

“[Encore] helped us become more efficient with our operations.”

- John Recine,
President

JR Car Service

Non-emergency medical transportation company located on Long Island, New York

Profile

JR Car Service is a family-owned business that provides transportation services to Nassau County, Long Island, residents for an array of medical appointments, including doctor and dentist visits. The service meets all New York State transportation regulations, and works with insurance providers and Medicaid for payment purposes.

Challenges

Because of the nature of the business, JR Car Service customers habitually rely on the company as their primary transportation to and from regular medical appointments, so punctuality is key. They needed a way to quickly find drivers' locations whenever a customer called while waiting for their ride to pick them up. And since customer safety is a major concern, they wanted to be able to monitor for safe driving practices.

Solution

Encore was the right decision for JR Car Service. Now, all of their drivers are equipped with mobile tracking devices, so the office is always able to determine where each one is at any given time. And they're able to monitor important safety habits, like speeding, and hard accelerating and braking.



Benefits

When customers call to find out where their driver is, JR Car Service can quickly pull up the location, while the customer is still on the phone, and let them know how far away they are. In addition, the history of every drive is recorded and stored. This is helpful in the event of any future complaints regarding punctuality and driver behavior, including speeding and hard braking. Encore now lets the company interact with customers in a more efficient way, providing definitive responses in a much quicker time than before.