CASE STUDY

Greater Copenhagen Authority (HUR)

Modernizing Accessible Demand Response Services

Since implementing Trapeze software, vehicle utilization has improved by 40%.

BUSINESS PROBLEM

The Greater Copenhagen Authority (HUR) is the regional organization responsible for public transportation, traffic planning and bus and rail operations in the Metropolitan Copenhagen region. HUR runs an accessible demand response service for those unable to use conventional public transportation.

During the 1980s, the need grew significantly for accessible demand response transport services. The number of registered clients quadrupled between 1981 and 1989, and trip bookings rose from 60,000 to 179,000.

With this growth, the existing manual, paper-based system made scheduling and planning increasingly difficult and time consuming.

"Trip planning took three to four days," recalled Kim Eggerts, Supervisor and IT Coordinator. "Bookings were handwritten and following up with clients was very difficult."

At the same time, HUR required better statistics for accounting and budgeting purposes. The organization recognized that it would require a computerized system for planning, booking, scheduling and managing its transportation service for the disabled.

GOALS

HUR had a number of goals for the new IT system. First, it needed to enable better planning and save time performing common tasks. It would also have to enable better communication between HUR and clients, service providers and drivers.

SNAPSHOT

Company:	HUR
Type of operation:	Demand response
Number of clients:	17,550
Number of vehicles:	160
Trapeze products used:	Trapeze Handy

As well, the system would have to maintain up-to-date information on clients, bookings, services, blocks and operators. Payment, reporting and administrative functions needed to improve, and HUR was looking for an overall improvement in the efficiency of the workplace.

The organization was aiming to reach a benchmark of 20% improvement in most of these areas.

SOLUTION

In 1994, HUR implemented a Trapeze scheduling and dispatch system for its demand response service.

The automated booking and planning system takes into account such things as the time required to pick up and drop off customers, the accessibility of locations, customers' specific disabilities, required driving times, traffic intensity at various times of day, and vehicle capacity. The software includes digital maps with all relevant information about speed limits, road grids and addresses in order to accurately route and schedule transport.

RESULTS

Since implementing the system, scheduling has become more accurate, and clients are guaranteed pick up no more than 15 minutes before or after their scheduled time.

"The system is kept up to date with the latest information on clients and other parties," Eggerts explained. "This information can be easily retrieved when clients call to book trips. Addresses and common locations are updated rapidly and without errors."

Drivers are provided with information about clients and departure and destination addresses. Payment procedures have become easier and faster for operators, and the fare for each trip is known ahead of time.

It has become easier to budget for the procurement of vehicles and to produce projected statistics on increases in demand.

In the very near future, HUR will likely add new features such as web-based trip booking and GIS-based service planning.

BOTTOM LINE

Since implementing Trapeze software, vehicle utilization has improved by 40%. HUR has also improved planning, optimized work flow and reduced call times. Employees can better manage client certification, communication and invoicing.

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