



HBSS

HBSS Connect Corp. is a transportation solutions provider of microtransit, demand response and paratransit, brokerage management, and fixed route transit technology systems. Founded in 1997 and headquartered in Massachusetts, HBSS is a certified Disadvantaged Business Enterprise (DBE) and a Minority Business Enterprise (MBE) in several states.

Software Services

- Micro transit software
- Electronic payment
- Fleet management software

Website

- <https://qryde.com/>

Contact

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References

- Feonix - Mobility Rising
- Georgia DOT, GA
- Prairie Hills Transit, SD

Experience



HBSS has 23 years of experience working with statewide organizations such as Transportation Departments, Health and Human Services Departments, Departments of Developmental Services and Public Health as well as School Districts. The company currently manages and maintains more than 50,000 trips on a daily basis for customers with disabilities, seniors, veterans, Medicaid, and Medicare recipients, children with special education needs, people with behavioral and mental health issues, and the general public.

HBSS has served disadvantaged communities across the country, providing on-demand transportation to small



urban communities (Massachusetts Regional Transit Authority), booking trips for seniors (AARP Ride@50+), providing mobility software services in rural communities (Prairie Hills Transit), and developing a mobility service in tribal communities (Yazoo Tribe and Cherokee Indians).

Services

HBSS' QRyde MicroTransit technology is focused on being a revenue generator. QRyde is a one-stop-shop for microtransit services, from booking and paying for rides to dispatch systems and routing technology.

The QRyde rider app shows riders all available transit options and allows them to book a customized trip that meets their scheduling and budget needs. The QRyde/FareCard™ system allows an agency to manage electronic fare cards using a single portal. It also offers payment cards that can be funded from multiple sources and can work on multiple providers, simplifying the process of transfers. The cards are QR code-based and allow for contactless payments.

The agency's call takers, schedulers, dispatchers, and administrative staff will have web-based access to a set of integrated tools to book, schedule, dispatch, and report on trips. The QRyde Global Scheduling Engine (GSE) simplifies dispatching by creating optimized routes. As additional trips are added throughout the day the "Ask SAM (Find Best Route)" module will make recommendations for dispatchers.

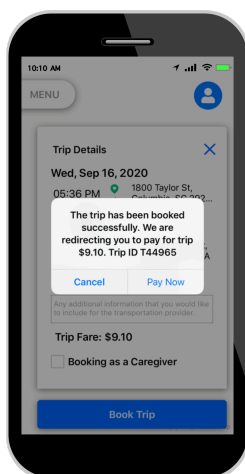
Using QRyde/ePad™ drivers will have the same tablet-based manifest used by Dial-a-Ride systems. As trips are added and canceled, drivers see color-coded updates. The tablets also provide real-time GPS vehicle location information so Dispatchers and Customers know where the vehicle is and when it will arrive. The GSE is a Self-Organizing Network scheduling engine, where the rides are already scheduled, and as field data comes the routes reorganize themselves by interacting with each other and exchanging rides. New trips are simply 'thrown' in and the best route grabs it. QRyde has an extensive zone-based scheduling capability and can assign vehicles within zones or counties.

Equity Engagement

HBSS is involved in civic engagement and facilitates incentives to the users through the beneficiaries of the community to foster economic development.

Language

QRyde is available in both English and Spanish. HBSS text-to-speech engines are available in multiple languages including English, Spanish and Portuguese.



Unbanked

HBSS provides passes/fare cards or accepts cash payments for unbanked populations. QRyde passes/fare cards can be issued by agencies, so those without access to a credit card will be able to book and take trips. Passes can be made available to a community or a facility for distribution. Passes are also available to the community members for purchase via the app or the web portal.

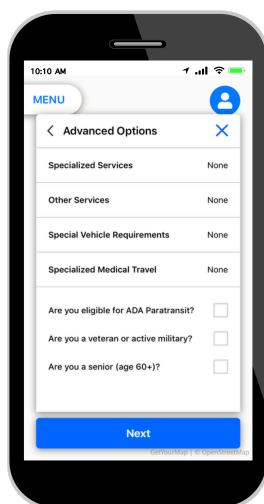
Access without Smartphone

For those without access to smartphones, rides can be booked through the call center or in person at a location chosen by the mobility provider. The payment can be completed using funds offered by the community or by using a credit card. Cash can be accepted at physical locations. If the rider avails a prepaid card through the agency, the rider can pay with the card on the vehicle without requiring cash on board. The prepaid card can be recharged by the driver in the vehicle using the QRyde driver app.

Accessibility

QRyde is fully compliant with ADA regulations and meets all FTA requirements for ADA-compliant paratransit services. When booking a ride, riders can request special services, such as mobility assistance, through the app or call center.

FINANCIAL



Cost

For HBSS's Software as a Service (SaaS) model, the majority of the funding will go towards the cost of provision of the service. The CMO voucher funding should cover the cost of remote training and materials.

Pricing

Prices for HBSS's products can vary greatly depending on the services provided and the number of software licenses desired.

Revenue

HBSS does not require a minimum revenue guarantee. With its SaaS model, HBSS will receive a small fee for every transaction.

Revenue can be shared between HBSS, the mobility transportation provider, and the partner agency. One revenue scheme could be that the voucher

recipient distributes the vouchers to riders using the QRyde platform. The rider would then purchase the voucher online, and it would be able to redeem the voucher for a ride from the selected mobility provider. The revenue would be distributed to the mobility provider and the distributor of vouchers. This could be achieved through an online fare accounting system.

Financial Sustainability

HBSS commits to the sustainability of projects by keeping recurring support costs to a minimum. HBSS follows a SaaS model, making it sustainable for partners to continue providing services.

Data

HBSS does not sell any data to third-party agencies or marketing companies, and is held in confidence using Oracle Service Cloud. No direct data access is provided at any user level to the entire system.

Access to functional sub-portals will be controlled at the user portal level by a sophisticated User Role Management (URM) module accessible only by administration staff. Each user group has customized screens that present only data authorized for that group's view, and allow review or editing based on access authorization. HBSS will provide partners' data for project evaluation purposes via reports, dashboards, and Application Programming Interfaces (API).

HBSS's HIPAA-compliant platforms are safeguarded at all times by impregnable physical defenses and two-factor authenticated logical security. Data encryption and strong authentication are key components of the defense-in-depth principle. HBSS's applications use Transparent Data Encryption (TDE) to address HIPAA requirements.

HBSS plans to follow all procedures for System Security as specified in MTA IT Security Policies & procedures, and will comply with those listed in the MTA Cybersecurity Requirements document. Any exceptions to the policy will be discussed and will be modified as needed upon mutual agreement.