

## YVEDDI consolidating dispatch center

By: **Wendy Wood**

August 1, 2013

---

BOONVILLE — The Yadkin Valley Economic Development District, Inc. (YVEDDI) has announced that beginning today Surry County residents requesting transportation services from YVEDDI have to call a centralized location in Yadkinville to schedule rides.

In the past, YVEDDI transportation offices in each of the four counties served by the nonprofit — Davie, Stokes, Surry and Yadkin — scheduled trips for their respective county. Jeff Cockerham, transportation director for YVEDDI, said, "This new system will make our transportation services more time and cost efficient."

In some cases, Cockerham said the new system will consolidate routes and, ultimately, reduce the need for new vehicles.

YVEDDI vans make about 800 trips per day and operates Monday through Friday (except for holidays and in inclement weather) transporting residents — the majority of them Head Start children, the elderly and/or physically, mentally and developmentally disabled — in the four counties. These include trips to dialysis centers, medical centers, nutrition sites, grocery stores and drugstores.

School systems also contract with YVEDDI to transport students in work programs and students with special needs.

YVEDDI services are available to the general public. To schedule transportation, call 336-679-2071 between the hours of 8 a.m. and 5 p.m. There is a special line for Spanish-speaking customers and separate lines for anyone scheduling in advance and a separate line for customers needing to change or cancel trips scheduled for that day.

Cockerham said centralizing the scheduling was one of the recommendations made by the KPH Group of Bethesda, Md., in YVEDDI's five-year community transportation services plan. Hired by the N.C. Department of Transportation and YVEDDI to evaluate the transportation program, the consulting group found that YVEDDI was perhaps the largest para-transit system in the state not offering centralized scheduling through specialized scheduling and routing software.

YVEDDI's transportation offices in Davie, Stokes, Surry and Yadkin counties recently implemented a NOVUS software program designed to help manage the unique needs of demand response transportation organizations utilizing such features from call tracking to web dispatching. The program was designed by Trapeze, a worldwide leader in transit scheduling.

For more information on scheduling rides with YVEDDI, call 336-679-2071.

---

Link:<http://www.mtairynews.com/article/20130801/news/308019991/?template=printthis>

© 2012 Heartland.com, All rights reserved | Terms of Service Agreement