

Spotlight: San Joaquin RTD

Stockton, California

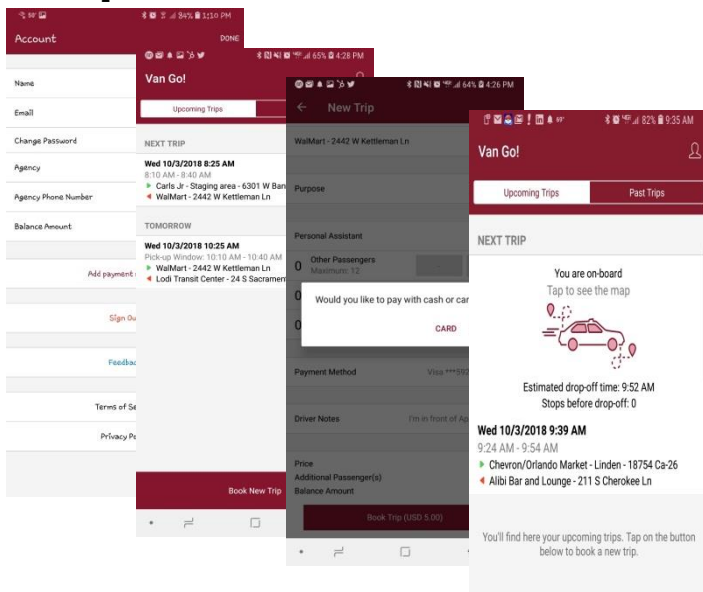
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The Challenge

- Provide a MaaS (Mobility as a Service) to the general public and disabled riders using a mobile app for same day trips.
- Needed a mobile app that can securely process credit card payments and display a map for riders that covered the appropriate service areas.
- Wanted to operate more efficiently and streamline operations internally.
- Desired to provide demand response services to all riders, especially individuals with mobility restrictions.

The Program

- Riders have the ability to register on the fly and book their trip from the mobile app or call in to dispatch.
- Easy to use mobile app so riders have control in the palm of their hands.



The Solution

- Ecolane DRT completely automated scheduling and dispatching software.
- Ecolane Touch Screen MDT software with turn-by-turn navigation running on Android tablets.
- Advanced mobile app capable of accepting credit card payments, providing a portal for riders to book and manage trips, and push notifications.

“Tailor-made trips are a click or call away with RTD Van Go! Residents start where they are and go where they want, fast. Unlike some other transportation options, RTD Van Go! will even pick up passengers in rural San Joaquin County.”

-Donna DeMartino, CEO

“Ecolane has been an outstanding partner in this endeavor. In addition to providing an amazing mobile app and a dynamic reservations and scheduling software, the staff has been delightful to work with and the customer support has been remarkable.”

- Toan Tran, Director of Mobility and Contract Services

