

Community Transport Software



Clients – Vehicles – Volunteers



Phone

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For the Executive Types

CTS will save your organisation time, money and stress.

- Users will like the ease and speed with which they can make bookings and receive booking confirmations.
- Dispatchers will like not having to spend all day on the phone chasing the booking requesters for information that they skipped.
- Managers will like the instant up-to-date reports allowing them to adjust budgets on a whim.

The Boring but Important Details

Community Transport Software (CTS) is a software application for Windows computers that records and manages vehicle bookings. Bookings can be allocated to vehicles easily and drivers can be allocated to the trip.

Bookings can be entered centrally, or each pool location can be autonomous.

Optionally, CTS can perform cost recovery functions.

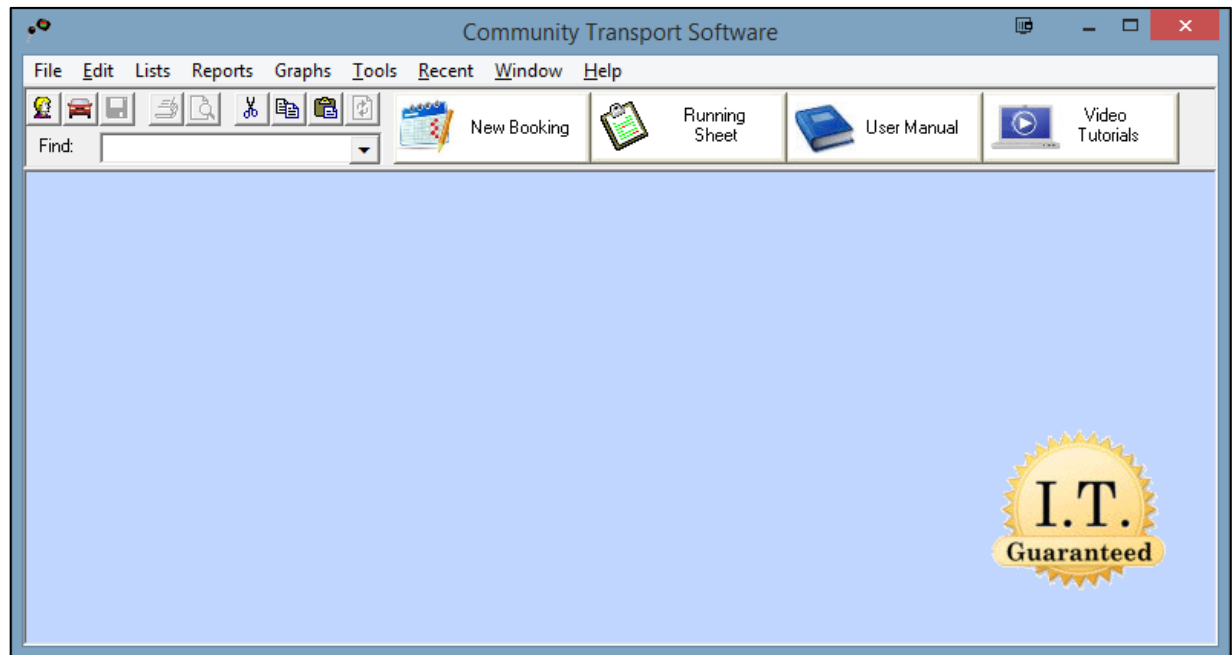
CTS features powerful, up to the minute organisation-wide reporting. CTS has an extensive range of built-in reports, including KPI monthly breakdowns. All reports can be drilled down to open the source data.

CTS can be customised to meet the needs of your organisation.

CTS was created by I.T. Guaranteed, a Tasmanian GITC accredited supplier which has been operating for 20 years. I.T. Guaranteed's vehicle fleet clients include Tasmania Health Service (formerly DHHS), Ambulance Tasmania, and University of Tasmania.

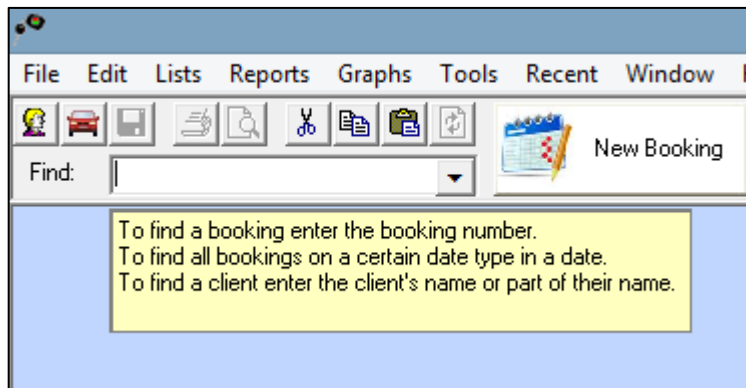
Community Transport Software

Quick to learn, Easy to use



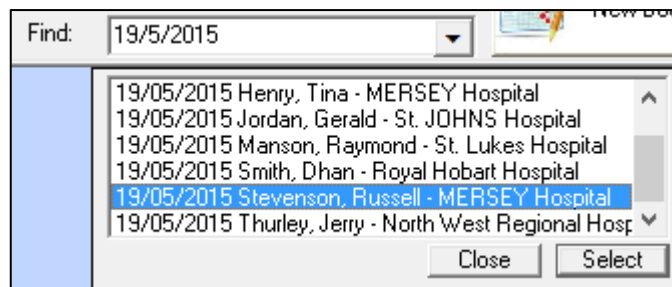
- ✓ The software is quick to learn due to a traditional menu and tool bar structure with which users are familiar.
- ✓ Quick access buttons to effortlessly open the most frequently used program functions.
- ✓ Get help from within any screen, as the help options are always available.
- ✓ The vast majority of users require no training at all.

Intuitive Searching

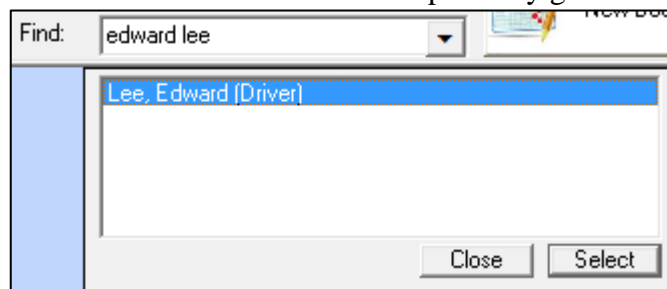


A prominent 'Find Box' which can be used to instantly search for and open almost any data.

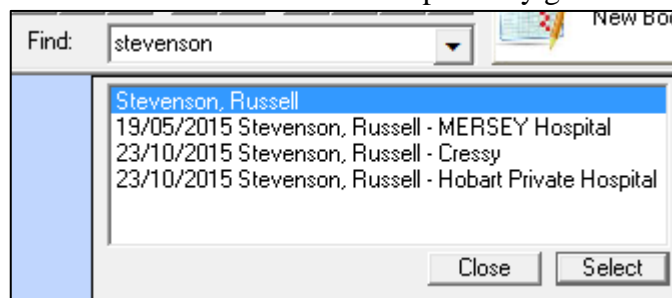
- Find bookings from dates, names, booking or reference numbers.



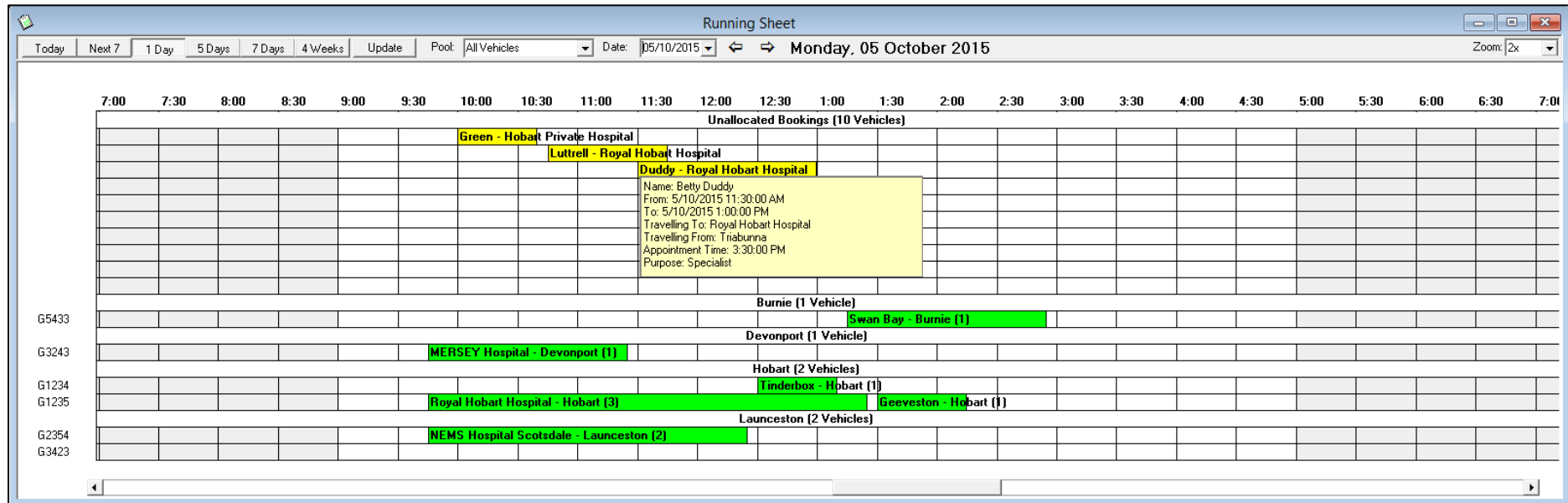
- Find drivers from surname and optionally given names.



- Find clients from surname and optionally given names.



Take control of your fleet and your bookings



- ✓ Large mouse-over pop-up boxes display detailed information about each booking, saving the user from having to open the booking to search for information
- ✓ Clear colour-coded bookings
 - Yellow = unallocated bookings (no vehicle)
 - Green = vehicle allocated
- ✓ Number of passengers displayed in brackets after booking
- ✓ To allocate a vehicle to a booking, simply drag it to the vehicle's row
- ✓ Vehicle Pools are separated for easy allocation
- ✓ Multiple display options
 - Single day, 5 days, 7 days and 4 weeks view
 - Zoom in for those busy days
 - View all pools at once, just one pool, or a selection
- ✓ Easily add more bookings to a trip by dragging them
- ✓ Double click to open a booking or a trip

Collect all the information once

The screenshot shows a software window titled "Booking : 28514 - Beverley Lewis". The window contains a form with the following fields and controls:

- Find Client: [Dropdown menu]
- Name: **Beverley Lewis**
- Date of Travel: [09/10/2015]
- Appointment Time: [12 25 PM]
- Pickup Time: [9 15 AM]
- E.T.A.: [11 55 AM]
- Pickup At Home:
- Pickup Address: [120 Penquite Road]
- Pick Up Location: [East Launceston]
- Destination: [St. Lukes Hospital]
- Destination Address: [Empty text box]
- Purpose: [GP]
- Wheelchair:
- Escort:
- Notes: [Empty text box]
- Distance: [1]
- Cost: [\$12.00]

On the right side of the form, there are several buttons:

- Save
- Close
- Cancel Booking
- Create Return Trip
- Duplicate Booking
- Create Recurring Bookings
- Email Booking

- ✓ **Save time** when making the next booking for a patient as all patient information is recalled.
- ✓ **Distance calculated automatically.**
- ✓ **Cost calculated automatically.**
- ✓ Recurring bookings can be made for almost any combination.
- ✓ Bookings may be duplicated.
- ✓ Return bookings can be created at the click of a button with the pickup and destination locations swapped and a default time gap between the two bookings.
- ✓ Completely customisable to your requirements.

Save time by making Recurring Bookings

For clients that require regularly scheduled trips, recurring bookings can quickly be created.

The screenshot shows the 'Create Recurring Booking' dialog box. On the left, there are three radio buttons: 'Daily' (selected), 'Weekly', and 'Monthly'. In the center, there are two options: 'Every 1 Day(s)' (selected) and 'Every Weekday'. Below these, there are two options for ending the booking: 'End After 5 Occurances' (selected) and 'End By 15/09/2016'. At the bottom, there are two buttons: 'Create Recurring Bookings' and 'Close'.

DAILY

The screenshot shows the 'Create Recurring Booking' dialog box. On the left, there are three radio buttons: 'Daily', 'Weekly' (selected), and 'Monthly'. In the center, there are two options: 'Every 1 Week(s) on' (selected) and a set of checkboxes for days of the week: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, and Sunday. Below these, there are two options for ending the booking: 'End After 5 Occurances' (selected) and 'End By 15/09/2016'. At the bottom, there are two buttons: 'Create Recurring Bookings' and 'Close'.

WEEKLY

The screenshot shows the 'Create Recurring Booking' dialog box. On the left, there are three radio buttons: 'Daily', 'Weekly', and 'Monthly' (selected). In the center, there are two options: 'Day 1 of every 1 Month(s)' (selected) and 'The [] of every 1 Month(s)'. Below these, there are two options for ending the booking: 'End After 5 Occurances' (selected) and 'End By 15/09/2016'. At the bottom, there are two buttons: 'Create Recurring Bookings' and 'Close'.

MONTHLY

Client Information

The screenshot shows a software window titled "Beverly Lewis" with a standard Windows-style title bar (minimize, maximize, close buttons). The form contains the following fields and options:

- Given:
- Surname:
- Home Address:
- Suburb:
- Billing Address:
- Phone:
- Mobile:
- Email:
- Wheelchair:
- Escort:
- Emergency Contact:
 - Name:
 - Phone:
- Tariff:
- Concession Card Number:
- Concession Card Expiry:
- MAIB number:
- MAIB Expiry:
- Notes:
- Inactive:

At the bottom of the form are two buttons: "Save" and "Close".

- ✓ Client information is stored, saving time for their next booking.
- ✓ **Each client can have a different tariff.**
- ✓ **Reminders about a client's card expiry occurs at booking time.**
- ✓ Completely customisable to your requirements.

Driver Information

The screenshot shows a window titled "Driver: Tim Kemp" with the following fields and values:

- Given: Tim
- Surname: Kemp
- Phone: 458134
- Email: tkemp@Gmail.com
- Licence No: A2343134
- Classes: (empty)
- License Expiry Date: 12/03/2018
- Working With Vulnerable Checked Date: 11/03/2014
- First Aid Certification Date: (empty)
- Emergency Contact:
 - Name: May Kemp
 - Phone: 456214
 - Mobile: 0419 123 456
- Inactive:

Buttons: OK, Cancel

- ✓ Compliance checks to ensure
 - drivers hold a current licence, and
 - a current Working With Vulnerable certificate.
- ✓ Completely customisable to your requirements.

Efficiently Organise Trips

Trip: 32 to North West Regional Hospital 16/10/2015

Date of Travel: 16/10/2015 Departure Time: 9:45 AM Number of Passengers: 2
 Primary Destination: North West Regional Hospital Estimated Completion Time: 11:05 AM
 Vehicle: G3243 Actual Completion Time: Driver:

Name	Pick up Address	Pick up	E.T.A.	Appointment	Destination	WheelChair	Escort
<input type="checkbox"/> Douglas Arnold	129 Camira Street Forth	10:00 AM	10:50 AM	12:40 PM	North West Regional Hospital	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Philomena O'Brien	168 Templestowe Rd East Devonport	10:20 AM	10:50 AM	12:35 PM	North West Regional Hospital	<input type="checkbox"/>	<input type="checkbox"/>

Remove Selected Cancel Trip Save Close

- ✓ Easily manage multiple clients in one trip.
- ✓ Quickly organise and alter pickup and E.T.A times simultaneously.
- ✓ Print out drivers slips with detailed booking information.
- ✓ Completely customisable to your requirements.

Standardised drillable reporting

Community Transport Software includes a plethora of reports, allowing users to report on drivers, bookings, financials, KPIs, and utilisation. All reports are drillable. Reports have themes which allow customisation of colours, fonts, sizes and much more. All reports can be drilled down to their source data by simply double clicking on the figure to be drilled.

Report Samples

KPI	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Bookings	138	120	141	108	133	137	140	123	134	135	112	161	1582
Cancelled Bookings	13	6	7	7	11	5	10	9	6	8	10	7	99
Trips	0	0	0	0	0	0	0	0	5	27	0	0	32
Income	5075	4310	5187	3464	5095	4598	4184	4201	4680	4518	4075	5635	55022

KPI REPORT

The KPI report displays at a glance how your organisation is faring against your Key Performance Indicators.

Clients by Number of Bookings

This Month

Rank	Name	Bookings
1	Herbert Bennett	4
2	Nancy Vandervalk	3
3	Eva Thompson	3
4	Jerry Thurley	3
5	Marie Lewis	3
6	Maureen Jarvis	3
7	Robert Bugg	3
8	Reginald Cullen	2
9	Barry Meredith	2
10	Clive Banfield	2
11	Veronica Bookings	2

Last Month

Rank	Name	Bookings
1	Grace Matthews	4
2	John HUTTON	4
3	Nola Perkins	3
4	Peter Jones	3
5	Gerald Jordan	3
6	Shirley Cowell	3
7	Chand Jackson	3
8	Clarence Berger	2
9	Maxwell Reid	2
10	Patricia Crooks	2
11	Colin Pedersen	2
12	Valda Mulholland	2

All Time

Rank	Name	Bookings
1	Ida Ross	16
2	Helena Brearley	13
3	Peter Jones	13
4	Julie Phillips	13
5	Maureen Jarvis	12
6	Betty Lanham	12
7	Gerald Jordan	12
8	Wayne Bygraves	11
9	Beth Flaherty	11
10	Douglas Arnold	11
11	Patricia Flintoft	11
12	Frank Sealoe	11

This Year

Rank	Name	Bookings
1	Ida Ross	16
2	Helena Brearley	13
3	Peter Jones	13
4	Julie Phillips	13
5	Maureen Jarvis	12
6	Betty Lanham	12
7	Gerald Jordan	12
8	Wayne Bygraves	11
9	Beth Flaherty	11
10	Douglas Arnold	11
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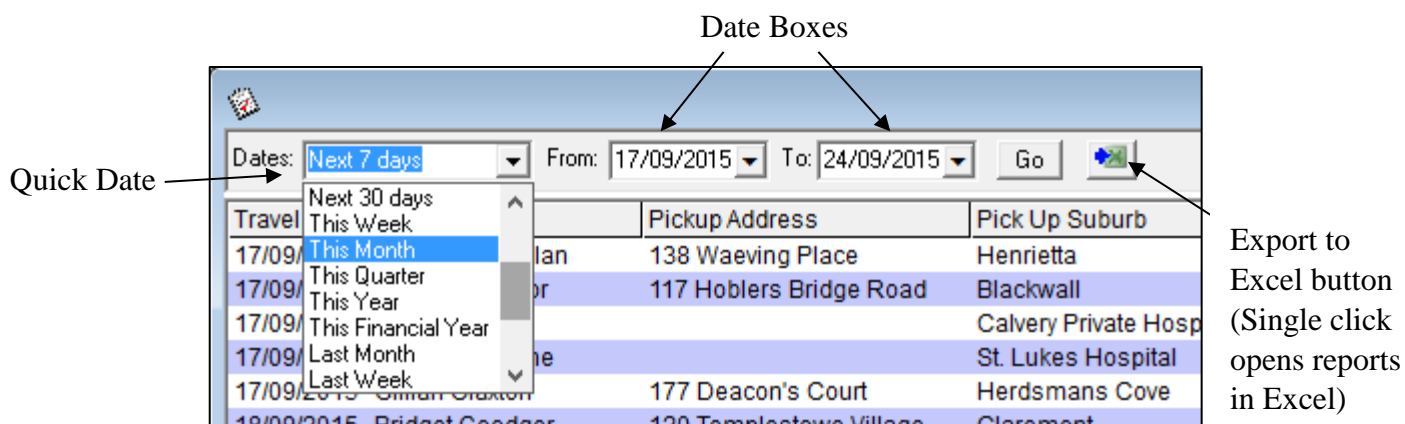
Last Year

Rank	Name	Bookings
1	Ida Ross	16
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3	Peter Jones	13
4	Julie Phillips	13
5	Maureen Jarvis	12
6	Betty Lanham	12
7	Gerald Jordan	12
8	Wayne Bygraves	11
9	Beth Flaherty	11
10	Douglas Arnold	11
11	Patricia Flintoft	11
12	Frank Sealoe	11

TOP 10 REPORTS

Top ten reports quickly show who are your most valuable drivers, clients and popular destinations. These reports enable your organisation to allocate resources where they are most needed.

Quick Pre-set Reports



Reports that are date sensitive feature the above tool bar. Each report will be programmed with its own default Quick Date such as “This Week”.

In addition, all date boxes in the software allow a number of entry options such as from a right click menu, calendar drop downs or simply pressing T for today’s date and + (plus) to advance one day and – (minus) to go to the previous day. There are also many other shortcuts available which make for fast data entry.

- ✓ Create your own reports by connecting your organisation’s preferred reporting tool, such as:
 - Microsoft Access
 - Crystal Reports
- ✓ Allow us to create customised reports for your organisation.

Billing

Surname	Given	From	To	Tariff	Distance	Cost
Campbell-Smith	Graeme	Ellendale	St. Lukes Hospital	Health Care Card	219	\$30.00
Bezette	Kevan	Crabtree	Launceston General Hospital	Health Care Card	233	\$30.00
Hilder	Clavell	Don	St. Lukes Hospital	Health Care Card	123	\$30.00
Berger	Clarence	Lindisfarne	Royal Hobart Hospital	Health Care Card	7	\$9.00
Felmingham	Margot	Sisters Creek	Launceston General Hospital	DVA	183	\$40.00
O'Brien	Philomena	Paradise	NEMS Hospital Scotsdale	Health Care Card	152	\$30.00
Piubello	Percival	Rokeby	Launceston General Hospital	Standard	205	\$60.00
Jordan	Gerald	Swan Bay	Launceston General Hospital	Health Care Card	39	\$9.00
Jordan	Gerald	Launceston General Hospital	Swan Bay	Health Care Card	39	\$9.00
Clayton	Leonard	Nunamara	St. JOHNS Hospital	Health Care Card	217	\$30.00
HUTTON	John	Hawley Beach	St. Vincents Hospital	MAIB	86	\$28.00
Cowell	Shirley	White Beach	Royal Hobart Hospital	MAIB	108	\$28.00
Brown	Dorothy	Hobart Private Hospital	West Hobart	MAIB	1	\$12.00
Campbell	Neil	Ravenswood	Royal Hobart Hospital	Health Care Card	204	\$30.00
Brown	Dorothy	West Hobart	Hobart Private Hospital	MAIB	1	\$12.00
Plaza	Shirley	Lawitta	MERSEY Hospital	Health Care Card	271	\$50.00
Smith	Dorothy	Fern Tree	St. Lukes Hospital	Health Care Card	211	\$30.00
Barnard	Marie	Meander	Hobart Private Hospital	Health Care Card	245	\$50.00
Cowell	Shirley	White Beach	St. Vincents Hospital	MAIB	266	\$90.00

- ✓ Automatic cost calculation.
- ✓ Journaling export function for your accounting system, ready for billing.
- ✓ Complete Invoicing, Accounts Receivable option can be added.
- ✓ Completely customisable to your requirements.

Tariffs

Tariff	Rate1	Rate2	Rate3	Rate4	Rate5	inactive
DVA	\$9.00	\$15.00	\$23.00	\$40.00	\$75.00	<input type="checkbox"/>
Health Care Card	\$6.00	\$9.00	\$14.00	\$30.00	\$50.00	<input type="checkbox"/>
MAIB	\$12.00	\$18.00	\$28.00	\$60.00	\$90.00	<input type="checkbox"/>
Standard	\$12.00	\$18.00	\$28.00	\$60.00	\$90.00	<input type="checkbox"/>

- ✓ Multiple tariffs can be configured.
- ✓ Don't bill by distance? We can code your current billing methodology into PTS.

Configuration

Your organisation's database can be configured to your unique requirements.

Single database backend

- ✓ Bookings may be taken centrally, increasing efficiency.
- ✓ Vehicles and drivers can also be allocated centrally,
or
Each local site is able to independently take and manage their own bookings.
- ✓ Up to the minute, organisation-wide reports may be generated instantly.
- ✓ The database may be **self-hosted on your organisation's computers** or hosted by us.

Or multiple databases at each local site

- ✓ Each local site is autonomous, taking their own bookings, generating their own reports. This option suits organisations that do not have an organisation-wide network, nor wish to utilise I.T. Guaranteed's cloud storage options.

I.T. Guaranteed

Some of our enterprise clients have been relying on our software daily for the last 19 years. In I.T. years that's like ... forever.

Such longevity cannot simply be attributed to any one trait alone. Reliability, support, responsiveness, knowledge and experience. Our clients rate us highly in all these qualities. In our annual client satisfaction surveys we continually achieve overall highly satisfied scores and we continually strive for improvement. We listen to our clients and work with them, at all levels, to deliver outstanding solutions.

Oh, and there is our guarantee

It is what we named our business, after all: I.T. Guaranteed. If our client isn't satisfied, then they can have their money back. You see, we prefer our clients to choose to remain with us rather than be forced to remain due to a contract that locks them in. Our licenses are renewable annually. On top of that, we offer 90 day trials on many products. Combine all that with highly competitive pricing plans and you can see why our clients stay with us.

GITC accredited supplier

We have been providing I.T. solutions to the government for 22 years. We have scalable solutions in health statistics, fleet management, client & document management, equipment hire and cost recovery systems. We are able to work with your I.T. department to store your data on your own servers, or you may choose to use ours.

Clients

- ✓ Tasmanian Health Service - Vehicle Fleet (formerly Department of Health and Human Services) has used our vehicle management solution for 21 years.
- ✓ University of Tasmania has used our vehicle management solution for 19 years.
- ✓ Ambulance Tasmania is currently implementing our non-emergency patient booking system. They are beginning to roll it out to hospitals and departments across Tasmania.
- ✓ Hospital Aged Liaison Team (THS) contracted us to create a health care, referral and statistical software database. It has now been in use for 5 years.

Testimonial

“I have been using I.T. Guaranteed’s software for 18 years and have found the software is user-friendly and intuitive.

This has enabled our fleet management to be targeted to achieving our goals and efficiencies. The odd issue has been resolved rapidly with no fuss as the system has been robust with very minimal down time. Reporting is easy with the click of a button, and the online help is also easy to use.

I would recommend this company and the software it produces to other users.”

Stephen Simmons

Transport Manager – Fleet Management North – Tasmanian Health Service

Other Software

Open Fleet

I.T. Guaranteed's premier fleet software, Open Fleet has been in use for over 19 years and in that time has managed in excess of 10,000 vehicles.

It is used by government departments and universities to manage

- ✓ Pool vehicle bookings.
- ✓ Vehicle Service scheduling compliance.
- ✓ Vehicle replacement.
- ✓ Repairs and Maintenance.
- ✓ Expense and pool booking internal cost recovery.
- ✓ Asset tracking.
- ✓ Driver licencing compliance and infringement tracking.

Pricing

We would love to be able to present you with a quotation for our service. In order to do so we need to know

- the number of vehicles in your fleet
- the number of users who will be using the software
- the number of databases you require
- if you will be self-hosting the databases and doing your own backups
- the details of any custom reports that you would like built-in
- the details of any alterations that you require

Now it's your turn

You can try it right now. Just plug this USB stick into your Windows computer and double click the **CTS.exe** program

- Try the demo then,
- If you are happy, start using our software immediately with our 90 day trial.
- If you have any questions or would like more information, please call our support number 1300 889 533 or email support@itguaranteed.com.au

No USB Stick?

Please email support@itguaranteed.com.au and we will send you a link to download our software.