



Why Mobile Real-Time Technology is Important

The advent of mobile devices along with the build-out of cellular data networks is revolutionizing all businesses that have a mobile workforce. A driver mobile application takes advantage of this technological revolution. Non-Emergency Transportation providers have a lot to gain by incorporating a mobile driver application into their operations. An NEMT-specific driver mobile application should provide the driver a real-time manifest that displays rider names, pick up and drop off locations and addresses, as well as rider specific accessibility needs.

As the driver works through their manifest on the mobile application, the application should automatically capture actual perform times of pick up and drop off and the exact geo-location data as each trip is performed by the driver. This should include whether the trip was performed or marked as a dry run (cancel at door or no show by the passenger). Additionally, the application should automatically alert the driver if they should collect the passenger's signature and then require the passenger to sign on the device. This completely gets rid of the need to use paper logs!

Another advantage of using a real-time mobile driver application is the application should provide real-time visibility of the trip status. GPS coordinates and which direction a driver is heading should be transmitted every minute and accessible by dispatch. Many contracts are now requiring this from transportation providers.

Also, driver mobile applications should offer real-time communications between the driver and the dispatch providing a high level of accountability of trip and driver status. Drivers should be able send messages to dispatch and dispatchers should be able to send messages to drivers. The acknowledgement of messages should be tracked and displayed for both dispatch and driver, eliminating the uncertainty of whether the driver received a message.

One of the biggest challenges in using real-time mobile technology is connectivity, particularly in rural areas. A good mobile driver application should have local device storage in use when internet/network capabilities are limited or unavailable. All locally stored data should automatically sync and 'catch up' when internet capabilities resume. This allows the driver to continue to work even though they may be in an area with no cellular availability.

The mobile application should integrate seamlessly with industry-leading third party turn-by-turn voice direction applications native to the device and, if the drivers have the device properly mounted, this would allow the driver to focus on the road and not the device while they are driving.

Whatever application you decide to work with should be compatible with the latest Apple (iOS) and Android devices.

Using an NEMT-specific mobile application ensures your divers will always have a current manifest and your dispatchers will always know where every driver AND every passenger is. You will never lose track of a passenger!