Spotlight: DDOT

Ecolane

DDOT's Challenge

- Poor or disjointed communication issues between management and drivers due to paper manifests and reliance on antiquated technology

- Coordination between DDOT, the previous broker, and subcontractors were cumbersome due to the largely manual process of scheduling & moving trips

- Limited visibility into driver data, scheduling, and execution

- Manual scheduling that resulted in drivers always running behind schedule

- Staff was required to collect all pick-up calls for the next day by 4:30pm and pool all of the trips into a report to send to each provider manually, which created disjointed delivery of customer trips

- Zero visibility into how the trips were being booked

- Because of the way that the rides were scheduled, they could have three provider vehicles all driving down the road at the same time to pick up one customer
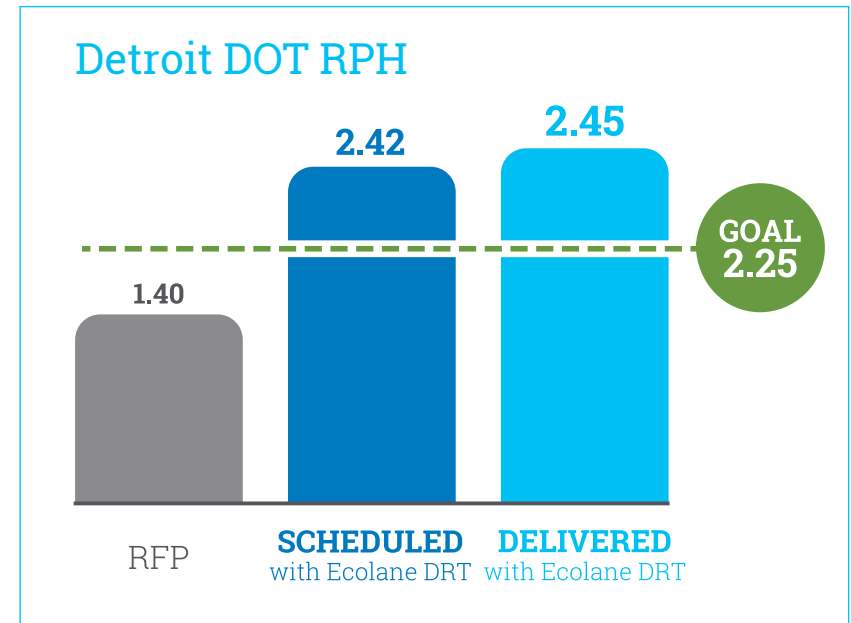
The Solution

Ecolane DRT Brokerage Software System:

- **Touch screen MDT software on Android tablets (100% MDTs in all vehicles in operation daily)**

- **SMS Text Messaging**

- **Self-Service Web Bookings**

- **Google Transit Integration**

- **Subcontractor Portal for added visibility**

- **Advanced reporting system with ad-hoc reporting tool**

The Results

	Previous Software	Ecolane
Fully Automated Scheduling	✗	✓
Flexibility For Manifest Adjustments	✗	✓
Optimize Operations For Maximum Efficiency	✗	✓
Robust & Thorough **Software Training**	✗	✓

Detroit DOT RPH

- RFP: 1.40
- **SCHEDULED** with Ecolane DRT: 2.42
- **DELIVERED** with Ecolane DRT: 2.45
- GOAL 2.25

23% Improvement in On-Time Performance (OTP)

DECREASE OF 92%

Complaints have dropped from 25/week to 2/week with Ecolane software

Decreased number of vehicles from 53 to 46

GREATER MOBILITY OPTIONS

Additional 100 same day trips for Detroit agencies and residents

Out of 500 customers recently surveyed

99.98% SATISFACTION

6,375 Rides Per Week Achieved

"Ecolane has been the direct link to the improvement of ADA service for our customers. Since our partnership with Ecolane and Transdev began, both the timeliness and overall service quality has significantly improved in the past year."

– Dan Dirks, Director, DDOT

Ecolane

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