GoBus
Administered by East Texas Council on Governments (ETCOG)

Ecolane

Kilgore, TX

gobustransit.com

The Challenge

GOBUS

- Legacy software did not meet the needs of staff
- Manual process of dispatching and scheduling; no automatic optimization
- Agency has 15-17 pull-out locations which made data reconciliation difficult
- Legacy software provider would not provide additional training to new personnel
- Too much responsibility placed on drivers to create routes and maintain passengers.
- Needed database reconciliation
- On Time Performance (OTP) data unavailable under old system even though tablets in vehicles

The Solution

- Personnel accountability with installation of Ecolane DRT software

- Ecolane DRT lead to an increase in visibility of upcoming trips that decreased driver anxiety

- OTP now at 94% or better, the agency has many days where OTP is running at 100%

- Instant system KPI visibility with database reconciliation taking minutes

- Ability to have automated dispatching and scheduling has allowed staff to focus on customer satisfaction.

- Ecolane was able to virtually implement the software with extensive online, training even during the middle of the Covid-19 pandemic.

- Ecolane's web-based software provided the flexibility for staff to maintain service even during the pandemic.

"This software has allowed GoBus to better serve the clients in East Texas and made us a more efficient and effective team."

- Vince Huerta
Director of Transportation

The Results

2.03 RPH

Up from 1.6 RPH
Pre-Ecolane

94%

On Time
Performance

500-700 Trips

Pre-Covid

50 Vehicles

14 County Region

"We've had to change our whole way of thinking during this process, which we were ready to do, and then we realized this is a good thing."

- Katey Pilgram
Operations Manager

GoBusTransit.com
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