



CASE STUDY: EDMONTON TRANSIT SYSTEM



"Overall the Trapeze demand-response software solution at DATS has been an unqualified success. It has reduced overtime expenditures by \$500,000 and wages by \$1.2M over two years. Staff love their new tools and don't know how they managed the volume of trips that we did before Trapeze."

Lorna Stewart, Director of DATS, City of Edmonton

Background

Edmonton Transit System (ETS) operates public transportation services including buses, Light Rail Transit (LRT) and Disabled Adult Transit Services (DATS). DATS provides door to door, driver-assisted transit service for adults with a physical or cognitive disability who are unable to use conventional transit. Edmonton Transit's fleet encompasses over 900 conventional, articulated and community small buses as well as 98 lift van buses to deliver DATS trips.

Challenges

DATS customized computer system has been used since 1997 and needed to be updated due to increased demand of approximately 3,500 trips per average weekday. This increase generated a need for automated scheduling. DATS needed to deliver more rides while maintaining quality with no increases in budget. In order to maintain excellent customer service, DATS had to automate and define procedures for follow-up and investigations of accidents and concerns. The management of this data was paramount.

Solution

DATS implemented a new computer system from the Trapeze Group to manage its paratransit operation in November 2008. The new software solution helped with client registration, trip booking, scheduling, dispatching, workforce management, yard management, complaints/incident management and mobile data terminal interface. The City of Edmonton is now set with an end to end paratransit management system. Call centre agents were given access to tools that can address all requests and inquiries as well as maintain addresses of frequent destinations at time of booking so the trip is then scheduled onto a run. The solution also allows DATS to capture, track and follow up on requests, commendations, concerns and incidents related to

clients and staff. The Trapeze application enables DATS riders to access real-time information on the status of their trip by accessing DATS Customer Care Centre. DATS stabilized the solution through 2009. In 2010, DATS implemented the business intelligence tool, ViewPoint as well as night before IVR (automated telephone calls) to remind clients of their next day trip bookings. Web-based booking and making better use of the CERT functions were fully implemented through the first and second quarters of 2011.

Results

DATS staff have fully embraced their new set of tools. The agency involved staff at all levels and ensured effective change management strategies were employed. Call centre agents can now easily check the status of trips and answer 'where's my ride' questions. Schedulers are able to engage in effective quality review of the runs/manifests and reduce the number of vehicles needed to deliver a larger volume of trips. Dispatchers have many more tools to monitor the on-time performance of the service and respond to on-road incidents while decanting displaced trips with ease. Through calendar years of 2009 and 2010, DATS reduced its overtime expenditures by \$500,000 and wages by \$1.2M while increasing trip delivery by 9,000 trips and maintaining a 94 per cent overall client satisfaction level.

SNAPSHOT

Type of Service: Demand Response Transport

Number of Vehicles: 172 Paratransit Vehicles

Trapeze Products Used for Paratransit Vehicles: PASS, PASS-COM, PASS-MDC, PASS-WEB, PASS-InfoServer, PASS-IVR, ViewPoint, CERT, OPS

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