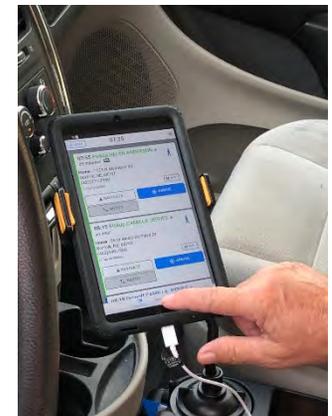


Scheduling/Dispatch Software – *Now What?*

NATP Meeting
June 23, 2022

Agenda

- NE Software Recap
- Software & You
- Reporting
- Procedures
- Data
- Future Needs

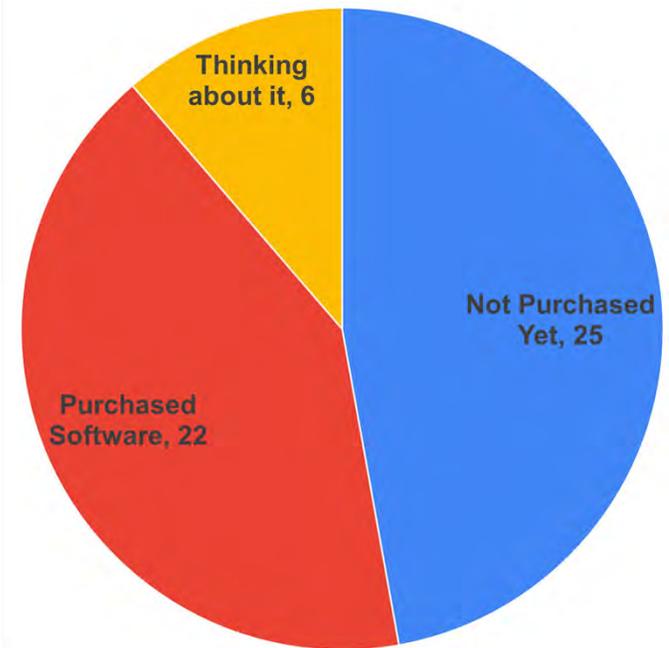
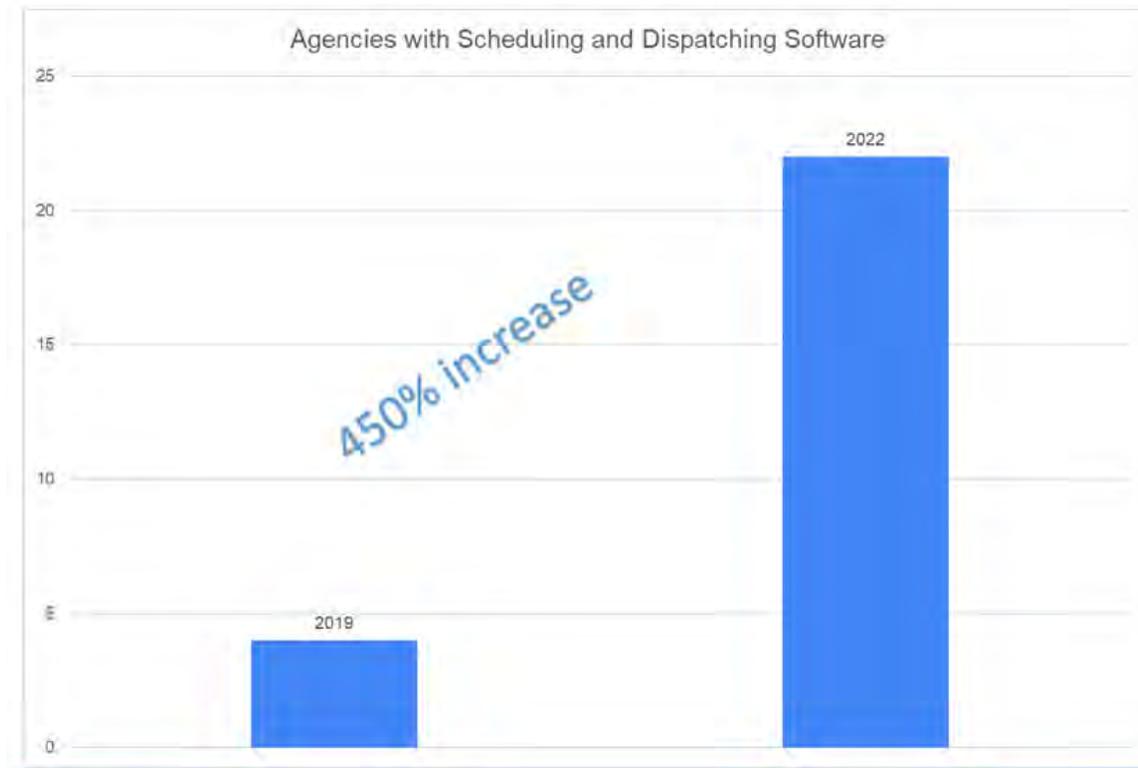


Nebraska Software Recap

- 4 Urban Agencies –
 - Fixed Route/Demand Response/Microtransit/BRT
 - All using software
- 50+ Rural Agencies –
 - Primarily Demand Responsive
 - 45+ agencies with < 10 vehicles
 - 6 agencies with 10-20 vehicles
 - 1 agency with > 50 vehicles
 - 2 Flexroute systems



Nebraska Software Recap



NDOT Goal is 100% Agencies

Reminder, NDOT is still covering 100% of all startup costs for software!

Software & You



- How long have you had scheduling software?
- What is the “best thing” about software?
- What is something the software does you didn’t expect?



Reporting



- Who has NDOT customized report for required data?
 - OR do you combine reports to get required data?
- Same question for Medicaid reports/billing?
- Who has worked with vendor to customize or simplify the report process?
- What about other, non-required reports?
(e.g. on-time performance,)

Standard Operating Procedures – For Dispatch/Scheduling

- Who has daily process/tasks in a training manual or operating procedure policy?
 - *Best practice*
 - How is your procedure for training someone new?
 - Easy
 - Scattered
 - Need to work on training manual
- *Resource: 2021 RTAP Dispatch & Scheduling Training for Rural Transit Systems – FREE*



<https://cloud.nationalrtap.org/Resource-Center/Advanced-Search/fid/263>

Client Database



- Do you have standards for new client data entry inputs?
 - Name, Phone, Address, etc.
 - What are the mandatory fields
- How often do you clean up client database?

RouteMatch 6.2.35 (crichter) - [NE_ScottsBluff] [Dispatching]

File View Help

March 15, 2022 Data View Refresh All Day Show Date

Request ...	Appoint...	Vehicle	PU Time	DO Time	Service	FundingSource	Fare Type 1	Comments	Mobility Type	Customer Name	PU Common N...	PU City	PU Address	DO Common Na...	DO Address	DO City	Cance...	Customer Phone	PU Co...	MDC Trip Sta...
01:55 PM	(Uns... 01:55 PM	Handy Bus	04:59 PM	Handy Bus	Self Pay	Option No...	GS	Ambulatory		Gering Medic...	Gering	1275 Sage St	RWMC #2	4021 Avenue B	Scottsbluff			(308) 765-4631		Non MDC Trip
02:30 PM	(Uns... 02:30 PM	Handy Bus	03:00 PM	Handy Bus	Self Pay	Option No...	tp	Ambulatory		Sportsman Inn	Scottsbluff	80349 County Road 19...	Walmart	3322 Avenue I	Scottsbluff			(308) 765-3683		Non MDC Trip
02:30 PM	(Uns... 02:30 PM	Handy Bus	03:00 PM	Handy Bus	Self Pay	Option No...	tp	Ambulatory		Scottsbluff	1515 E 18th St Apt E	Cheema's	2002 Avenue I	Scottsbluff			(402) 415-3330		Non MDC Trip	
02:31 PM	(Uns... 02:31 PM	Handy Bus	02:31 PM	Handy Bus	Self Pay	Option No...	tp	Ambulatory		Cheema's	Scottsbluff	2002 Avenue I	Walmart	3322 Avenue I	Scottsbluff			(402) 415-3330		Non MDC Trip
02:47 PM	(Uns... 02:47 PM	Flex Ser...	03:17 PM	Flex Ser...	Self Pay	Option No...	PV	Ambulatory		Potters Whe...	Scottsbluff	1815 1st Ave	1115 L St	Gering			(308) 765-2052		Non MDC Trip	
03:30 PM	(Uns... 03:30 PM	Handy Bus	04:00 PM	Handy Bus	Self Pay	Option No...		Ambulatory		Gering High S...	Gering	Gering High School South		41 Crestview Rd	Gering			(210) 380-7671		Non MDC Trip
03:30 PM	(Uns... 03:30 PM	Handy Bus	04:00 PM	Handy Bus	Self Pay	Option No...	GS	Ambulatory		Gering High S...	Gering	Gering High School South		690 J St	Gering			(402) 695-4647		Non MDC Trip
03:50 PM	(Uns... 03:50 PM	Handy Bus	04:20 PM	Handy Bus	Self Pay	Option No...	pv	Ambulatory		Fusion Ranch	Scottsbluff	250521 Skyport Dr	Eastwood	1413 E Overland St	Scottsbluff			(720) 736-2625		Non MDC Trip
04:00 PM	(Uns... 04:00 PM	Handy Bus	04:30 PM	Handy Bus	Self Pay	Punchcard	legally blin...	Ambulatory		RWMC #2	Scottsbluff	4021 Avenue B		1985 Elm St	Gering			(308) 672-5918		Non MDC Trip
04:29 PM	(Uns... 04:29 PM	Handy Bus	04:59 PM	Handy Bus	Self Pay	Option No...	tp	Cane		One Main Fin...	Scottsbluff	2014 Broadway		290894 Price Dr	Minatare			(308) 783-2822		Non MDC Trip
04:29 PM	(Uns... 04:29 PM	Handy Bus	04:59 PM	Handy Bus	Self Pay	Option No...	tp	Wheelchair		One Main Fin...	Scottsbluff	2014 Broadway		290894 Price Dr	Minatare			(308) 783-2822		Non MDC Trip
04:29 PM	(Uns... 04:29 PM	Handy Bus	04:59 PM	Handy Bus	Self Pay	Option No...	AV	Ambulatory		Rehab @ RW...	Scottsbluff	3911 Avenue B	The Village # 1	302 E 42nd St	Scottsbluff			(308) 220-0089		Non MDC Trip
04:29 PM	(Uns... 04:29 PM	Handy Bus	04:59 PM	Handy Bus	Self Pay	Option No...	GS	Ambulatory		Walmart	Scottsbluff	3322 Avenue I		621 W 19th St	Scottsbluff			(308) 225-1481		Non MDC Trip

Software Training

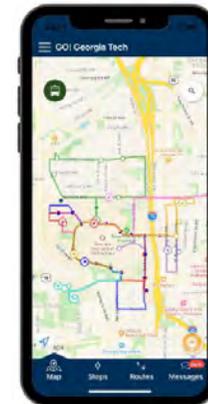


- How many training sessions has your dispatch completed in the last year?
 - Was that enough?
 - Do you think your staff needs more?
- NDOT contract required 3 trainings in initial year, with 1 annual training afterward
 - *Unless negotiated otherwise*

What Next - Software Needs - *What do we Plan for in the Future*



- What are you expecting, wanting, or hoping software will do in the future?
- Are you Interested in Upgrades?
 - Pre-trip notifications
 - Optimization
 - Maintenance
 - Real-time information
 - Other



Challenges Discussion



- What areas or challenges have you had with software and/or vendor?
 - Tablet issues, contracting, customer services, etc.
- Was the vendor responsive/helpful?
- Other

How can the NDOT Mobility Management Team help?

We're here for you!

Questions? Comments?

