

Circle of Care, Toronto:

Improving Customer Service with Demand Response Scheduling, Routing and Dispatching Software



The solution makes it possible for the organization to see improvements in customer service by streamlining and simplifying requests for information and trip booking.

“ We now have the ability to update our volunteer driver manifests in real-time on the day of service. This is a great reason to celebrate! ”

Circle of Care

Background

Circle of Care is dedicated to supporting independence and the quality of life of individuals in their homes. It is a community based non-profit registered charity that has been serving Toronto and area residents since 1974.

Circle of Care helps clients live healthier, happier and longer lives in their homes. The agency's 500 staff and more than 300 volunteers offer a wide range of home support and community programs, including homemaking and personal support, social work services, Meals on Wheels, transportation and a day program for seniors with dementia.

At Circle of Care, clients are the centre of all they do. The agency's staff strive to enhance quality of life and ensure safety and dignity of its clients. Circle of Care respects privacy, cultural diversity and the unique needs of each client.

Circle of Care's transportation program receives support from Ontario's Central Local Health Integration Network, and UJA Federation of Greater Toronto. The Jewish Foundation of Greater Toronto fully funded the purchase of the TripSpark for implementation by Circle of Care.

Results

Circle of Care has chosen to implement TripSpark for Demand Response Management. From call taking to dispatching, the browser-based dispatch software is an easy-to-use application for many aspects of Circle of Care's demand response operations.

The solution makes it possible for the organization to see improvements in customer service by streamlining and simplifying requests for information and trip booking. The organization can also benefit from an increase in passengers per hour ratio through the ability to update schedules in real-time on the day of service.