



Smarter Scheduling, Improved Efficiency

Kitsap Transit ACCESS: Real-Time Trip Negotiation

ABOUT THE AGENCY

Kitsap Transit is a public transportation agency committed to providing efficient and reliable transit services to its community, and it's ACCESS division provides shared-ride paratransit service within Kitsap County for seniors and people with disabilities who are unable to use regular routed buses. The agency has been proactive in adopting new technologies and processes to enhance its operations and improve customer satisfaction.

THE CHALLENGE

- Kitsap Transit ACCESS has historically faced significant challenges with trip booking and scheduling due to the unique geography of the service area.
- These challenges required ACCESS to manually adjust trip times when finalizing daily schedules, which were then communicated to affected customers by staff calling riders to inform them of changes.
- This daily callback process took anywhere from 5 to 10 hours across multiple resources, preventing these resources from focusing on higher-value work for ACCESS.

TESTIMONIAL

"Working with TripSpark and SharpStack has been a very good experience. Our geography creates an extreme challenge for automated scheduling, and we are now at the point that with automation, we are duplicating our performance statistics that we had with all manual work. They were very interested in giving us solutions for the problems we were having."

Karl Farnsworth - ACCESS Information Systems Coordinator

THE SOLUTION

- In April 2025, Kitsap Transit ACCESS implemented new scheduling technology tools and configurations to address historical routing challenges.
- These upgrades improved system accuracy, enabling ACCESS to launch real-time negotiation of customer trip times during the booking process.
- Reservationists can now determine optimal trip placements at the time of booking, enhancing scheduling efficiency and significantly reducing the need for end-of-day callbacks.
- This reduction in daily callbacks will save ACCESS more than 1500 hours of manual effort annually, allowing staff to be redeployed to support other operational needs.

“Let TripSpark and SharpStack help you. They are interested in making your agency successful in using all the automated scheduling and optimization the software can provide.”

Karl Farnsworth - ACCESS Information Systems Coordinator

- TripSpark and SharpStack’s expertise and innovative technology improvements have streamlined scheduling and booking processes, reducing the time required to finalize daily schedules.
- Real-time trip negotiation is now a core part of ACCESS’ operational workflow.

The SharpStack Advantage

SharpStack is part of TripSpark’s technology platform, which provides industry-leading mobility scheduling and intelligent optimization for transportation agencies and providers.

THE RESULTS

The implementation of real-time trip negotiation, supported by **TripSpark and SharpStack**, has brought several benefits to Kitsap Transit ACCESS:

- **Improved Customer Experience:** Real-time trip negotiation during booking instantly informs customers of any necessary adjustments to their requested trip times, providing them with greater clarity and confidence in their future transportation plans.
- **Operational Efficiency:** End-of-day callbacks have dropped significantly, reducing manual workload and streamlining scheduling.
- **Adaptation and Training:** Staff quickly adapted to the new process through targeted training, ensuring a smooth and confident transition.
- **Enhanced Support and Solutions:** TripSpark and SharpStack equipped ACCESS with expert guidance and optimized tools, enabling operational improvements and freeing staff from manual tasks to focus on higher-value work.

75%

Reduction in Daily
Callbacks

1500

Hours of manual
work eliminated

20%

Scheduling time
saved daily