

Warren County Public Transportation Adopts Ecolane Evolution to Improve Efficiency And Reporting



Public transportation agencies today deal with a lot of pressures: the yearly visits from the state bureau, financial and compliance audits, and the enforcement of new systems to replace the old, and the increasing transportation need for isolated or aging population, to name a few.

In early 2023, the Warren County Public Transportation (WCPT) team sought for an automated transit solution as part of the state-wide IDOT initiative that required all government agencies to use automated software. Prior to this initiative, their ridership was managed manually using radio calls and paperwork.

THE CHALLENGE

Needing more visibility into the Rider journey

The biggest issue the WCPT team had was lack of accurate and easy reporting. While the WCPT team transported more than 40,000 rides per year, there was a gap in aggregated, real-time information such as total miles travelled or the ratio of elderly riders.

“Saves on hands-on, saves on time waiting. Even in a smaller city, they are very effective.”

- Les Schwass, Driver at WCPT

THE SOLUTION

Adopting Ecolane's Evolution software was a gamechanger for WCPT as they were now able to access and understand real-time ridership information.

“The automated dispatch software makes it very easy to see what we have available,” said Morgan Lewis, Director of Transportation/PCOM at WCPT. Having clear visibility into the ridership helped Morgan to understand her county better and to prepare for upcoming visits from the Bureau.

Sometimes the biggest bottleneck for adopting an efficient software lies in the uncertainties that drivers may have. Full training support was provided by the Ecolane Implementation Team and the drivers quickly adapted to the new system. The software has taken the burden off of the drivers' shoulders as they no longer have to pivot their routes manually, but can just follow the adjusted routes laid out for them.

Increased efficiency with the help of Ecolane's software is creating significant opportunities for growth. While WCPT still requires a dispatcher during regular hours for general entry, improved operations enable the potential addition of a fixed route in the evenings and on weekends without the need for dispatch support during those times. Additionally, WCPT is expanding its service area by adding another county in June 2025, effectively doubling both its service area and the number of clients it serves.

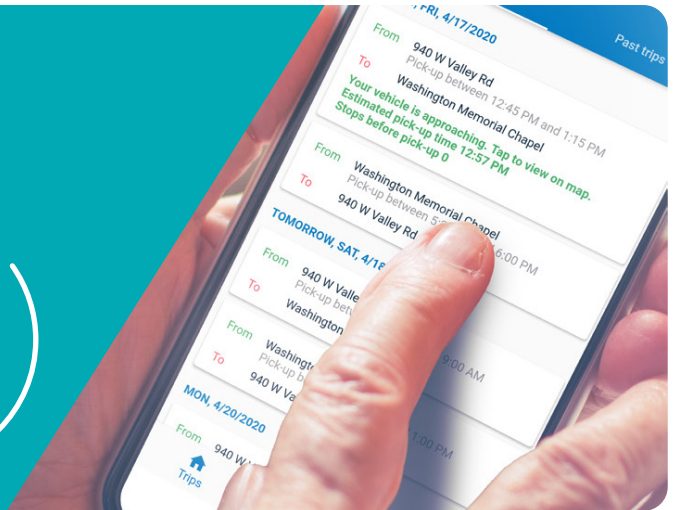
THE RESULTS



Increase in Rides Per Hour from
1.00 to 4.75

Additional rides per month
500-700

Increase in service area and clients
x2



“It's definitely on an incline over here and I'm excited because getting this dispatch software, it's allowing us to expand.”

- Morgan Lewis,
Director of Transportation/PCOM at WCPT

About Warren County Public Transportation (WCPT)

Warren County Public Transportation (WCPT) enhances accessibility and promotes inclusion of more than 17,000 individuals in Illinois, Warren County area. Today, they provide safe and affordable public transportation services, averaging about 5,500 rides per month with a total of 15 vehicles including minivans and passenger busses.



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