



Making the Case for CORI/TRACI

Bay Aging, a private, non-profit charitable organization headquartered in Urbanna, Va., delivers support services to older persons in 10 counties throughout the Middle Peninsula Northern Neck region. One of its largest and most vital services is Bay Transit.

Implemented in 1996, Bay Transit is a rural, public transportation system. Operating 12 hours per day, Bay Transit offers service Monday through Friday.

Bay Transit has grown since it began operations eight years ago. Now it dispatches its 25 transportation vehicles from three offices. Bay Transit carries riders approximately 911,100 miles per year, which translates into 105,000 trips annually.

Having established itself as an essential transportation service provider in its region, Bay Transit recognized a need for improved and simplified maintenance of its transportation fleet. The maintenance needs of the service had grown beyond the capabilities of the computer program with which it started.

In 2003, Bay Transit turned to CORI and discovered a software solution perfect for its needs: TRACI. Primary features of TRACI include vehicle/maintenance management, advanced personnel management, accurate real-time reporting and advanced scheduling.

Vehicle/maintenance management functions track pre-trip inspections, compare vendor invoices to maintenance entries, check warranty information, track vehicle maintenance needs, and alert staff when maintenance should be performed.

TRACI can be implemented in stages, which is the course chosen by Bay Transit. The company began using the fleet management portion of the software in October 2003. When the company adopted the software, its goal was to improve and simplify maintenance of its fleet. One year later, employees cite the ease of entering maintenance reports and mileage as one of TRACI's greatest benefits. Bay Transit plans to continue using the software.