



Case Study

Suburban TransNet Case Study

Montgomery County, PA



Suburban Transit Network, Inc. (TransNet) creates access to community resources and employment by consistently providing safe, cost effective, reliable transportation for residents and businesses of Montgomery County and surrounding areas. Beginning as a small pilot program, and developing into a large and diverse regional transportation resource, TransNet has come a long way since its inception in 1980. TransNet is a transit option designed to provide convenient, low-cost transportation. Initially it focused on meeting the needs of senior citizens and disabled persons, doing so through exclusive relationships with existing Montgomery County taxicab companies. Today the organization is complex and comprehensive; the direct result of decisions made in the late 1980s. TransNet serves groups of seniors and disabled persons, and contracts with school districts, colleges, and private companies to offer specialized transit services and commuter shuttles.

TransNet was chosen by the Pennsylvania Department of Transportations (PennDOT) as a pilot site for the implementation of a statewide transportation software implementation project in November 2011. Due to the unique nature of TransNet's operations, a gradual rollout to six subcontractors occurred between June-October 2012. Working with the Ecolane team, TransNet successfully implemented the largest Ecolane installation to date with over 3,300 trips per day, utilizing over 300 vehicles.





The Challenge

TransNet was utilizing an 11 year old version of their previous software, which also had been operating without any maintenance for the majority of that time frame. As upgrades were happening, functionality and reliability steadily declined.

Additionally, all of TransNet's processes were manual due to the lack of automation capabilities in their previous software.

The Solution

Implementation of Ecolane DRT Software for reporting, data analysis, and supply and logistics.

The agency needed a software solution that would increase efficiency and improve overall operations.

- Ecolane DRT scheduling and dispatching software (hosted by Ecolane)
- Ecolane Touch Screen MDT software for Android Tablets
- Subcontractor Portals for review of only specific provider details
- Advanced Ecolane Reporting System along with Ad-hoc reporting tool
- Extensive PennDOT custom reports

Project was completed on budget and on time.

Contract Signing: October 11, 2011

Go-Live: June 2012 through October 2012





The Result

1. Significantly reduced staff hours for the purposes of reporting and data analysis during monthly audits.

Before Ecolane, staff would have to manually verify data line-by-line in the driver logs against the data recorded in their previous software to determine if trips were successfully completed and accurate. This took tremendous amounts of time and the data was never accurate. Due to the real-time capabilities of Ecolane's software, TransNet was able to simplify their processes and have accurate data and reports available whenever they needed it.

2. Reduced staff by 3 full-time positions due to reporting capabilities for billing and centralizing Call Center through software.



3. Improvement in on-time performance and trips per hour.

Ecolane's GPS capabilities also made responding to and fielding complaints easier because TransNet had accurate and immediate realtime data from the driver's routes to demonstrate exactly when and where they were if there were ever doubts about a pickup or drop-off.

4. Ecolane's software capabilities allowed TransNet to utilize mobile tablets in their vehicle fleet.

5. Ecolane was heavily involved in the implementation process and assisted TransNet with the change management needed to ensure a successful transition.

TransNet had a number of procedural issues arise during the initial Ecolane implementation. These included some resistance from consumers, sub-contractors, and business partners and stemmed from the opinion that the changes were "not the way they've always done it". They also had some issues with the integrity of the initial data transferred from their legacy software. Ecolane's team was available onsite throughout the implementation since just selling the software and leaving an agency to figure it out is not in our business model.

Customer Comments

HOW MAY I ASSIST YOU?

"The best feature is the data availability. The real-time data assists in managing daily operating efficiencies resulting in increased customer satisfaction. The data and reporting capabilities are endless. We have been able to significantly reduce staff hours for purposes of reporting and data analysis since the implementation of Ecolane DRT."

"We are so impressed with the MDT functionality."

"The amount of time and money we've saved on paper and staff time alone is tremendous."

"Having accurate data available at our fingertips and at any time we want has made a huge difference!"

– Susan K.,
Executive Director
Suburban TransNet

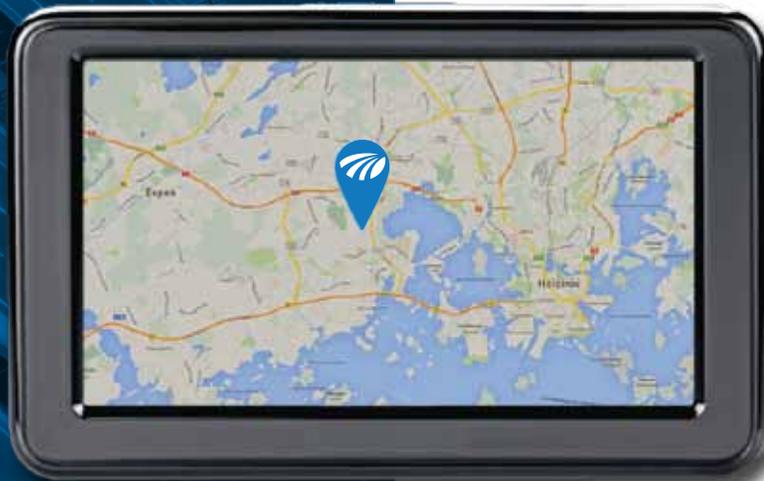




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