

Located in Knox County, OH, **Knox Area Transit** operates demand response transportation and deviated route shuttle service. The management offices are located in Mount Vernon, OH and Knox Area Transit offers their transit services as subscriptions, contracts, and to the general public. This central management office handles all administrative, customer service, eligibility, reservations, scheduling, and system dispatch functions all under one roof. With a fleet of 25 vehicles serving a population of over 60,000 people, it can be a challenge to keep up with rider demand.

The Challenge

Verbal communication and manual entry were standard practice for scheduling and dispatching. Knox Area Transit was looking for a way to get away from these time consuming and archaic processes in order to expand and improve their transportation services while, at the same time, improving operational efficiency and customer satisfaction. Some specific areas of improvement outlined by Knox Area transit managers included:

- **Dispatch and Scheduling accuracy and efficiency**
- **Passenger/client database management**
- **Response time/no-show management/trip denial documentation**
- **Periodic re-optimization of standing orders**
- **Subscription management**
- **Contract fare management**
- **Performance monitoring/evaluation**

The Solution

Having come to a point where they were ready to make the switch from their archaic transit software systems, Knox Area Transit turned to Ecolane for answers and started implementing Ecolane software in 2015. With the addition of DRT scheduling software, advanced reporting systems, and touch screen



Knox Area Transit - Knox County, OH

CASESTUDY

MDT software on Android tablets all from Ecolane, Knox Area Transit was able to do the following:

- **Increase rides per hour**
 - ✓ **Scheduled: 3.59**
 - ✓ **Delivered: 3.76**
- **Operate on-time performance at 90%**
- **Increase number of trips per day from 400 to 600**
- **Decrease operational costs**

Ecolane is the only software capable of generating improvements in productivity on the day of service. What that means is that, in most instances, productivity increases on the day of service using Ecolane DRT, thus saving your agency money. Other software packages result in a **20% decrease** on the day of service. The larger the productivity gain, the greater the savings, resulting in a guaranteed return on investment. In addition, the baseline scheduling is raised so the scheduled productivity increases using Ecolane as well, resulting in a scheduling multiplier effect increasing the overall improvement.

Customer Comments

"We have been live now with Ecolane for going on 5 years this April. We realized very quickly that we were at maximum service on paper. We were averaging about 450 to 475 trips a day and currently today we are at about 625 trips a day on average."

-Martin McAvoy, Program Specialist Operations Manager, Knox

Are you an Ohio agency? You could be our next success story. For more resources or to schedule a free demo, visit us at ecolane.com/ohio.

