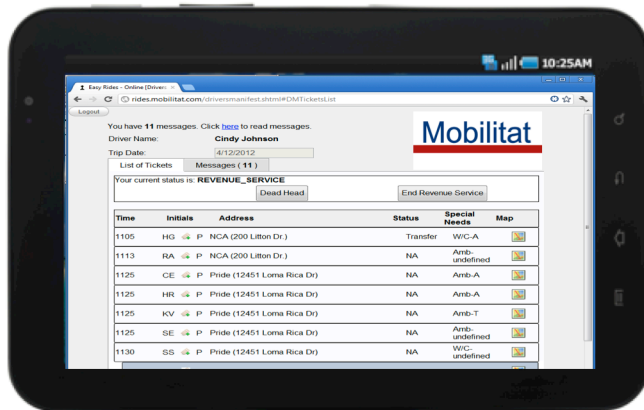




Mobile Tablets

Easy Rides can be integrated with Mobile Tablets.



Mobile Tablet Devices

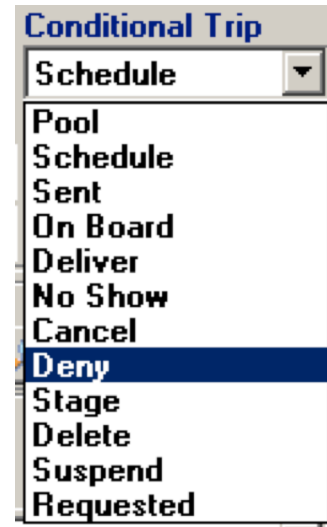
As an alternative to commercial ruggedized Mobile Data Terminals or Mobile Data Computers, tablet computers offer very low initial hardware costs, improved portability and the flexibility of using a variety of commercially available brands and products. Drivers carry a tablet computer with them on their shift that communicates with Easy Rides® via cellular data connection. This allows easy capture of arrival, (on board or delivery) and departure times and mileages for each stop.

Using wirelessly connected mobile units eliminates paper manifests and greatly reduces man hours needed to input actual performance data into the software as well as providing the Driver with additional tools to make the job easier. This alternative also transit system operate paperless.

*Always remember to purchase tablets with 3G or 4G capabilities along with a corresponding data plan! Wi-Fi only tablets will not connect online while your drivers are in the field.

Tricks & Tips

Denials are a good thing...



Many systems seem to go out of their way to avoid recording a trip as a denial. This can be counter-productive. If you have customers requesting trips that you cannot provide, it is an indication of an unmet demand.

Being able to show your unmet demand can allow you to justify the need for more funding, increasing your service area or point to areas you could focus coordination efforts. For example, if you were to record all the trip requests to a larger city outside of your service area, you could record the intended purpose of those trips, and potentially set up a shuttle, or work with transportation providers in the other city to transfer clients to their transportation service.

Tracking denials can be the first step towards identifying unmet need, and fulfilling that need.

More fun on page 2

System Spotlight: Champaign Transit



Champaign Transit is a rural public transportation service serving Champaign County Ohio service to areas within a 50-mile radius of Urbana, OH for medical appointments. Recently, I went to Urbana for the “Go Live” phase of their implementation.

The Director at Champaign Transit is one Gary Ledford. Let me tell you, Gary is a character to be sure. On the first day, I was greeted by a funny sign on the door. He never cut me any slack for the rest of the time I was there.

Champaign Transit was coming from an older DOS based software developed a long time ago and hasn't been able to be updated for quite a long time. Getting Easy Rides was quite a change for them and as with most software implementations, there was a little apprehension. As we made the final transition and went “Live” with Easy Rides, their worries quickly evaporated, and they got comfortable with their new software and settled in.

Sometimes, a new Mobilitat customer wants to “ease in to the water” by dipping a few toes in at a time. Not Champaign Transit – they just cannonballed right in to the pool!

One of the suggestions I had for them was to think about real-time dispatching where the Drivers call in every pickup and drop-off to dispatch as it happens. If your agency is not doing this because you think it would be too much trouble, or you think it would place a burden on your Dispatcher, I encourage you to give me a call or even to call Gary – if they can do it, you can too.

To my surprise, Gary didn't even want to wait until they got more comfortable with the software. The Drivers were very helpful by starting to make their real-time calls right away. With everyone's input, we designed and implemented a new custom manifest for them while I was there.

I've really got to hand it to Gary, Lisa and Cindy – they really committed to it and I'm very impressed with how well they've done. Now, everyone in the office can pick up the phone or the radio from their own desk and use Easy Rides to know exactly what's going on and handle anything that comes up.

Congratulations are in order for all of the crew at Champaign Transit. I had a blast working with you, and I look forward to a long and fun friendship!

-Paul Garner, Director of Training & Support

Upcoming Training

July 26: GIS/Mapping features

Upcoming Conferences

Sept. 5-7 – Tri State Transit Conf., Meredith, NH
Sept. 10-12 - OTA, Seaside, OR
Sept. 19-21 – CalACT, Monterey, CA

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