

Arlington Handitran provides a shared ride service for seniors and disabled citizens so that they are able to go to the doctor, the grocery store or wherever they may want to visit in town. Handitran services a 200 square-mile area across the seventh-largest city in Texas. It provides an average of 430 one-way trips per weekday with a fleet of up to 20 vehicles.

The Challenge

Arlington Handitran was relying on an outdated, inefficient and manual scheduling and dispatching system. Paper manifests, inaccurate on-time-percentages, unreliable tracking of drivers and an overall user-unfriendly system added to Arlington's woes. The key goals for the replacement were to increase productivity via schedule and dispatch automation and incorporate AVL functionality. There was also a requirement to install MDT's for data communications.

3 Overarching Goals Stated for the Project Included:

1. Increase the Number of Rides Per Hour
2. Improve Data Collection
3. Enhance Reporting

The Solution

Arlington Handitran selected Ecolane DRT to provide a complete scheduling and dispatching solution that included a self-service web portal to allow passengers to book their own trips..

Android tablets with Ecolane MDT software were installed in Handitran's fleet of accessible buses, as well as vans and hybrid sedans provided by Yellow Taxi Company. The Ecolane MDT solution allows for real-time dispatching and AVL. Ecolane DRT was implemented for the tasks of route optimization, schedule automation, dispatching, supervision and administration.

The specific Ecolane solutions implemented were:

- Ecolane DRT scheduling and dispatching software
- Ecolane Touch Screen MDT software with turn-by-turn navigation running on Android tablets
- Ecolane Web Self-Service Customer Scheduling
- Advanced Ecolane Reporting System along with Ad-hoc Reporting Tool

	Ecolane	Previous Software
Fully Automated Scheduling	✓	✗
Real Time Optimization	✓	✗
Web-Based Solution	✓	✗
Ad-Hoc Reporting	✓	✗
Fully Automated Mobile App	✓	✗
Web Self-Service Customer Scheduling	✓	✗

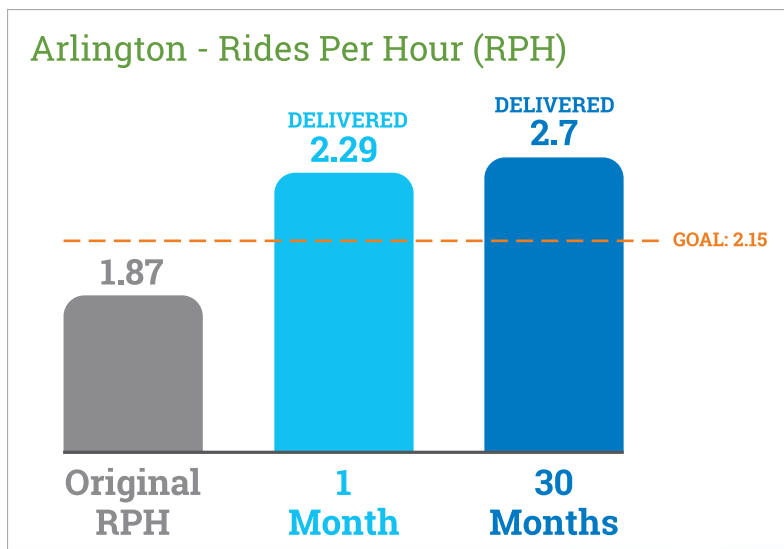
The Results

During the first month of operation with the new system, rides per hour increased from 1.87 to 2.29, surpassing the target of 2.15. After 30 months of operations, rides per hour had increased to 2.7.

Ecolane DRT provides continuous optimization and fully automated scheduling and dispatching. Automated data collection and real-time reporting have improved system management and administration. Web-based supervision and administration tools allow the staff to monitor, guide, control and adjust their operation in real-time. Drivers have an intelligent interface, freeing them to focus on safety and customer service. As of 2017, all Handitran's riders are able to book trips using the Ecolane mobile app for Android and iOS smart phones.

Some Additional Benefits:

- Increased overall organizational productivity by 40+%
- More trips were provided without adding or replacing vehicles
- On-time performance at 95% (100% GPS verified)
- Customer on-board time reduced by 10%
- Greater operational control for management
- Improved customer service response



Project was completed on budget and on time.

Go-Live: September 15, 2008



Spotlight: Arlington Handitran Arlington, TX

CASE STUDY

Customer Comments

"Ecolane continues to improve their support system with regular documentation updates and top notch communication on open issues. Recently we asked Ecolane to perform a system audit. Doug Spears spent a week at our facility reviewing our processes, interviewing drivers, dispatchers and schedulers. He also worked with the Operations Supervisor to incorporate a more nuanced approach to data analysis that has enabled us to be even more productive. One of the most critical pieces of the Ecolane DRT software is the increase in efficiency delivered by the system. We can count on that every single day of the week."

– **Bob Johnson, Transit Manager**

"We consider Ecolane's support system to be stellar. It has been our experience that responses to issues are resolved in a very timely manner. My direct experience with Ecolane has been extremely positive, giving me the confidence to sing its praises to potential clients. Ecolane has helped us maximize our resources more efficiently. When I came on board in 2011, we were doing about 300 trips per day. With Ecolane we are able to do nearly 600 trips per day utilizing the same resource availability, which allows us to offer more trip opportunities to our customers."

– **Alex Radke, Transit Operations Supervisor**

Interested in seeing how Ecolane can turn around your transit agency's operations, too? Schedule a free software demo today by visiting us at ecolane.com/demo.