GDOT and QRyde:

State-wide Paratransit Scheduling System for 5311 & 5310 programs in Georgia

Who?

Sub recipients of the Georgia Department of Transportation

Where?

in 120 Counties across the State of Georgia

When?

January 2020 - Present

What?

QRyde's hassle-free, comprehensive process for timely completion of billing with access to our comprehensive Dashboard and data at their finger-tips.

Challenges

- Under-optimized routes Operational issues in managing multiple offices
- Challenges in scheduling, dispatch and file upload
- Multiple funding sources with a plethora of rate structures resulting in delays to the monthly billing

Overview

The sub-recipients in Georgia operate a mixed fleet of vehicles for their 5311 and 5310 programs and company owned 15 passenger vans.

Some sub-recipients used to log into multiple sites to run their operations because they have multiple remote offices.

The most important and arguably the most challenging aspect of the Sub-recipients' operations is their billing process. Sub- recipients service hundreds of HSP's, in addition to Medicaid, private pay contracts, and Rural General Public (5311) work. The rate structure.

65,000 rides ferrying
2,350 riders Jan-Mar 2020

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The QRyde Solution

HBSS was selected as a prime contractor to implement its Scheduling and Dispatching system across 120 counties (managed by 80+ sub-recipients). QRyde developed an ADA-compliant fully Integrated Transportation Management System (ITMS) for the agencies where different modules like Dispatch, Scheduling and Reporting run off the same database and all the modules are plug-n-play.

The sub-recipients utilize the Global Scheduling Engine (GSE) to optimally schedule advanced bookings as well as handle will-calls expeditiously by keeping track of available vehicle capacity in real-time.

QRyde also developed a File Upload procedure which allows for the seamless integration of DHS and LogistiCare trips on a daily basis. Additionally, QRyde can identify recurring trips within the uploaded files, and assign these to vehicles based off of previous assignments. This tool saves each sub-recipient significant time when scheduling daily or recurring trips.

GDOT and HBSS Accomplishments

80 Sub-recipients Live Today. That's:

112 Counties

270 Users

5,213 Trips Scheduled Each Day

1,672,000+ Rural Trips Performed During FY2019

32,154 Rural Trips Performed Each Week

512 Dispatching Tablets Issued

275 Dispatching Tablet Mounts Issued

GDOT Dashboard with Various Operational and Data Reports

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Key Improvements

- Consolidated the reporting system
- Simplified Billing and Reporting for multiple funding sources for all agencies, automated scheduling
- Rider app implemented across the state to allow booking with any agency
- State-wide reporting and dashboard access to GDOT across all sites
- Optimized Ride Scheduling across multiple offices

"At first we were skeptical if QRyde would be able to replace our existing customized system that we had been using for over 15 years! We were very happy with the implementation and hands-on that QRyde staff provided. Our scheduling process is now streamlined across four offices and our billing and reporting procedures are simplified. We are very happy with QRyde."

Debbie T. Hobdy, CEO,
MIDS Transportation Inc.

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