

Case Study:



CASE WESTERN RESERVE UNIVERSITY

Cleveland, Ohio • www.case.edu

Overview: Case Western Reserve University, located in Cleveland, Ohio, recognized for its innovation, interdisciplinary collaboration, and community engagement, faced growing transportation demands across its urban campus. With a commitment to enhancing the campus experience through technology and service, the university sought a unified mobility solution to better serve its students, faculty, and staff.

Challenge: The university needed to integrate its on-demand transportation services into a single, seamless experience for riders. Operating multiple systems led to confusion among users and inefficiencies for the transportation team.

Solution: By implementing a unified mobility platform, the university consolidated its on-demand and responsive transport services into one app. This streamlined approach simplified access for riders and improved operational oversight.

Results: Improved rider satisfaction and operational efficiency.

Why It Matters: The integration empowered the university to deliver a more accessible, efficient, and user-friendly transportation experience for its campus community.

Features:

OnDemand

On Demand Vehicles:

16

Service Zone:

1

Service Area Sq. Miles:

3

Annual Rides
Requested:

190,000

Partnered with
TransLoc:

2023

"We have a job to do, to keep our riders safe and provide them with a quick and efficient ride. We will not fail. We will always move forward."

— Martin Wright, Asst. Director Transportation/Fleet Maintenance, Case Western Reserve