

**Communication is Essential During
COVID-19**

**MOBILE RESOURCE MANAGEMENT
SYSTEM(MRMS)**

Mobile Application Roaming System (MARS)



**SUSTAINING
THE CAB
INDUSTRY**

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<https://apta.officialbuyersguide.net/SearchResult.asp?key=itcurves&andor=and>

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NAVIGATING TRANSPORTATION- TIME VECTOR WITH IT CURVES

We hope that you are safe and healthy waiting out the COVID-19 Pandemic. Within the Washington Metro region there are plenty of food and pharmacy delivery/distribution logistical discussions. Shipping millions of pieces of equipment and durable goods would benefit from unified connectivity platforms that allow the shipping and receiving team have clear view of where the cargo is at any point and have accurate time of arrivals. Communication is always good especially in the realm of multi fleets at multi locations with multi products delivering for the needs of the society.

In this newsletter we will highlight how the MRMS platform can play multiple roles because of Technology that is designed to allow for split fare payment through cost allocation technology, audit capability and KPI tabulation, and be available to all riders.

We are showcasing Regency Cab as a client that has the Power of IT Curves software. The reservation platform that allows multi funding source, multi companies, multi fleets and payment types, has allowed Regency to be responsive to public transport need to have options to buses for paratransit service while assessing the on demand needs of daily riders. The Washington Metropolitan Area Transit Authority can rely on Regency as a prime contractor to accept any type of funding sources, and regulatory requirements, and allow the transportation disabled to have the gift of mobility similar to other riders. Regency Cab, is a significant ride source and with other taxi's in the area that have acquired the same software can create a central reservation platform for the region. Through Regency's experience with the public transit agencies we have created solutions for the need for transparency and audit features of major funding agencies.

Regency Cab, powered by IT Curves, is now the prime contractor with the top transit provider in the nation, the Washington Metropolitan Area Transit Authority (WMATA). Regency owes this partnership contract to good transportation services, including the billing and invoicing department, as well as the IT Curves powerful software that has cost allocation technology. IT Curves' Cloud dispatch platform allows regional partnerships in the Washington Metro Area, allowing Regency Cab to be the main point of contact with WMATA and allows for subcontracting work to be performed by other transportation companies in the area.

Please note that to allow secure impenetrable platform on Mobile Resource Management System (MRMS), if you are wanting to work from other than the main office locations, please call the IT Curves office line for assistance. Please call (301)208-2222 for assistance.

MRMS PLATFORM: FLEXIBLE TO THE MARKET NEEDS

MEALS ON WHEELS

During this time of shelter in place, your network of drivers can be responding to the need of food, medicine, equipment, test kit provider ship. Central distributors like to have communication between distribution centers and delivery location. Including keeping the hours of the drivers on the road, and check marking the distributed locations. This network could take health care workers to work, when public transportation is not available, and can be the mobile health care solution, when there's need for billions of immunizations. Please reply back to this email with the subject line **COVID-19 Arrangement.**

Eligibility requirements for major contracts may be complex. Please know we are happy to help you take the appropriate steps in order to successfully respond to government contracts including submitting proposals towards Request for Proposals (RFP) and grant applications, that could win you prime contracts.

Beyond COVID-19

CATERING YOUR RESERVATION PLATFORM BEYOND COVID-19

RIDES TO HEALTH

IT Curves' categorization of different types of businesses that provide transportation allows software designs to mold platforms that can make more streamlined uses of a transportation company. This will differentiate your company from other similar companies and allow your branded platform as a major ride source.

As a healthcare sector outreach, for example, "Where Is My Patient" is a new platform that will be marketed to the medical profession. This new platform will give medical staff

access to ride scheduling as a part of scheduling patient's medical appointments. Furthermore, at the time of setting up an appointment, this platform will consider patients that are profiled as "needing transportation" to be scheduled with your network. This communication enabled type of reservation will allow local medical facilities to run more efficiently, with less time spent scheduling patients.

This program is currently being developed for the regional counties dialysis and medical centers to allow for ride reservations and future appointment scheduling to take place at the same time.

An NEMT Dispatch Client Newsletter is available upon request. Please reply to this newsletter with subject line **NEMET DISPATCH**



SENIOR CENTER COMMUTES

The Senior Center Commutes program aims to bring area seniors together to help them stay active within the community. By signing up for this program, members have the opportunity to interact with other seniors, participate in various activities like arts and crafts and day trips, as well as opportunities to go grocery shopping and attend medical appointments. This program is ideal for facilities in charge of large groups in accommodating transportation needs for both group activities and individual trips, as per request.

This platform is the subject of another Grant proposal.

NEW FEATURES THAT WILL HELP LOGISTICS NOW AND BEYOND COVID-

1. IVR FOR RESERVATION AND ETA
2. THE WHOLE RIDE IN A TEXT MESSAGE
3. AVL PLAYBACK
4. ONE CLICK KEY PERFORMANCE INDICATORS
TABULATION
5. FARE PAMENT DEVICE WITH VIDEO DISPLY MONITOR FOR
YOUR ADDS (run your ads right from MRMS)

Call Center Interactive Voice Response (IVR)

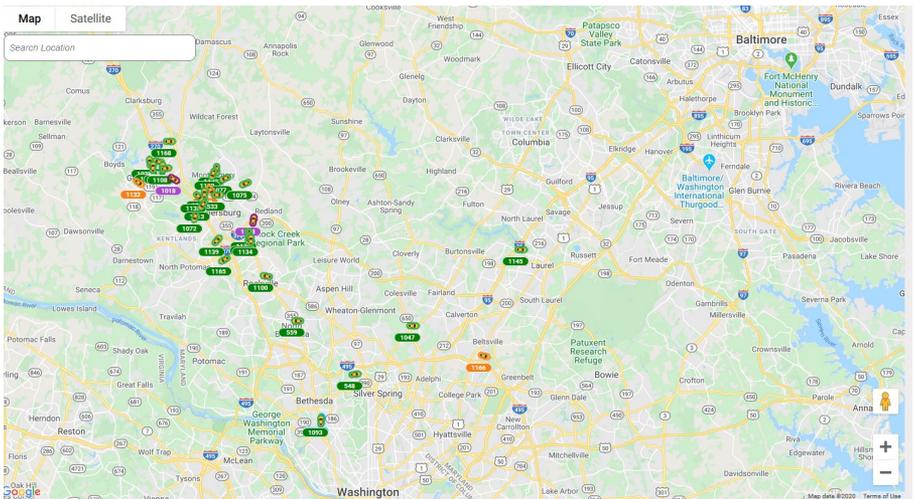
IT Curves' IVR is configured with a dispatch module, and as a result, app and web, and call center rides will be available to IVR callers for getting and ETA or updating ride details.

Using IVR, the caller will hear the pickup address of the most recent trip as the first option for reserving, followed by the list of the IVR suggested rides the caller may want to re-reserve. The top five most recent rides are selectable by choosing the corresponding number on the keypad or by voicing the desired selection. For rides that are currently in progress, customers can receive ETA information in real-time. Additionally, customers can also select the specific type of service they require, such as Door-Through-Door, using this same system. This feature was designed based on recommendation from The Transportation Alliance, executive team member, our client, Jeb Corey, with Link, CH taxi.

Make sure you are taking advantage of the "Press "0" to get the app message added to your call center" message. Customers who are using cellphones can get the link for your app; the link is sent as a text message to their phone, and they can release your call center resources and start using app reservations. With our pre-negotiated contract pricing with our remote call centers, call center operator that are familiar with MRMS can be a relieve to your overworked and evening weekend shift call center employees. If you would like to try the call center or reply to the email with the subject line **IVR**.

AVL Playback - Your Resolution Center

AVL Playback allows management to track specific drivers within specific time frames. This feature is especially helpful in addressing insurance-related situations, providing both the speed and direction of impact, should an accident occur.



The whole ride in a text message!

Our newest reservation feature allows customers to share their trip locations in real-time with friends and loved ones via text message. After making a reservation, customers will receive a link to track their driver as they are on route to the pickup location. By clicking the link, customers will have access to the driver's name and the vehicle number, along with other information such as the Pickup and Drop-off time.

App reservations can also be made for picking up a package by providing the pickup item's name and code number. This is what the text will look like. The following link is for a past reservation so will not have the video, but you can test this feature on your own app to see the live video of your reservation in progress.

[Track My Trip](#)

Backseat Fare Payment System with Video and Accessibility Features

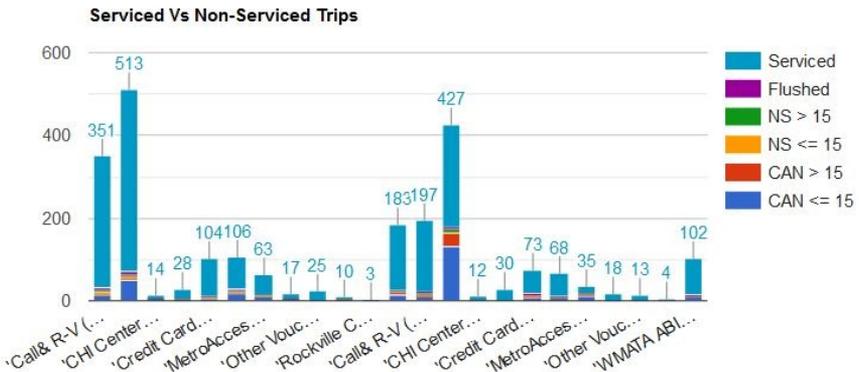
The video on the backseat can be used for any paid advertising as well as location-specific advertising. In addition, you can prearrange ads for promotions and run those ads at a set time. Our powerful ad media can run RFI ads and have MRMS canned messages and video advertising change with clicks.

IT Curves' Backseat Payment Technology also allows your riders to buy branded company gift cards. We will be running our Mother's Day promotion gift card soon. In addition to special occasions, the cards can be available to account holders for their members; these gift cards will be preloaded, can be reloadable, and can replace the voucher or credit card.

MRMS Key Performance Indicators: View with Just One Click

By looking at how timely pickups are against how many requests were performed/demanded, you can estimate the number of drivers you may need at a location. With these estimates, you can ensure your customers a 15-minutes-to-pick-up guarantee.

This data can be obtained in looking at the following charts:



Transit agencies sometimes have restrictions as to the maximum wait time for their patrons, and this report allows the agency or your staff to forward daily reports regarding customer wait times with a click of a button (including live data tabulation).

FILTER CRITERIA

From: 04/01/2020 To: 04/08/2020 Report Format: Chartview Report View: Weekly view

Payment Type: All Payment Types Funding Source: All Funding Sources Vehicle Type: All Vehicle Types Trip Type: All Trip Types

IMPROVING THROUGH PARTNERSHIP

We strive to create a national platform and app to allow your customers to utilize transportation services whenever and wherever they may be. In banding together, we not only help our businesses, but we also have the opportunity to have a lasting impact on the transportation industry. We thank you for your continued support in making regulated transportation to have better market options.

As always, you are part of a big network of ride providers, with recent clients such as Baltimore's Independent Cab (run by Judith Howard). Also new are Los Angeles cabs networking to provide better service to the Los Angeles paratransit and regular taxi riders including NEMET reservation services.

Please reply back to this email with comments. If your suggestions become useful in product development, we will discount your subscription service and we will feature you in our Newsletter.

We strive to make sure every customer has an exceptional experience with our products and are constantly looking for ways to improve.

Please let us know how we are doing by completing the new review on Capterra: [IT Curves on Capterra](#) and like our [Facebook](#) page.

For more information on IT Curves and our systems, please reply back to this email, or give us a call at (301) 208- 2222.

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