QRyde
by HBSS

PHT and QRyde

Providing a safe and efficient public and specialized transportation for patrons in the Black Hills region in rural South Dakota.

Prairie Hills TRANSIT

Who?

Prairie Hills transit

Where?

Spearfish, SD
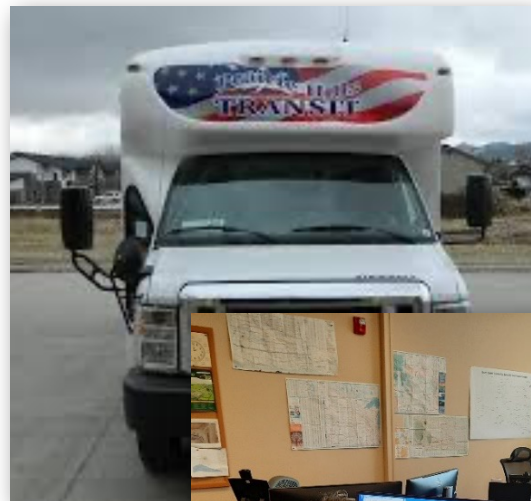
When?

2006 - Present

What?

Implemented a county based scheduling system, mobile data terminals and extensively customized reporting for multiple funding sources in the rural Black Hills region.

Challenges

- Maintaining operations, efficiency, and profitability without sacrificing customer service

- Needed a software solution that was easily scalable and would enable growth as they expanded service areas into multiple counties

- Finding ways to address the unique challenges that are presented when serving rural communities

Overview

PHT is a non-profit corporation dedicated to providing public transportation in the black hills regions in South Dakota. They also provide services non-emergency medical transportation, as well as trips for shopping, banking, nutrition, employment, schools, day care, volunteer activities and social events.

The QRyde Solution

Deployed:

- Enterprise solution with web-based scheduling and real-time dispatching capabilities

- Mobile data terminals were in 2006 and were gradually migrated to the COTS Android tablets

- A comprehensive point & click reporting on any metric the system captures for the funding sources

Key Improvements

✓ **PHT operates in 8 counties and provides over 400 rides/day**

✓ **Improve Customer Service**

✓ **Kept up-to-date with Technology**

"Response and efficiency was top notch. When the problem occurred, I was able to contact support right away, which is comforting. When the system locked up and running slow, the problem was top priority and handled within 30 minutes"

Lisa Johnson,
Operations and Information
Director