

Rhode Island Public Transit Authority:

“Practical Paths and Underlying Technologies for
Regional Coordination Success”

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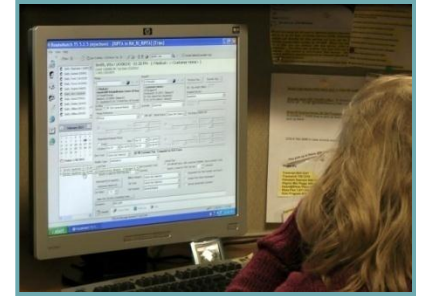
RIPTA's Ride Program

- Coordinated statewide paratransit service since 1991:
 - RIPTA's ADA Service
 - Division of Elderly Affairs
 - Dept. Of Human Services
 - Non-profit Agencies
 - Flex Service – general public community circulator



Program Overview

- 113 vans – 3 providers
- 14 taxi companies
- 2800-3000 trips per day
- 1-Stop Call Center – 1200 calls/day
- Scheduling, billing and reporting
- Centralized maintenance of RIdE vans



Mobility Management Challenges

- Increasing ridership demand
- Declining budgets
- Escalating service costs
- Limited vehicle resources
- Customer expectations



Coordination Roadblocks

- Outdated scheduling software
- Poor dispatching tools
- Service monitoring challenges
- Reliance on expensive taxi trips
- No-show problems
- Customer and provider communication
- Reporting & planning

Technology Research

- Site visits to view different systems
- RFP outlining coordinated system requirements
- Encouraged innovative responses
- Extensive review and reference checks

ITS Partnership

- RouteMatch - scheduling and dispatching software



- Interactive Voice Response system (IVR)
- Mobile Data Computers (MDC)



System Features

- Improved scheduling and routing algorithms
- Computer–Aided Dispatch (CAD)
- Automated phone system (IVR)
 - Call out notification
 - Available 24/7 availability
- Driver GPS assistance
- Ridership data quickly available for evaluation



Return on Investment

- Immediate 20% reduction in expensive ADA taxi trips with scheduling engine
- On-time performance – 94%
- Improved service efficiencies- passengers per hr.
- Reduction in no-shows – 13% to 8%
- Reduced customer complaints & avg. call wait time
- Quick billing turnaround – less staff

Improved Coordination

- Increase in shared rides
- Customers better informed
- Accurate arrival (ETA) information
- Real time dispatching flexibility
- Improved service monitoring
- Service planning tools



Success Story

- Collaboration with Dept. of Human Services
 - Identified passengers eligible for bus routes/passes
 - Scheduled Ride eligibles to group runs
 - Resulted in annual savings of \$3 million



Future Challenges

- 9-10% increase in ADA ridership
- Growing senior population
- RI Global Medicaid waiver program
- State funding issues
 - RIPTA
 - Seniors & Medicaid
- Fixed route integration

Contact information

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