City of Chelsea and QRyde:

Making a Difference for Families Affected by the COVID-19 Pandemic

Overview

The City of Chelsea, MA (approximately 2.5 square miles) is offering food deliveries and assistance for anyone experiencing financial hardship and under quarantine. Residents who have tested positive for COVID-19 or anyone else who is quarantining are eligible to receive a box of assorted veggies, fruit and other healthy groceries.

Challenges

- Coordination and communication between food providers, drivers and City staff
- Establishing the most efficient route for food delivery

The QRyde Solution

QRyde coordinates food pickup and drop off Monday - Friday from 8:00am - noon. The deliveries are booked electronically by the City using the QRyde Community Portal. Then, drivers pick up prepackaged food boxes from a central location, and deliver them to families using optimized routes provided from the QRyde Driver mobile app. When the driver approaches the contact free drop-off location, the recipient receives an Interactive Voice Response (IVR) and SMS (text). When the drop off is complete, the driver uses the app to document the drop-off by taking a photo of the delivery.

Key Improvements

478	food boxes delivered in 3 weeks
172	houses delivered to (519 adults, 298 Children)
251	food boxes delivered in 3 weeks
83%	increase in efficiency
✓	Lowered operating costs and carbon footprint

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