EXECUTIVE CASE STUDY | PUBLIC TRANSIT MODERNIZATION

Delaware Transit Corporation & QRyde

NEXT-GENERATION INTEGRATED PARATRANSIT & MICROTRANSIT PLATFORM

CONSOLIDATION MILESTONE

Complete Legacy Replacement: Successfully replaced **Via** for Microtransit (DART Connect) and decommissioned **Trapeze PASS** for Statewide Paratransit & Flex into a single unified cloud platform.

+7.23% IMPROVEMENT IN THE FIRST MONTH
81.59%
System-wide OTP

DTC VUI CALLS (JUNE - SEP 2026)
19,696
16.41% Human Transfer Rate

CUSTOMER PORTAL
20%
Demand Rides

HARDWARE SAVINGS
$500k
5-Yr Tablet Radio ROI

STATEWIDE DISPATCH PERFORMANCE (LAUNCH DATE → JULY 2026)

Operating Region	Pre-QRyde	Post-QRyde	Impact Gain
New Castle County (NCC)	58.90%	72.87%	13.97%
Sussex County (SC)	78.30%	88.30%	10.00%
SC Contractor (SC CONTR)	69.63%	75.93%	6.30%
Kent County (KC)	83.40%	86.57%	3.17%
Fleet Total Average	**74.36%**	**81.59%**	**7.23%**

OPERATIONAL MODERNIZATION

Core Drivers

The collaborative partnership between DTC and QRyde solution engineers unified disparate dispatch tools into a single multi-county Control Center.

Single Prepaid Farecard
Replaced fragmented cash/voucher handling with unified automated prepaid accounts, eliminating manual reconciliation.

DART Connect (Microtransit) Recovery
Georgetown surpassed baseline at **74.8 daily rides (+0.8%)** and Newark hit **+4.7% June 2026** growth post-Via transition.

Rider Self-Service
Customer portal and mobile booking shifted **20% of demand rides** directly to automated digital intake.

Strategic Partnership Mandate: Dedicated solution engineers and project managers partnered directly with DTC operations to engineer a **custom next-generation integrated paratransit and microtransit platform**, driving rapid modernization, process automation, and measurable operational ROI.

MEASURABLE ROI

Value & Efficiency Delivered Across Milestones

Date	Initiative & Solution Delivered	Business Value & Return on Investment (ROI)
Feb 2026	🎧 Call Center eREP Launch	Deployed automated AI reservation assistance for call takers, managing passenger bookings, cancellations, and live ETA tracking.
Apr 1, 2026	🚀 Accelerated Go-Live	Migrated **3 weeks ahead of schedule**, establishing a unified multimodal Control Center across Microtransit, Paratransit, and Flex operations with the legacy system inoperable
May 2026	🖥️ Customer Portal Rollout	Drastically reduced manual data entry bottlenecks, enabling riders to book **20% of all demand rides electronically**.
Jun 2026	💳 Unified Single PREPAID Farecard Automation	Eliminated manual card entry by automating prepaid balance management, directly saving **2 full-time equivalent (FTE) staff positions**.
Jul 2026	⚙️ Legacy Trapeze Decommissioning	Finalized comprehensive Flex testing and fully **decommissioned legacy Trapeze software** across Delaware divisions.
Oct 2026	📡 Tablet Voice Radio Replacement (anticipated)	Replaced expensive specialized vehicle radio hardware with native, tablet-based digital voice communications, yielding **$500,000 in projected savings over 5 years**.
Oct 2026	↔️ Control Center eREP Dispatch (anticipated)	Deployed automated dispatch intelligence for routine operations.
Oct 2026	🔗 Unified Trip Brokering (anticipated)	Integrated an automated platform that enables transportation providers to broker and invoice overflow demand directly through Transportation Network Companies (TNCs) and local taxi fleets.

© 2026 QRyde. All Rights Reserved. | info@qryde.com | qryde.com | 978-379-0010