



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 modern, cloud-based technology, enabling PCACS to provide an efficient, demand-responsive paratransit program that could accommodate increasing ridership.

PROBLEM

Inefficient legacy paratransit 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 platform, PCACS is offering an efficient door-to-door transportation service for registered riders across Porter County. Riders can schedule a trip on demand, up to two weeks in advance, or with convenient subscription bookings. Automated booking and scheduling through RideCo has also improved overall productivity, both accommodating the increase in trip demand and supporting PCACS in providing an accessible service that helps 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 automation through RideCo's platform **increased rides by 28%**.

Service Results

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

28%

increase in rides per day

35%

average shared rides

22%

reduction in cost per passenger

9 min.

average pick up wait time

90%

average on-time performance

4.7/5

average ride rating

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

Automated booking and scheduling with RideCo’s on-demand transit platform improves productivity and reduces cost to accommodate increasing demand-responsive paratransit ridership.

▼ Cost per passenger comparison

| METRIC | 2020 SERVICE | 2021 SERVICE |
|-----------------------------|----------------|--------------|
| Passengers 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
Former Executive Director, PCACS



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