OUR MISSION

# Empowering everyone to unlock the potential of mobility.

April 9th 2024

# Optimizing Your ADA Paratransit Services to Meet the Needs of the Modern Rider

2024 AzTA Annual Conference & Expo

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# Your Speakers

**Luke Friesen**

Channel Sales and
Partnerships Manager

**Spare**

**Estella Hollander**

Mobility Planner

**Mountain Line**

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# What to expect during this Spare workshop

Spare presentations are designed to be interactive, honest and **educational**.

- ✓ Going beyond the ADA

- ✓ Practical deployments and use cases

- ✓ Interactive Q & A with the audience.

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# Going **Beyond the ADA**

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# A look at the past

The ADA of 1990 is signed and sets the stage for ADA paratransit program

1990

Decades 1990s to 2020s

Fixed Route

Paratransit

**Spontaneous travel**
Riders have access to spur of the moment plans.

**Last minute changes are easily accepted**
Riders can travel on-demand

**Next-day basis only**
Complementary paratransit has operated on a next-day basis, consistent with the minimum requirements

**Last minute changes are detrimental**
Paratransit riders must know their plans and reserve their trips the day before they travel

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# Rethinking Paratransit

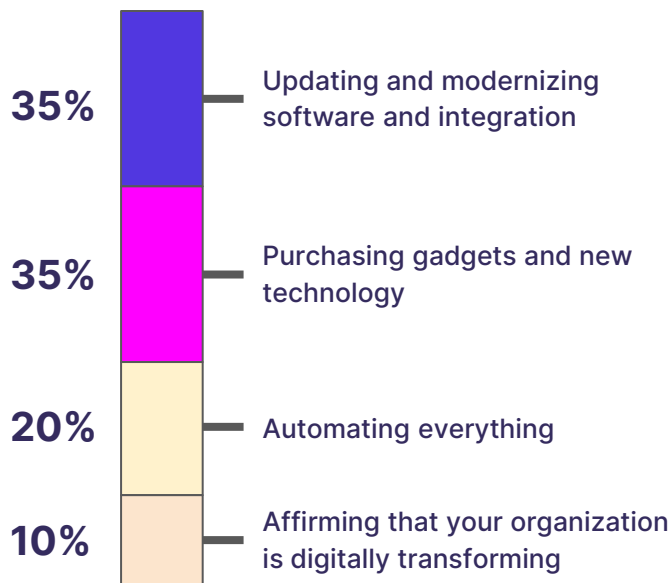Service
scheduling

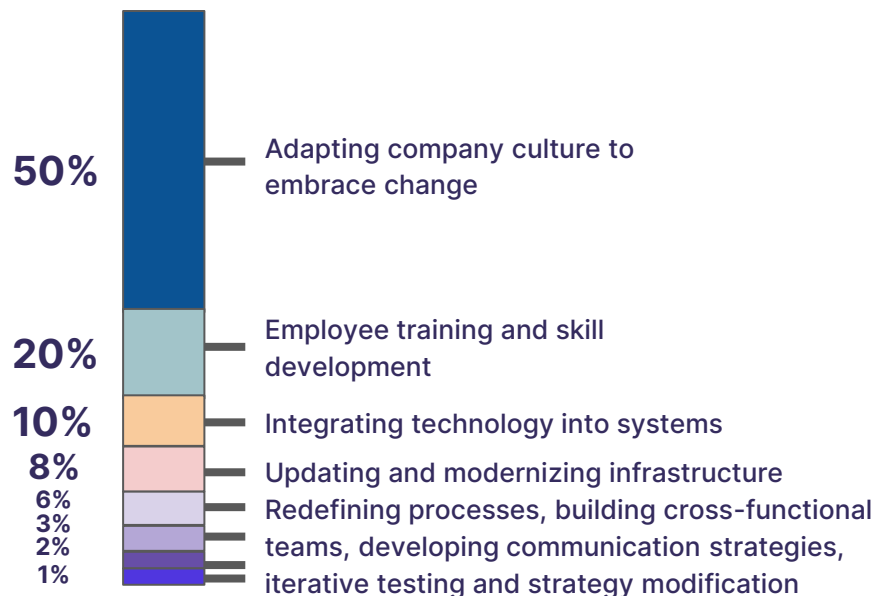Communications
& Notifications

Service
delivery

Eligibility

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Modernization requires a **mindset shift and an appetite for change.**

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# Change is more than just a technical exercise

## What we think digital transformation is

**35%** — Updating and modernizing software and integration

**35%** — Purchasing gadgets and new technology

**20%** — Automating everything

**10%** — Affirming that your organization is digitally transforming

## What digital transformation actually is

**50%** — Adapting company culture to embrace change

**20%** — Employee training and skill development

**10%** — Integrating technology into systems

**8%** — Updating and modernizing infrastructure

**6%**
**3%** — Redefining processes, building cross-functional
**2%** teams, developing communication strategies,
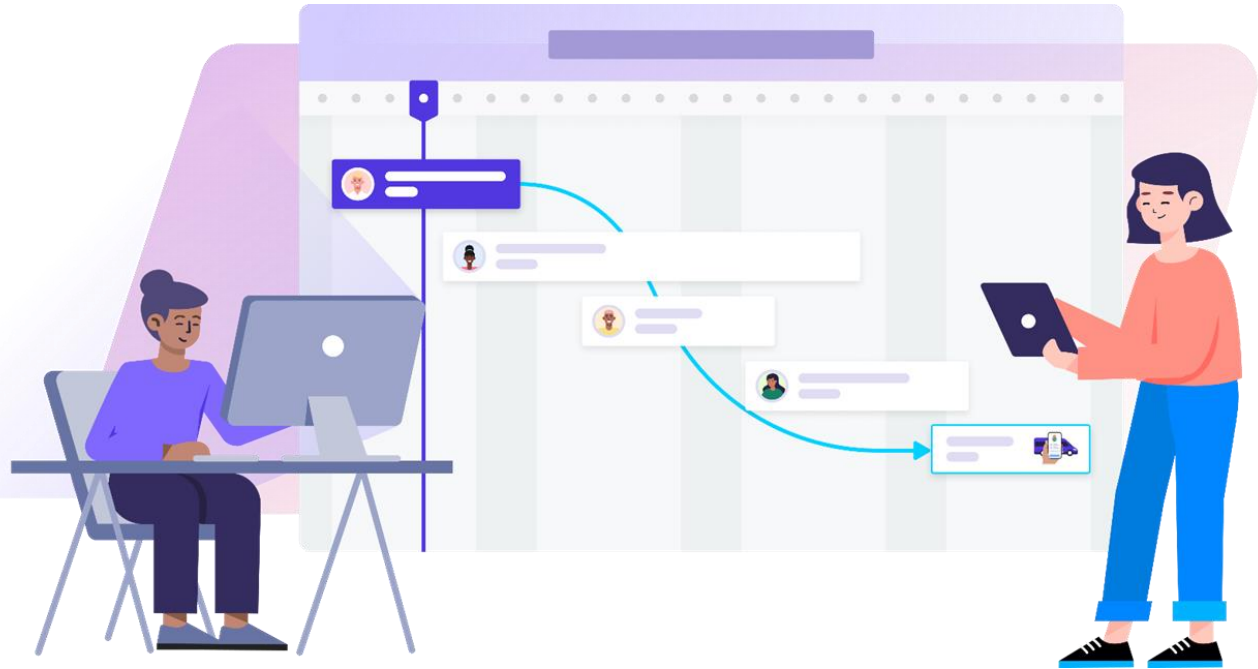**1%** iterative testing and strategy modification
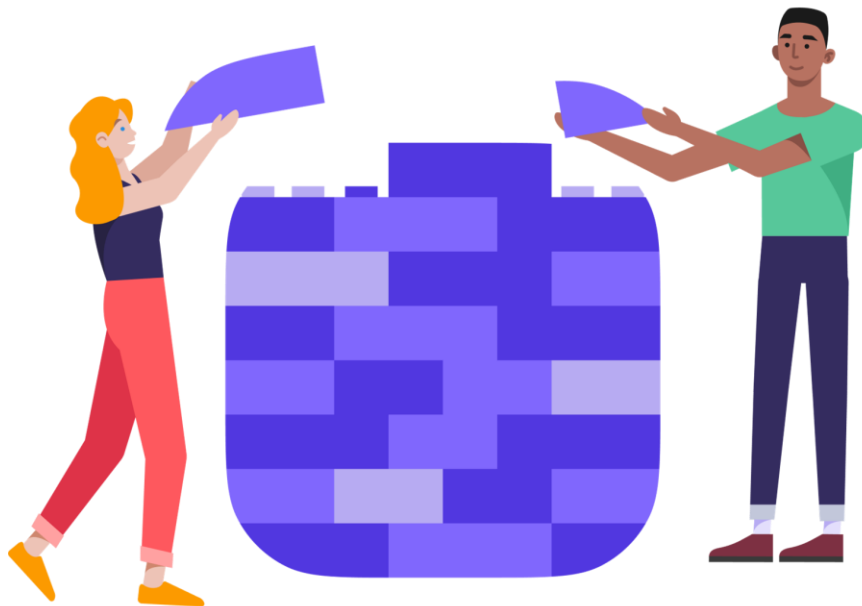
# How to make the
# **transition**

# End-to-end implementation process

A comprehensive implementation process that covers everything from project kickoff through to post-launch.

# The project blueprint

Jointly build the project plan, identify and mitigate risk, and conduct requirements building exercises to align service configurations to success.

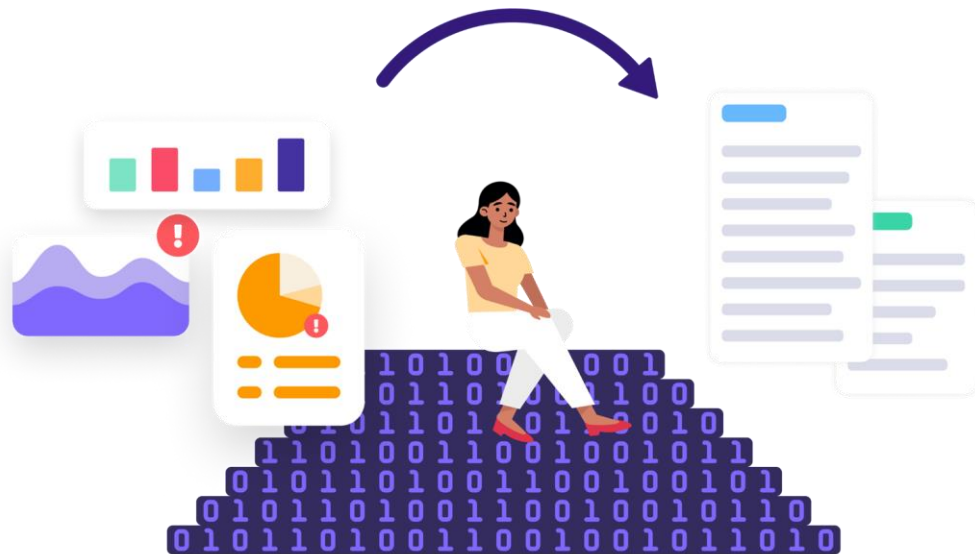Requirements gathering — Data migration — Training

# Data cleansing and preparation

Planning the long-term strategy for data quality, accuracy, ease-of-use and governance.



| Requirements gathering | Data migration | Training |

# Launch week at CapMetro

Training isn't just a process; it's an investment in the software's future usability.
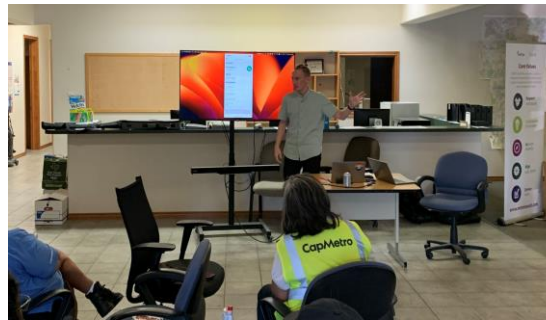


Requirements gathering — Data migration — Training

# CapMetro

# Launch week at CapMetro

> " Spare was here with us every step of the way. They were here with us at 3:45 a.m. in the morning at pullout, until it was time to go home that evening, and that happened every day.

# CapMetro

# Reimagining ADA paratransit in Austin

By transitioning their Access service to Spare including migrating all rider data in the span of three weeks, CapMetro reached a new service level that went beyond the ADA and improved the rider and agency staff experience.
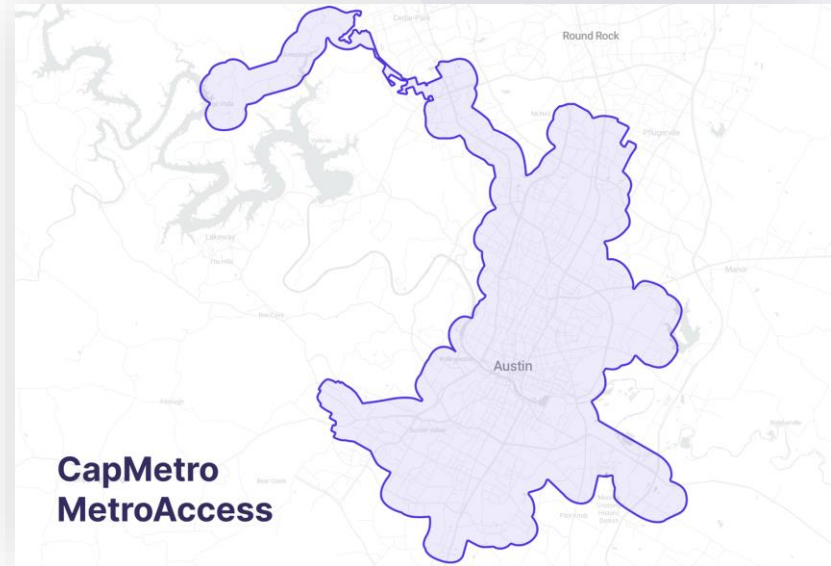


**CapMetro MetroAccess**

## >92%
OTP (Month 1)

## 100+
Daily maximum active vehicles

## 70,000
Monthly trips (Month 1)

# CapMetro

## The decision to transition to Spare

**Rider experiences were not modern**
It was challenging to give riders the modern experience that they deserved.

**The eligibility process**
Although CapMetro's thorough eligibility process is amongst the best in the country, they needed to heavily adapt their processes to fit with their software.

**Dispatch was very manual**
The manual system was inefficient, as trips weren't always allocated to the most effective schedule.

**System upgrades were lost**
Every time a system update was made, the customizations would have to be redone.

> "
> We ended up selecting Spare out of the group of all of the successful bidders because of their interface, the algorithms, the way it was a really intuitive interface, the ease of implementation and the security of the back-end of the system.

**Chad Ballentine**
VP of Demand Response and Innovative Mobility, CapMetro

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# CapMetro

# Partnered in CapMetro's success

> " We were cutting over from a over 20 year old system, so it was all hands on deck. We couldn't have done it without the Spare executive and product implementation teams. We worked hand in hand with them to launch this new software with minimal impact to our riders.

**Sara Sanford**
Director, Eligibility, Training, and Customer Management

**Eligibility**
Spare developed the eligibility system based on Metro Access processes.

**Training 500+ Staff**
Spare trained frontline dispatchers, eligibility & customer service team, and drivers to get ready for launch day.

**Post-launch**
Within the first 10 days of launch, CapMetro Access achieves a 98% OTP.

**ADA**

**ADA Compliant Service Configuration**
Spare configured service to stay within ADA-mandated regulations.

**Launch**
Spare executives, implementation team, product management team, and engineering team were on-site for 3 weeks to ensure a smooth transition from Trapeze to Spare.

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# Boost service efficiency for PSTA Access & MOD

Spare's Open Fleets – which integrated six fleet providers into Spare Platform – has allowed PSTA to power and commingle over 2,000 paratransit trips per day across Transdev, Uzurv, Wheelchair Transport, United Taxi, Uber, and Lyft. PSTA has seen a **192% increase in app usage** since the introduction of the Rider app, decreasing overall call time to their call center.
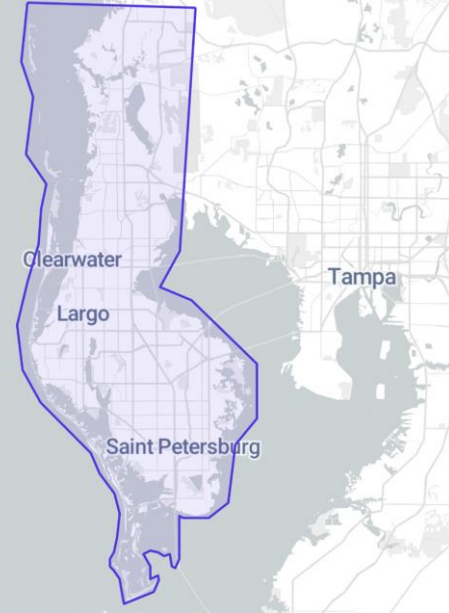
**95%**
On-Time Performance

**95%**
Rider Satisfaction

**18%**
PPVH Increase

**Pinellas Suncoast Transit Authority Service Area**

Clearwater

Largo

Saint Petersburg

Tampa

# End-to-end journey planning

**SPARE RIDER**

The direct interface for riders to plan, book and pay for rides on transit services powered by Spare. **A fully-automated rider experience.**

- ✓ Accessible and designed for paratransit

- ✓ Create a customized branded experience

- ✓ Native support for mixed fleets, including Lyft, Uber, UZURV, MTI, and iCabbi
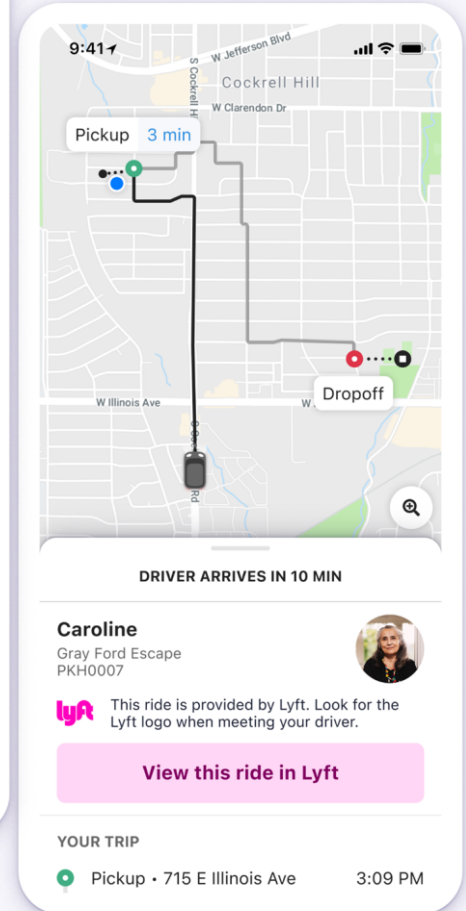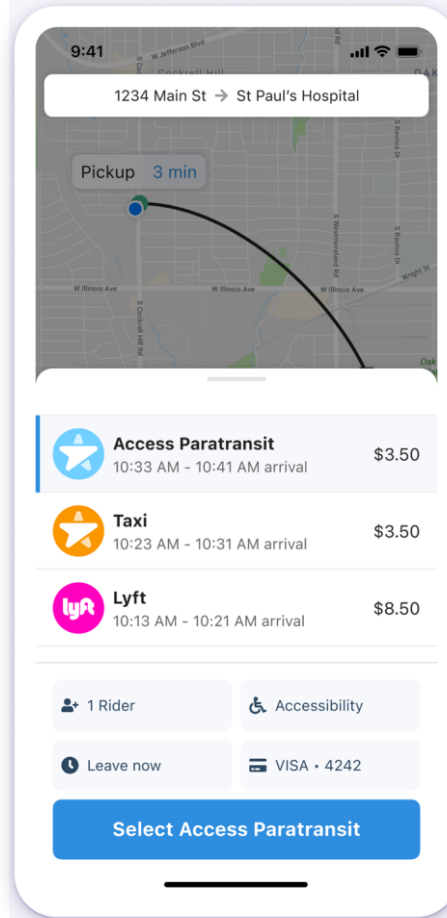
# Your powerful call center ally

**AI VOICE**

A conversational AI-powered agent that replaces systematic IVR call flows.

- ✓ Improve key call center metrics – avg wait time & handle time

- ✓ 24/7 availability helps cover after hours

- ✓ Offload routine inquiries, freeing human agent time

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Good evening, I need a ride next Tuesday at 2 PM

9:38 pm

Carlos, your ride has been successfully booked.

9:39 pm

# Q & A

## Ask us anything

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