



## The Software Solution that Increased Trips per Hour



### OHIO STATE UNIVERSITY:

On-demand  
paratransit campus  
transportation  
service at OSU



### PROBLEM/ CHALLENGE:

Passengers per hour  
ratio was low and  
new vehicles would  
strain the budget



### SOLUTION:

Campus  
transportation  
software automation  
improved scheduling  
power



### RESULT:

More trips per hour  
and increased  
service to its riders

## About Ohio State University

Ohio State University's Transportation and Parking Services Department provides a paratransit service that ensures safe and dependable rides are available to all faculty, staff and students with a permanent or temporary disability. They operate 7 days a week and the system supports nine vehicles (equipped with wheelchair lifts, raised roofs and tie-downs), performing around 200 trips a day.

## The Problem/Challenge

OSU's paratransit service used an out-of-date database system that was designed to store information, not manage scheduling and routing. It did not have the automation capability of a demand response campus software solution. They wanted to increase efficiency, but did not want to make extra expenditures in terms of vehicles and drivers.

Before the implementation of their new campus transportation software system, dispatchers spent a lot of time on the radio sending out notifications, responding to driver questions and locating their vehicles on the road. All of these issues created an inefficient system.



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***We were looking to  
overhaul our demand  
response dispatching, by  
making it more efficient.”***

—Timothy Smith, Transportation  
Systems Coordinator at Ohio State  
University

## TripSpark's Campus Transportation Software Solution

The paratransit team wanted a campus transportation software solution that provided them with the powerful tools they needed, but wouldn't take long to deploy. The browser-based, hosted configurations means that very little training is needed to get the system go-live and on-site IT infrastructure is not required. OSU uses NovusDR for their scheduling and routing, and DriverMate tablets in-vehicle for communication, navigation and GPS/AVL.

## The Result

Ohio State's paratransit service can now deliver quicker and more efficient service, while keeping costs low. They can now update and add to their schedules in real-time, accommodating more riders. By combining multiple trips, they were able to increase the productivity of each vehicle on the road to the same degree as an added van.

OSU is also looking to expand their solution by adding Notifications and Passenger Portal, so riders can book their trips online and receive alerts about pick-up times.

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***A turnkey solution was determined to be the most attractive, hassle-free, cost-effective method to meet our goals.”***

*—Timothy Smith, Transportation Systems Coordinator at Ohio State University*

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***We're looking for passengers to be able to interact with us a bit more, and move [trips] along quicker. With Notifications, we're looking to run more efficiently because we can reduce no-shows and allow passengers to be aware that their vehicle is coming, improving on-time performance.***

*—Sean Roberts, Transportation System Coordinator*



***TripSpark and OSU found a way to implement a campus transportation software solution that not only increased the power and efficiency of its service, but also managed to keep costs down.***

### 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.