From the youngest newborn to the oldest retiree, **PICCA** has programs to provide that safety net. Whether it be for short-term support or long-term life planning, each program is specifically geared to build for success. Picca offers support programs for child education, family finance, employee opportunities and education, along with assistance with housing and health-building meals. PICCA takes into consideration all aspects of a person's place in life.

As a part of PICCA, Pickaway Area Rural Transit (PART) operates the county's public transportation system. Serving the City of Circleville and the surrounding area, PART provides approximately 6,000 point deviation, demand response, immediate response, and shuttle rides per month to a population of over 55,000 people with a fleet of 22 vehicles. PART also partners with local schools and business to provide transportation services.

The Challenge

With an influx in ridership and an outdated software system, PART was seeking to continue to expand and improve transportation operations while maintaining or increasing efficiency and customer service/satisfaction. The following are some specific areas of improvement that PART was looking for with the implementation of modern scheduling and dispatch software:

- **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

Ecolane was chosen as the software provider and implementation began in 2011. After the integration was complete, Pickaway County Community Action Council (PICCA) was able to:

- **Increase rides per hour**
  - ✓ **Scheduled: 2.27**
  - ✓ **Delivered: 2.41**
- **Decrease no-show rates by 30%**
- **100% GPS-verified stop arrival and departure data**
- **Average of 259 demand response and standing order trips per weekday**
- **Increase overall operational efficiency**

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

"Before Ecolane we averaged 1.5 trips per hour, had 24 vehicles and our monthly billings would take well over a week to arrange. With Ecolane's help, we now average 3 stops per hour, reduced our vehicles to 19 and our billings are now done in 2 days."

- Mark Mills, Transportation Manager, PICCA

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.