

What is RouteGenie and Why We Use It at Lakeshore

What is RouteGenie?

First things first ... what exactly is RouteGenie (or RG for short)?

RG is what we call a software as a service or more commonly a SaaS, they provide a cloud based software to us and hundreds of other NEMT companies. Because it is cloud based there is nothing to install, we have our own private server running an instance of RG in the cloud and we access it via our browsers. Because of this we can easily access it from any device or any place so long as we have internet access.

You may be picturing RG as just a cloud based dispatch system but it is more than that.

We use RG to schedule trips, plan days, keep track of availability, schedule workers, schedule vehicles, and even keep a log of our passengers. While that may seem like a lot it actually is not even close to everything, that is just some examples of what exactly we use it for. Of course it does also functions as live dispatch.

Steep Learning Curve

One of the biggest downsides to RG is its complexity (which is also a positive), it creates a steep learning curve especially when a user is already new to the N.E.M.T field to begin with.

That being said once a user can get past that initial learning curve it becomes much easier to work with. It is after all a pretty intuitive system, just a complex one as well.

Use case

Why we use RG

At the end of the day it really is the best the market currently has to offer. Some other competitors may provide a more straightforward and simple approach to scheduling trips but they fall short everywhere else. At the end of the day N.E.M.T *is* complex, there is no way around that. We require a robust system that allows us to not only schedule trips but maintain our entire network, and even more, provide a window in to that network.

At this point the competition does not even come close, so while RG does have short comings it is by far the market standard.

What we use RG for

After breaking in to our system you will come to realize we do not necessarily use all of the features RG offers.

The big thing we use it for is of course scheduling and day to day dispatching but we also keep track of things like clients, vans, facilities, payers, billing, and a lot more. With all the information we put in to RG we can also use the report system to provide us with all sorts of historical information giving us a window in to our day to day operations.

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