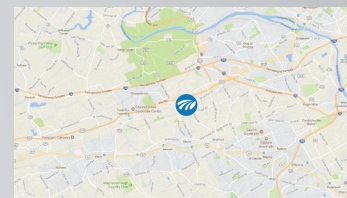# Centers Portal

Ecolane

The Centers Portal provides a simple, fast and efficient way for external organizations, such as retirement homes and senior centers, to view and manage aspects of client travel within Ecolane DRT. This added functionality will allow agencies to:

✓ View and cancel trips on behalf of clients including large scale group cancels.

✓ Understand, at a glance, which clients are scheduled to be transported

✓ Compare the on-time performance with the estimated times given for pick-ups and drop-offs

✓ Better control of client travel for excellent customer service

Ecolane

www.ecolane.com
info@ecolane.com

Ecolane North America
940 W Valley Road, Suite 1400
Wayne, Pennsylvania 19087

(844) ECOLANE

Map data: Google

SMS Notifications

Ecolane

Enabling SMS text notifications keeps riders informed of their pending trips, builds trust and enables smoother agency operations.

✓ Customizable vehicle arrival notifications

✓ Reminds riders to be ready prior to a vehicle arriving

✓ Helps reduce no-shows and last minute cancellations

✓ Provides riders with accurate estimated arrival time (based on real-time AVL data), as well as the vehicle's identification

✓ Flexibility to allow clients to receive SMS for every trip or on a trip-by-trip basis

✓ Great customer service in inclement weather

WHO OWNS CELLPHONES & SMARTPHONES

A substantial majority of Americans are cellphone owners across a wide range of demographic groups. By contrast, smartphone ownership exhibits greater variation based on age, household income and educational attainment.
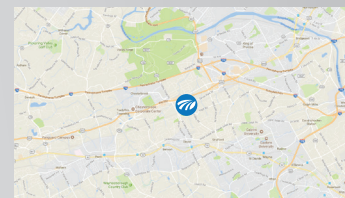
% of U.S. adults who own the following devices

	Any cellphone	Smartphone	Cellphone, but not smartphone
Total	95%	77%	18%
Men	96%	78%	18%
Women	94%	75%	19%
Less than high school graduate	92%	54%	39%
High school graduate	92%	69%	23%
Some college	96%	80%	16%
College graduate	97%	89%	8%
Less than $30,000	92%	64%	29%
$30,000-$49,999	95%	74%	21%
$50,000-$74,999	96%	83%	13%
$75,000+	99%	93%	6%

Source: Survey conducted Sept. 29-Nov. 6, 2016.
PEW RESEARCH CENTER

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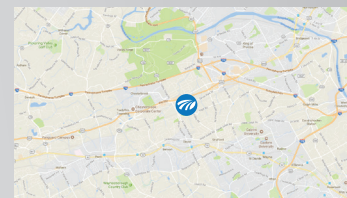Map data: Google

Pre & Post Trip Inspections

Ecolane

Pre and post trip vehicle inspections are managed on Ecolane MDTs and stores data directly into the Ecolane DRT platform.

✓ Easy for drivers to use

✓ Customizable inspection lists per agency and regulatory requirements

✓ Automatically prompts drivers to complete required inspections on the Ecolane MDT

✓ Eliminates manual processing of paper-based inspection forms

✓ Improves safety by providing immediate reporting of vehicle issues

✓ Flexible reporting and analytics on inspection data
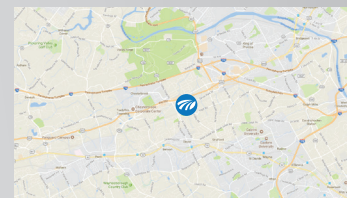
Customer Feedback

Ecolane

The integrated customer feedback module provides tools for collecting and tracking issues reported to customer service directly inside the Ecolane DRT platform.

- ✓ Provide tools for collecting and tracking issues reported to customer service

- ✓ Link feedback issues to trips, drivers, vehicles, reservation agents, incidents and more

- ✓ Attach files as supporting data directly to the system to speed up support process

- ✓ Track log data for follow-up action

- ✓ Search through feedback issues, grouped by definable categories

- ✓ Track both positive and negative feedback in easy-to-use interface

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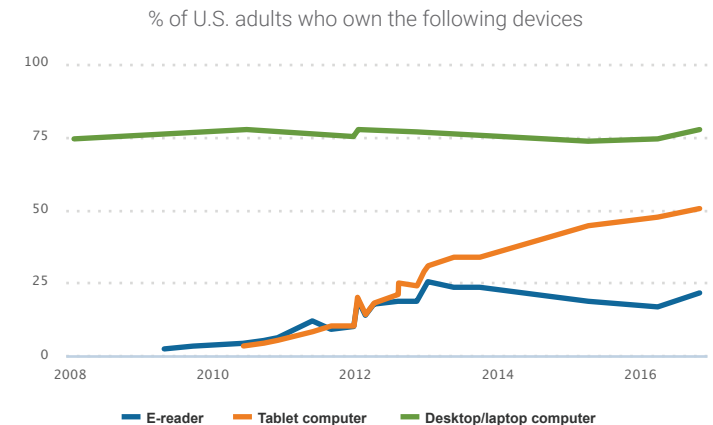
Self-Service

Ecolane

The Self-Service web portal provides clients with the ability to view and manage trips from the comfort of their home, 24 hours a day, seven days a week. It is an add-on module to Ecolane DRT.
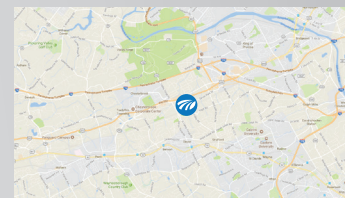
✓ Provide tools for collecting and tracking issues reported to customer service

✓ Link feedback issues to trips, drivers, vehicles, reservation agents, incidents and more

✓ Attach files as supporting data directly to the system to speed up support process

✓ Track log data for follow-up action

✓ Search through feedback issues, grouped by definable categories

✓ Track both positive and negative feedback in easy-to-use interface

OWNERSHIP OF OTHER DEVICES

Along with mobile phones, Americans own a range of other information devices. Nearly eight-in-ten U.S. adults now own desktop or laptop computers, while roughly half now own tablet computers and around one-in-five own e-reader devices.

% of U.S. adults who own the following devices

— E-reader   — Tablet computer   — Desktop/laptop computer

Source: Surveys conducted 2008-2016.
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