



Concord and Kannapolis, NC



Concord and Kannapolis Modernize Paratransit Operations to Improve Cost Efficiency for Growing Service

As the tenth fastest growing county in the United States, Concord Kannapolis Area Transit (Rider Transit) needed to find a versatile mobility solution that could improve service delivery for their existing paratransit program, while enabling the agency to efficiently scale operations to accommodate future demand from both an aging and increasing general population.

Previously using a legacy paratransit platform, Rider Transit was relying on manual and complicated processes that made it challenging to build institutional knowledge throughout ongoing staffing turnover and shortages. Rider Transit identified that they wanted to switch to a platform that could automate booking, scheduling, and dispatching—streamlining processes for staff while reducing the opportunity for manual error. To modernize their paratransit service and explore scaling capacity through commingling, Rider Transit engaged RideCo to become their new on-demand transit technology partner.

PROBLEM

Paratransit operations could not evolve and scale using legacy software

KEY CHALLENGES



Manual processes resulted in operational inefficiencies



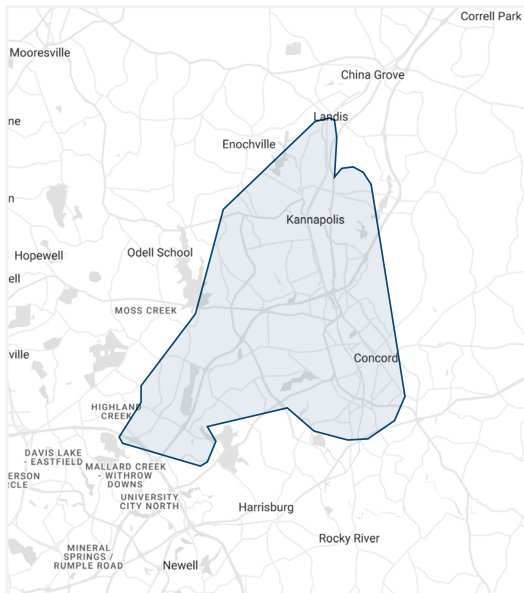
Poor vehicle productivity due to static routing



High turnover and ongoing staffing shortages



Increasing operating costs with growing ridership



LEGEND: — Paratransit service area

The RideCo Solution

RideCo's on-demand transit technology has enabled Rider Transit to transform their paratransit operations through automating booking, scheduling, and dispatching within a single, cloud-based platform. This has resulted in increased efficiency throughout their entire operations, delivering a **20% reduction in call center volume** as an example. Simplifying previously manual processes has also streamlined knowledge transfer as the commingled paratransit and microtransit service is introduced and new staff members are onboarded.

Using RideCo's platform, Rider Transit also leverages Solver to improve vehicle productivity. The patented routing algorithm continuously optimizes against guaranteed arrival times, vehicle locations, driver breaks, traffic conditions, and more, ensuring the most efficient ride and route combinations while achieving an **average 99% on-time performance**. Through increased ridesharing and productivity, the agency has been able to **decrease vehicle hours** and as a result, **reduce overall operating costs**.

SERVICE ZONE STATISTICS

85 sq. mi.

service area

~162,000

population

FLEET PARTNER



View next page to see how RideCo's platform delivered **annual cost savings of \$110,797 in revenue hours** in year one.

Service Results

Since partnering with RideCo to relaunch the paratransit service, Rider Transit has seen a significant financial impact on their operations. In year one, the increase in productivity resulted in **annual cost savings of \$110,797 in revenue hours**. The reduction in overall operating costs has allowed the agency to reshape its cost structure to accommodate future service demand and growth.

20%

reduction in call center volume

1.8

average passengers per vehicle hour

57%

average shared rides

4 min.

average headway

99%

average pick-up on-time performance

4.9/5

average star trip rating

LEGACY PROVIDER	RIDE ^{CO}
Minimum 24-hour advanced booking required	Flexible on-demand, same-day, and advanced booking
Bookings available only through the call center with a reservationist	Booking options through the mobile app, web portal, or call center 20% reduction in call center volume
Low ridesharing with manual and static routing	Increased ridesharing with dynamic and optimized routing

RideCo enables agencies to seamlessly transition from legacy software, modernizing paratransit operations to achieve greater efficiency.



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“ RideCo continues to be the best contractor that we have—they are always working to provide even better service and assistance to our staff. The team checks in regularly and they still work with new employees as they are onboarded. Their software has been transformative and has saved us more than the cost of the five-year contract in efficiency within the first year. ”

— L.J. Weslowski
Transit Director, *Rider Transit*

“ We, like many agencies across the county, have been understaffed and using our old system, it would have taken multiple vehicles and operators that we didn’t have. **Without RideCo’s platform and the ability to shuffle trips quickly and efficiently onto other vehicles,** we would not have been able to service all the paratransit trips that were initially scheduled. ”

— Jamie Tippet Poe
Transit Manager, *Rider Transit*



Learn how your agency can improve both operational and cost efficiency by contacting letschat@rideco.com or visiting rideco.com.