

Brokerage Integration & Route Optimization

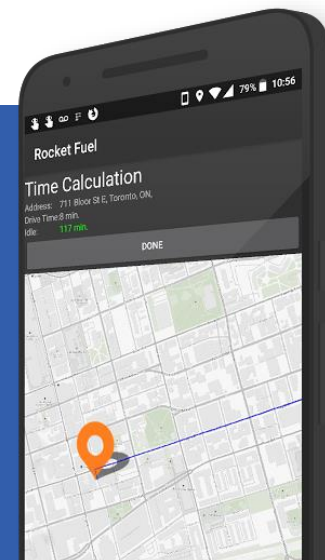
Mega-Tran Idaho Case Study

Setting the Stage

This is an example of a recent onboarding process of the Pantonium routing and dispatching system for Mega-Tran Idaho, a new non-emergency medical transportation (NEMT) company in Idaho. A rapid two week deployment allowed the company operating in a new area with a new brokerage to quickly become a reliable transportation service with high levels of customer service and efficiency.

In 2016, Idaho's Health and Human Services Department signed a statewide medical transportation contract with a relatively new brokerage company called Veyo, this replaced the incumbent broker AMR. This [disrupted the market](#) as Veyo became the sole source of NEMT trips in the entire state, all providers of transportation now had to get trips from the broker's web portal. In this context, Mega-Tran Idaho, a subsidiary of Davenport Health, a Texas based NEMT provider, planned to start operations in Idaho in January 2017.

Mega-Tran chose Pantonium based on the system's integration capabilities with Veyo and unique route optimization capabilities to maximize vehicle resources. Mega-Tran had requested an accelerated onboarding timeline to allow them to start running as soon as possible, and to allow their employees to utilize as many of the automated features of the system in order to save time during their startup period. Training began at the start of January 2017 and was completed two weeks later. The process for uploading Veyo trips from their provider portal was trained immediately, soon after the first production runs with Pantonium's unique optimization feature were performed, essentially completing the entire on-boarding process.

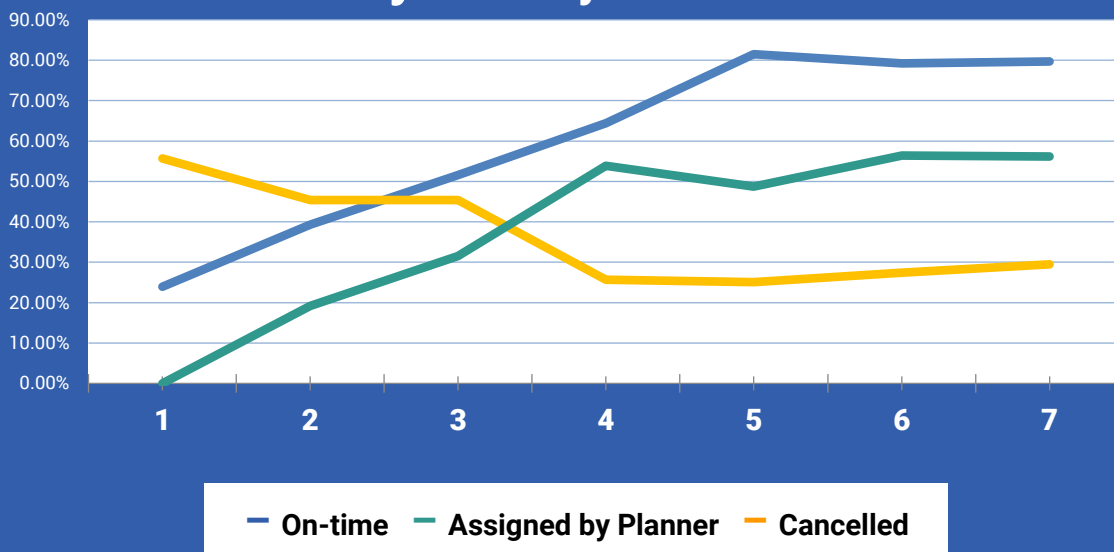


Running with Pre-operation Planning

What happened afterwards was a remarkable increase in on-time performance and efficiency. During the onboarding period, like other NEMT providers in Idaho, Mega-Tran had to learn how deal with the Veyo portal. They started to use Pantonium’s features to quickly upload trips in bulk and build a hypothetical plan on those trips to determine feasibility before they accepted trips that they could not perform. Allowing Mega-Tran to spend more time selecting profitable trips and ensuring that their fleet was operating at maximum capacity. Mega-Tran used Pantonium’s colour coded user interface to rapidly adapt to changes, with a quick glance at an ongoing schedule dispatchers located trips that could be potentially late and found free drivers or drivers with idle time, and were able to shuffle schedules on the fly.

Using Pantonium not only allowed the constant and consistent collection of data on day-to-day operations but it also was a tool used to improve key performance indicators. An example of this is the direct correlation between use of Pantonium’s pre-operation planner and the improvement of on-time performance and reduction of cancellations. During the first month of operations roughly 20% of trips were scheduled and assigned using Pantonium’s pre-operation planner, 60% were assigned to vehicles manually using computer aided dispatch and 20% were never assigned, at that point the number of on-time trips was only 40%. After several months of learning the lay of the land and becoming more confident in using the Pantonium planner, half of all trips were assigned manually and half of all trips were assigned using the planner, at this point the on-time percentage climbed to over 80%.

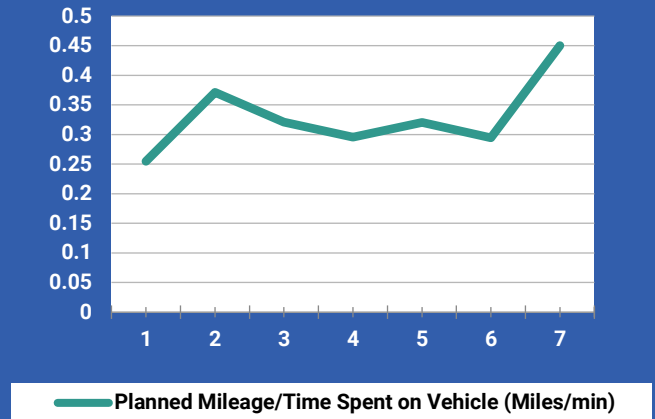
Key Stats by Month



Higher Trip Profitability

Another key performance indicator that improved over the first few months of operations was the ratio of mileage/ride-time. Mega-Tran’s goal of maximizing profitable trips under the Veyo pricing scheme meant finding long distance trips, and also keeping ride-time under an acceptable threshold for customers. In the second month of operations average trip ride-time was 31 minutes and average distance was 10 miles. After several months, Mega-Tran was able to increase the average distance of trips to 14 miles, while keeping the average time spent on vehicles at 31 minutes. This was made possible by utilizing Pantonium’s route optimization technology.

Mileage vs Ride time



Ongoing use of the system led to a decision to acquire smaller capacity vehicles to reinforce the trend of carrying fewer people on vehicles at a time, travelling for longer distances. This better matched the Mega-Tran fleet to the geography and demands of Idaho’s medical transportation.

The results were Mega-Tran was able to rapidly establish itself in a new market under new conditions with Pantonium at the center of its operations. The system was rapidly deployed and Pantonium’s training and support team helped tailor the system and processes to address Mega-Tran’s needs. Mega-Tran Idaho is now expanding their business and doing more trips with their vehicle fleet.

Automated Dispatching Demo

To see how Pantonium’s broker integration and unique optimization features can help your business check out this [demonstration video](#).

