



BT and QRyde:

National Cooperative Highway Research Program Report



In 2016, Bloomington Transit contracted HB Software Solutions (HBSS) for a new paratransit scheduling platform called QRyde. Bloomington Transit began using the new technology January 1, 2017. As shown in Table 7, Bloomington transit saw an increase in paratransit ridership of about 1,000 trips from 2016 to 2018. The new technology helped improve efficiency with an increase in both passengers per revenue hour and revenue mile in 2017. Bloomington Transit attributes this improved performance directly to the adoption and implementation of QRyde.

Table 7 Bloomington Transit Paratransit Performance, 2015–2018

Year	Revenue Hours	Revenue Miles	Passenger Trips	Pass. per Rev. Hr.	% Change	Pass. per Rev. Mile	% Change
2015	15,980	144,300	33,840	2.12	N/A	0.23	N/A
2016	15,010	136,980	33,970	2.26	7%	0.25	6%
2017	13,970	138,260	34,910	2.50	10%	0.25	2%
2018*	11,680	103,670	26,900	2.30	-8%	0.26	3%

Note: 2018 reflects January to September only. Source: Bloomington Transit

Five year costs for the technology are shown in Table 8. This includes one-time capital costs of start-up and additional modules as well as annual operational costs. Total start-up costs were just under \$100,000. Operational costs are about \$20,000 per year with additional capital costs for any additional modules added to the platform. In 2018, Bloomington Transit added the Interactive Voice Response (IVR) Module to allow for automated notifications (e.g., reservation reminders, cancellations, etc.). Next year (2019) the agency plans to add another module which will allow passenger to make reservations online.

Table 8 Bloomington Transit QRyde Cost Estimates

Year	Capital Costs	Operational Costs	Total Annual Costs
2017	\$92,400 (Initial Start-up Software and Hardware)	\$6,900	\$99,300
2018	\$3,400 (Add IVR Module)	\$15,300	\$18,700
2019	\$7,000 (Add Online Reservation Module)	\$19,200	\$26,200
2020	N/A	\$19,800	\$19,800
2021	N/A	\$20,400	\$20,400

Source: Bloomington Transit



Outcomes

With the adoption of QRyde in 2017, paratransit:

- Ridership increased by 3%.
- Passengers per revenue hour increased by 10%.
- Passengers per revenue mile increased by 2%.

Lessons Learned

- Overall Bloomington Transit claimed to have a positive experience with QRyde. The agency had to make some adjustments to daily activities, such as having their drivers now use tablets to review their schedule rather than paper schedules.
- Make sure to have a contact at the software company who can respond to any tech support questions.
- Be sure to test out all the features before the official launch. For example, make sure the reporting function provides the data in the desired format (e.g., daily totals, monthly totals, annual totals, etc.)

Contact

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