

November 10, 2014

WAYNE COUNTY TRANSPORTATION SYSTEM TO LAUNCH NEW DISPATCHING SYSTEM

Honesdale, PA- Wayne County residents who utilize the shared ride county transportation system will see some changes in dispatching beginning in November, 2014. This month, Wayne County will be joining other shared ride transportation providers in the state using a PennDOT approved automated scheduling and dispatching system. This software is currently installed within 15 counties statewide, in with the goal of streamlining operations and managing vehicles more efficiently. During the transition to the new software, Wayne County Transportation respectfully requests that riders be patient while operational staff and drivers learn the new system.

The software was purchased by PennDOT in 2013 for use in all shared ride programs across the Commonwealth and was developed by ECOLANE, an information technology company based in King of Prussia, PA. Using global positioning satellite (GPS) data to efficiently group passengers by destination and pick-up locations, the software optimizes the number of vehicles required to manage rider demand, saves fuel and provides an array of additional functionality not previously available to Wayne County residents.

Once the new system is fully implemented, trip distance and cost will be automatically calculated when a trip is entered into the system.

Some of the expected changes to Wayne County transportation services include:

- Copays (exact change) will be collected upon EACH entry to a vehicle;
- Trips MUST be booked at least one day in advance. However, it is better to book at least two days in advance as the vans fill quickly. Booking early will more likely reserve a seat;
- Waiting times for consumers will be limited and counted as a “No Show” if a consumer does not get on the vehicle at pick-up;
- Better management of return trips for consumers who are “not ready” when the driver arrives;
- Transportation riders MUST call the office to arrange additional trips. For example: if you anticipate making a stop to a pharmacy after your doctor visit, please book the trip from the doctor’s office to the pharmacy at the time you book your reservation;
- Please book any stops you think you may need to make at the time you make any reservation and cancel if the stop does not become necessary. We cannot accept requests for extra stops on the day and time of your trip. For example, transportation riders traveling with the system should allow for medications and food as needed.

The Wayne County Transportation System employees are dedicated to provide safe, reliable, courteous and accessible public transportation that enhances the mobility of its customers.

For more information about the changes to the shared ride system please contact Juliann Doyle at 570-253-5970, Ext. 3111.

