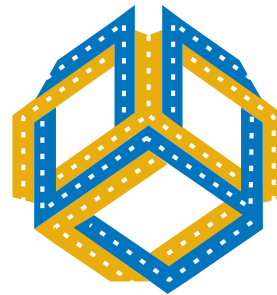


National Rural ITS Conference
Coeur d'Alene, Idaho
August 30, 2011



***Statewide Public Transit
Technologies
at work in Idaho***



Route**Match**
Software™

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.

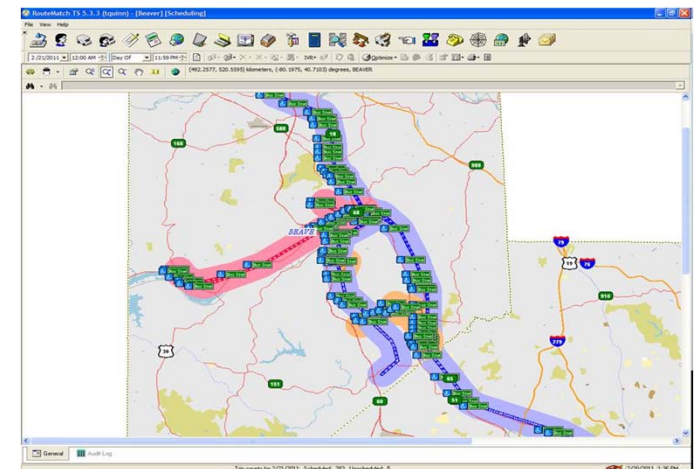
Fastest growing transit ITS technology firm in the U.S.A. Founded & based in the United States.

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



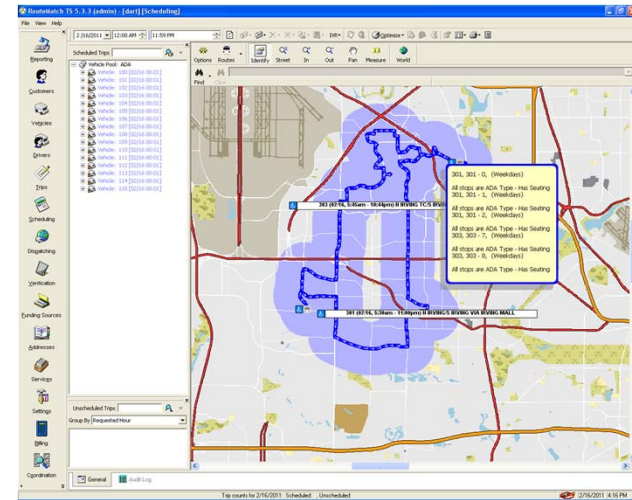
Regional Traveler Information

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.

The screenshot displays the RouteMatch TS software interface for a customer profile. The window title is "Quinn, Tim (57299)". The form is divided into several sections:

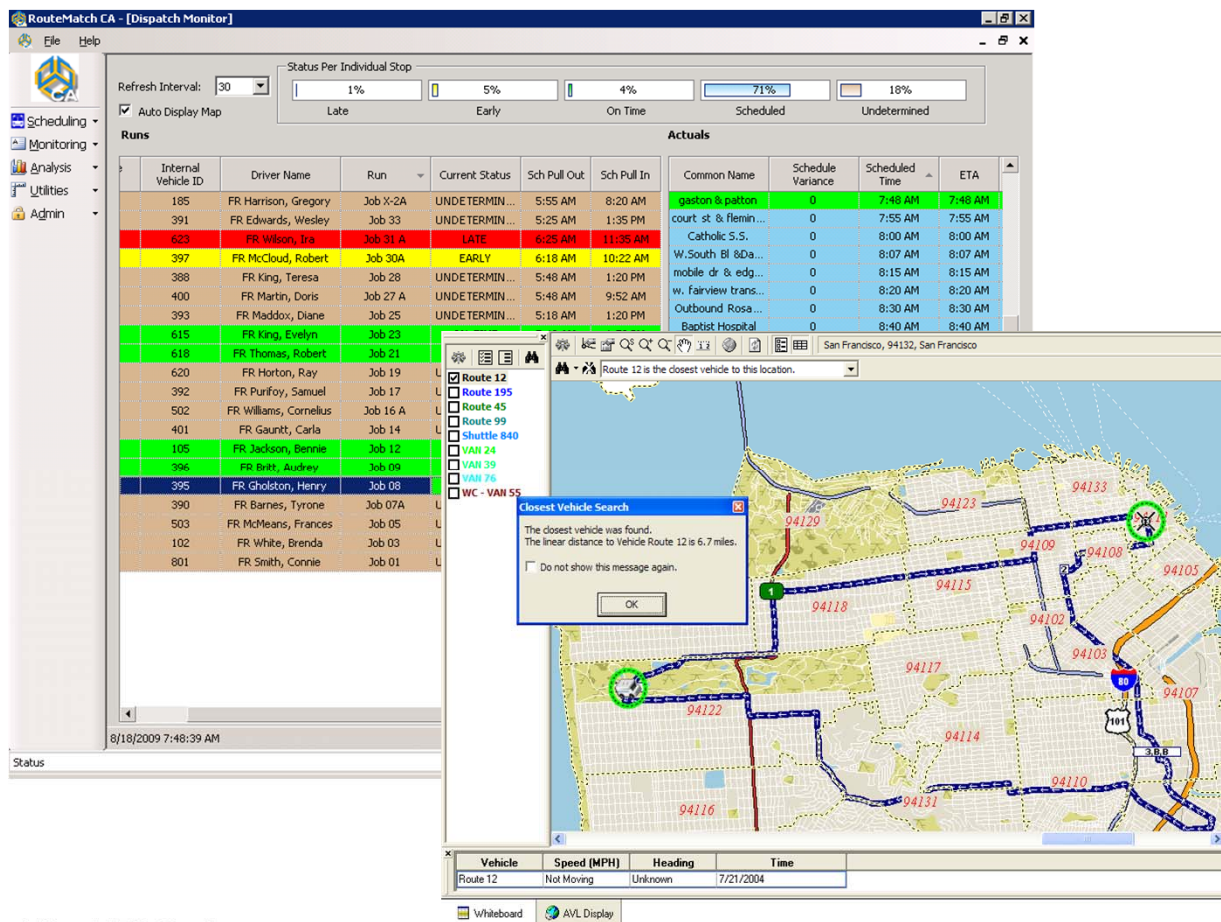
- General:** Fields for Title (Mr.), First Name (Tim), M.I., Last Name (Quinn), and Suffix. There are also fields for Official Name, Address (Home), and a checkbox for "Mailing Address same as Home Address?". The address field shows "922" and a dropdown menu with "<Customer Home> 11922 Bellaire St; D Thornton, CO 80233 (ADAMS) Zn: DENVER Fx Rt: 0092, 0120".
- Primary Phone 1-:** Fields for (555) 555-5555, Extension, and Internal ID (57299).
- Secondary Phone:** Fields for (55) 555-5555 and Extension.
- Official Phone:** Fields for () - and Internal ID.
- Birthdate:** 10/22/1962, Age 48.
- Gender:** Radio buttons for Male (selected), Female, and N/A.
- Trip Default Settings:** Fields for Mobility Type (Amb-Lift), Associated Service (Certification), Load Time (Use default associated with Mobility Type (currently 5 min) or Specify a value for THIS Customer only [0] (minutes)), and Unload Time (Use default associated with Mobility Type (currently 5 min) or Specify a value for THIS Customer only [0] (minutes)).
- Comments:** A text area for comments.

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

The screenshot displays the RouteMatch Software interface. On the left, a 'Scheduled Trips' list shows various trips with vehicle IDs and times. Below it, an 'Unscheduled Trips' section is visible. The main area features a map of the Akron, Ohio region, highlighting the Cuyahoga and Portage counties. A list of contacts is shown on the right, including names and phone numbers. The bottom right section provides a detailed view of a specific trip for 'A., GERALD (9,443)' on 5/11/2011, including pickup and dropoff locations, trip estimates, and service details.

Scheduled Trips

- Vehicle: 2003 [05/05 06:45 AM]
- Vehicle: 2004 [05/05 03:45 PM]
- 05/05 03:45 PM (Pullout: 05/05 03:48 PM): Garage Stop
- SATS 1.3: [05/05 03:45 PM] to [05/05 07:24 PM]
- 05/05 03:53 PM: S., DALTON - 1088 LAKE ST., KEN
- 05/05 04:00 PM: G., CHRISTINE - 2528 STATE HWY
- 05/05 04:14 PM: S., DALTON - 6847 N CHESTNUT ST.
- 05/05 04:19 PM: C., LEE - 6695 N CHESTNUT ST., F
- 05/05 04:21 PM: D., EVALINE - 6695 N CHESTNUT
- 05/05 04:23 PM: S., YAREN - 6695 N CHESTNUT ST
- 05/05 04:52 PM: S., YAREN - 3877 ALEXANDER RD
- 05/05 04:59 PM: C., LEE - 3935 EBERLY RD., RAND
- 05/05 05:11 PM: D., EVALINE - 4626 DIBBLE RD., F
- 05/05 05:30 PM: G., CHRISTINE - 77 PETRIE RD., F
- 05/05 06:16 PM: G., DEBRA - 263 S PROSPECT ST
- 05/05 06:27 PM: C., CHAD - MAIN ST., KENT, (801
- 05/05 06:31 PM: C., CHAD - 1674 GIMMICO CT, 163
- 05/05 06:35 PM: C., BARBETTE - TERRACE DR., KE
- 05/05 06:39 PM: C., BARBETTE - 427 E SCHOOL ST
- 05/05 06:46 PM: G., DEBRA - 552 SUZANNE DR., K
- 05/05 06:54 PM: F., DELBERT - EASTWAY DR., KEN
- 05/05 06:58 PM: F., DELBERT - 1744 WHITEHALL B
- SATS 1.4: [05/05 07:25 PM] to [05/05 10:15 PM]

Unscheduled Trips

Group By: Mobility Type

Contacts List:

- *, GERALDINE (11,366)
- A., ALEX (14,180)
- A., CLYDE (5,348)
- A., DESIREE (14,685)
- A., GERALD (9,443)
- A., JANET (15,664)
- A., JOHN (2,670)
- A., JOHN SR. (14,879)
- A., JONATHAN (13,485)
- A., SHEILA (3,442)
- A., VERAMAE (1,473)
- B., AGATA (12,381)

Trip Details for A., GERALD (9,443) - 12:31 PM - (262 W Cedar Ave; 3 : 6693 N Chestnut St)

Conf# 28516-11131 DR: Trip Date 5/11/2011
1-(801) 000-0000

Pickup: 262 W Cedar Ave; 3
Ravenna, OH 44266 (PORTAGE)
Fx Rt: 30, 70, 80

Dropoff: 6693 N Chestnut St
Ravenna, OH 44266 (PORTAGE)
Fx Rt: 30, 70, 80

Timing Preference: Pickup With Dropoff at Appointment Time

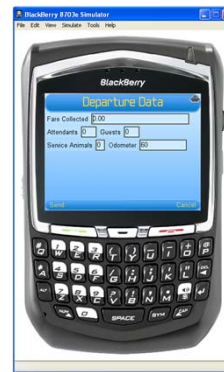
Service: PARTA

Options: Will Call? ☐ Denial Status: Option Not Select Trip Status: Approved

RouteMatch MDS (Mobile Data Systems)

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

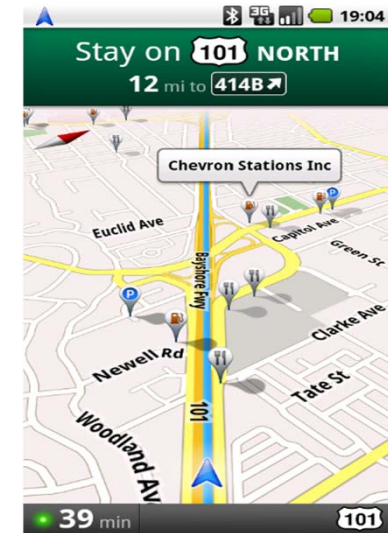


Track

Validate

Stop Type	Customer Name	Stop Arrival Time	Stop Time	ETA	Stop Address	ETA (re-estimate)	MDC Trip Status	Completed	Cancel	No Show
* (Blackboard)										
P	Phelps, Linda	11:40:14 AM	11:40:15 AM	11:40:15 AM	101 8th Ave Apt 203		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Thomas, Patricia	12:20:00 PM	12:45:58 PM	12:45:58 PM	1049 5th Ave		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Phelps, Linda	08:40:26 AM	08:40:27 AM	08:40:27 AM	421 New York Street		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Phelps, Linda	12:20:00 PM	12:20:58 PM	12:20:58 PM	2022 1st Ave		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Adkins, Denny	10:24:08 AM	10:24:08 AM	10:24:08 AM	141 Eastern Heights St		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Thomas, Patricia	12:54:51 PM	01:00:47 PM	01:00:47 PM	934 3rd Ave		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Thomas, Patricia	12:54:51 PM	12:54:57 PM	12:54:57 PM	934 3rd Ave		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Adkins, Denny	10:11:52 AM	10:17:53 AM	10:17:53 AM	3022 Washington Blvd		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Phelps, Linda	09:01:25 AM	09:01:25 AM	09:01:25 AM	2711 8th Ave		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Blackboard, Dettie	09:18:00 AM	1:01:20:00 AM	1:01:20:00 AM	354 PRIDATE DR		Trip Scheduled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Simmons, Norma	09:20:18 AM	09:20:17 AM	09:20:17 AM	115 6th Ave		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Simmons, Norma	09:25:46 AM	09:25:47 AM	09:25:47 AM	1130 3rd Avenue		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Thomas, Patricia	12:14:29 PM	12:14:30 PM	12:14:30 PM	4518 Algon Ave		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Thomas, Patricia	12:39:00 PM	12:39:04 PM	12:39:04 PM	1049 5th Ave		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	Phelps, Linda	12:14:53 PM	12:15:04 PM	12:15:04 PM	4620 Riverside Dr		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
P	Phelps, Linda	11:57:37 AM	11:57:38 AM	11:57:38 AM	203 Richmond St		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D	McQuaid, Theresa	10:43:47 AM	10:43:47 AM	10:43:47 AM	101 8th Ave Apt 702		Trip Completed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Msg #	Time Stamp	From	To	Type	Message	Op
2.3	10/10/2011 11:59:46 AM	Veh-200(De Smith)	Dispatcher - MS	Information	Going Outside - Device 2	3
2.2	2/14/2011 11:53:45 PM	Veh-200(De Smith)	Dispatcher - MS	Answered	YES	2
2.1	2/15/2011 11:52:39 PM	Dispatcher - MS	Veh-200(De Smith)	Asked Question	Can you work a split shift	2
1.2	2/15/2011 11:50:46 PM	Veh-200(De Smith)	Dispatcher - MS	Answered	YES	1
1.1	2/15/2011 11:50:27 PM	Dispatcher - MS	Veh-200(De Smith)	Asked Question	Is	1



RouteMatch Mobile Data System - Features

Automated Vehicle Location (AVL) Features:

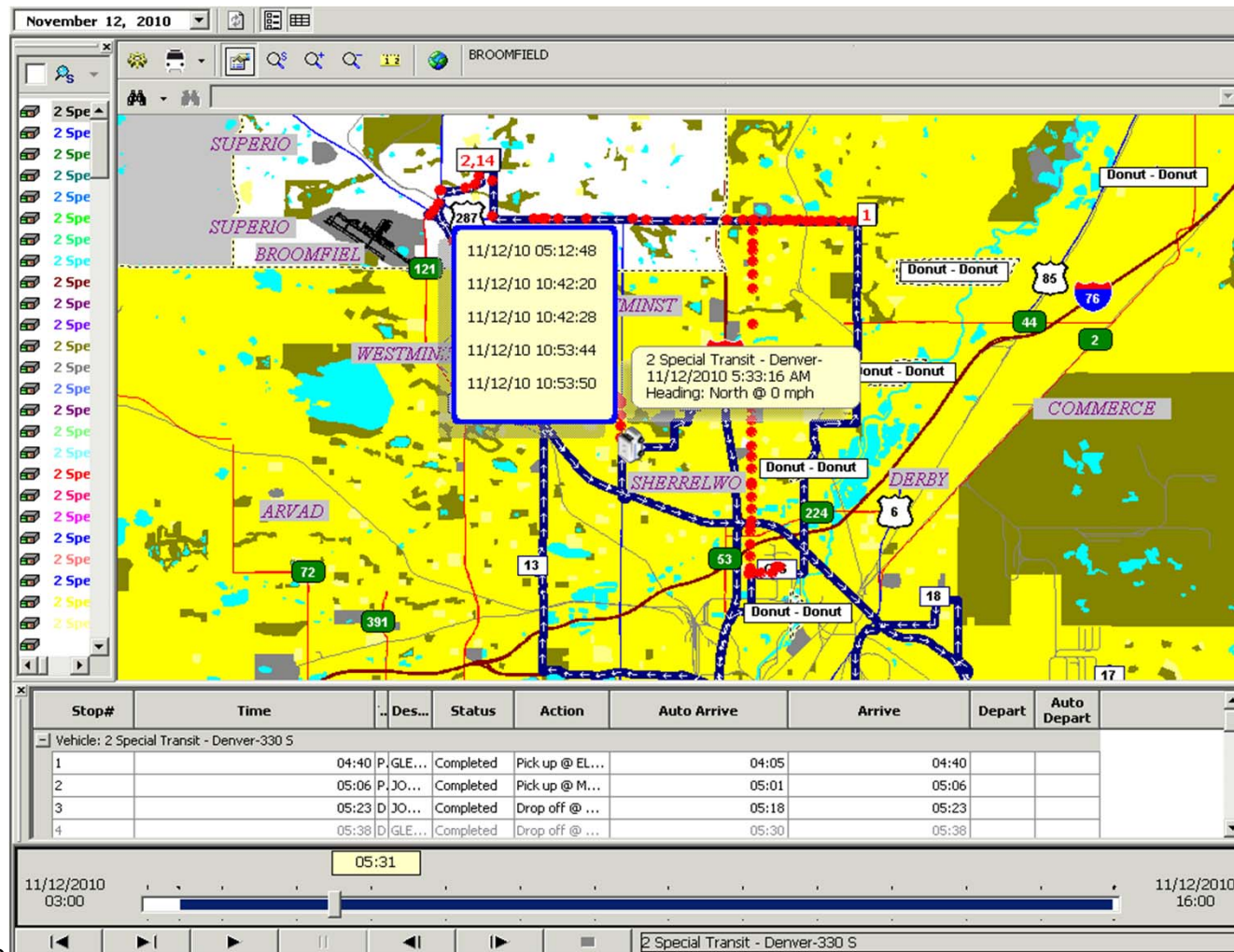
- Speed, Heading, and Idle Alerts
- Track and Locate Vehicles within Seconds
- Planned Route versus Actual Route Comparisons
- Vehicle / Driver Validation
- Route and Event Playback
- Emergency Response Management

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

Terminal Station



04/13/2011 2:16 PM

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

Important Messages

Macon, GA

Hourly Info | 15 Days | Videos

Sunny
74°F
RealFeel®: 87°F
Winds: Calm

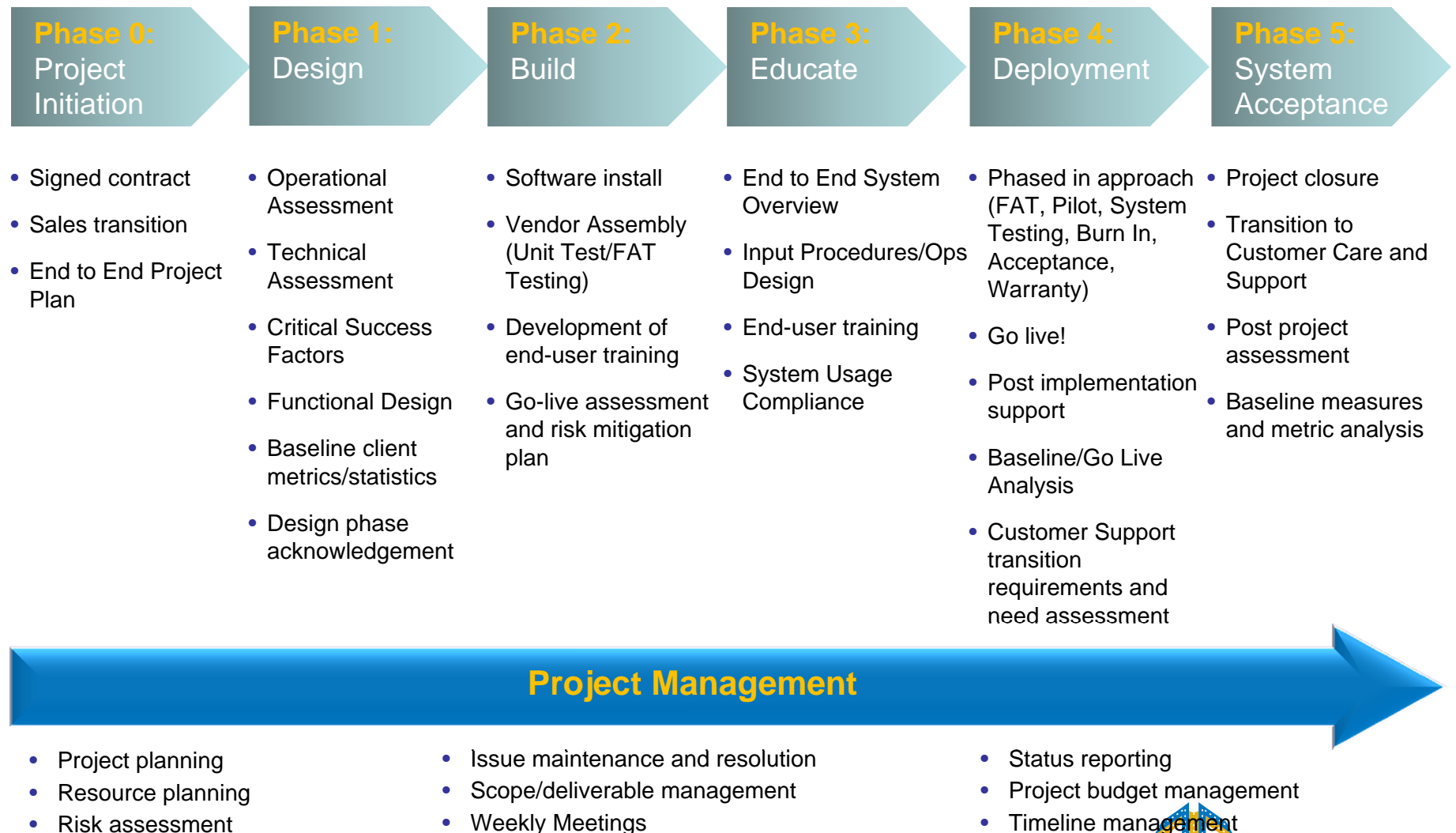
Today
81°/43°
48°/37°

Thursday
81°/51°
61°/32°

Friday
81°/59°
53°/27°

Powered by: RouteMatch Software

Project Management Systems Approach



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
- 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

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*



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 & Cancells w/ Broker*

Thank you

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

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- (303) 885-0649

