

Link Transit provides year-round service for 17 communities in Chelan and Douglas Counties and one seasonal route to Mission Ridge Ski Area. All fixed route buses are fully accessible with wheelchair lifts or ramps. Paratransit service for ADA eligible individuals is provided by LinkPlus with up to 16 paratransit vehicles operating on next-day reservation requests.

Link Transit considers everyone that comes aboard their buses to be their guest and strives to assure everyone a dependable, safe, efficient, and courteous ride.

### The Challenge

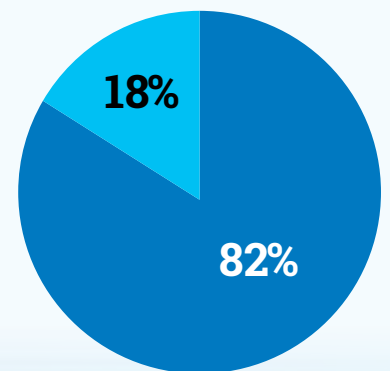
In March 2012, Link Transit released an RFP for Paratransit Scheduling and Automated Software/ Hardware. Link Transit was using outdated software and dedicated mobile data terminals in their vehicles. Both were no longer supported by the previous software provider. They did not want to move to the previous provider's primary product so they decided to look for another solution. This led them to look for a comprehensive solution that would continue to support mobile data communication, provide solid global positioning information, and would allow them to operate feeder service in outlying communities. Link Transit also had the goal of providing better general public service to the less densely populated communities and knew that real-time scheduling would be crucial to meeting this goal.

### The Solution

The contract was awarded to Ecolane because of its ease of use, better mapping and reporting, same-day dispatching, vehicle tracking, and tablet MDT software.

- Ecolane DRT Scheduling and Dispatching Software (hosted by Ecolane)
- Advanced Ecolane Reporting System along with Ad-hoc reporting tool
- Ecolane Self Service Web Booking Portal
- Ecolane Touch Screen MDT software for Android Tablets
- Project was completed on budget and on time

#### Same Day Trips Time from booking to pick-up



- Less than one hour
- More than one hour

	Ecolane	Previous Software
<b>Fully Automated Scheduling</b>	✓	✗
<b>Real Time Optimization</b>	✓	✗
<b>Cost Savings</b>	✓	✗
<b>Efficient Reporting</b>	✓	✗
<b>Freed up resources</b>	✓	✗
<b>Improved Customer Service</b>	✓	✗
<b>Same Day Trips</b>	✓	✗

## The Results

Ecolane's DRT Scheduling and Dispatching software provides optimized information to dispatchers that require them to pay attention when an issue comes along. This optimization of information empowered the dispatchers to **make critical decisions that would best serve their customers**. Link Transit has also seen a decrease in the amount of time it takes to process their paperwork on the back end which in-turn has **freed up their resources** to provide better service.

With regard to customer service, Link Transit receives **2-3 times more compliments** per month compared to complaints and attributes that to the capabilities Ecolane provides.

As of June 2016, Link Transit provides an average of 179 trips one-way trips per weekday with 16 vehicles, **2.84 RPH and with OTP of 97%**.

Perhaps the most notable stat is that **18% of Link Transit's completed trips are same day requests**. As a result of partnering with Ecolane, **71% of these same-day requests are picked up within 30 minutes**. Now, that's fast!



# Spotlight: Link Transit Wenatchee, WA

## CASE STUDY

### Customer Comments

"Ecolane is the only software package that I have seen that delivers on its promise of increasing productivity on the day of service. All other software systems that I have seen show no increase in productivity. The implementation team we had listened to our issues, and implementation went smoothly, and was quicker than anticipated.

What I like about the Ecolane software is the fact that it actually schedules live. I am a big fan of real-time scheduling. I think it is the right way to operate and certainly is a much better way of operating your system than the batch scheduling that nearly every other software uses.

With the Ecolane web-based system, I know we have had to upgrade servers for some of the other software programs, several times over this period. That's just not a need with the Ecolane system. The cost was minimal with Ecolane compared to what it was with the dedicated mobile data terminals and server solution."

**- Richard DeRock, General Manager, Link Transit**



**Interested in seeing how Ecolane can turn around your agency's paratransit operations as well?**

**Schedule a free software demo today by visiting us at**

[ecolane.com/demo](http://ecolane.com/demo)



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