



Loudoun County Implements Automated On-Demand Solution, Increasing Productivity by 15%+

Located in northern Virginia, Loudoun County Transit (LCT) was providing a paratransit service that picked up and dropped off passengers around the existing local fixed route. However, with a traditional scheduling and dispatching system that only accepted call-in and subscription bookings, scheduling trips had to be done manually which was inefficient and time consuming. When Keolis was engaged as the fleet operator, they partnered with RideCo to provide LCT with an automated on-demand solution.

PROBLEM

Traditional scheduling and dispatching system required inefficient and time-consuming manual intervention

KEY CHALLENGES



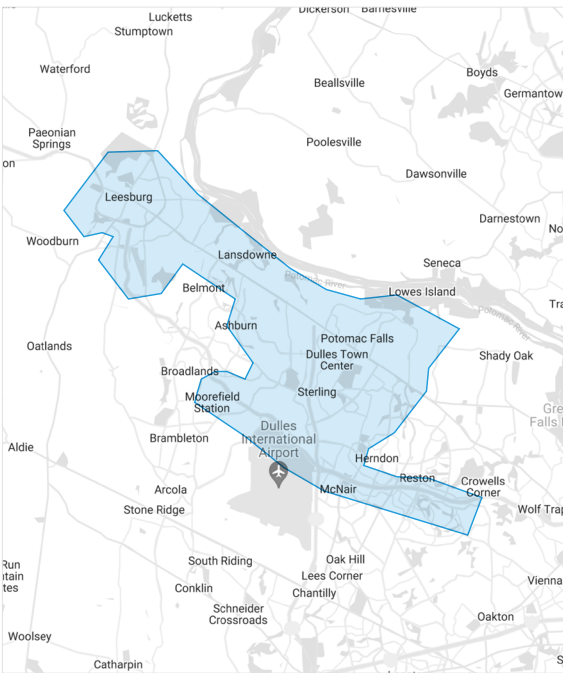
Manual scheduling and dispatching



Subpar KPIs with existing software



Limited to call-in and subscription bookings



LEGEND: Service area

The RideCo Solution

With RideCo as the technology partner, LCT and Keolis now offer an on-demand, door-to-door, paratransit service that runs more efficiently using automated scheduling and dispatching software. Call-in and subscription bookings are available to riders, in addition to the new app-based booking option.

FLEET IMPLEMENTATION

4 vehicles

- ▶ Vehicle type: Ford Transit 350
- ▶ ADA compliant with reinforced accessibility ramp

FLEET OPERATOR

KEOLIS

SERVICE ZONES STATS

80 sq. mi. service area **413,538** population / jobs

Door-to-door service



View next page to see how RideCo's on-demand solution **increased productivity by 15%+**.

Service Results

The service has seen a significant improvement across all KPIs, including passengers per vehicle hour and on-time performance. Shared rides and overall paratransit ridership have increased as well, with failed search requests being minimized using RideCo's dynamic scheduling and routing algorithm, Solver.

1.5+

passengers per vehicle hour

50+

average passengers per weekday

25%+

average shared rides

4.9/5

average star trip rating

96%

average on-time performance

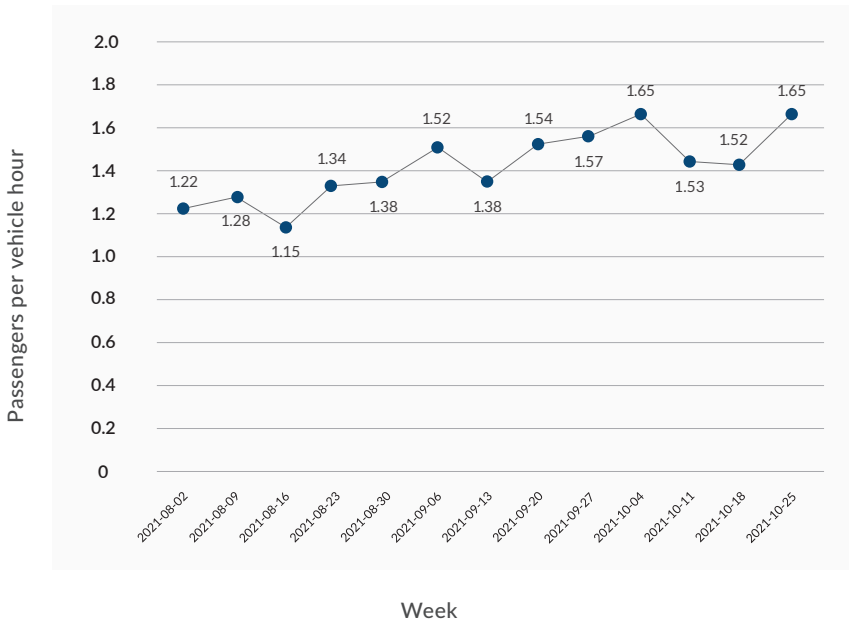
<10 min.

average pickup wait

| BEFORE | AFTER |
|--|--|
| Manual scheduling and dispatching system | Fully automated scheduling and dispatching software |
| Call-in and subscription bookings | App-based, call-in, and subscription bookings |
| 1.3 passengers per vehicle hour | 1.5+ passengers per vehicle hour 15%+ increase |

RideCo's automated scheduling and dispatching delivers increased productivity for transit agencies and fleet operators.

High vehicle utilization



KEOLIS

Fleet Operator

“Scheduling and dispatching have become so easy and the burden on our operations team has significantly reduced through automating the process. RideCo's software is seamless and the increase in productivity allows Keolis to provide LCT paratransit customers with a more accessible on-demand, door-to-door service.”

— Alvin Hampton
General Manager, Keolis



Learn how RideCo's on-demand solution can increase your service's productivity by contacting sales@rideco.com or by visiting rideco.com.