

# Via Mobility Services Increases Rides Per Hour by 42% and Expands to New Territories with Ecolane Evolution



Non-profit organization Via Mobility Services required a real-time transit software for the seven counties in Colorado to help increase its rides per hour (RPH) and provide better quality of service to passengers. With Ecolane Evolution, they saw a 42% increase in RPH on average in Denver and Boulder Counties, leading them to new opportunities in Weld County.

## THE CHALLENGE

### Previous Scheduling Process Causing Inefficiency

The biggest challenge was giving people as many rides as possible. The team had used a less automated scheduling software which took 10-15 minutes to book a one-way trip and over an hour of hold time for callers.

## THE SOLUTION

### Implementing Ecolane Evolution to Move More and Better

The team adopted a new transit software, Ecolane Evolution, which allowed them to transit multiple passengers per ride using its real-time scheduling capabilities. On the first day of implementation, they accomplished more than 100 trips. "That's just phenomenal," said Lisa Bitzer, Director of Operations at Via Mobility. "It went so smoothly that it was scary."

40%

Increase in  
Number of  
Trips

42%

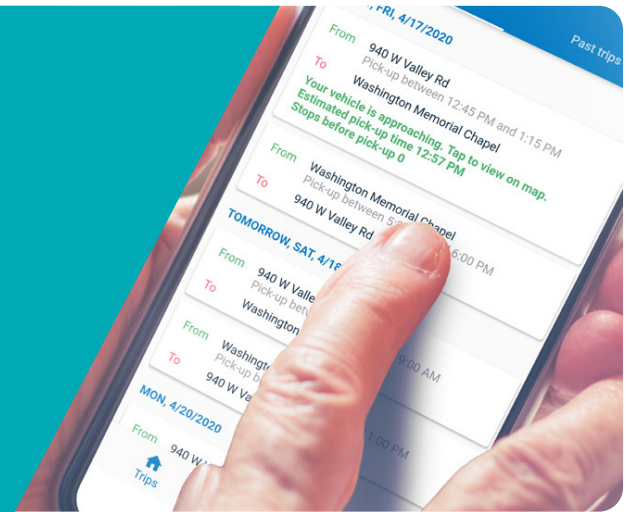
Increase in  
Rides  
Per Hour

23%

Reduction  
in Cost per  
Trip

"Sometimes with technology there's always that fear of wanting to keep your backup open and available just in case something goes wrong. I personally couldn't be more pleased with the software and your support team."

- Zoe DeVito, Director of Development and Communications at Via Mobility Services



"It's not just about getting people rides and having the best software we can have, but to also know that we have a good partner that understands our needs and desires - and will grow with us as we grow."

- Lisa Bitzer, Director of Operations at Via Mobility Services



### About Via Mobility Services


Since 1979, Via Mobility has enriched lives in Colorado by providing comprehensive transportation to thousands of older adults, people with disabilities, low-income individuals, and rural residents.



### Contact Us

 [ecolane.com](http://ecolane.com)

 [info@ecolane.com](mailto:info@ecolane.com)

 (844) ECO-LANE