



Ada County Highway District Modernized Operations with RidePro

The **Ada County Highway District (ACHD)** oversees the public highway system in Ada County, Idaho, which includes Boise, the state capital, and serves nearly 1 million residents.

Within ACHD, Commuteride is the main resource for smart commuting alternatives, working with individuals, employers, and community partners in the Treasure Valley.

Commuteride operates around 106 vans and supports 600 to 700 active participants with a team of eight full-time staff. The program offers various transportation options, such as vanpooling, carpooling, public transit, and biking, aimed at reducing congestion, improving air quality, and optimizing existing infrastructure.

TESTIMONIAL

"All things mentioned (like ease of use, reduction in manual work, operational efficiency, and percentage of fares paid on time) as well as 'paper trails' and improved accuracy across all aspects. We were able to complete the first submission of NTD data in half the time it would normally take, and with greater accuracy."

- Ada County Highway District, Commuteride Team

THE CHALLENGE

- **Paper-heavy operations:** Commuteride previously collected 100+ paper-based monthly ridership reports, which involved manual input that slowed operations and increased administrative burden.
- **Outdated technology:** An aging payment portal and disconnected systems limited staff efficiency and constrained program modernization.
- **Limited data reliability:** Manual processes led to data errors, time-intensive reporting, and inconsistent records.
- **Limited program visibility:** Staff lacked real-time insight into routes, ridership, and overall program performance.
- **Participants were unable to independently manage payment methods:** 700+ participants were unable to manage payment methods independently and depended on paper reporting.

THE SOLUTION

- **Selected for modernization:** ACHD selected RidePro through its procurement process to meet expanding reporting needs with a scalable, customer-facing platform designed for accuracy, efficiency, and long-term growth.
- **One unified platform:** RidePro replaced manual, fragmented processes with a single system for rideshare postings, user management, payments, and reporting.
- **Efficient digital experience:** Paper-based workflows were eliminated, creating a more efficient and consistent experience for both staff and participants.
- **Collaborative transition approach:** The migration emphasized transparency and full

“RidePro support is terrific. While you may not fully understand what will be needed or how to adapt internal processes, the support team will guide you and advise with years of experience. It made a stressful conversion much more manageable.”
- Ada County Highway District, Commuteride Team

staff involvement, ensuring teams were engaged throughout the process.

- **Thoughtful participant rollout:** Commuteride supported adoption by staff and program participants with training guides and a phased rollout following a pilot program.
- **Strong implementation support:** RidePro’s support team played a key role in guiding ACHD through conversion and helping staff adapt internal processes effectively.

THE RESULT

- Major staff time savings: Manual processes dropped from ~20 hours per week per staff member to just a few hours, freeing teams to focus on new vanpool formation, occupancy improvements, and outreach.
- Faster, more accurate reporting: ACHD completed its first NTD submission in half the time, reducing active processing by 50%+ (from ~3 weeks to ~1 week) with improved accuracy.
- Eliminated paper and data errors: Paper-based workflows were fully removed, eliminating handwriting errors, lost records, and corrupted files.
- Improved financial and fare management: RidePro simplified fare updates, streamlined financial workflows, and enabled easier integration with ACHD’s accounting systems.
- Better visibility into performance: Sustainability and ridership metrics became easy to access, allowing quick insights into participation and program performance without manual data collection.
- Enhanced rider experience and full adoption: Hosted forms and self-service accounts improved enrollment, monthly reporting, and fare payment, achieving full platform adoption across staff, employers, and riders.

~80% reduced manual effort

50%+ reduction in NTD reporting time

Disclaimer:

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