

### Fynbus

#### Regional Transit Authority

- Demand Responsive Transport
- Medical Trips, School Buses and Paratransit
- 25.000 trips per month

#### Without Logistics Planner

- 2-3 hours per scheduling session
- Change in demand not reflected in use of resources
- Not clear if schedules comply with restrictions and constraints

#### With Logistics Planner

- Scheduling within minutes
- Rescheduling for new demand saves resources
- Fynbus knows that schedules comply with restrictions and constraints

#### Logistics Planner DRT

- Efficient routes that comply with restrictions and constraints
- Maximizes passenger convenience with low travel time and options for early pickup and late delivery
- Controls capacity and load, qualifications and breaks for busses
- Mixes various passenger groups on the same busses
- Hosted Service or extension for ArcGIS Desktop and Server
- Use with Esri Workforce for ArcGIS for mobile workers
- Close roads with barriers and create zones for slow/no driving with ArcGIS Online
- Show GPS positions and progress on an online dashboard using Esri base maps

# Scheduling Demand Responsive Transport with Logistics Planner

## Fynbus schedules DRT on a daily basis

Fynbus does Demand Responsive Transport like Paratransit, Medical Trips and School Bus Routes for children with special needs.

Every day Fynbus needs to schedule thousands of trips to efficient routes taking the constantly changing demand for transport into account.

## Satisfied passengers and improved efficiency

*"Demand Responsive Transport is by nature costly to operate, so for that reason alone, it makes sense to optimize in order to use as few resources as possible"* tells Theis Brandt, who is Manager for Operations & Quality at Fynbus.

*"But let's not forget that we are working with human beings making it very important that we comply with the many constraints and restrictions that are specific for Demand Responsive Transport"* Theis Brandt continues.

It is crucial that pickups and deliveries occur on agreed time, but "maximum travel time for individual passengers" is also regulated like "which passengers can or can not travel together".

Since 2014 Fynbus has been using Logistics Planner for daily scheduling and optimization.

## Fynbus' experiences with Rapidis Logistics Planner

After more than 3 years of extensive use of Logistics Planner Fynbus' Manager for Operations & Quality has gained plenty of experience with the software, which in the case of Fynbus is integrated with the administrative system "Cplan.": *"I have no doubt that Logistics Planner makes better schedules than we used to do manually; the number of tasks and the many restrictions and constraints makes it impossible for humans to comprehend the endless numbers of combinations."*

*"The fact is that we have a very stable production environment. We know that our routes comply with all restrictions and constraints and the planning software works very fast allowing us to reschedule several time a day in order to adapt to actual demand for transportation."* Theis Brandt adds.

During the process Fynbus has discovered the need for new functionalities in Logistics Planner. *"I recognize Rapidis' ability to understand the complicated life in Fynbus and to transform that understanding into continuous improvement of the software so that it solves our challenges."* says Theis Brandt.

