



# Kansas Department of Transportation



*"We have chosen to work with Trapeze, and use their NOVUS product. We have been extremely happy with the quality of the product, but more so with the exceptional customer service and training provided by the Trapeze staff. Currently, we have two locations operating on NOVUS with an additional four locations by early 2010. We are hoping that, in the next 3-4 years, the entire rural area of Kansas will be covered by NOVUS dispatching software at regional one call dispatching centers."*

**Lisa Koch, AICP, Public Transit Manager, Kansas Department of Transportation**

## BACKGROUND

Currently, KDOT contracts with almost 100 5311 providers (the most of any state). They are currently moving to a regional transit approach to reduce the amount of providers and allow for individuals in the rural areas of Kansas to travel over longer distances, which is necessary as many services are moving out of small towns.

## CHALLENGES

Kansas faces one of the most diverse transit challenges. From vast open rural areas with rolling wheat fields to urban areas as complex as any—the goals of KDOT were to meet the needs and challenges of transit and provide the citizens of Kansas with a basic level of mobility including essential health and social services. Bringing together a diverse network of services and improve community services to achieve the same objectives was a huge but surmountable challenge.

## SOLUTION

The Kansas Department of Transportation (KDOT) installed a statewide technology infrastructure to enable transit agencies to share knowledge, information and resources.

Trapeze NOVUS paratransit scheduling and dispatching system was implemented as the centralized structure to pull all the agencies together, helping Kansas to comply with the FTA's Coordinated transportation mandate.

The agencies are working together using innovative technology from Trapeze as a benchmark to solve specific transportation needs throughout Kansas and enhance the great service that is already occurring by working with existing providers to leverage resources and increase region-wide trips.

## RESULTS

KDOT established a system of coordinated transit districts (CTDs) and implemented a system of regional coordination teams.

As the regional transit approach develops it will also create one call dispatching in the regions. The KDOT plan launched with two locations operating on NOVUS and an additional four locations nearing full operation in 2010.

## CONCLUSION/NEXT STEPS

KDOT is hoping that, in the next 3-4 years the entire rural area of Kansas is covered by NOVUS dispatching software at the regional one call dispatching centers.

The focus and momentum now turns to involving Kansas CTD teams in coordinated program delivery (an on-going process) and ultimately, creating a sustained effort among all stakeholders: state, regional and local towards reaching the coordination vision and goals.



### U.S.A.

(480) 627 8400

### Canada

(905) 629 8727

### United Kingdom

+44 8445 616771

### Europe

+45 87 44 1600

### Australia

+61 8 8415 9900

[www.trapezegroup.com](http://www.trapezegroup.com)

## SNAPSHOT

### Rural General Public Transit

- 100 Providers—Providers vary in size and coverage area:  
Cities, Counties, Non-profits, Tribal Govts.

### Specialized Transit

- 75 Specialized Transit Providers—Providers vary in size, coverage area, and client-type Non-profits