REVEAL

Reveal Management Services, Inc.

Case Study / Johnson County Transit (JCT)

This Case Study has been client approved as published.

Customer Profile

Johnson County Transit (JCT) is a department of Johnson County, Kansas, government; a county situated southwest of downtown Kansas City, Missouri. JCT provides Suburban Commuter Express Services, Flex Routes, Sheltered Workshop Services, and Paratransit Services. JCT's paratransit services is called **The JO-*Special Edition*** and provides curb-to-curb service for disabled and elderly citizens in the urbanized areas of Johnson County for any trip purpose, and travels into specified areas of Kansas City, Kansas and Kansas City, Missouri for medical trips only.

Johnson County is the largest County in the State of Kansas with an estimated population of 560,000 according to 2012 census. The service area covers more than 480 square miles. Johnson County is largely suburban, being part of the Kansas City metropolitan area, and containing many of its affluent southwestern suburbs. The county has the highest median household income and highest per-capita income in Kansas and is among the most affluent in the United States

The JO-*Special Edition* fleet consists of 30 dedicated accessible vans, along with contracted taxi services for specific trip employment purposes, providing nearly 300 trips per day. **The JO-*Special Edition*** has been providing services to the residents of Johnson County for more than 25 years.

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Business and Technical Situation

In 2013, JCT decided to replace their scheduling and dispatching 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 their mobile data devices, as well as have the ability to upgrade to new Automatic Vehicle Locating Tablets with cellular capabilities.

The main goals of the ITS solution were: to 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 overall reporting capabilities.

In addition to upgrading their ITS solution, JCT expected to upgrade the manner their services were being managed by their transportation provider. JCT wanted to explore a contract management option whereas the transportation provider with a Call Center Management Solution offering the Software Technology and Call Center Quality Assurance Management services with direct oversight of their transportation service provider, as well as all Call Center aspects of the operation consisting of customer service, reservations, scheduling, dispatching, post-trip validation, and reporting responsibility.

JCT explored the opportunity of upgrading the total solution in order to provide a higher level of customer service for the community, as well as increase the volume of their services in a more cost effective manner. During JCT's FY 2013, **The JO-*Special Edition*** paratransit services offered to Johnson County residents an average 1.55 service (gate-gate) rides per hour, and averaging 2.03 revenue (first pickup to last drop off) rides per hour, while averaging 97% OTP.

Solution

Reveal provided a turn-key solution that allowed JCT to achieve their **The JO-*Special Edition*** goals. Their Leadership and Quality Assurance Team along with the powerful administrative functionality of Reveal Technology provides JCT personnel the ability to monitor the transportation services in a manner never before achieved and allows JCT administrators to focus on providing exemplary customer service to the community.

Reveal began by completing an operations assessment of JCT's services and how they were being managed by their provider. Upon completion of the operations assessment, Reveal analyzed the runcut being provided 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, contacted several riders to request adjusting pickup times in order to coordinate better grouping opportunities, incorporated Reveal Technology to generate better automation of driveable schedules for the drivers, incorporated a new driver bid for the transportation provider, utilization of Reveal Technology for all customer service, reservations, scheduling, dispatching, PTV and reporting aspects, and incorporation of new Workflow processes designed, implemented and direct oversight of all operations is provided by Reveal Management Services.

In addition the installation and use of the Suite of Reveal Workflow Technologies for all reservations, automated scheduling, dispatching and reporting provides JCT with the optimal technology that has increased their OTP and productivity to levels never before achieved. With the use of Reveal Technology and Quality Assurance Management Services of their Call Center JCT has been able to exceed their goals in providing quality customer service to the Johnson County community at a more reasonable and manageable expense.

Benefits

The key benefits Reveal provided for JCT are:

- Greater Operation Control
- Emphasis on Quality Customer Service with less complaints
- GPS verified OTP in excess of 98%, with some days at 100% on time
- GPS verified productivity of 2.12 rides per service hour, a 27% increase
- GPS verified productivity of 2.62 rides per revenue hour, a 23% increase

- Increase in ridership of 5% attributed to better customer service

Due to the Reveal Technology and Service Model Solution JCT integrated into their transportation services, JCT is now reviewing and exploring the possibility of utilizing their new model and integrating services with other transportation agencies within and throughout the entire Kansas City region in order to locate new capabilities and synergies that the entire region can benefit from.

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, and College Campus Transportation.

Our team is well versed in the demographics of Johnson County and has been working with the JCT staff since 1995. We are uniquely qualified to quickly and accurately respond to the transportation needs and Information Technology Services desired by JCT.

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

Chuck Ferguson, Deputy Transportation Director - "In years past, any software implementation or upgrades were anything but smooth. However, our implementation of the Reveal Technology Solution with the Reveal team was about as seamless as they get. They promised what they would deliver and delivered what they promised. It was a great experience."

"Since utilizing the RMS Solution model, JCT has substantially increased productivity, and our OTP has increased to 98-99% daily with some 100% days as well. We've never worked with a company that cares about the riders as they do."

Alice, Transportation Director – "At a time when budgets are tight, yet customer expectations are at their highest, the RMS team provided exactly the sort of assistance and expertise we needed to improve our efficiency and save tax payer dollars."