

# MOVING TOGETHER

A Coast-to-Coast Adventure Featuring  
TripSpark Customers!

**TripSpark**  
MOVING >><< TOGETHER



**Fixed Route ITS Software**

CAD/AVL, scheduling & routing, comprehensive reporting, service disruptions management, advanced passenger information, in-vehicle technology, automatic fare collection.



**Paratransit Demand-Response Software**

Automated scheduling and real-time dispatch, real-time dashboards, HIPAA compliant data sharing and reporting, passenger notifications, passenger booking portal, in-vehicle technology.



**NEMT Software**

Automated trip assignment and real-time dispatch, HIPAA compliant data sharing and reporting, bus pass management, mileage reimbursement, client notifications, passenger booking portal, in-vehicle technology.



**Rideshare Management Software**

Commuter matching, in-depth reporting and dashboarding, vanpooling, incentive program management, Guaranteed Ride Home (GRH) program management.



**K-12 Education Transportation Software**

Calendar-based scheduling, CAD/AVL, field trip management, student tracking, parent app.

# CONTENTS

**4 Fixed Route**

**6 Paratransit**

**10 NEMT**

**12 Rideshare**

**14 K-12 Transportation**

## *Moving Together*

This travel guide features technology success stories from public agencies and private organizations across North America.

Hear what TripSpark customers have to say about their adventures in fixed route, paratransit, non-emergency medical transportation (NEMT), ridesharing and K-12 transportation technology. Browse through the guide to discover how technology solutions have helped real agencies and organizations achieve common operational goals.

**Join TripSpark and our customers  
on the road to success.**

## Fixed Route

### The Jule Transit



**FIXED ROUTE**

***Welcome To:***  
Dubuque, Iowa  
***Masterpiece on the Mississippi***

### The Success Story:

The Jule Transit chose TripSpark's fixed route software to cut costs, improve service and increase ridership.

Using ridership and AVL data from the software, administrators were able to see when and where service was underused. The agency used the data to improve efficiency without negatively impacting their ridership.

*"We don't like seeing buses run empty. We don't want to misuse public funds. We want to use them well. We want to get people to where they need to go in a more efficient way."*

By implementing changes such as alternate-hour service on underused buses, the Jule was able to use driver hours more effectively. As a result, the Jule was able to realize cost savings and shorten average trip times.

*"We were actually able to save about \$100,000 dollars this last year...and we cut trip times by 50% for most trips."*

Riders appreciated the improved service, and responded by taking the bus more frequently.

*"We saw upwards of 20% increases per month in ridership after implementing scheduling changes."*

Because of the reporting capabilities of TripSpark's fixed route software, The Jule is able to keep costs down and better serve the Dubuque community.

[www.tripspark.com/jule](http://www.tripspark.com/jule)

*Quotes - Candace Eudaley-Loebach*  
Transit Manager

## Paratransit

# Chattanooga Area Regional Transportation Authority (CARTA)



## PARATRANSIT

**Welcome To:**  
Chattanooga, Tennessee  
*Home of the Tennessee Aquarium*

### The Success Story:

CARTA chose TripSpark's paratransit software to improve communication with drivers and boost efficiencies.

With automated scheduling, CARTA is able to build more efficient paratransit schedules, and keep them efficient. When a booking is canceled, dispatchers can plug the resulting hole in the schedule, and immediately communicate that change to the driver via an in-vehicle MDT.

*"Our scheduling software has allowed us to do a multitude of things. Number one, it has allowed us to pick up a lot more people."*

MDTs also allow drivers to easily access client and route information without calling in to dispatch. The technology reduces the number of calls that dispatchers receive from drivers as well as clients, because now drivers can answer questions themselves.

*"The clients don't have to call us for a lot of the small things that they can get from the driver."*

With powerful automation and communication tools CARTA is able to maximize efficiencies, serve more riders and provide better service.

[www.tripspark.com/carta](http://www.tripspark.com/carta)

*Quotes - Lisa M Suttles*  
Mobility Manager

# RISE ABOVE YOUR CHALLENGES WITH TRIPSPARK'S SUPPORT



## 24/7 Support

Helpful customer care staff are just a call or email away

## Customer Portal

Share ideas in the forum, request an upgrade, access training videos & more

## Online Training Courses

Maximize ROI and trim training costs

## Software Upgrades

Improve service and increase operational effectiveness by upgrading to the latest software

**\*\*This is an advertisement for TripSpark Technologies.  
TripSpark absolutely endorses the advertised services!\*\***

# Non-Emergency Medical Transportation (NEMT) Metro West Ambulance

10



NEMT

**Welcome To:**  
Coos Bay, Oregon  
*On Oregon's Adventure Coast*

## The Success Story:

Metro West Ambulance chose TripSpark's NEMT software to improve their brokerage's scheduling and claims processes.

The software allows providers to receive their assigned trips by logging into a portal. If there are any changes to a booking, the provider is automatically notified of the update in real-time.

*"Having real-time updates means a lot to everyone. It means fewer phone calls that we have to make and that means more time that we have to focus on the clients."*

Using the software's billing function, the brokerage is able to generate batch files and send claims to their funder much quicker. Batch files are generated in seconds, and if there are any errors with the data that was entered, the system identifies what the issue is along with the booking ID. Whether the issue is a missing modifier or zip code, administrators don't have to search for the error.

*"What took one week before, we're able to do in a single day!"*

Because of TripSpark's NEMT software, administrators at Metro West Ambulance now have time to focus on improving service instead of stressing over last-minute scheduling changes and billing errors.

[www.tripspark.com/metro-west](http://www.tripspark.com/metro-west)

*Quotes - Kevin Manley*  
Brokerage Administrator

## Ridesharing

# Atlanta Regional Commission

12



**RIDESHARE**

***Welcome To:***  
Atlanta, Georgia  
***The City in the Forest***

### The Success Story:

The Atlanta Regional Commission chose TripSpark's rideshare management software to improve the planning and administration of rideshare programs in greater Atlanta.

The software is a complete solution that includes intuitive features for ride matching and trip logging, database administration, vanpool management and reporting.

"RidePro is a great one-stop shop mechanism. It allows for ease of reporting, ease of figuring out what areas need more development or not. And it also allows us to provide the commuter an array of tools."

For nearly twenty years, the Atlanta Regional Commission has worked with TripSpark to achieve a single ride-matching solution that addresses the needs of multiple transportation management associations across 19 counties.

"Dan [TripSpark's rideshare product manager] not only brings the developer face to the actual program, but he also brings his experience. We have been working with him over 16-18 years now, and the customer service is fabulous."

TripSpark's intuitive, feature-rich software and experienced support is enabling the Atlanta Regional Commission to better serve commuters while reducing administrative burdens.

[www.tripspark.com/atlanta](http://www.tripspark.com/atlanta)

*Quotes - Aisah Gayle*  
Senior Program Specialist

# K-12 Transportation

## Red Clay Consolidated School District

14



### EDUCATION

**Welcome To:**  
Wilmington, Delaware  
*The First Swedish Settlement in America*

### The Success Story:

Red Clay Consolidated School District chose TripSpark's K-12 school bus transportation software to beat driver shortages and improve customer service.

Using GPS data, administrators were able to see places where buses frequently got delayed. By adjusting routes to avoid "bottlenecks," the district was able to shorten routes and transport the same number of students without hiring more drivers.

**"What the tool allowed us to do was shrink our number of buses by doing better routing."**

The ability to track buses in real-time has also allowed the district to improve customer service. If a parent calls in to ask "where's the bus," the call-taker is able to offer the exact current location as well as an accurate estimated time of arrival.

**"We had an increased level of confidence when we spoke to the parents because we actually had facts and information."**

Because of K-12 school bus transportation software, Red Clay Consolidated School District is able to provide better customer service and maximize route efficiency.

[www.tripspark.com/redclay](http://www.tripspark.com/redclay)

**Quotes - Kelly Shahan**  
Transportation Manager

