QRyde
by HBSS

SoNCVet and QRyde
Providing "no boundaries" transportation coordination across western North Carolina

SoNCVet

Overview

The South-western NC One-Call One-Click Center for Veterans Transportation (SoNCVet) offers demand response services (NEMT, employment, school, senior centers, grocery and general shopping), deviated fixed routes and veterans transportation. SoNCVet takes a "no boundaries" coordination approach to NEMT and general transportation.

Challenges

- Rising cost of demand response service delivery (fuel, aging fleets, etc.)

- Decreased operating funds available

- Long distance travel to major medical/ dental facilities/VA centers (as much as 300-500 miles one-way)

- Inadequate access to employment

- Long hours of wait time for medical passengers

The QRyde Solution

QRyde allows agencies to coordinate long distance rides by pre-arranging transfer points and notifying other agencies of scheduled/ planned trips passing through other counties.

The QRyde software supports and improves coordination. "Offered trips" are easily sent from the booking system to the trip board where transportation providers can view and accept them. Accepted coordinated trips automatically split by provider and are updated in the booking system. All information is then retained for simplified billing.

Key Improvements

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