

Akron METRO provides an average of 1,000 paratransit trips per weekday in the Summit County area using primarily the Akron METRO fleet of 80 vehicles. Akron METRO also uses a subcontractor for overflow trips that cannot be provided on METRO vehicles. Ecolane DRT was deployed to focus on scheduling trips first to the Akron METRO fleet and then to the subcontracted or provider fleet.

The Challenge

With a large demand for paratransit service, Akron METRO was looking to upgrade their inadequate paratransit and AVL software for a fleet of 77 paratransit buses and 4 supervisor vans.

They were forced to outsource some rides to a local taxi company because they couldn't handle the capacity. The previous outdated system was unable to handle their large volume of trips. A more agile and automated platform was needed.

The Solution

Ecolane was chosen as the software provider. It was installed in 2012. Since the original implementation, advances in Ecolane DRT have allowed the Akron METRO paratransit service to evolve and improve operationally. Ecolane DRT was implemented for the tasks of route optimization, schedule automation, dispatching, supervision and administration.

The specific Ecolane solutions implemented were:

- **Ecolane DRT scheduling and dispatching software**
- **Ecolane Touch Screen MDT software with turn-by-turn navigation running on Android tablets (dedicated and contracted fleet)**
- **SMS text messaging**
- **Ecolane Web Self Service Customer Scheduling**
- **Advanced Ecolane Reporting System along with Ad-hoc Reporting Tool**

	Ecolane	Previous Software
Fully Automated Scheduling	✓	✗
Real Time Optimization	✓	✗
Web-Based Solution	✓	✗
Ad Hoc Reporting	✓	✗
Web Self-Service Customer Scheduling	✓	✗

Project was completed on budget and on time.

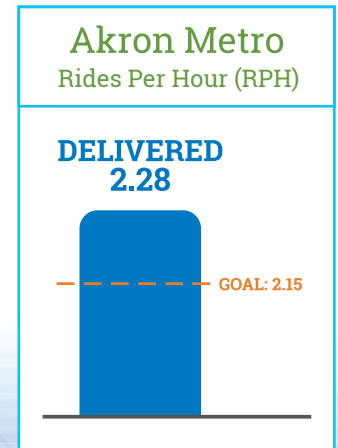
Go-Live: April 2012

The Results

Prior to Ecolane, Akron METRO used a legacy scheduling system. Under the old system, Akron METRO sent nearly 40% of the trips per day to the expensive subcontracted fleet. After Ecolane DRT was implemented, the number of trips sent to the overflow fleet each day was reduced to less than 10%, creating a substantial savings for Akron METRO.

Akron METRO was able to improve operations, efficiency and profitability while maintaining its mission to provide the best possible transportation service without sacrificing customer service and passenger safety.

- **Increase rides per hour (RPH)**
 - ✓ **Scheduled: 2.15**
 - ✓ **Delivered: 2.28**
- **Average of approximately 1000 paratransit trips per weekday**
- **OTP percentage > 93%**
- **Decrease no-show rates by 50%**
- **Strategic assignment of trips between the dedicated and contracted fleet to reduce costs and increase overall operational efficiency**





Akron METRO - Akron, Ohio

CASE STUDY

Ecolane is the only software capable of generating improvements in productivity or rides per hour on the day of service, 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. Akron METRO indicates they covered their scheduling software costs in less than one year with the savings resulting from their productivity increase.

Customer Comments

"Our on-time performance is stable, and our trips provided during peak hours have increased. The training and go-live support provided by Ecolane was superb. Our trainer was an excellent trainer, and he nailed all of the different personalities we have at our organization and created a learning environment where all could excel. Ecolane support is outstanding. End-of-month is a dream. I can run several different reports, and bottom-line numbers all match. That's phenomenal."

- Bambi Miller, Director of Customer Service, Akron METRO

"The responsiveness from the support staff is so much better than other places that I've dealt with. It's more of a personalized approach, and it's increased our customer satisfaction and our ability to handle customer concerns dramatically. I have a new instantaneous ability to look at what happened in any given circumstance from the RPH to all of the data that came through on the trip such as pick-up time, drop-off time, how it was scheduled, and who scheduled it. It has improved efficiency by ten-fold. Within the first month or so we started to see above 90% on-time performance. Within the first 3 months we were at 95%."

- Mike Davis, Assistant Director of Customer Services, Akron METRO

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.