Spotlight: Akron METRO

Ecolane

The Challenge

- Needed to upgrade their inadequate paratransit and AVL software

- Forced to outsource some rides to local taxi companies because they couldn't handle the capacity

- Previous outdated system was unable to handle their large volume of scheduling

The Solution

- **Ecolane DRT scheduling and dispatching software**

- **Ecolane Touch Screen MDT software with turn-by-turn navigation running on Android tablets**

- **Ecolane Web Self-Service Customer Scheduling**

- **Advanced Ecolane Reporting System along with Ad-hoc Reporting Tool**

## 80 Vehicles in Service
(Average per Weekday)

The Results

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

"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

Akron Metro
Rides Per Hour (RPH)

DELIVERED 2.28

- - - GOAL: 2.15
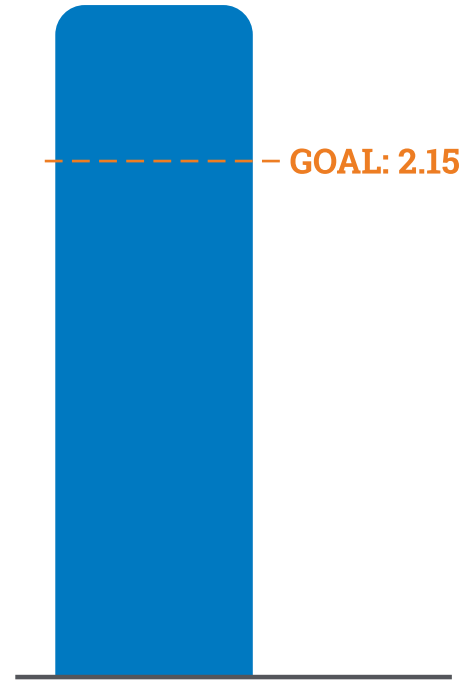
DECREASED NO-SHOW RATES BY 50%

AVERAGE OF 1000 RIDES DAILY

>93% ON-TIME PERFORMANCE (OTP)