



Priority Care Transit

Case Study

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Priority Care Transit (PCT) is a non-emergency medical transportation (NEMT) company based in the United States with offices in Dallas and Oklahoma City, operating as a government contractor for the Department of Veterans Affairs. Priority Care's service is primarily long distance passenger transportation in the Greater Dallas and Oklahoma City Areas. Most riders have limited mobility, requiring wheelchairs, and time sensitive appointments with medical specialists.

In 2018, PCT reached out to Pantonium to help modernize their transportation operations. They were searching for a cloud-based dispatching system with automated routing. In May, Pantonium deployed a software package with route optimization technology. This platform has enabled PCT to automatically schedule rides, see their vehicle operations in real time with GPS tracking, and manage their billing and reporting.

Prior to partnering with Pantonium, PCT was manually dispatching and assigning each trip to their drivers by hand and making additional routing decisions with Google Maps and dispatcher judgement. This was a time consuming process. The company was looking to reduce tedious manual work in the office and collect more accurate data for reporting. There were other factors motivating PCT to change as explained by the company's owner, Arthur Willis:

"We are about to get involved in a contract - they want to make sure we have a sophisticated system that will show if we are late on calls and track our drivers, so the system has come at a perfect time." Arthur Willis, PCT Owner

The onboarding process was completed in less than a month, with training starting in May and ending in June, with 100% of PCT vehicles being controlled through Pantonium by the first week of the month.

"It was a great transition for us" Arthur Willis, PCT Owner

"I jumped right in. We wanted to be ready to use it ASAP"
Keisha Mosby, PCT Office Manager/Dispatcher

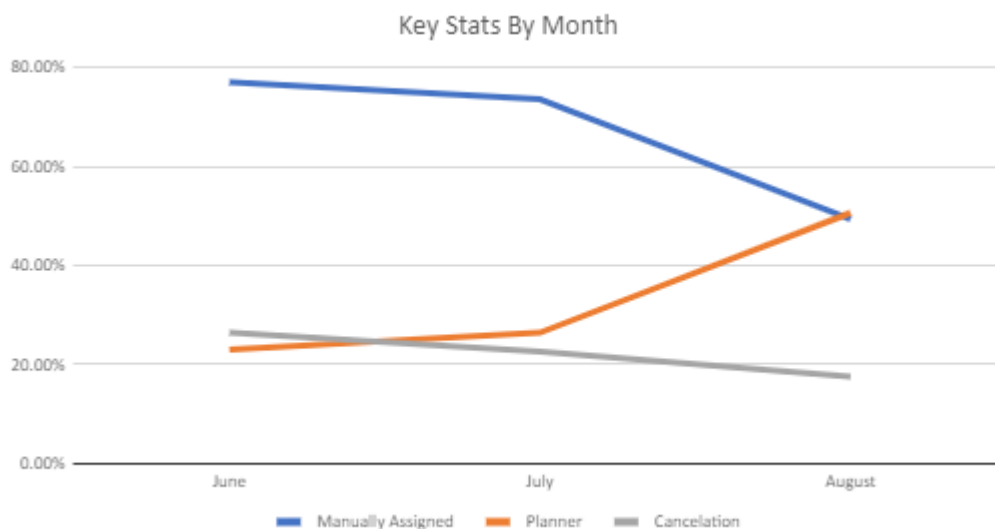
Three months after implementation they were running all aspects of the system smoothly. Using reporting features in Pantonium, we can look at how PCT's operations have improved. As dispatchers became more confident with the system they switched from manually assigning trips to using Pantonium's automated planner to assign trips to vehicles. This led to significant quantitative benefits, they **increased the number of auto-assigned trips by 30%** and in the same timeframe, there was a correlative **improvement in their overall on-time percentage by 25%**.

Priority Care Transit's head dispatcher had this to say regarding the planner:

"The planner is great, I love the planner. It will have the calls put together within minutes"
Keisha Mosby, PCT Office Manager/Dispatcher

A visual representation of this trend is shown below; Pantonium's planner was used more and more for trip assignment, resulting in an improvement of on-time performance and a drop in cancellations:

Over the same time period, **trip cancellations dropped by 9%**, this can be attributed to improvements in on-time performance and real-time information regarding vehicle locations and ETAs.



"We know exactly where the drivers are with real-time GPS, as well as what time they will be making it to their appointment. Instead of having to call the driver to find out what time they will make it there, we can just look at the screen and see they will make it there at 10:05."

Keisha Mosby, PCT Office Manager/Dispatcher

Simultaneously with improvements to service levels, over the course of three months Priority Care **increased the number of trips they performed by 8%** without adding additional vehicles to their fleet. All of these statistics were generated by Pantonium's reporting features, an important component to any NEMT operation as explained by PCT's owner:

“One of our concerns is something that we lacked from another provider - being able to run different type of reports such as late reports. Things that at the end of the year, would help us as far as knowing how many calls that we ran, how many we were late on and various things like that that we didn’t have with other providers. As well as something that could handle the call volume that we are looking to increase with.” Arthur Willis, PCT Owner

In conclusion, this is an example of a non-emergency medical transportation provider realizing the need for the latest technology in order to maintain growth. What they found was powerful tool that will help Priority Care Transit to expand without losing sight of their primary goal of delivering excellent customer service and efficient transportation. The combination of automatic route building, GPS tracking and various supporting modules, along with Pantonium’s experienced project management and client support team onboarding enabled the successful change from manual processes to digital.