EXECUTIVE CASE STUDY | PARATRANSIT & DEMAND RESPONSE

Vermont Agency of Transportation (VTrans)

UNIFIED CLOUD PLATFORM ACROSS 5 VERMONT AGENCIES

STATEWIDE TRANSFORMATION

QRyde replaced Vermont's legacy on-premise environment with a unified cloud platform for demand response and paratransit operations, connecting agencies through centralized scheduling, dispatch, provider coordination, Medicaid billing, and shared operational visibility.

DEMAND RESPONSE (ADA PARATRANSIT)
640K+
Statewide (average)

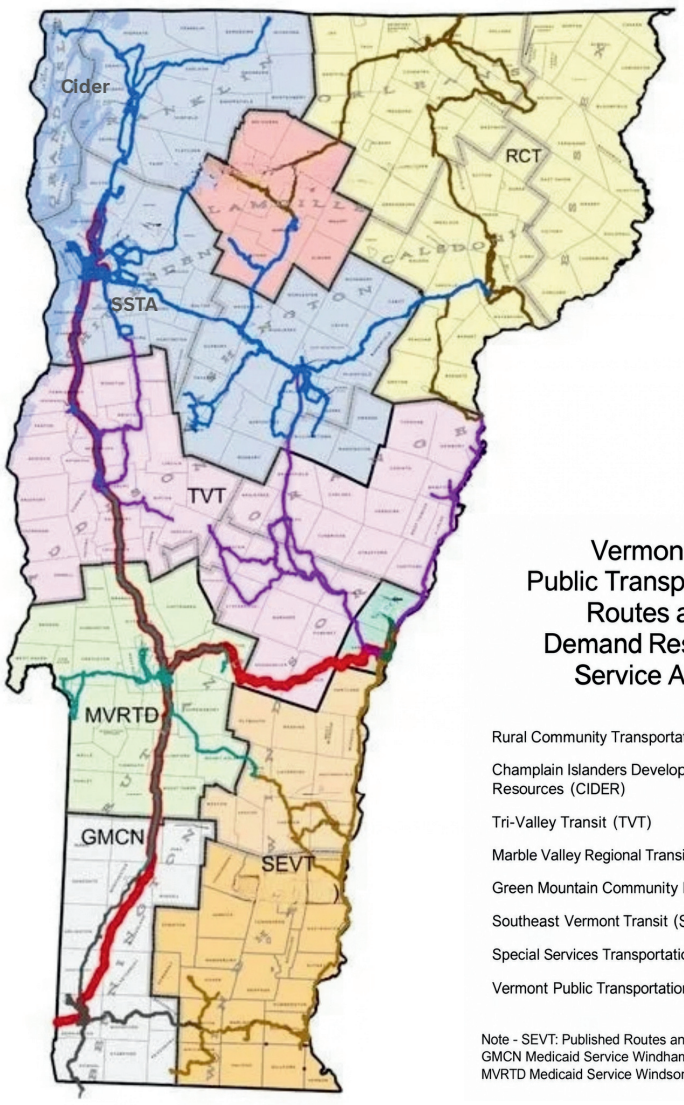
VEHICLES MANAGED
440+
Statewide (average)

AVERAGE OTP
86.93%
Across deployed sites (through Aug 2026)

NEMT TRIPS
200K+
Statewide (average)

VERMONT DEPLOYMENT FOOTPRINT

5 AGENCIES | STATEWIDE COVERAGE



Vermont's Public Transportation Routes and Demand Response Service Areas

Rural Community Transportation (RCT)
Champlain Islanders Developing Essential Resources (CIDER)
Tri-Valley Transit (TVT)
Marble Valley Regional Transit District (MVRTD)
Green Mountain Community Network (GMCN)
Southeast Vermont Transit (SEVT)
Special Services Transportation Agency (SSTA)
Vermont Public Transportation Association (VPTA)

Note - SEVT: Published Routes and E & D Service, GMCN Medicaid Service Windham County, MVRTD Medicaid Service Windsor County

KEY SOLUTION CAPABILITIES

1. **Complete Online Single Portal**
   Single online portal for booking, trip management, scheduling, and dispatch.
2. **Medicaid Billing + Eligibility**
   837/835 billing, 270/271 eligibility, reconciliation, and custom reporting.
3. **Volunteer Driver Support**
   Agencies coordinate statewide transportation through staff, volunteers, and friends-and-family drivers, with **70% of trips served by volunteer drivers**.
4. **Payroll Efficiency & Labor Savings**
   Custom payroll reporting reduced report-generation time **from 2 days to 2 hours**, significantly reducing manual effort.
5. **Broker + Transportation Provider Operations**
   Agency-level broker/provider control with taxi and provider coordination.
6. **Microtransit + Demand Response**
   SEVT microtransit + demand response in the same platform.

THE QRyde TECHNOLOGY PLATFORM

One cloud platform connecting scheduling, dispatch, fleet visibility, billing, compliance and multi-agency operations.

Dispatch 360
Demand Response & Paratransit Operations

- Scheduling and dispatching
- Real-time trip management
- Same-day dispatching
- Late-trip management

Global Scheduling Engine
Automation & optimization

- Batch scheduling
- Continuous trip optimization
- "What If" scenarios
- Dispatcher support with "ASK SAM" multi run selection

Integrated Billing & Compliance
Medicaid + Reporting

- 837/835 Medicaid billing
- 270/271 eligibility verification
- Automated reconciliation
- Custom reporting
- Secure, role-based access

“Our experience with QRyde has been fantastic. The QRyde Software is by far superior to our previous software. The Dispatch 360 Software is my favorite module with real-time tracking and same-day dispatching and more. "**The customer service with QRyde has been phenomenal and cannot be paralleled with anything we have experienced."** This is by far the best transition that we have had and the best software that we have seen for our high trip volume and incredibly high compliance issues in Vermont. "**The custom report for payroll helped reduce the time to generate this report from two days to two hours."**”

Christine Howe
General Manager
Southeast Vermont Transit

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