



University Fixed Route and OnDemand

University of Virginia (UVA) | Charlottesville, Virginia

University of Virginia (UVA) has 22,000 students and employs more than 28,000 people between the university and UVA Health, the largest hospital in central Virginia. Students and employees navigate both campuses using the transportation

services of University Transit Service (UTS). UTS offers fixed-route service during the day, and immediately transitions to their SafeRide on-demand service at midnight until 7:30 a.m. This allows for a seamless rider experience.



CASE STUDY

GOALS

- A reliable on-demand service that doesn't require students to call a dispatcher to book a ride
- A dependable on-demand algorithm that doesn't require manual trip planning for the 200 ride requests per night received by UTS
- A fixed-route service that doesn't rely on timetables, but gives accurate ETAs

OUTCOMES

- Wait times for fixed-route healthcare services improved from ~10 minutes pre-COVID to ~2 minutes
- Established a streamlined on-demand service with no manual trip planning
- Hardware improvements deliver accurate ETAs for fixed-route services, cutting down on rider complaints

50

Vehicles

90

Average OnDemand rides per day

7,400

Average Fixed Route rides per day



"TransLoc OnDemand allowed us to grow our SafeRide service to better meet student need. Having a tool that does most of the work for us has improved the flow of our whole operation."

Patrick Clark, Alternative Transportation and Mobility Manager



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