



HOW ONE SMALL AGENCY UTILIZED WEB-ENABLED TECHNOLOGY AND SAVED \$18K ANNUALLY IN TAXI FEES

Kiwanis Transit



Industry

Paratransit

Products

NOVUS - DRM

Results



**SAVED PER MONTH
IN TAXI FEES**

Kiwanis Transit's new scheduling software allows them to get more paratransit customers on their vehicles, making them more cost-efficient.

Background: Kiwanis Transit, a demand response transportation provider that operates under Grand River Transit (GRT), is located southwest of Toronto, Ontario and services three rural townships with six vehicles and on-demand taxi support. Due to the rural nature of the service area and its relatively close proximity to urban centers, many of their riders commute between their rural homes and city destinations. Their vehicles average over 450 kilometers during a shift.

and after seeing all the usages and functionality of the solution, Kiwanis' wish list items were all checked off.

Solutions: Browser-based NOVUS-DRM provides the tools to plan, manage, deliver, and monitor paratransit services efficiently, securely, and cost-effectively from almost any location. From call taking to dispatching, it's a new generation transit product using web-enabled technology that offers standard

“No two transit services are the same, and we are happy that Trapeze offers so many customization options. Being a small agency, we don't have our own IT department. We rely on the vendor for software tweaks, and Trapeze's customer service has been excellent!”

*Cheryl Fisher, Transit Manager,
Kiwanis Transit*

Challenges: For eight years, Kiwanis used a scheduling solution custom built by a small local vendor. By the end of 2011, that solution had reached its capacity and the vendor stopped supporting its customers. It became clear that Kiwanis was in need of a proven solution that would offer the possibility to grow with the agency. Cheryl Fisher, Transit Manager, created a “wish list” with all the functions Kiwanis was looking for. It needed to be fully automated, offer batch scheduling capabilities, and manual adjustments. Kiwanis needed detailed client history tracking and customizable reporting functions to provide federal, provincial, and municipal stakeholders with accurate data.

In order to see a Trapeze solution in action, Kiwanis visited Quinte Access Transportation, a Trapeze customer, located in neighboring Trenton. Quinte Access highly recommended their paratransit solution, Trapeze NOVUS-DRM,

reporting functionality and allows for manual overwrite of manifests.

Results: From the go live, NOVUS-DRM has made life easier at Kiwanis. The system automatically schedules rides and maximizes the number of passengers riding each vehicle. Fisher explained, “NOVUS makes us think outside the box. The system suggests routes that are different than anything we tried before. We now have more people on each vehicle.”

Dispatchers outsource fewer trips to taxi providers which is saving the transit agency approximately \$1,500 per month in taxi fees. Since Kiwanis operates in three municipalities, they now have much better reporting options for each of the three townships. “We now have a system in place that can grow with us, and we don't anticipate having to implement any system changes for a very long time!” says Fisher.

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