



# Community Action Commission of Fayette County, OH

## CASE STUDY

**The Community Action Commission of Fayette County** has a mission to combat causes of poverty, expand community services, and implement projects necessary to provide continued community improvement. Providing affordable housing and income generating projects is the main focus of the agency. As a part of the community action commission, The Fayette County Transportation program offers public transportation services to the residents of Fayette County, OH.

Fayette County Transportation's mission is to provide quality paratransit service in an economical manner. People that receive Medicaid benefits are eligible for transportation at no cost and veterans can apply for free transportation through the Veterans Service office.

With a fleet of 15 vehicles providing service to a population of over 28,000 people, The Fayette County Transportation Program has faced some economic and technological challenges.

### The Challenge

Fayette County Transportation was in need of a software upgrade to create more efficiency and improve overall transit operations while, at the same time, maintaining and increasing customer satisfaction. They were looking at the following areas specifically for improvement:

- **Passenger/client database management**
- **Response time/no-show management/trip denial documentation**
- **Periodic re-optimization of standing orders**
- **Subscription management**
- **Will-call return management**
- **Performance monitoring/evaluation**

### The Solution

After signing a contract with Ecolane in November of 2010, implementation of modern software began in July of 2011 with Ecolane DRT scheduling and dispatching software, Advanced Ecolane Reporting System with Ad-hoc reporting tool, and Ecolane Touch Screen MDT software for Android Tablets. After the implementation was complete they saw the following improvements:

- **Decrease no-show rates by 33%**
- **Run 145 one-way demand response trips per weekday**
- **Decrease operational costs**



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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

"I believe our On-Time performance has really gone up and believe that clients would agree. I feel that the wait time for our Will Call trips has been reduced drastically and I believe our clients are extremely happy with how much faster they are being picked up once they call."

**-Ryan Hosch, Former Transportation Manager, FCT**

"Our passengers will call and maybe say that the driver was not there. We know they were there. We can see it because we can see in the system exactly where they are by the GPS. We know what time they were there. We know how long they waited."

**- Joy Stanforth, Executive Director, FCT**

"We serve a whole lot more people than we did back then and we had like four or five drivers and now we have nearly 30."

**- Joy Stanforth, Executive Director, FCT**

"We spend a fraction of the time filling out reports and I can close them out in record time now and move onto other things and not be wasting my time trying to go through reports and closing out information for reports."

**- Joy Stanforth, Executive Director, FCT**

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