QRyde
by HBSS

Feonix Mobility and QRyde:
Non-profit organization creating cutting edge rural transportation networks

Who?

Feonix - Mobility Rising and their community partners

Where?

South Carolina, Michigan, Nebraska, and Texas

When?

Since 2018

What?

Used QRyde for Communities to reduce mobility gaps, and provide available, on-demand services to rural communities

Challenges

- Large service areas with diverse ridership needs

- Limited mobility and resources in rural communities (vehicles, drivers, hours of operation, etc.)

- Huge disparity of cancelled rides in rural vs urban areas

Overview

Feonix – Mobility Rising can be found supporting local communities across the country (in 4 states and 378 communities) as they work to eliminate transportation inequities for their neighbors.

Established in 2018, Feonix – Mobility Rising strives to be a leader in identifying improved mobility solutions for rural and urban communities. As a registered 501(c)(3) non-profit organization, Feonix has guided local leaders as they develop community-led strategies to address long-term mobility challenges that threaten cherished communities. Rooted in Mobility as a Service (MaaS), Feonix helps communities and partners integrate emerging technologies into local transportation ecosystems. Many Feonix/QRyde projects focus on filling mobility gaps in rural and transit isolated areas.

6,204 rides provided to over 30 communities between August 2018 - December 2020

The QRyde Solution

Feonix uses the QRyde technology platform which implements low-cost transportation solutions and can be accessed by call center, website, and smartphone app. The platform is used by riders, communities and caregivers to book multimodal trips.

The QRyde Marketplace provides a platform for all transportation providers in the network to accept or decline ride requests. This has proven to be a valuable business tool for providers big and small, as they do not need to purchase expensive software to dispatch their own rides. Riders also benefit by having a larger variety of transportation options.

The QRyde platform also allows medical campuses and case managers to act as mobility managers and allows them to dial in advanced options to meet the mobility requirements for each rider.

"QRyde has been a partner with Feonix-Mobility Rising as we have utilized their complex technology systems to serve our diverse clientele successfully. The unique community feature and provider framework allows us to use the technology like Lego's, and build out the platform to serve each region's needs."

Valerie Lefler Director, Feonix Mobility Rising

Key Improvements

Better manage healthcare rides by allowing the booking agent to see who all the transportation providers are and choose ones that best suit their client's specific mobility needs. For example, they can now choose only Non-Emergency Medical Transportation Accreditation Commission (NEMTAC) certified drivers or find a vehicle that is equipped with a wheelchair lift.

Implement successful volunteer driver programs using QRyde, such as the Winnebago Catch-A-Ride (WCAR) program in rural Winnebago County, WI. WCAR provided 84 rides from six volunteer drivers over the three month pilot period in 2019.

Provides MaaS using public transit, TNCs, private providers, etc. for seniors in South Carolina, Texas and Michigan. QRyde's web portal, app and call center allow community members of all ages to easily view all transportation options available to them and select the one that best meets their scheduling and budget needs. Riders have the ability to schedule multi-leg trips across multiple service providers (such as train, taxi, bike share, etc.). Customers enjoy the ease of making a single payment for a complete trip, while QRyde distributes fares to the appropriate providers on the back end.