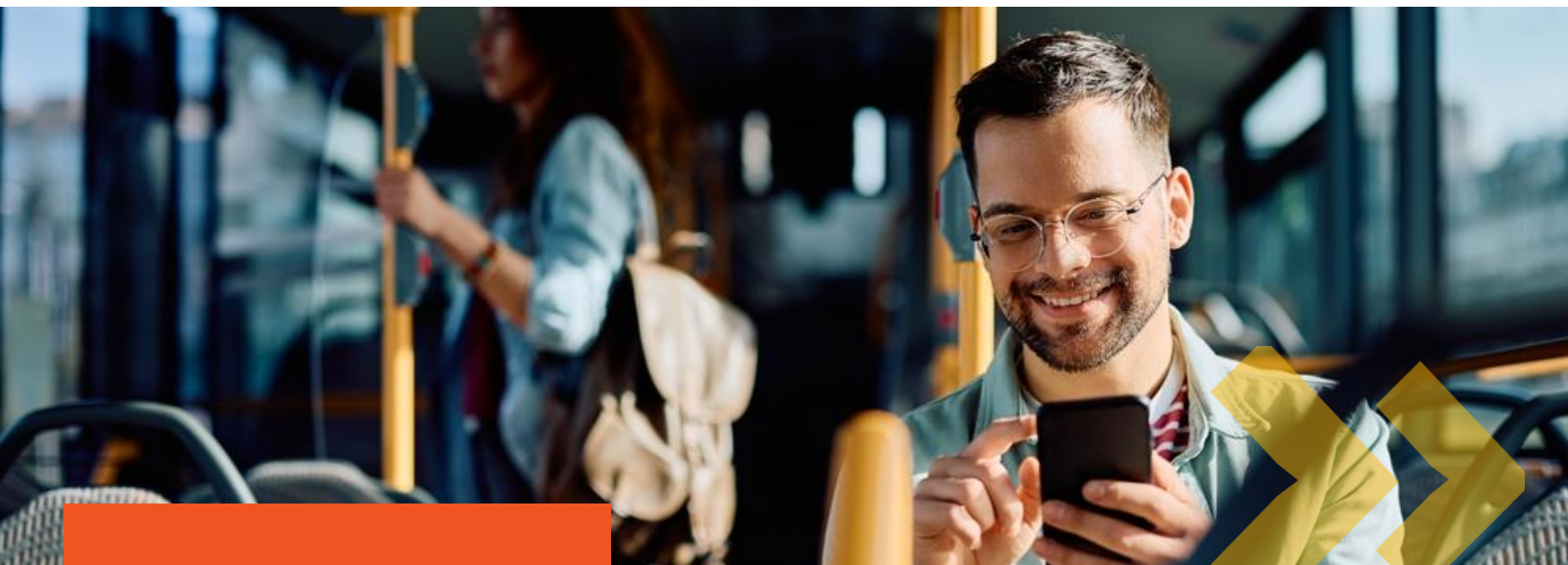




Why River Bend Transit Chose NovusDR After Two Decades on RouteMatch

About River Bend Transit: River Bend Transit provides demand-response transportation services across the Davenport and Bettendorf, Iowa region, helping individuals with disabilities and others who need specialized transportation access. The agency operates a fleet of approximately 65–75 vehicles, employs around 80 drivers, and supports riders through demand-response and fixed route services. After years on RouteMatch, River Bend Transit migrated to TripSpark NovusDR to improve scheduling efficiency, customer communication, reporting, and operational visibility.

THE CHALLENGE

- Legacy RouteMatch system required significant manual scheduling and operational oversight.
- Internal server setup limited remote accessibility and required staff to connect through agency infrastructure.
- Staff were hesitant about transitioning from a system they had used for many years.
- Dispatchers and drivers needed training and support to adapt to new workflows.
- Additional reporting requirements, including NTD reporting, were identified as a key operational need during implementation.
- The agency wanted a more user-friendly platform that could improve scheduling accuracy and reduce administrative workload.

THE SOLUTION

- **Cloud-hosted accessibility:** Secure browser-based access enabled managers to respond quickly to operational changes from anywhere.
- **Simplified scheduling:** An intuitive interface and automated scheduling tools reduced manual effort and improved efficiency.
- **Hands-on onboarding:** On-site training helped staff and drivers adapt quickly to the new system.
- **Dedicated implementation support:** TripSpark's implementation and customer care teams worked closely with the agency to ensure a smooth migration and address evolving operational requirements.

"If agencies want to improve scheduling efficiency, lower no-shows, reduce overhead, and make operations easier, I'd ask them: Why did they wait so long to do it?"

-Dan Lowe, Chief Operations Officer

- **Enhanced reporting:** Transit Miner streamlined reporting and provided faster access to operational insights.
- **Passenger self-service tools:** Notifications and Passenger Portal improved rider communication and trip management.

THE RESULTS

- Approximately **40% reduction in radio traffic** due to improved operational visibility and communication.
- Approximately **30% reduction in rider calls** through notifications and self-service tools.
- Reduced no-show rates from roughly **4%+ to approximately 2.7%**.
- Eliminated the need for dedicated scheduling positions, creating an estimated **\$80,000–\$90,000 annual operational savings**.
- Improved staff productivity through easier scheduling, dispatching, and reporting workflows.
- Enhanced rider experience with trip visibility, notification alerts, and online trip management.

~50%

Reduction in
no-shows

40%

Reduction in Radio
traffic

\$80K-90K

Savings from
scheduling and
workforce optimization.

30%

Decrease in rider
calls

TESTIMONIALS

"The customer care team is by far probably one of the best. It's been above expectations." - Dan Lowe, Chief Operations Officer

"The scheduling batch makes things more efficient and gives us the ability to move people from scheduling into dispatch." - Dan Lowe, Chief Operations Officer



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