

Post Implementation Evaluation Report

Advanced Public Transportation Mgmt System – Transportation

Project Dates: 9/2004 through 3/2006

Project Cost: \$838,500

Project Objectives

The objectives of the project included the following:

- Centralized Master Scheduling and Dispatching system.
- Fully automated vehicle tracking and mobile data functionality
- Security of Public Providers' information.
- Future integration of fixed route scheduling software.
- Lower information technology costs.
- Automate the demand response scheduling process and create optimized, cost-effective, on-demand schedules.
- Improve customer service by streamlining and simplifying requests for information and trip booking.
- Avoid costly errors by maintaining complete, accurate client records and operations data.
- Optimize vehicle use and increase passengers per hour by updating schedules in real-time on the day of service.
- Closely monitor daily operations and notify vehicle operators of situations affecting service in real-time.
- Generate standard and ad hoc reports efficiently and easily with a sophisticated Reporting Wizard.
- Integrate PASS seamlessly with software systems for transit planning, operations, customer service, and fixed route and flex route scheduling.