Transpro

Technology for Self Preservation

We do not have the luxury of “breaking even” or losing money. We are a for profit agency so we need to know for a fact that each trip is done in the most cost effective manor.
What we Do

- Provide 400+ Daily Para transit Rides to the greater Tacoma / Seattle area
- Our trips are received from 5 different funders
- None of our passengers can be placed on the vehicle with passengers from a different funder
- We cover all of Western Washington with frequent trips to adjoining states
Technology We Use

- Cell Phones
- Radios
- Internet
- Computers
- Headphones
- Computerized dispatching software
- Pen
- Paperclips
- Stapler
- Magnet Board
Make Real ITS REAL

- Reduce operating cost
- Efficiency and customer satisfaction increases
- Advanced warnings of problem time slots
- Lower customer complaints
- Improve employee satisfaction
- Time management becomes system wide
- System management time is reduced
Reduce Operating Cost
Doing more with what we have

- Load trip requests automatically
  - We receive trip requests and updates electronically from 1 funder. We hope to do more integrations in the future.

- Sustainability or Going green (less paperwork)

- Decrease Vehicle Mileage and Time.
  - Use tools to get more people on the same bus who are going to the same or similar places.
Efficiency and customer satisfaction increases

- With near real time vehicle status and location information we can deploy our resources to meet the demands of a changing schedule throughout the day.
Ahead of schedule

- With CAD we can know the most recent stop for each bus and estimate their current location.
- We can also quickly view the status of all scheduled trips to see if we are ahead or behind schedule and allocate vehicles accordingly.
Lower customer complaints

- We can adjust schedules if a bus breaks down or is running behind schedule.

- Once trips are delivered we can easily view on time performance. Each of our funders has a different requirement for on time performance. We couldn’t possibly calculate it by hand, but with the computer it takes seconds.

- Once we have the report we can investigate any rides delivered outside of the allowable range.
Improve Employee Satisfaction

- We need to make sure the software meets our needs, but it also need to not drive our employees up a wall.
- Tedious software * 8 hours a day = Misery.
- Let primary users such as lead dispatcher have input on software choice
- Better UHU improves operator satisfaction and earnings.
Time Management becomes system wide

- Software helps us track on time performance
- In addition to “cranking it up” it also allows us to “even it out”
- Controlled use of resources allows us to better meet the needs of all
- Demand trips as well as routed “transit” service can be better tailored to meet needs
System Management time is reduced

- Spend less time importing trips, preparing reports etc.
- Time spent searching for select trips is greatly reduced
- Dispatchers spend far less time operating the software allowing them to focus on unit assignment and trip placement
- Working smarter, not harder is a reality and not just talk points at meetings such as this one.
Things to Watch Out For:

- A software package that meets the unique needs of your system
- A team that will be able to effectively manage and operate your new system
- Know how your current system is performing so you can measure changes
Bottom Line

- We are spending less time setting up the next day's schedule
- Dead Head miles are reduced
- Operators moving more passengers each day
- Trip Importing Time reduced by 90%
- Reporting functions are dramatically improved with assembly time greatly reduced
- This is just the beginning!