

Case Study

City of Los Angeles

City of Los Angeles Department of Transportation will save \$44,000 every month by using Cardiff TeleForm.

The City of Los Angeles, Department of Transportation (DOT) manages Cityride, a combined federal, state, and city program that gives financially disadvantaged people access to public transportation. Under the program, individuals can purchase discount coupons for use on buses, subways, and taxis. Each coupon costs approximately five cents but can be used for \$1 of transportation charges.

To use the Cityride coupons, an individual calls a taxi or takes a bus as usual but then submits the coupons as payment. The driver attaches the coupons to a special trip form that contains details about the vehicle, driver, and trip. This trip form, along with the standard "waybill" (a required document for all public transportation rides) is submitted to the transportation company. The company then tallies up all the Cityride claims and submits to the DOT an invoice along with all the trip forms and waybills as supporting documentation. Approximately 40,000 trip forms are submitted each month.

For the DOT, the problem was verification. Every trip form and waybill must be reviewed to verify the validity and accuracy of the information and to detect fraud. In fact, 18 "edits" on the data are required. With the DOT's existing staff, this was impossible, but hiring sufficient staff was also not an option.

Enter Fax Masters, a California-based specialist in electronic forms processing. Using TeleForm, one additional Reader and one additional Verifier, Fax Masters created a high-speed form processing solution for the DOT's Microsoft Windows network. Complete with a Fujitsu 3099 scanner, the system can handle the entire document load with just one person feeding the scanner. Fax Masters also used Cardiff's BasicScript™ language to customize



TeleForm so that once the reader captures the data from the forms, all 18 edits are automatically performed with some fields checked against external databases. If a form passes all 18 checks, the claim is accepted without further action. Intervention is required only when the system finds missing or invalid data.

The benefits of the system are clear. DOT will immediately save \$14,000 per month by eliminating the need to have trip data keyed in by a third party, which is how the DOT currently creates a summary report for the federal government. The system will also reject undocumented, poorly documented, and fraudulent claims resulting in estimated cost-savings of \$30,000 per month.

Customer at a Glance

City of Los Angeles

Industry: Government

Application: Public transportation trip forms

Challenge: Improve data quality and timeliness to better track effectiveness

Solution: Cardiff TeleForm, Fax servers, Microsoft Excel and Access, Statistical Package for the Social Sciences (SPSS)

Results:

- More valid data
- More timely, accurate reports
- Dual export enables flexible processing of the data into spreadsheet format and relational database

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