stats



Service area:
Huron and Perth Counties,
covering 6,600 square kilometres



Products:
DriverMate and NovusDR



Using TripSpark since:
2009



Trips/day:
465



of Vehicles:
33

The Problem

One Care was challenged with poor solutions for effective client communications and services coordination. Information sharing was inconsistent and governance structure varied from one agency to another. At the time, each agency had unique:

- Eligibility criteria
- Funders
- Funding Levels
- Values
- Interests
- Vehicle and Equipment

Under their fragmented operations structure, other agencies and potential clients found it difficult to access One Care's services. As a result, business was suffering.

One Care urgently needed a management system and software solution to keep communication strong and access to information, a priority. Another challenge that One Care faced was gaining consensus from their clients and partners. As small Community Support Service Agencies typically have staffing limitations, finding the time to gather and present proposed solutions to agencies was major undertaking.

The NEMT Software Solution

Upon completing a thorough assessment of their partners' needs, challenges and opportunities, One Care was able to confidently recommend a plan to deploy **TripSpark's demand response/NEMT software** for dispatching, routing, scheduling, billing and more!

One Care's partner agencies quickly approved the TripSpark proposal once they realized the measurable benefits of the single-source software solution including:

- Streamlined office work
- Improved communication
- Immediate and accurate data collection
- Streamlined planning and scheduling procedures
- Intuitive, user-friendly and fun to use software
- Software with an industry-leading algorithm

Improved Service Metrics

One Care began using **TripSpark's demand response/NEMT software** in 2009, and they very quickly started experiencing measurable improvements in key service metrics.



Results

One Care and their clients significantly improved their service offerings and operational efficiency immediately upon deployment of TripSpark's software. Employee and participant satisfaction levels were elevated across all areas of each agency, as much less time had to be devoted to tedious daily operational functions.

Inefficiency experienced before the software implementation was replaced with improved employee performance and a reinvestment of dollars into other areas like service delivery.

“

[now] we can meet the current and future needs of our aging population.”

—One Care

“

By using centralized scheduling, we have been able to increase both efficiency and capacity.

—One Care

The major obstacle of inefficient communication between agencies was overcome as One Care adopted an established connection through Local Health Integration Network (LHIN) sponsors. Today, One Care is able to offer best-in-class transportation services, enabling seniors, adults with disabilities, unique populations and those without transportation, seamless access to their medical appointments, treatments, Adult Day Centres, shopping errands and social engagements.

Conclusion

TripSpark's demand response/NEMT software significantly improved One Care's business operations through improved communication, more efficient services coordination, and real-time reporting for better efficiency and analysis.



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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