2013 Buyer's Guide:

Demand Response Transportation Software

Choosing the Right Software Platform

Simpli TRANSPORT

Why Demand Response Transportation Software?

In the competitive demand response transportation industry, software can make a big difference. Transportation organizations need to maximize their resources and get the most out of their operations. Demand response software allows organizations to spend more time delivering quality services and less time managing processes.

What Can Demand Response Transportation Software Do For Your Business?

Increase Productivity

Transportation scheduling software significantly increases productivity. Your company can now create schedules that make sense for both your business and your riders. The ability to streamline procedures allows you to schedule more rides in less time with fewer resources.

Increase Customer Satisfaction

Human errors can cost thousands of dollars a year. Software manages all of your information in one central location for quick and easy access. Providing accurate information to drivers and having quick access to client, trip and driver information is paramount to ensure client satisfaction.

Increase Efficiencies

Every business strives to increase efficiencies. Knowledge is power and having all of your data in digestible formats and reports will provide greater insight into your operations. Scheduling software allows you to track trip productivity, funding and cancellations / no shows.

Increase Your Bottom Line

Transportation software solutions are proven to substantially decrease operational costs. Software provides you with the tools to make smarter decisions, which in turn increase operational efficiencies by decreasing dead head miles, and the time required to complete scheduling responsibilities.

Core Features:

When selecting transportation software, it is essential to match the needs of your organization with the systems capabilities. There are many different features available depending on the current size of your operation and growth plan.

Below is a list of main features to keep in mind as you evaluate solutions.

Computerized Scheduling

Building efficient and cost effective schedules is very important to a demand response operation.Computerized scheduling and live dispatch provides easy tools needed to optimize routes.

Client Management:

Managing riders can be a time consuming manual task. The Client management feature helps speed up the process by allowing schedulers to registers clients, edit information and search records very easily.

The software should maintain all essential rider details: personal data, disability type, mobility aids, passenger type, emergency contact information and more.

Detailed Mapping

Visualizing where clients are picked-up and dropped-off is vital to providing excellent customer service. Mapping updates should be live and at no additional cost.

Funding & Fare Tracking

Tracking faring structures and funding sources is very important. Software should allow for multiple funding sources and the ability to report on that information. Most operators will need to track the amount that clients pay for travel. Flat, manual distance non-cumulative or distance cumulative faring types may be important to track and apply.

Reporting

Generating accurate reports on demand is crucial to running an efficient demand response operation. Transportation software can extract meaningful statistics quickly and easily on a variety of formats using a standard suite of reports.

How to Explain Demand Response Transportation Software to Your Company

Choosing a demand response transportation software system isn't easy. It's very important to find a platform that truly addresses your company's needs. For example, if your organizations pain point is the ability to manage client information and link it to trips, make sure the solution you select is able to report on a wide variety of demographic criteria.

Anticipate Questions:

Thoroughly research software solutions and find the best fit with your organization. Some topics to address:

- Will there be additional resources needed?

- What are the contract terms?

- What is the implementation timeline?

- What is the expected return on investment?

- Where will the data be hosted?

- Are there start-up fees?

Take a Look at the Software in Action

Demonstrations should be a key part in your evaluation of software. At the end of the demo it is important to ask did you learn everything you needed. Every demonstration will be a little different based on your specific needs but it is important you feel confident about these critical areas of demand response transportation software:

- I feel I can easily and quickly create trips

- I have all the functionality I need to get started now, but still have room to grow

- I saw how to manage clients and I am confident I could do this on my own

- The system allows me to customize fields so I can tailor it to my operation

- I will be able to use reports to benefit my organization

Simpli TRANSPORT

How to Choose the Right Solution for Your Company?

Below is an important check list to consider while reviewing transportation software:

Company

- ☐ Software designed for your operation size
- ☐ Proven software solution
- ☐ A Web based solution
- ☐ Flexible payment options

Features:

- ☐ Ability to quickly book trips from pick up to drop off
- ☐ Automatic client look-up feature
- ☐ Calculates distances and displays trip flow on a digital map
- ☐ Create templates for repeat trips allowing for quick routing
- ☐ Assign runs based on drivers and vehicles
- ☐ Search for client records within seconds
- ☐ Edit client records
- ☐ Ability to track funding sources
- ☐ Track client information: Name, Address, Contact details, Gender, Birth Date, Disability, Mobility Aids, Space Type, Passenger Types
- ☐ Register new clients quickly by capturing information about addresses, disability type, fares, payment options, funding source and more

Reporting

- ☐ Trip reports: Cancelled, missed and no shows, Trip count, Call back list
- ☐ Productivity reports: Trip hour productivity, Trip distance productivity
- ☐ Operational Reports: Daily operations, NTD Standard, Manifests
- ☐ Options to create your own reports
- ☐ Ability to export reports in multiple formats: PDF, Excel, Word, RTF, HTML or CSV

Mapping

- ☐ Ability to view scheduled routes
- ☐ Ability to view street names and postal codes/zip codes
- ☐ Ability to view clients' pick up and drop off locations

Support

- ☐ Direct access to support
- ☐ Ability to contact support via web and phone

Simpli TRANSPORT