



DCTB and QRyde:

Integrated ParaTransit and MicroTransit Scheduling System



Who?

Delaware County Transit

Where?

Delaware County, OH

When?

May 2019 - Present

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

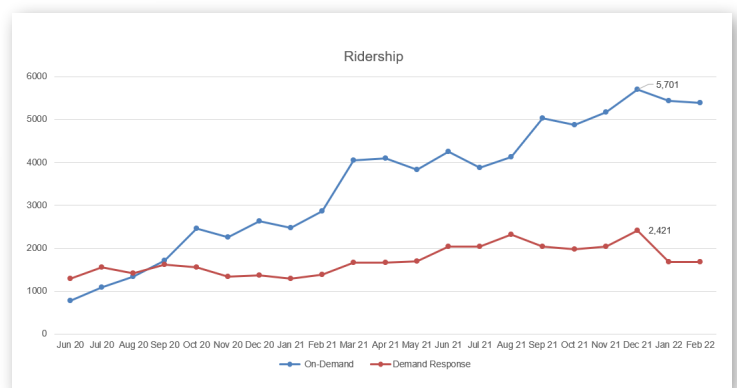
Overview

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.



5,701 MicroTransit rides / month
4.05 Passengers Per Vehicle Hour
\$26 cost per trip (down from \$61)

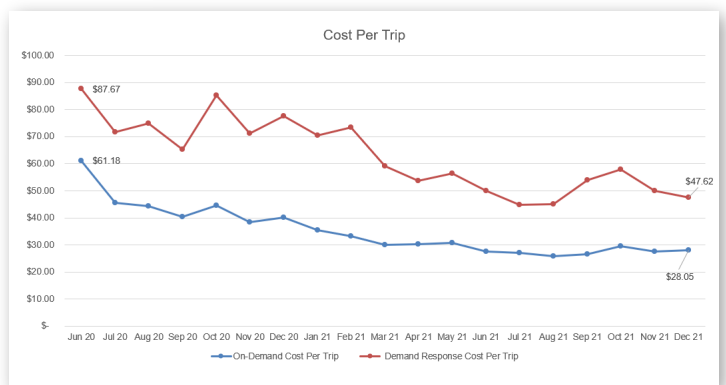
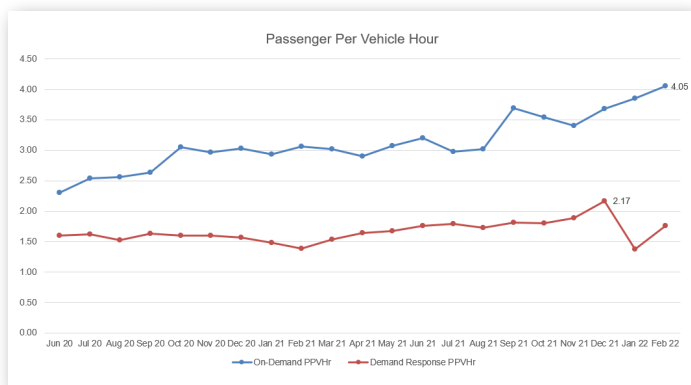


The QRyde Solution

HBSS was selected by DCT to implement a 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 as 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
- Dispatch in Auto mode. 95-97% same day rides are auto assigned on a daily basis to the best route based on deviation, time windows, driver / vehicle constraints with no dispatch intervention

Key Improvements and ROI



"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