



# RideCo Connects Calgary Communities with Industry-Best Productivity

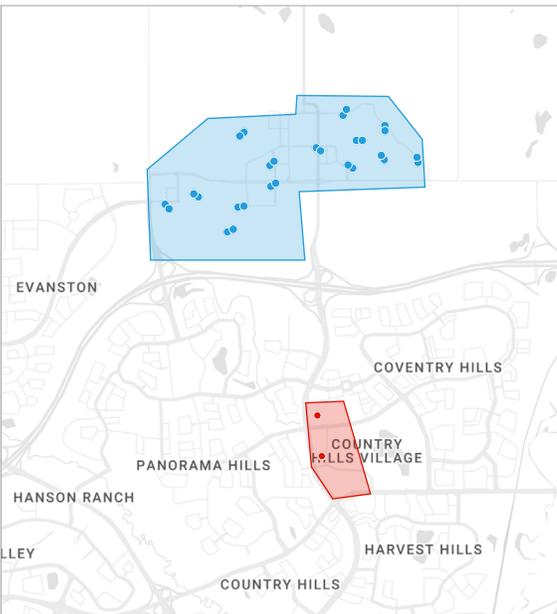
Calgary Transit, one of the largest public transit agencies in Canada, identified a first/last mile gap for two developing suburban neighborhoods, Carrington and Livingston. In order to connect these growing communities to job opportunities within Calgary's metropolitan area and existing fixed-route network, the agency partnered with RideCo to introduce an on-demand transit service.

## PROBLEM

Two developing neighborhoods had no local transit and residents had limited first/last mile access to the closest transit hub

## KEY CHALLENGES

- Developing communities with incomplete road networks
- No access to transit hub without vehicle ownership
- Low population density with few job opportunities
- No local bus routes



### Legend:

- Service area
- Flex stop
- Service area
- Transit hub

## The RideCo Solution

Using RideCo's on-demand transit technology, Calgary Transit On Demand provides efficient and seamless connections that simplify multimodal commuting for residents living in Carrington and Livingston.

The Time Snapping feature enables Calgary Transit to synchronize on-demand transit trip times with fixed-route schedules, configuring drop offs at transit hubs to arrive before the bus or CTrain leaves the station. Simultaneously, Time Snapping optimizes productivity by maximizing both route efficiency and ridesharing, as all requested trips are going to the same location.

### FLEET IMPLEMENTATION

Two 12-seat shuttles  
Wheelchair accessible

### FLEET OPERATOR



### SERVICE ZONE STATS

2 sq. mi. / 5 sq. km.  
service area  
~6,700  
population



View next page to see how RideCo's technology delivered an average 9.3 weekday passengers per vehicle hour.

# Service Results

The first/last mile solution exceeded Calgary Transit’s expectations, meeting the agency’s initial goals within the first five weeks. Three years later, Calgary Transit On Demand continues to serve **217 passengers per weekday** while achieving **industry-best productivity**.

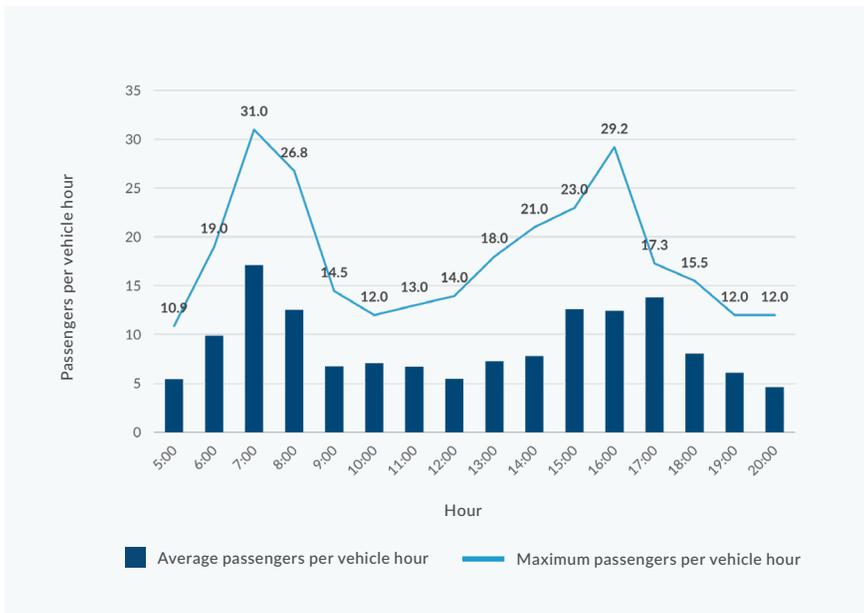
**9.3** weekday passengers per vehicle hour  
**217** passengers per weekday  
**\$7.73** average cost per passenger

**92%** average shared rides on weekdays  
**18 min.** average headway on weekdays  
**4.8/5** average star trip rating

BEFORE	AFTER
30+ min. walk to nearest bus station	4 min. walk to flex stop
Limited connectivity to transit hub	100% connectivity to transit hub
No local transit within zone	On-demand transit within zone

## RideCo’s on-demand transit technology solves first/last mile access challenges while delivering high productivity and cost efficiency.

▼ **23-31 passengers per vehicle hour during peak commuting times**  
*(September to November 2023)*



Calgary, Alberta

“ We’re excited about this app. ... We are keeping up with the times and offering the service in a way that meets need and is most economical.”

— Jyoti Gondek  
 Mayor, City of Calgary



Learn how your agency can provide on-demand transit connections that close the first/last mile gap by contacting [letschat@rideco.com](mailto:letschat@rideco.com) or by [visiting rideco.com](https://www.rideco.com).