

Wednesday, April 20, 2016

Welcome

Ecolane 

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Ecolane Update - and - What's your Metadata IQ

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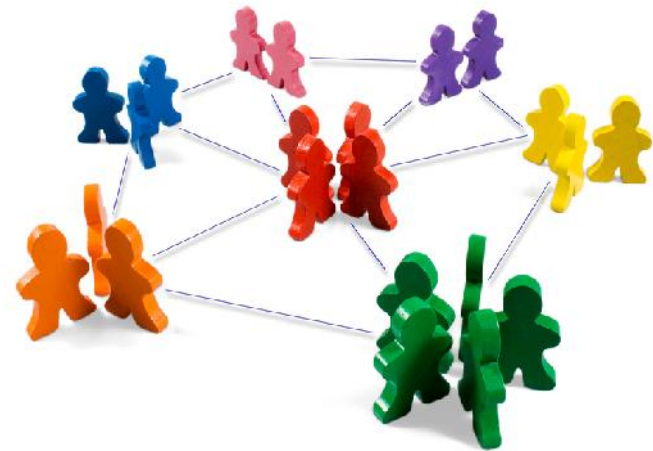
Ecolane Update - Overview

- ✓ 36 live agencies
- ✓ 15 remaining
- ✓ Paratransit Operational Statistics Report being developed
- ✓ Commonwealth-wide IVR license
- ✓ Multi-agency DRP testing
- ✓ New version 4.3 about to be released



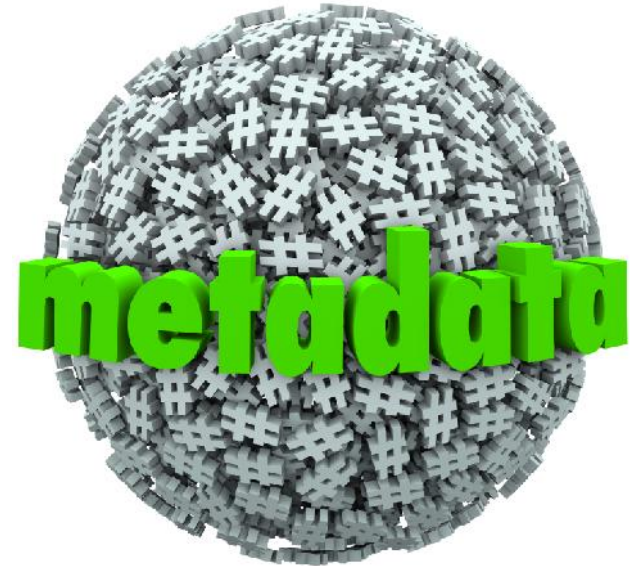
4.3 release

- ✓ Group trip features
 - Automated Subscription updating
 - Multiple Address Selection
 - What-If Scenario Tool
- ✓ 8 Testing Agencies
- ✓ Pilot Site Selection
- ✓ Infrastructure upgrade
- ✓ Open Stack



Metadata IQ - Overview

- ✓ Agency Focus
- ✓ Currently Measuring
- ✓ Sourcing Your Data
- ✓ Using Your Data
- ✓ Frequency
- ✓ Drawing Conclusions
- ✓ Actionable Items



Metadata IQ – Agency Focus

- ✓ Every Agency is different
 - Staff
 - Adversity
 - Population & Needs
- ✓ Every Agency is the same
 - Lottery Funding
 - Reporting Needs
 - Fiscal Balance



Quick Poll

How many of your Agencies have a policy, procedure, or rule (written or otherwise) born of litigation?



Metadata IQ – Currently Measuring

- ✓ Total Trips
- ✓ Revenue Hours/Miles
- ✓ Productivity
 - Trips per Paid Driver Hours
- ✓ Unduplicated Clients
- ✓ Percentage of Trips Subcontracted
- ✓ Paid Driver Hours
- ✓ Overtime
- ✓ Total Hour/Miles



Metadata IQ – Currently Measuring

- ✓ Average trip fare & client fare
- ✓ Average trip duration & length
- ✓ OTP
- ✓ Percentage of no-shows
- ✓ Ecolane calc prod vs. paid driver hr prod
- ✓ Total & average passenger miles
- ✓ Vehicles operated in max serv (unduplicated)
- ✓ Average daily passenger count by vehicle
- ✓ Count of days & hours of vehicle use

Metadata IQ – Currently Measuring

- ✓ All of the above then broken down by
 - County
 - MFS
 - Transportation provider
 - Transportation provider
 - MFS
 - Canned reports



Metadata IQ – Sourcing Your Data

- ✓ Canned reports
- ✓ Trip export
- ✓ ODBC connection
- ✓ Customized .CSV report
- ✓ Missing anything?



Metadata IQ – Sourcing Your Data

- ✓ PDFs
- ✓ Excel
- Graphs
- Numbers
- ✓ Access
- ✓ Legacy System



Metadata IQ – ****Assumptions****

- ✓ More than 2 trips view
- ✓ Data Exception report
- ✓ Alert report
- ✓ Driver Performance report
- ✓ Syncing & Trimming



Metadata IQ – Using Your Data

- ✓ Audience
- ✓ Organization Wide
- ✓ Are you Listening?
- ✓ Drive Decisions
 - Staffing
 - Service Areas
 - Policies



Quick Poll

Who should be using your data?



Quick Poll - Results

Who should be using your data?

**Everyone (Driver Supervisor, Planner,
Marketing, Admin, GMs, Schedulers,
Dispatchers, Accounting, CSRs)**



Metadata IQ – Frequency

- ✓ Annually
- ✓ Quarterly
- ✓ Monthly
- ✓ Weekly
- ✓ Daily
- ✓ Hourly
- ✓ By Exception???



Metadata IQ – Drawing Conclusions

- ✓ Relationship vs. Coincidence
- ✓ Have an open mind
- ✓ Be ready for change
- ✓ Invest in the process
- ✓ Look for opportunities
- ✓ Don't be stagnant



Metadata IQ – Actionable Items

- ✓ Focus on ONE thing
- ✓ Make it tangible
- ✓ Incremental improvements
- ✓ Commit
- ✓ Then move on



Metadata IQ – Next steps

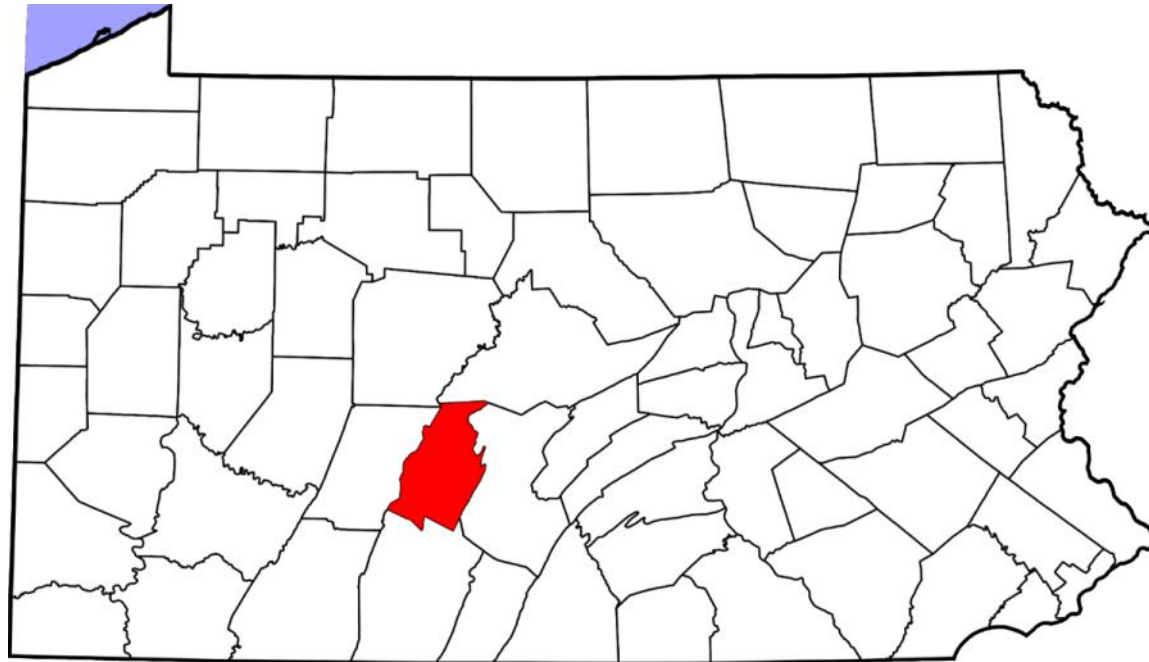
- ✓ Low hanging fruit
- ✓ Operational Reviews
In phase II pilot
- ✓ What's the cost of 30 seconds?
- ✓ Want to know more?

<https://vimeo.com/161971167>



Metadata IQ – Overview Remix

Case Study of Blair County

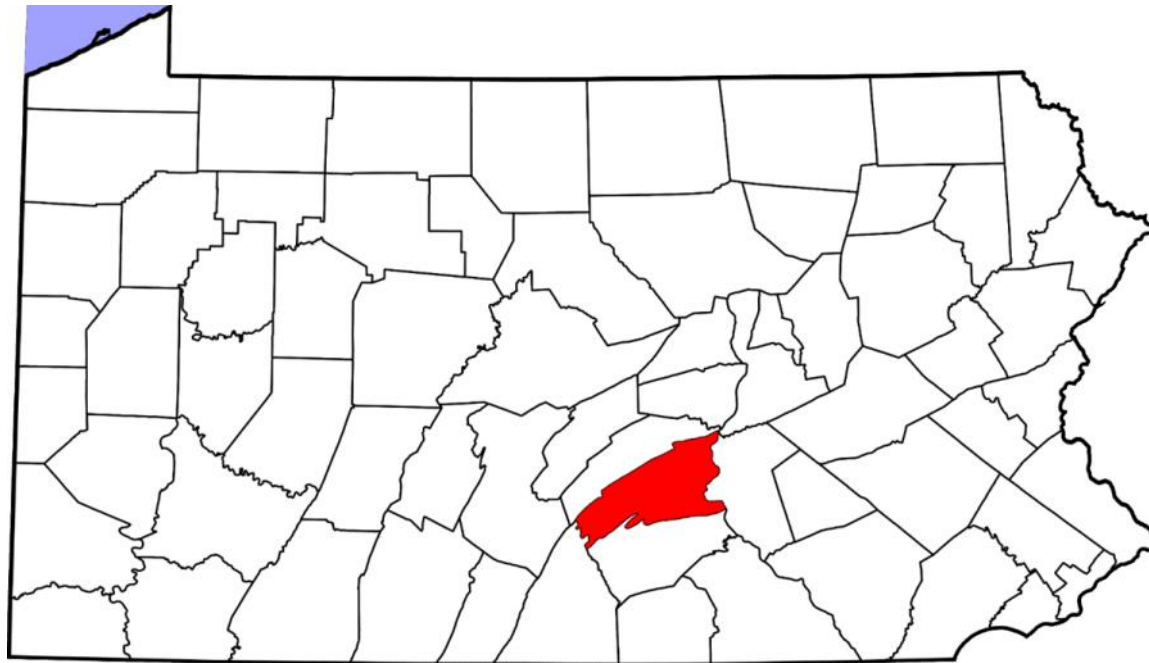


Metadata IQ – Overview Remix

- ✓ Agency Focus – Be Better/Open Mind
- ✓ Currently Measuring – Trips/hr, OTP, % Ideal, Valid Stops, Trips Performed, Vans Used
- ✓ Sourcing Your Data – Ecolane Reports
- ✓ Using Your Data – Big Blue
- ✓ Frequency – Every Day
- ✓ Drawing Conclusions –
 #Vans = Service Level
- ✓ Actionable Items – Daily Trips after Cancels =
 Vans to be Used in Service

Metadata IQ – Overview Re²mix

Case Study of Perry County

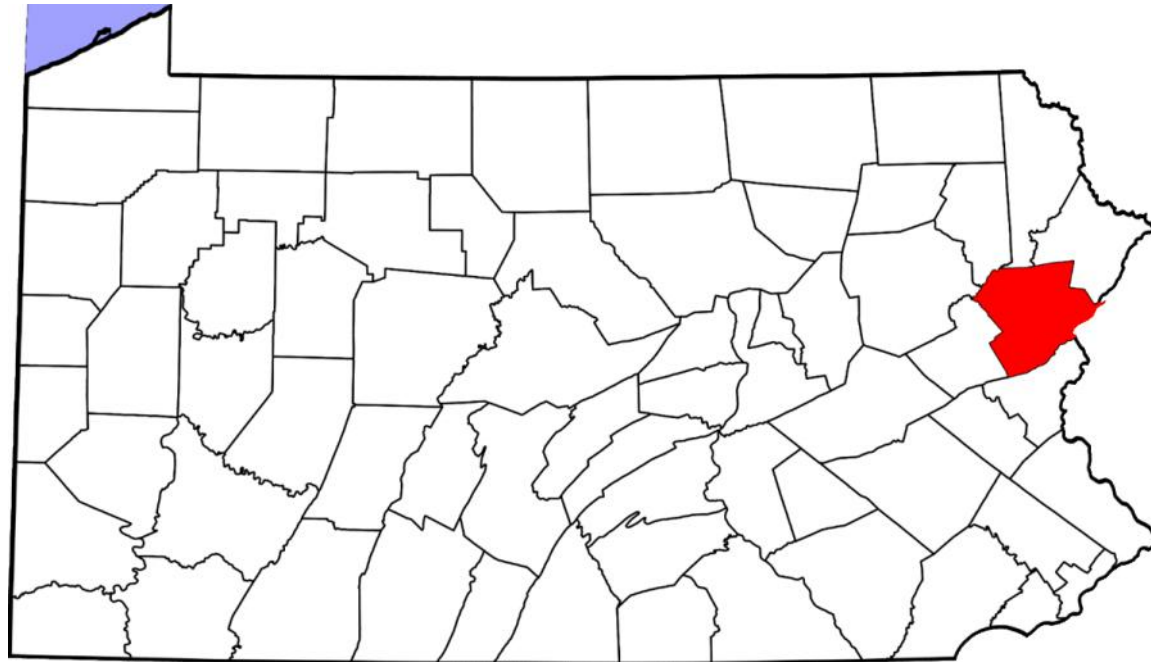


Metadata IQ – Overview Re²mix

- ✓ Agency Focus – Electrify the data
- ✓ Currently Measuring – Maintenance Exp
- ✓ Sourcing Your Data – Paper Bills
- ✓ Using Your Data – Ecolane Maintenance
- ✓ Frequency – Monthly
- ✓ Drawing Conclusions – Expenses were imbalanced
- ✓ Actionable Items – In-depth audit of expenses and recapturing funds

Metadata IQ – Overview Re³mix

Case Study of Monroe County



Metadata IQ – Overview Re³mix

- ✓ Agency Focus – ADA Reporting Needs
- ✓ Currently Measuring – Ride time vs. FX
- ✓ Sourcing Your Data – Trip Export
- ✓ Using Your Data – Access Database
- ✓ Frequency – Daily
- ✓ Drawing Conclusions – Shared Ride MPH compared to Fixed Route MPH average
- ✓ Actionable Items – Improve consistency and regulatory compliance

THANK YOU.

Please visit Ecolane's blog and website for industry advice, whitepapers and other supporting materials.

www.ecolane.com

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