



IMPROVING PARATRANSIT COORDINATION

Paratransit coordination and efficiency becomes essential in sub-zero temperatures. When the Municipality of Anchorage, Alaska issued a request for bids for its AnchorRIDEs paratransit system, it learned that MV's proficiency in technology could greatly benefit its riding community.

Challenge

In 2004 the Municipality embarked on a multi-phase initiative to deploy an Intelligent Transportation System across its transit services. With new on-board technologies in place to interface with the Trapeze™ scheduling system, the AnchorRIDES service was positioned to improve service responsiveness, reduce costs, and provide excellent customer focus. In 2007, the Municipality selected MV to realize these goals.

Solution

After a careful assessment of the technology in place, MV made recommendations to the Municipality on ways to improve service and reduce costs. This included the use of MV's proprietary monitoring tool included in the TDX reporting suite. These tools allow MV's dispatch team to improve on time performance by aggressively moving trips onto routes that have slack time available.

Based on its meetings with representatives from senior homes, dialysis centers, and other similar facilities, MV quickly understood the need for better coordination with these facilities' staff and its dispatch office. MV immediately introduced its Agency Monitor, a web based arrival and departure board specific for each commonly visited agency. Agency staff log into a site to view a list of passengers scheduled to arrive and depart from that facility, along with an expected time of arrival of each bus. This helps prepare facility staff and prevents passengers from having to wait outdoors for long periods of time in harsh climates.

MV also initiated new standards in safety and training, deploying its new operator training program which includes severe weather safety protocols. As a result, MV has substantially improved its accident frequency and incident frequency ratios.