

Spotlight: Knox County VanGo

Vincennes, Indiana

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The Challenge

- Wanted to transition from paper scheduling to an automated system with same-day trip capability to better serve riders.
- Needed fast, accurate, real-time reporting to track ridership each day and the time it takes between pick-ups and drop-offs.
- Wanted to operate more efficiently and streamline operations internally.
- Desired to improve efficiency of demand-response services to all riders, especially individuals with mobility restrictions.

The Results

- Riders have the ability to schedule, modify, and cancel same-day trips.
- Customer service improvements implemented, with ability to book more rider, pick riders up faster, and do so with fewer vehicles.
- Less wear and tear on each vehicle, which delivers the same amount of people or more per trip.
- Overall revenue mileage decreased by 20,000 in just six months of program launch.
- Higher fares are being collected with the most recent month bringing in almost \$800 of increased fares, alone.

The Solution

- Ecolane DRT completely automated scheduling and dispatching software.
- Ecolane Touch Screen MDT software with turn-by-turn navigation, vehicle tracking, and mileage calculators, running on Android tablets.
- Same-day trip booking capabilities through automated system working in a real-time environment.
- Quick, accurate real-time optimization.

“With Ecolane DRT, everything falls into place, so you really don’t have to do anything. I was also really impressed with the mobile data tablets (MDTs) on the buses. The drivers learned how to use them really quickly.”

- Rick Linenburg, Board of Directors Member at the YMCA

“We’re putting less wear and tear on a bus to deliver the same amount of people, if not more. And the savings in gas mileage alone is going to really help us cut costs.”

-Nola Davis, Director of
Bettye J. McCormick Senior Center

