



RideCo On-Demand Transit Improves Productivity for In-Demand Paratransit Program

Offering programs for senior residents and people with disabilities, Porter County Aging & Community Services (PCACS) was experiencing high demand for their transportation service. However, with reliance on manual intervention and poor productivity, PCACS could not keep up with the increase in demand using their existing legacy software. RideCo was engaged to implement its industry-leading solution, enabling PCACS to provide an efficient, demand-responsive paratransit program that could accommodate its increasing ridership.

PROBLEM

Inefficient legacy software could not accommodate increasing trip demand due to low productivity

KEY CHALLENGES



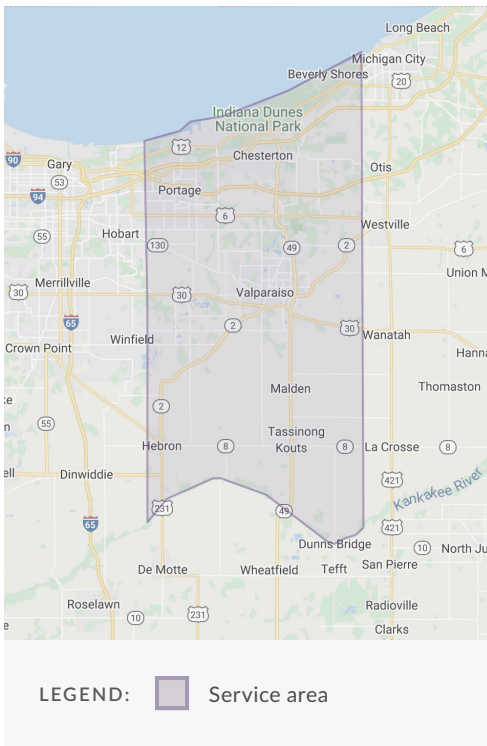
Large, low-density service area



Inefficiencies could not accommodate high trip demand



Underperforming legacy software



The RideCo Solution

Using RideCo's on-demand transit software, PCACS is offering an efficient door-to-door transportation service for registered riders across Porter County, Indiana. Riders can schedule a trip on demand, up to two weeks in advance, or with convenient subscription bookings. Autonomous booking and scheduling through the RideCo app have improved overall productivity, both accommodating the increase in trip demand and supporting PCACS in providing an accessible service that helps its residents be more independent, healthy, and productive.

IMPLEMENTATION

11 vehicles

▶ **Vehicle type:** Ford Elkhart

SERVICE ZONE STATS

521 sq. mi.
service area

164,343
population



View next page to see how RideCo's autonomous software **increased rides by 28%**.

Service Results

Within the first three months of launching in September 2021, RideCo increased service productivity while delivering more rides and reducing cost per passenger when compared to the same time frame from the previous year.

28%

increase in rides per day

35%

shared rides

22%

reduction in cost per passenger

9 min.

pickup wait

90%

on-time performance

4.7/5

star trip rating

BEFORE	AFTER
53 rides per day (Sept. - Nov. 2020)	68 rides per day (Sept. - Nov. 2021) 28% increase
60.3 vehicle hours per day (Sept. - Nov. 2020)	56.8 vehicle hours per day (Sept. - Nov. 2021)
\$64.63 cost per passenger (2020)	\$50.70 cost per passenger (2021) 22% reduction

Autonomous booking and scheduling with RideCo's on-demand transit software improves productivity and reduces cost to accommodate increasing demand-responsive paratransit ridership.

▼ Cost per passenger comparison

METRIC	2020 SERVICE	2021 SERVICE
Passenger per vehicle hour	0.88	1.23
Operating cost per hour	\$56.65	\$58.86
Cost per passenger	\$64.63	\$50.70



Porter County, Indiana

“ I have been very pleased with RideCo's support in putting everything together. The team has been accommodating and helpful, which is nice to see for an agency—more than I could ever ask for. ”

— Bruce Lindner
Executive Director, PCACS



Learn how your agency can improve paratransit productivity by contacting sales@rideco.com or by visiting rideco.com.