

# Sacramento Regional Transit District (SacRT)

Ecolane 

Sacramento, CA

[www.sacrt.com](http://www.sacrt.com)

## The Challenge

- Outdated and manual legacy software did not meet the needs of staff.
- Manual process of dispatching and scheduling; no automatic optimization
- Agency operates in an urban county and has different zones with different funding sources dependent on rider restrictions. Staff needed to be sure the zoning regulations were accurate.
- The previous service was being fulfilled by a contractor and staff wanted to bring it in house in order to control costs.
- Wanted implementation specialists on-site, for smooth transition even during pandemic.
- Agency was forced to cut resources during COVID-19 and need to make every resource count
- Staff desired a more robust reporting system to identify trends in demand.

## The Solution

- Ecolane DRT lead to an increase in visibility of upcoming trips that decreased driver anxiety.
- Instant system KPI visibility with database reconciliation taking minutes instead of hours.
- Ecolane's scheduling flexibility allows for agency resources to be utilized based on targeted goal.
- Ability to have automated dispatching and scheduling has allowed staff to focus on customer satisfaction.
- Staff has been able to successfully bring the service in house and utilize resources efficiently.
- Ecolane was able to perform an in-person site implementation, even during COVID-19.

“Ecolane’s DRT software makes it really easy to build accurate run cuts for routes and see where the rider demand is located in our area.”

- Dan Thao  
Director of Community Bus and Contract Services

## The Results



Increased Rides Per Hour from 1.6 to

**2.09 RPH**



On-Time Performance:

**98%**



## About SACRT

Annual ridership in 2019 was approximately 21 million passengers in FY 2019. Weekday light rail ridership averages about 40,000 while weekday bus ridership averages approximately 37,000 passengers per day.

“Ecolane’s real-time optimization is just very different and it allows us to be more efficient. Efficiency is very important, especially during COVID-19 where we need to be extremely careful with our resources.”

- Carmen Alba  
Acting VP of Operations

