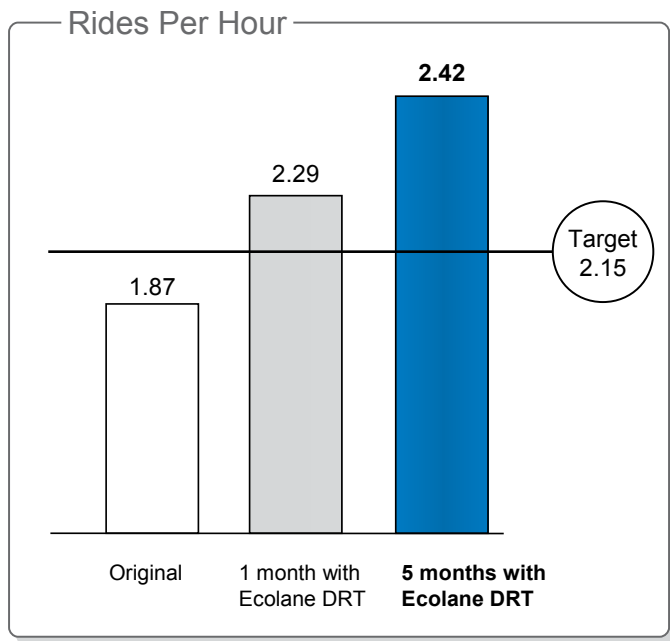


Arlington Handitran provides door-to-door paratransit service for disabled and elderly citizens within Arlington and Pantego, Texas. Arlington is the 7th largest city in Texas covering 99 square miles. The daily fleet consists of 12-14 dedicated accessible vans and seven contracted taxis – providing up to 425 trips per day. Handitran has been providing transportation to the residents of Arlington and Pantego from more than 25 years.

CHALLENGE

Arlington Handitran decided to replace their ineffective scheduling and dispatching system in 2007. The new paratransit ITS solution would include fully-automatic scheduling and dispatching, Mobile Data Terminals (MDT) and Automatic Vehicle Location (AVL). The main goals of the ITS solution were to increase the ability to schedule and deliver more trips, improve data collection and enhance their reporting capabilities.



“Implementations of paratransit scheduling systems typically aren’t as smooth, nor as successful as this one has been. Ecolane’s training classes and follow-up support were very positive.

-Gary Allison, Assistant IT Director and Project Manager, Arlington Handitran

SOLUTION

Ecolane partnered with Mentor Engineer to provide a turn-key solution that would allow Arlington Handitran to achieve their goals. The continuous optimization and fully automatic scheduling and dispatching of Ecolane DRT enables Handitran personnel to focus on safety and customer service. With powerful web-based supervision and administration tools Arlington Handitran personnel is able to monitor, guide, control and adjust their operation in real-time.

Mentor Rangers were installed on the dedicated vans and the Ecolane MDT software installed on BlackBerry hand-held smart phones for the contracted taxis. Both MDT systems allow for real-time dispatching and AVL.

KEY BENEFITS

- Increased productivity by 30%
- On-time performance at 95% (GPS verified)
- Customer on-board time reduced by 10%
- Greater operational control
- Emphasis on customer service
- Accomplishments can be replicated

“The Ecolane DRT real-time schedule optimization and accurate data collection has allowed us to focus our attention on providing better customer service.”

-Paul Price, Transit Operations Support Supervisor, Arlington Handitran

