

Enhancing Mobility: Muncie Indiana Transit Agency (MITS) Adopts Advanced Paratransit Software



About MITS: The Muncie Indiana Transit System (MITS) offers remarkably affordable paratransit and fixed route services to its riders. With door-to-door van transportation, MITS meets the needs of mobility-impaired individuals in Muncie. As a strong supporter of community transportation, MITS strives to create a transit-friendly community. They are committed to promoting the health, environmental, and cost benefits of public transit within their community.

The MITSPplus van service, a paratransit addition to their city bus system, supports MITS' mission. Their goal is to provide affordable, safe, comfortable, and dependable transit options to those who would otherwise not be able to access public transit.

Testimonial 1

"I wish I could tell you how the service was during a major software outage, but that has never happened."

—MITS employee

Testimonial 2

"We are also very satisfied with the value we get for our money."

—MITS operations employee

THE CHALLENGE

- **Obsolete and malfunctioning on-board computers:** MITS' paratransit service struggled with outdated technology, leading to frequent maintenance and repairs.
- **Resort to paper manifests:** Due to non-functional consoles, dispatchers and drivers had to use paper manifests, an inefficient and outdated method.
- **Inefficiency and dissatisfaction:** MITS' service size and scope made the paper-based system highly inefficient, causing dissatisfaction among drivers.
- **Slow transmission of information:** Using paper manifests and radio communication led to delays in schedule changes and assignments, causing confusion and errors.
- **Urgent need for change:** The reliance on direct radio communication resulted in radio congestion and highlighted the urgent need for updated technology.

THE SOLUTION

- **Stress reduction:** TripSpark's paratransit software NovusDR reduced the stress of call-taking and vehicle dispatching.
- **Elimination of paper manifests:** Installing mobile data terminals (MDTs) in vehicles removed the need for paper manifests, helping drivers maintain schedules.
- **Decreased radio traffic:** MDT screens could receive notifications and personal messages, significantly reducing radio traffic.
- **Data synchronization:** Complete data synchronization provided drivers with direct access to dispatcher schedules.
- **Remote dispatching:** The web-based platform allowed dispatchers to work remotely, enabling drivers to focus on passenger needs and deliver safe, dependable service.

"I never want to go back to using a paper manifest again."

—MITS Plus Driver

THE RESULTS

- **Reduced Dispatch Time:** Web-enabled dispatch connectivity has significantly reduced dispatch time and shortened work hours, allowing night dispatchers to supervise both fixed route and paratransit operations.
- **Enhanced Customer Service:** Time saved from maintaining schedules is now focused on improving customer service, leading to increased driver satisfaction and the introduction of an "On Time Guarantee" for riders.
- **Reliable Hardware:** TripSpark's resilient hardware has eliminated issues with onboard computers, ensuring reliable software and hardware systems.
- **Comprehensive Support:** TripSpark's commitment to maintenance, training, and updates has transformed MITS and MITSPlus, streamlining scheduling and enhancing communication between drivers and dispatch.



PROVEN RESULTS

4%

Increased Ridership

50%

Improved Efficiency

60%

Reduced Dispatch time