



CASE STUDY

Indianapolis, IN | www.indygo.net

Ecolane

THE RESULTS

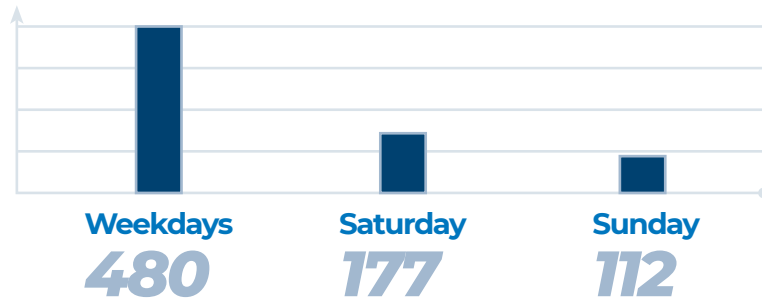


Increased Rides per Hour from
1.2 to 1.9 RPH
in Less than One Month



On-Time Performance:
92%

AVERAGE TRIPS DURING COVID-19



“Come and see the product, go with Ecolane. The training, the system, exactly what they said will happen- happened.”

Michael L. Roth
Senior Director of Mobility Solutions



THE CHALLENGE

- Desire to transform IndyGo's service direction to a Mobility Solutions/Concierge concept
- Needed a software solution that could be used in numerous platforms such as TNC's
- Ability to transfer trips between vendors all while monitoring performance
- IndyGo desired a software that would provide cost-savings while offering many platforms that customers could choose/use for their transportation needs such as TNC's
- Continuity in high level of service during COVID-19, riders need to go to life-saving doctor's appointments
- Performing a new software roll-out during COVID-19 pandemic
- Wanted a software system to run the way it was designed, legacy software had many issues
- 6 months of ongoing issues to resolve monthly reports, little to no response from legacy software provider
- IndyGo needed a transit software partner that could provide continuous real-time optimization with an increase in Rides Per Hour and On-Time Performance

THE SOLUTION

- Cost savings to IndyGo with a productivity increase of **58%**
- Implemented new software one month ahead of schedule
- Dynamic Scheduling
- User friendly software that continuously optimizes trips on the day of service
- IndyGo and Ecolane staff worked quickly and efficiently to turn around documents to ensure a smooth roll-out
- Ability to assign vendors access through an API
- Ecolane's customer service approach was a welcome change to legacy software with 24/7 access and quick response time
- Risk assessments done prior to roll-out to make sure staff was prepared and setup for success
- Ability to have fare structure; diminishing balances
- Weekly meetings between IndyGo and Ecolane made the transitions seamless and instilled confidence



Scheduling and dispatching
software for the future of mobility

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