



Loyola University Chicago, MV Transportation, and TripShot

More Predictable Campus
Transportation Options

Summary

TripShot modernized Loyola University Chicago's campus transit service to provide riders, drivers and transit managers the ultimate flexibility and insights into the system. Riders can now request an on-demand ride through the TripShot app and follow the exact location of their vehicle, receive identifying driver information and monitor precise ETAs. MV Transportation Drivers receive fewer complaints from riders, have more control to take breaks, stay in communication with dispatch and are able to focus on driving. MV Transportation Dispatch utilizes a holistic view of transit operations and address any issues in real-time.

Problem

Loyola's 10,000+ undergraduate students take countless trips throughout the Chicago Metropolitan area. Students needed reliable transit options to get to and from the Lakeshore Campus, the Downtown Water Tower Campus, and the apartments and businesses around them. Previously, Loyola's 8-RIDE dial-a-ride service only accepted requests by phone, suffered from inaccurate wait times and was less intuitive for transit managers, resulting in less useful service with low rider satisfaction.



Transit Modes
On Demand

Future Options
Fixed Route

“ We've been impressed with TripShot's performance as our booking software for our late night safe ride program, 8-RIDE. Our students seem to use the app with ease. We're excited to see the possibilities of shuttle tracking with TripShot throughout this year and we anticipate great results.”

—GRETCHEN CAREY,
MANAGER, CAMPUS
TRANSPORTATION,
LOYOLA UNIVERSITY
CHICAGO



Loyola University Chicago's mobility services are operated by **MV Transportation**

“Rather than using separate technology solutions that can often complicate operations, TripShot brings everything we need in one package. TripShot's unified platform has made our service a lot more convenient for students to use. Students can book trips and know exactly when their vehicle will arrive and our drivers enjoy more predictable trips because of TripShot's intuitive interface and high uptime.”

—JALECIA WHITE,
MV TRANSPORTATION

Solution

TripShot empowered Loyola's dispatch team with a simple cloud-based solution that allows them to manage their system from anywhere, enabling Loyola's transit operations to be more adaptable, time-efficient and cost-effective. TripShot's ability to customize stops and geofences has allowed transit managers to improve stop arrival/departure detection in unique locations.



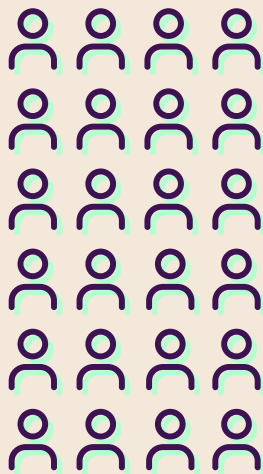
One, unified
solution for all
transit modes



Customized
geofencing to meet
unique service needs



Better UI for
improved student
rider experience



+675%

Growth in On Demand Ridership
within the first year

Results

TripShot elevates Loyola's campus transportation services and delivers real-time information at the fingertips of dispatch, drivers and riders. TripShot's On Demand feature is providing the Loyola campus community with a transportation option that is responsive to rider needs, easy to use, predictable and builds satisfaction. Currently, riders can use the TripShot app to book on-demand rides from 6PM to 1AM as far as 10 miles from campus. Students, dispatch and drivers have reported little to no issues running TripShot across Loyola's two campuses and surrounding neighborhoods.