

**TRIPS/WSOS Community Action** provides general community public transportation and non-medical transportation services to Toledo, Sandusky, and Cleveland. The WSOS community action offers numerous community and public services. They have a fleet of 15 vehicles and provide over 45,000 trips per year in a service area that has a combined population of over 700,000 people. A lot of their demand comes from rural communities that need paratransit services.

TRIPS/WSOS Community Action has been an Ecolane customer since 2009 and has been an integral partner in shaping our services and platform.

## The Challenge

TRIPS/WSOS Community Action was struggling with the need for a solution that would improve efficiency for rural transit scheduling and dispatching. They had been stuck in the dark ages with excel spreadsheets and 2-way radios to handle scheduling and dispatching for far too long. They were looking to improve in operational efficiency and were interested in modern software to take the place of their archaic processes. Not being able to handle same-day reservations hindered their ability to keep up with demand.

## The Solution

Ecolane was chosen as the software provider and implementation began in 2009. After the integration was complete, TRIPS/WSOS Community Action was able to:

- **Increase rides per hour**
  - ✓ **Scheduled: 1.82**
  - ✓ **Delivered: 1.85**
- **Decrease no-show rates by 35%**
- **100% GPS-verified stop arrival and departure data**
- **Run reports faster and more efficiently**
- **Increase overall operational efficiency**



# TRIPS/WSOS Community Action- Fremont, OH

## CASESTUDY

Ecolane is the only software capable of generating improvements in productivity on the day of service. What that means is that, in most instances, productivity increases on the day of service using Ecolane DRT, thus saving your agency money. Other software packages result in a 20% decrease on the day of service. The larger the productivity gain, the greater the savings, resulting in a guaranteed return on investment. In addition, the baseline scheduling is raised so the scheduled productivity increases using Ecolane as well, resulting in a scheduling multiplier effect increasing the overall improvement.

### Customer Comments

"The Project Manager is very organized and easy to work with. He provided very good training. It helps tremendously that he used to be a driver and dispatcher because he can relate to all staff levels. He also has a very calm demeanor, which helps create confidence in the software during the go-live implementation. We have over 26 hardware and software systems deployed in our organization and the implementation with Ecolane was one of the smoothest we have experienced."

**- Robin Richter, Director, Senior Services and Transportation**

Are you an Ohio agency? You could be our next success story. For more resources or to schedule a free demo, visit us at [ecolane.com/ohio](http://ecolane.com/ohio).

