Statewide Public Transit Technologies at work in Idaho
RouteMatch Software Overview

RouteMatch Software is a leading provider of public and human service passenger transportation software and technologies.

Founded in 2000 and Headquartered in Atlanta, Georgia with a staff of over 100 employees exclusively focused on building, delivering, and supporting transit ITS solutions.

Products and Services designed specifically for Mobility Management including: route and schedule optimization, automated dispatching, vehicle tracking and monitoring, cost allocation, coordination, and transit traveler information systems.

Deep experience across the North America with over 350 public transportation customers including multiple California public transit, health and human service, private and hospital systems.

Fastest growing transit ITS technology firm in the U.S.A. Founded & based in the United States.
Enterprise and Service Integration

RouteMatch is uniquely qualified to provide a single, Enterprise solution for all your transit management system requirements

Multi-modal Service Integration

• Paratransit (Demand Response)
• Fixed Route CAD/AVL
• Multi-Agency Coordination
• Brokerage – Medicaid / NEMT Transportation Mgmt
• Intelligent Vehicles
• Single Source of Software, Hardware, and Support
• Funding Source / Contract Trip by Trip Eligibility
• Para to Fixed Scheduling
• Transfer Protection
• Flexible Vehicle Deployments
• Flex Deviation Support
• Bus Pass / Voucher Systems

Regional Traveler Information

Single Point of Contact Support
Powerful and Extensible Enterprise Solutions

- Paratransit Management System
- Fixed Route Management Systems
- Automated Regional Coordination
- Real Time Mobile Data Systems
- Intuitive Web Portal Solutions
- Automated Notification Solutions
- Traveler Information Systems
- Fully Integrated Enterprise Solution
Demand Response Management System

RouteMatch TS is a schedule and route optimization system integrated with data management modules, automated dispatching, automated billing and cost allocation, and enterprise reporting and data analysis.

Modular Design

- Customer Management
- Vehicle Management/ Maintenance
- Driver Management / Scheduling
- Reservations Module / Medicaid Import
- Schedule Module integrated with the RouteMatch Scheduling Engine
- Automated Dispatching Management
- Verification Module
- Incidents Management
- Funding Source Management
- Services Management
- Address Management
- Configuration Management
- Reporting and Ad Hoc Management
- Geographic Information Systems
Fixed Route Management System

Automated Dispatching and Vehicle Tracking

- Real Time Vehicle Tracking
- Real Time Vehicle Communication
- Real Time Alert System
- Real Time Incident Management
- Real Time System Performance
- Real Time Schedule Adherence
- Real Time “Where’s My Bus”
- Historical Route Playback
- Real Time Push to RouteShout
- Traveler Information System
Coordinate - Fixed and Demand Response Services

Single Integrated Database and Single Integrated Application Solution
Connecting Your RouteMatch Software System to Real Time Vehicle Tracking and Mobile Data System

- Intelligent Vehicles for a Smarter System
- Real Time Data Capture
- Real Time Communication
- Real Time Data Capture
- Real Time Decision Making
- Real Time Vehicle Monitoring
- Real Time Reporting and System Monitoring
- Improved Customer Service
- Reduced Operating Costs
- Seamless Integration and Support
# RouteMatch Mobile Data System - Features

## Automated Vehicle Location (AVL) Features:
- Speed, Heading, and Idle Alerts
- Track and Locate Vehicles within Seconds
- Planned Route versus Actual Route Comparisons
- Vehicle / Driver Validation
- Route and Event Playback
- Emergency Response Management

## Mobile Data Computing (MDC) Features:
- Electronic Manifests
- Capture Stop Times and Odometers – Post Trip Verification occurs in real time
- Estimated Time Arrival (Where’s My Ride?)
- Real – Time Messaging
- Integrated turn by turn navigation, voice annunciated
- Dynamically Update Schedules
- Improve Data Accuracy – reduce administrative burden
- Deep Operational Analysis – i.e. dwell times, no show wait times, wait times, break times, etc.
Day of Service – Event Playback

Playback in Route or Event using GPS data...
# Real Time Bus Arrival and Messaging

<table>
<thead>
<tr>
<th>Vehicle</th>
<th>Route</th>
<th>Scheduled Arrival</th>
<th>ETA</th>
<th>Next Stop</th>
</tr>
</thead>
<tbody>
<tr>
<td>709</td>
<td>West Macon BLK# 1</td>
<td>1:35 PM</td>
<td>1:35 PM</td>
<td></td>
</tr>
<tr>
<td>586</td>
<td>East Macon</td>
<td>1:35 PM</td>
<td>1:35 PM</td>
<td></td>
</tr>
<tr>
<td>710</td>
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<td>1:35 PM</td>
<td>1:35 PM</td>
<td>Terminal Station</td>
</tr>
<tr>
<td>707</td>
<td>Ocmulgee Tom Hill</td>
<td>1:35 PM</td>
<td>1:35 PM</td>
<td></td>
</tr>
<tr>
<td>706</td>
<td>West Gate Bloomfield</td>
<td>1:35 PM</td>
<td>1:35 PM</td>
<td></td>
</tr>
<tr>
<td>709</td>
<td>West Macon BLK# 1</td>
<td>1:40 PM</td>
<td>1:40 PM</td>
<td>Oglethorpe St &amp; Adams St</td>
</tr>
<tr>
<td>586</td>
<td>East Macon</td>
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<td>1:40 PM</td>
<td>Coliseum Dr @ Hospital Dr</td>
</tr>
<tr>
<td>710</td>
<td>Houston Ave BLK 1 WK</td>
<td>1:40 PM</td>
<td>1:40 PM</td>
<td>Houston Ave &amp; Ponce De Leon Ave</td>
</tr>
<tr>
<td>707</td>
<td>Ocmulgee Tom Hill</td>
<td>1:40 PM</td>
<td>1:40 PM</td>
<td>5th Street &amp; MLK</td>
</tr>
<tr>
<td>706</td>
<td>West Gate Bloomfield</td>
<td>1:40 PM</td>
<td>1:40 PM</td>
<td>Martin Luther King Blvd at Cherry St</td>
</tr>
</tbody>
</table>

## Important Messages
Project Management Systems Approach

**Phase 0: Project Initiation**
- Signed contract
- Sales transition
- End to End Project Plan

**Phase 1: Design**
- Operational Assessment
- Technical Assessment
- Critical Success Factors
- Functional Design
- Baseline client metrics/statistics
- Design phase acknowledgement

**Phase 2: Build**
- Software install
- Vendor Assembly (Unit Test/FAT Testing)
- Development of end-user training
- Go-live assessment and risk mitigation plan

**Phase 3: Educate**
- End to End System Overview
- Input Procedures/Ops Design
- End-user training
- System Usage Compliance

**Phase 4: Deployment**
- Phased in approach (FAT, Pilot, System Testing, Burn In, Acceptance, Warranty)
- Go live!
- Post implementation support
- Baseline/Go Live Analysis
- Customer Support transition requirements and need assessment

**Phase 5: System Acceptance**
- Project closure
- Transition to Customer Care and Support
- Post project assessment
- Baseline measures and metric analysis

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**Project Management**

- Project planning
- Resource planning
- Risk assessment
- Issue maintenance and resolution
- Scope/deliverable management
- Weekly Meetings
- Status reporting
- Project budget management
- Timeline management

National Rural ITS Conference
August 30, 2011
Model Deployments

State-wide Coordination Opportunities

- Idaho
- Georgia
- South Carolina
- North Carolina
- Tennessee
- Iowa

Leveraging Foundation Technologies

- Demand Response
- Fixed Route
- AVL / MDC Technologies
- Inter Agency Coordination
- Traveler Information Systems
- Public / Human / Private Transportation Systems
Idaho APTS Deployment

Mountain Rides Transit Authority (MRTA)
• Ketchum, Idaho (Sun Valley)
• Fixed Route CAD / AVL
• Traveler Information Systems

Pocatello Regional Transit (PRT)
• Pocatello, Idaho
• Fixed Route CAD / AVL
• Demand Response (AVL/MDC)
• Traveler Information Systems

Targhee Regional Public Transit Authority
• Idaho Falls, ID
• Fixed Route CAD / AVL
• Demand Response / (AVL/MDC)
Idaho APTS Deployment

Treasure Valley Transit (TVT)
- Nampa, ID
- Fixed Route CAD / AVL
- Demand Response (AVL/MDC)

Regional Public Transit (RPT)
- Moscow, ID
- Fixed Route CAD / AVL
- Demand Response (AVL/MDC)

Trans IV
- Twin Falls, Idaho
- Demand Response (AVL/MDC)
Additional Idaho Agencies

Valley Regional Transit (VRT)
- Boise, ID
- ADA Paratransit
- Demand Response (AVL/MDC)

Lewiston Public Transit
- Lewiston, ID
- Demand Response (AVL/MDC)
- Outbound IVR Notification
ITS Deployment

RouteMatch RMCA
- Fixed Route CAD / AVL Solution
- Mentor Ranger MDC

RouteMatch TS
- Demand Response Paratransit Automated Scheduling
- Mentor Ranger MDC

Traveler Information Systems
- Outdoor Signs – Daktronics (2 Line & 4 Line Signs)
- Indoor Signs – NEC 46 “ Monitor
- Integration with Idaho 511 System
Project Overview

Statewide RFP
- Contract Execution – October 2010
- Contract Completion – July 2012

Current Status
- 5 of 5 Agencies Live on Demand Response w/ AVL/MDCs
- 4 of 5 Agencies Live on Fixed Route CAD / AVL
- Traveler Information Systems – Final Design
  - Indoor Signs – Install Sept/Oct 2011
  - Outdoor Signs – Install October 2011
- Real Time Integration with Idaho 511 Platform

Infrastructure
- [Landscape Diagram](#) (Hosted Solution, Atlanta GA)
- Cellular Public Data Network
Project Overview

Install / Configuration
- Agency
- Vehicles

Training
- Demand Response
- Fixed Route

Go Live
- System Monitoring
Project Overview

Burn In Period

• 30 Days
• Configuration
• System Monitoring

System Acceptance

• Formal On Site End to End Review
• Formal System Testing
• On Site Inspection & Field Testing
Project Overview

Statewide Kick Off Meeting
• All Agency Participation

Agency Operations Assessments
• Agency Specification
• Leveraging Statewide Configuration (Reporting & Coordination)

Install / Configuration
• Agency
• Vehicles

Training
• Demand Response
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Project Overview

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Statewide Performance Monitoring

Key Performance Indicators

Metrics Driven Business Operations

• System Deployment
• Service Hours / Miles
• Revenue Hours / Miles
• Staffing
• Productivity Per Hour (Passengers
• Boardings
• Complaints / Incidents
• Capacity Management

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Statewide Performance Monitoring

Key Performance Indicators

Customer Service Metrics

- Ridership
- On Time Performance
- Wait Time / Hold Times
- Pick Up / Drop Off Windows
- Average Speed of Answer
- Hold Times
- Call Backs
- No Shows / Late Cancellations
Statewide Performance Monitoring

Key Performance Indicators

Revenue Management Metrics

• Contract Performance
• Performance Bonuses vs. Liquidated Damages
• Fare Management & 3rd Party Billing & Reconciliation
Future Technologies

Fixed Route

• Automated Passenger Counters
• Automated Vehicle Announcements
• RouteShoute – Real Time Passenger Updates (Scheduled & ETA)

Customer Notification

• Day Before Reminders
• Same Day Notification
• Flood Gate Messaging
• Telephone, SMS, Email
Future Technologies

Coordination

- Interagency Coordination
- State / Regional Mobility Management Solution

Medicaid Brokerage Integration

- Electronic Data Exchange
- Real Time Updates & Cancels w/ Broker
Thank you

Thomas Coogan, Vice President – Business Development
*RouteMatch ITD Project Principle In Charge*

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