

## **RouteMatch Software's Facility Web Portal Improves Coordination at North Carolina Transit Agency and Partnering Health and Human Service Providers**

The Associated Press

Today, transportation service providers often face scheduling and communications challenges when coordinating with their health and human service provider partners. One of the most common struggles is how to manage a high volume of communications from multiple partner providers using phone calls, faxes, and emails -- requiring much "back and forth" for scheduling and verifying trip requests.

RouteMatch Software's Facility Web Portal allows transportation providers, health and human services organizations, and other partners to access a central repository to easily register, reserve or cancel, and check on the status of trips through a user friendly, online solution.

Recently, Kerr Area Rural Transportation System (KARTS), a rural agency serving four counties around Henderson, North Carolina that conducts 170,000 trips per year, implemented RouteMatch's Facility Web Portal with positive results.

"For us, RouteMatch's Facility Web Portal really improved the way we were communicating with other health and human services organizations and has eliminated the duplication of work," explains Rob Brink, Executive Director at KARTS. "We have been able to streamline our communication process and we now have clear verification from the partner who is authorizing the trip to us. It also provides documentation for all Medicaid trips which helps us and our partnering organizations with reporting."

For a provider such as KARTS that works with multiple health and human service organizations across their state including the Department of Social Services, as well as facilities that serve the aging, vocational centers, rehabilitation centers, and a host of smaller non-profits and clinics, RouteMatch's Facility Web Portal has virtually eliminated the in-coming rush of phone calls and faxes for scheduled trip requests. The Facility Web Portal seamlessly integrates trips into KARTS' RouteMatch core scheduling and dispatching technology platform. For a transportation agency managing 650 scheduled trips a day, this was a significant process improvement and also produced a reduction in errors.

As current users of RouteMatch's enterprise platform for demand response,

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scheduling and dispatch functions are the heart of KARTS' daily operations. The Facility Web Portal offered a logical, extensible module.

"We were pleased with how easy it was to implement," said Rob. "Over time, we have added different pieces of RouteMatch technologies as our needs changed or grew. Having everything available from one technology provider and in one database makes everything easier. If we have an issue, we have one person to call at RouteMatch to get it all worked out."

### About Kerr Area Rural Transportation System (KARTS)

KARTS is a public transportation service, serving Granville, Vance, Warren and Franklin counties in North Carolina. KARTS can take riders to doctor appointments, the grocery store, shopping, to work, or any other place you need to go. KARTS' staff arrange for one of our drivers to pick you up and get you to the places you need to go. Service is friendly, safe, affordable, and here to serve you. Appointments are honored on a first come first serve basis, so be sure and give us as much notice as possible. KARTS goes to many area hospitals including Maria Parham, Granville Medical Center, Franklin Regional Medical Center, Duke University Medical Center, Durham General, NC Memorial, and Rex Hospital.

### About RouteMatch Software

RouteMatch Software, Inc. is the leading provider of passenger transportation technology solutions. Founded in 2000, the company is headquartered in Atlanta, GA, and RouteMatch works with more than 600 transit agencies worldwide. Partnering with public and private sector passenger transportation providers, the company provides an end- to- end technology platform which addresses multiple operational, safety and ridership needs. RouteMatch's technologies address routing, scheduling, dispatching, billing, reporting, fixed route and CAD/AVL, demand response, business analytics, transit asset management, fixed route integration, traveler information services, fleet management, and more. Additional information about RouteMatch's ITS technologies is available at [www.routematch.com](http://www.routematch.com) or by emailing [info@routematch.com](mailto:info@routematch.com).

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