QRyde
by HBSS

DCTB and QRyde:

Integrated ParaTransit and MicroTransit Scheduling System in Delaware, OH

DELAWARE COUNTY TRANSIT

DELAWARE FLEX

740-363-3355

WWW.DELCOTRANSIT.COM

Who?

Delaware County Transit, OH

Where?

Delaware County, OH

When?

Ongoing beginning in May 2019

What?

QRyde's integrated system for Paratransit and MicroTransit utilizing its Global Scheduling Engine (GSE)

Challenges

- Under-utilized Fixed Routes due to longer ride times for passengers

- Challenges in scheduling and dispatching for its Paratransit and Fixed Routes

- Seeking a technology partner who could work with them to address their challenges
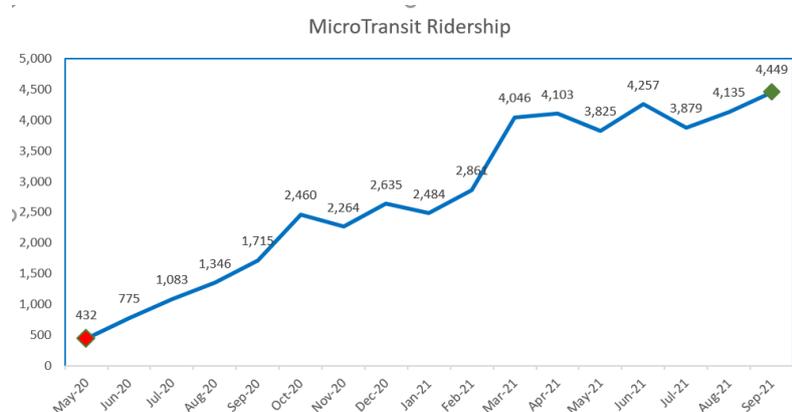
Overview

DCT operated a Fixed Route and a Paratransit service in Delaware County, OH.

In 2019 DCT converted its Fixed Route services to a flex route prior to the pandemic. In May 2020, DCT discontinued its Fixed Route and operated a On-Demand MicroTransit in the City of Delaware, OH.

HBSS created a zone based MicroTransit system utilizing its GSE to allow DCT to operate its vehicles in the region. DCT provides a response for a ride request within 15 minutes and auto-schedules the rides on existing routes.

DCT utilizes the same system and the QRyde Scheduling engine to batch schedule the Paratransit rides

MicroTransit Ridership

Month	Rides
May-20	432
Jun-20	775
Jul-20	1,083
Aug-20	1,346
Sep-20	1,715
Oct-20	2,460
Nov-20	2,264
Dec-20	2,635
Jan-21	2,484
Feb-21	2,86_
Mar-21	4,046
Apr-21	4,103
May-21	3,825
Jun-21	4,257
Jul-21	3,879
Aug-21	4,135
Sep-21	4,449

4,449 MicroTransit rides / month, 3.3 PPH, $25.87 cost per trip

The QRyde Solution

HBSS was selected by DCT to implement an single integrated scheduling and dispatching system for its Fixed Route, Paratransit and MicroTransit services.

DCT utilizes the QRyde Global Scheduling Engine (GSE) to optimally schedule advanced bookings for DCT's Paratransit operation as well has handle will-calls for its MicroTransit services expeditiously by keeping track of available vehicle capacity in real-time.

DCT's passenger, Tony, says "I like that instead of having to ride the full route to get where I want to go, it's faster and more direct – less time spent traveling, more time at my destination." (source: https://www.delgazette.com/news/85211/flex-now-option-for-city-transport)

Since implementing the QRyde solution DCT's MicroTransit ridership is now comparable to its previously operated Fixed Route service while increasing its revenue miles and reducing its per trip cost

"It has always concerned me to use an "off the shelf" scheduling and dispatching product since the transit system would have to adjust operations to work with the software. From our RFP and their proposal, we believed that HBSS was a software company that would work with us to customize the software to adapt to our operational model. After beginning to use the software, we were hit with the worldwide pandemic and needed to adjust our services. We implemented a new micro-transit service in place of our fixed routes and worked with HBSS to modify the software to work for our needs. Although we are still "tweeking" elements, HBSS has been patient and understanding and has continued to modify the software for our needs. This has been a learning experience for all of us but one that has exceptional benefits. In addition, as smaller transit systems understand, operating funds are difficult to come by since many of us do not have a committed source of local funding. Capital funds are typically much easier to get. Other software programs require a monthly cost based on the number of users or vehicles. HBSS allowed us to make a capital purchase without a monthly expense that sacrifices our available operating funds. I would recommend HBSS's QRyde software for any transit system and especially the smaller ones that have limited resources."

Denny Schooley
DCT Director

Key Improvements and ROI