

FIVE SIGNS IT'S TIME TO UPGRADE YOUR TRANSPORTATION MANAGEMENT SOFTWARE



The Path to Seamless Mobility

Advances in transportation software are more exciting now than ever before due to the advent and widespread acceptance of technology and smart devices. Even software that is just a few years old might very well be on its way to being obsolete. Staying on top of current software availability is important to a transit agency's success.



Here are 5 signs that it is time to consider upgrading your transportation scheduling and dispatch software:



CURRENT HARDWARE CAN'T BE UPGRADED:

If a transit agency's software can't support its hardware (MDT, desktop workstations, etc.), it's time to upgrade the software. Keeping hardware relatively current and updated is important and software needs to be able to support that effort.



SCHEDULING IS DONE MANUALLY:

Too many vendors increase their maintenance rate every year based on the self-determined, current market value of their software. If maintenance costs are getting out of control, it's time to seriously consider a change.



MAINTENANCE COSTS FOR SOFTWARE HAVE INCREASED TO AN UNWIELDY RATE:

This tends to happen when an agency has mistakenly purchased the wrong solution and as a result, has decided to just "deal with it". That decision, however, ends up costing time and money in the long run. Good transportation scheduling software means no more manual scheduling and with a fleet of anything more than five or six vehicles, that will free up time and money.



PEER AGENCIES ARE PERFORMING WITH HIGHER PRODUCTIVITY:

Comparing and contrasting a competitor's stats is often an important measure for success. If the competition has better software, they are probably working more efficiently, supporting happier customers (and more business).



THE IT DEPARTMENT IS OVERWHELMED BY THE EXISTING SOFTWARE PLATFORM:

When the IT department can't easily, quickly, and reliably handle the current software platform, it's pretty good evidence that it's time for a change. Getting the IT department on board with the change will also be easier if they find themselves often struggling.

ARLINGTON HANDITRAN: AGENT OF CHANGE

Here is an example of how an upgrade to Ecolane software positively impacted Arlington Handitran:

THE CHALLENGE

- Outdated, inefficient and manual scheduling and dispatching system
- Paper manifests
- Inaccurate on-time percentage
- Unreliable tracking of drivers and an overall user-unfriendly system

THE SOLUTION

- Ecolane scheduling and dispatching software
- Ecolane Touch Screen MDT software with turn-by-turn navigation running on Android tablets
- Ecolane Web Self-Service Customer Scheduling
- Advanced Ecolane Reporting System along with Ad-hoc Reporting Tool

RIDES PER HOUR



TRIP IMPROVEMENT



VEHICLES IN SERVICE



ON-TIME PERFORMANCE (OTP)



“We consider Ecolane’s support system to be stellar. It has been our experience that responses to issues are resolved in a very timely manner. My direct experience with Ecolane has been extremely positive, giving me the confidence to sing its praises to potential clients. Ecolane has helped us maximize our resources more efficiently. We were doing about 300 trips per day. With Ecolane we are able to do nearly 600 trips per day utilizing the same resource availability, which allows us to offer more trip opportunities to our customers.”

– Alex Radke, Transit Operations Supervisor