



Reveal Management Services, Inc.

**Case Study / Rhode Island Public Transit
Authority (RIPTA)**

This Case Study has been client approved as published.



Customer Profile

The Rhode Island Public Transit Authority (RIPTA) is a quasi-public, independent authority. Established in 1966, RIPTA is authorized to operate public transit services throughout the State of Rhode Island. RIPTA provides services throughout the state from two locations; one located in Providence and the other in Newport. RIPTA operates and provides fixed route, ADA paratransit, flexible, and park and ride services in 34 of the 39 Rhode Island communities. The paratransit service is called **Ride**; they provide curb-to-curb ADA services for citizens with disabilities and the elderly, non-emergency medical trips, as well as workshops and meal-sites throughout the state of Rhode Island. RIPTA also provides park n' ride services at 32 sites around the state. These sites offer commuters the option to park their vehicles and proceed to take a fixed route bus to their final destination.

Rhode Island is the smallest state in the United States with an estimated population of 1.05 million residents according to 2012 census. They are a diverse state with large suburban areas in the southern region and urban areas in the northern region.

RIPTA houses and maintains a fleet of 106 paratransit vans and 23 Flex vans, along with contracted taxi services for overflow periods during peak service hours, providing nearly 3,500 daily paratransit and Flex trips. RIPTA has been providing statewide service for 48 years, the service area covers 1,033 square miles. As the state's main Mobility Manager, RIPTA aims to achieve this vision in a fiscally responsible manner, working with federal, state, local, and private partners to realize the benefits a modern transit system can provide and to improve the overall quality of life in Rhode Island.

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Business and Technical Situation

RIPTA continuously sought to improve their paratransit efficiency and customer service levels; in conjunction with working with their software provider they felt the legacy software provider had no concept of tracking progress and lacked the resources to solve scheduling problems in a timely fashion if resolved them at all.

RIPTA staff and management felt the legacy software was not intuitive or versatile, their system did not group trips efficiently or create the best routes to help them improve efficiency. The legacy software provider promised they had all of the technical components necessary to handle customer service, scheduling, and dispatch capabilities, but in the five+ years RIPTA utilized the system, the legacy software and broken promises continued to fall short of their expectations.

In 2012, RIPTA decided to inquire about improving their paratransit mobility management system. Staff, along with management believed that the legacy software proved ineffective for the services they provide.

With their continued inability to perform efficiently, RIPTA decided to transition into an intuitive, automated scheduling, and dispatch software with the capability to house a full mobility management platform.

In 2013, RIPTA decided to replace the legacy system as staff believed it was ineffective for the services they provide. The new paratransit ITS solution would need to include fully-automatic scheduling and dispatching capabilities, and be capable of integrating with Automatic Vehicle Locating Tablets with cellular capabilities.

RIPTA's goals with the new ITS solution were to implement an intuitive software capable of providing key metrics, increase the ability to schedule and provide additional trips, enhance the riders experience with better on-time performance (OTP), improve the data collection and accuracy, and enhance the overall reporting capabilities.

Solution

Reveal provided a turn-key mobility management solution of Reveal Technology, the platform allows RIPTA to create more efficient routes, improve modal connectivity, improve on-time performance, increase productivity, decrease mileage per trip, and substantially reduce the average cost per trip for paratransit riders. This allows RIPTA to expand its paratransit and mobility services to more riders without increasing its operating budget.

Reveal began by completing an operations assessment of RIPTA's services and how the Ride services were being operated and managed by their staff, private service providers, taxi providers, and the brokerage company that disperses non-emergency medical trips to RIPTA. Upon completion of the operations assessment, Reveal analyzed the route structure and compared it to the actual needs of their paratransit services. Reveal replaced the route structure, completed a new run cut based on historical information and developed better grouping efforts, worked with RIPTA personnel to use their knowledge of the clients and service area to coordinate even better grouping opportunities, worked with a workshop to stagger group pickup times to avoid congestion and incorporated Reveal Technology to generate better automation of drive-able schedules for the drivers.

Utilization of Reveal Technology for all advance and same-day customer service, reservations / cancellations, scheduling, dispatching, PTV and reporting aspects, and incorporation of new Workflow processes designed and implemented for RIPTA services has provided the Leadership Team the ability to monitor their transportation services in a manner never before achieved which allows the staff to focus on providing exemplary customer service to their riders.

The installation and use of Reveal's Workflow Technologies for all scheduling, dispatching and reporting provides RIPTA with the optimal technology that has increased their OTP and productivity to levels never before achieved. With the use of Reveal Technology, along with Scheduling and Same-Day Dispatch Services of their Ride program RIPTA has been able to exceed their goals in providing quality customer service throughout the state of Rhode Island at a more reasonable and manageable expense.

Benefits

The key benefits Reveal provided for RIPTA are:

- Greater Operation Controls
- Emphasis on Quality Customer Service with less complaints
- An immediate 5% decrease in average mile per trip length
- An immediate 6% decrease in overall driver paid hours while increasing daily trips in excess of 5%
- An immediate 31% reduction of daily taxi provided trips equating to annual savings over \$350,000

Due to the Reveal Technology and the new Workflow Model Solution RIPTA integrated into their Ride and Flex transportation services RIPTA is now exploring the possibility of utilizing their new model and integrating Quality Assurance services in order to coordinate even better services throughout the state, as well as locate new capabilities and synergies their operation can benefit from.

The implementation and conversion from the legacy software system was very smooth and seamless. Substantial benefits and value have already been achieved. Scott Schoessel, Reveal President/CEO stated, "The implementation of Reveal's scheduling and dispatching technology has made an immediate positive impact in both customer service and the overall financial responsibility by increasing on-time performance and productivity, while decreasing the deadhead miles and the average length per passenger trip".

Company Profile

Reveal is a Technology and Operations Management firm built by a results driven team of professionals. We provide the technology transit agencies and private contractors need to manage their operations in the most cost effective manner, as well as offer direct management oversight regarding Quality Assurance and Call Center Management, or consulting services to develop and implement the "Right" Workflow process solution.

Reveals' focus is using Reveal Technologies to partner with all sized agencies as well as private contractors and align our solutions with their transportation business needs. We deliver value to each and every one of our clients by offering simple and easy to use software applications that a 5th grader can use. We introduce and implement Workflow through the use of Reveal Technologies in order to identify and analyze the issues. Then, use our expert operations experience to establish Workflow practices to resolve issues which decreases the overall cost to provide transportation services for our clients.

Our attention is on developing and delivering the right solutions to our existing customers as well as our new customers in the provision of all facets of transportation, including but not limited to Fixed Route, Commuter Express, Demand Response and Paratransit, Non-Emergency Medical, Taxi, Student Transportation, and College Campus Transportation. We have come to be known for our practical tools that assist companies in delivering service in a more cost-conscious manner.

Reveal is a Missouri based Corporation with corporate offices located at 10551 Barkley, Suite 506, Overland Park, Kansas 66212. We are a full-service contract management and software development firm specializing in improving transportation efficiencies, performance, productivity and reducing transportation operating and labor costs through unprecedented technology and services. We have proudly and successfully worked within the transportation industry since 1982, creating a positive impact in productivity,

labor, operations, technology, management and customer service. We assist transportation providers and agencies in identifying and creating new and improved transportation opportunities for their communities served and their budgets.

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Customer Quotes

Mark Therrien

Assistant General Manager

“Every technology company we inquired all promised the same thing, but none of them could perform what they promised. We needed next generation software and quality assurance tools, and Reveal is the next generation software we were looking for”.

“Changing software in the paratransit environment can be very challenging and stressful. Working with the Reveal team while implementing Reveal's Technology and Workflow processes has been a very supportive and truly team effort. Reveal's operations and software experience helped us avoid startup pitfalls the first week. We look forward to continued growth with Reveal! Training to use Reveal's software system has already allowed RIPTA to advance service quality and cost controls”.