Spotlight: Link Transit

Ecolane

The Challenge

- **Outdated technology**
- **Mobile data communication**
- **Poor GPS information**
- **Operator feeder service**
- **Poor dispatcher capabilities**
- **Poor public service to outlying communities**
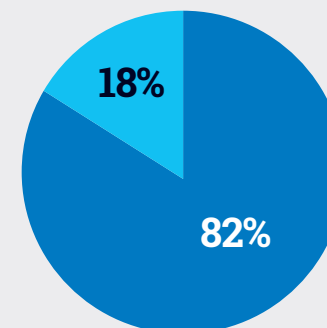
The Solution

- **Ecolane DRT Scheduling and Dispatching Software (hosted by Ecolane)**
- **Advanced Ecolane Reporting System along with Ad-hoc reporting tool**
- **Ecolane Self Service Web Booking Portal**
- **Ecolane Touch Screen MDT software for Android Tablets**

179 One-Way Trips Per Weekday

1,253 Rides Per Week Achieved

Same Day Trips
Time from booking to pick-up

18%

82%

■ Less than one hour
■ More than one hour

18% of Link Transit's completed trips are same day requests. As a result of partnering with Ecolane, **71% of these same day requests are picked up within 30 minutes.** Now, that's fast!

The Results

	Ecolane	Previous Software
Fully Automated Scheduling	✔	✘
Real Time Optimization	✔	✘
Cost Savings	✔	✘
Efficient Reporting	✔	✘
Freed up resources	✔	✘
Improved Customer Service	✔	✘
Same Day Trips	✔	✘

Vehicles in service

16 Accessible Buses

"Ecolane is the only software package that I have seen that delivers on its promise of increasing productivity on the day of service. All other software systems that I have seen show no increase in productivity. The implementation team we had listened to our issues, and implementation went smoothly, and was quicker than anticipated.

What I like about the Ecolane software is the fact that it actually schedules live. I am a big fan of real-time scheduling. I think it is the right way to operate and certainly is a much better way of operating your system than the batch scheduling that nearly every other software uses. "

– Richard DeRock, General Manager, Link Transit

>97% On-Time Performance (OTP)

Ecolane

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