

Spotlight: rabbittransit

Ecolane 

YORK, PA

WWW.ECOLANE.COM

rabbittransit's Challenge

- Needed uniform service procedures through one vendor with one platform to avoid inconsistency and fragmentation in service
- Needed to find ways to address the unique challenges that are presented when serving rural communities such as longer distance trips, increased ride times, and meeting mobility needs and improving accessibility
- Needed to be able to maintain operations, efficiency, and profitability without sacrificing customer service
- Needed a software solution that was easily scalable and would enable growth as they expanded service areas into ten counties

The Solution

Ecolane DRT Coordinated Transit Software System:

- **Ecolane DRT scheduling & dispatching software**
- **Ecolane Touch Screen MDT software**
- **Ecolane Deviated Route Software**
- **EcoWeb Self Service Customer Scheduling**
- **Advanced Ecolane Reporting System along with Ad-hoc reporting tool**
- **Extensive PennDOT custom reports**
- **IVR Solution**

The Results

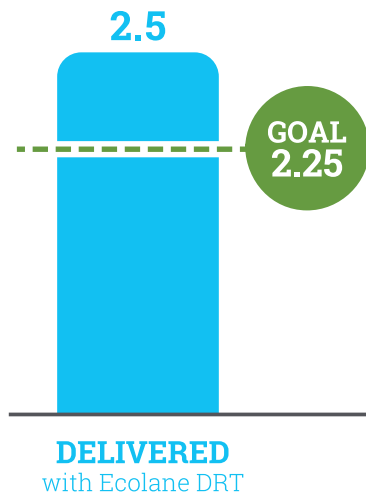
	Ecolane	Previous Software
Comprehensive point & click reporting on any metric the system captures	✓	✗
Complete web-based scheduling & dispatching software solution	✓	✗
Fully automated scheduling keeps things moving without interruption	✓	✗
Continuous optimization changes schedules as real-life conditions change	✓	✗
User-friendly	✓	✗

“Prior to Ecolane, rabbittransit had a full-functioning paratransit software package with most of the bells and whistles. What we didn't have was a product that was easy to use. We didn't have a product with good and accurate reporting modules. We didn't have a system that allowed us to enhance our customer's experience. Ecolane provides these features and a significant amount of information in a very user-friendly manner – right at your fingertips. We know immediately which vehicles are struggling with on-time performance and which customers may be late.

The best part is Ecolane assists the dispatcher in finding solutions! We have saved over \$1 million in expenses since implementing Ecolane.”

– Rich Farr
Executive Director
rabbittransit

rabbittransit RPH



16% Improvement in On-Time Performance (OTP) (from 82% to 95%)

SAVED OVER \$1 MIL

94% of customers would recommend rabbittransit to someone else

94% SATISFACTION

Saved over \$1 million in expenses since implementation

82% HAVE POSITIVE VIEW

82% of customers have a positive view of rabbittransit service (including both fixed route and paratransit services)

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