

Customer Case Study

Tyler Transit System

GOAL

Needed to meet the growing demand in its 52-mile service area in Tyler, Texas, but current staff levels and vehicles could not support this need.

TYLER TRANSIT OVERVIEW

- » Small Urban Public Transit System.
- » Operates a 52-mile service area in Tyler, Texas.
- » Provides paratransit and fixed-route services in the city of Tyler.
- » Trip coordination plan involves teaming up with 14 counties representing 10,000 square miles.
- » Long-range hazard and security plan will involve information sharing between transit, emergency-response and police agencies.

BUSINESS CHALLENGES

- » Tyler staff was burdened by many administrative duties, especially time-consuming verification and reporting.
- » Limited budget did not allow for the purchase of more vehicles to keep up with the increasing demand.
- » Manual record keeping, paper manifests and radio dispatching was not cost-effective and could not serve its expanding customer base.

SOLUTIONS

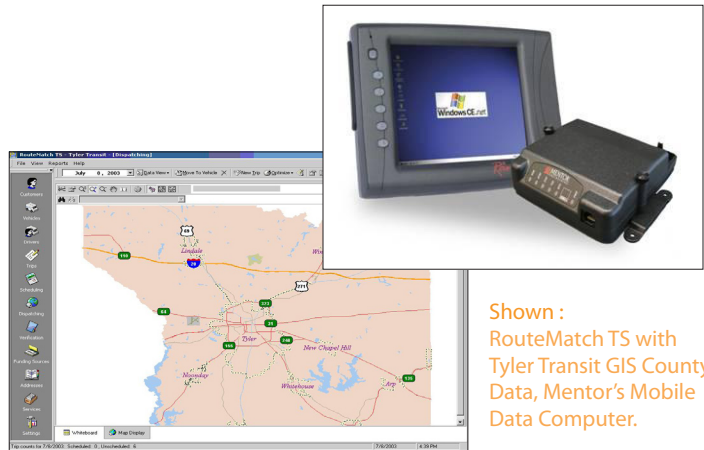
- » RouteMatch TS
- » Mentor Engineering's mobile data computers (MDCs)

RESULTS

- » In 2002, Tyler Transit used 3 vehicles to make 80-90 paratransit trips per day. Currently, Tyler Transit is now able to operate over 150 trips per day using the same number of vehicles.
- » Ridership has more than doubled in 4 years from 700 to 1,400 riders.
- » Tyler staff can rely on AVL technology to automatically verify trips vs. hand-typing this information. As a result, no increase in personnel has been necessary despite the increased number in trips by over 50%.
- » Reports are produced instantly and staff can rectify operational issues immediately. The no-show rate, for example, has gone down from 20% to 2%.
- » AVL/MDC Technology has added a higher level of data collection accuracy and allows for real-time driver manifest updates throughout the day.

“We decided to leverage transit ITS technologies to gain efficiencies in our operations so that Tyler citizens could get more and better service.”

—Tyler Transit, Tyler, TX



Shown :
RouteMatch TS with
Tyler Transit GIS County
Data, Mentor's Mobile
Data Computer.

Mentor & RouteMatch - Delivering Results, Together.

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