



Niagara Transit Commission Transforms Paratransit Service Delivery with 49% Increase in Productivity

For nearly 50 years, Niagara Falls Transit operated Chair-A-Van to provide local transportation for people with disabilities who were unable to use conventional public transit. Previously, the agency was using legacy paratransit software that required manual and time-consuming processes for booking, scheduling, dispatching, and eligibility management. With an increase in service demand and ongoing operational inefficiencies, rides were being turned away or overflowed to local taxi companies.

When Niagara Falls Transit amalgamated with 12 municipalities to become the Niagara Transit Commission (NTC), it looked to the neighboring communities, St. Catharines and Welland, that were operating modernized paratransit services using RideCo's on-demand transit platform. Through the existing and trusted partnership with the two communities, NTC and RideCo relaunched a more efficient Chair-A-Van service.

PROBLEM

Legacy paratransit software could not accommodate increasing service demand

KEY CHALLENGES



Manual processes resulted in operational inefficiencies



Poor vehicle productivity due to static routing



High number of failed searches



LEGEND: — Service area

The RideCo Solution

Using RideCo's platform, NTC relaunched Chair-A-Van with improved operational efficiency and productivity. Processes that were once manual have been streamlined through automated processes and continuous optimization enabled by RideCo's patented routing algorithm, Solver.

Every 20 seconds, Solver re-optimizes against guaranteed arrival times, vehicle locations, driver breaks, and traffic conditions to ensure the most efficient ride and route combinations. Due to the near-constant optimization run by Solver, RideCo's platform is responsive to changes in conditions, enabling NTC to operate a dynamic paratransit service that is able to maintain high passenger satisfaction through delivering short wait times and reliable on-time performance.

FLEET IMPLEMENTATION

7 vans and cutaways

FLEET OPERATOR



St. John Ambulance

SERVICE ZONE STATS

33 sq. mi. / 85 sq. km.

service area

~94,000

population



View next page to see how RideCo's platform **increased productivity by 49%**.

Service Results

When comparing annual productivity prior to relaunching Chair-A-Van to six months post launch, NTC has achieved a significant improvement in average passengers per vehicle hour. The increase in productivity has continued alongside increasing service demand, with NTC seeing a **35% growth in monthly ridership** since the relaunch.

1.7

average passengers per vehicle hour

49%

increase in productivity

65

average passengers per weekday

5 min.

average wait time

97%

average pick up on-time performance

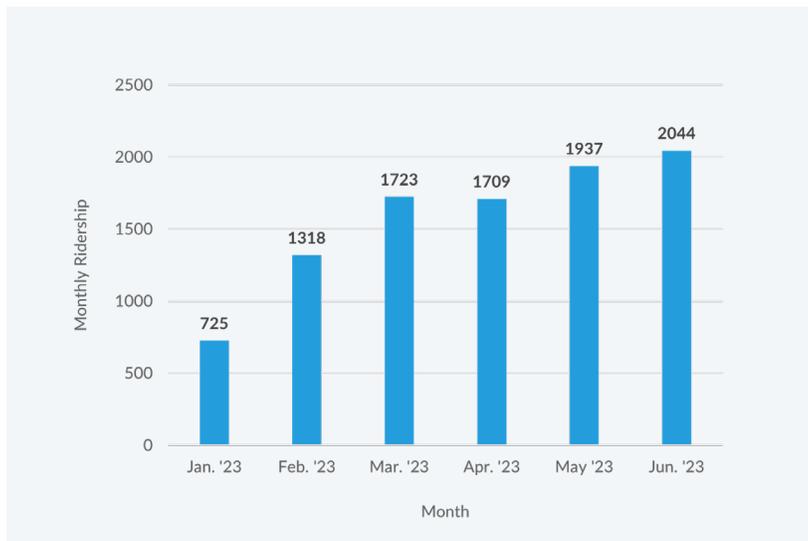
14 min.

average on-board time

BEFORE	AFTER
Low ridesharing with manual and static routing	Increased ridesharing with dynamic and optimized routing
Poor forecasting due to ineffective data tracking and utilization	Accurate forecasting and empowered decision making with comprehensive data
Manual eligibility management using offline methods	Automated eligibility management within centralized cloud-based platform

As demand continues to increase, RideCo’s platform enables NTC to efficiently scale paratransit service delivery.

Increasing Service Demand



niagara region transit

Niagara, Ontario

“RideCo’s platform provides modern features that have removed barriers for riders and has allowed Chair-A-Van to find significant efficiencies and deliver more trips without adding funding to the program.”

— Rob Salewytch

Manager, Specialty Transit
Niagara Transit Commission



Learn how you can increase efficiency and productivity for your paratransit service by contacting letschat@rideco.com or visiting rideco.com.