Spare Platform: Demand Response Transit Software (DRTS)

The Regional Transit Authority
October 2025

spare

Demand Response Transit Software Solution - Implementation Details

Your Spare Team

Implementation Team (Pre-Launch Stage)

The Implementation Team, led by a **dedicated Project Manager**, is responsible for **end-to-end setup and deployment** of the Spare platform from kick-off to the platform launch. Their primary tasks include:

- **Project planning and coordination**: Establishing communication plans, timelines, and team responsibilities through kickoff and planning meetings.
- **System configuration**: Customizing Spare's platform based on the agency's service parameters and operational goals.
- **Data Migration**: Collection, understanding, transforming, and importing previous system data into Spare.
- **Training and testing**: Leading workforce training (dispatchers, schedulers, drivers, booking agents, etc.), executing testing (including UAT, simulations, dry runs), and ensuring launch-readiness.
- **Stakeholder management**: Collaborating with internal Spare teams (engineering, product, support) and client teams (ops, planning) to ensure all implementation activities are aligned.
- **Launch Support:** Coordinating resources, overseeing system readiness, and leading launch support both pre and post-launch.

This team typically can include the project manager, deputy project manager, implementation executive Overseer, and relevant Product/Engineering members when needed.

Partner Success Team (Post-Launch and Long-Term Support)

Once the system is live and stabilized, responsibility transitions to the **Partner Success Team**, who oversee ongoing service performance and optimization. Their responsibilities include:

- **Account management**: Maintaining strong long-term relationships through ongoing touchpoints, performance check-ins, and strategic planning.
- **Quarterly Goal Reviews (QGRs)**: Recurring data-driven sessions where performance is analyzed, KPIs reviewed, and new service goals set.
- **Issue tracking and escalation**: Managing technical, operational, or policy-related challenges that arise during operations.
- **Service optimization and planning**: Partnering with the agency to continuously improve the rider experience, refine configurations, and assess opportunities for expansion.

This team includes a Post-Launch Partner Success Manager and is overseen by a **Team Partner Success Manager**.

Handoff Process Between Teams

A documented and intentional **handoff** occurs between the Implementation Project Manager and the Post-Launch Partner Success Manager. This includes:

- Review and transfer of all project materials and decisions.
- A formal knowledge transfer process.
- Ongoing involvement of the Implementation PM during early post-launch to ensure continuity.

The implementation project manager remains actively engaged for approximately one month following launch to ensure a smooth and seamless transition from implementation to post-launch success.

Implementation Plan

Spare has developed a robust, tried-and-tested implementation approach that has consistently ensured the successful deployment of the Spare Platform across hundreds of transit agencies. Based on our experience setting up paratransit and eligibility services for agencies both very large and very small, Spare's implementation program for the RTA would span approximately **three months**.

We understand that the **RTA is targeting a project kickoff on January 5, 2025, with a full launch no later than April 1, 2025.** In alignment with this timeline, Spare recommends that the **core operational software** be launched as **Phase One** of the project. This ensures that RTA meets its intended schedule while still delivering all essential operational capabilities required for a successful transition.

Phase One will include the configuration, testing, and deployment of the following core functions:

- Trip booking and reservations (call center, app, and web)

- Scheduling and run creation

- Real-time dispatching and driver management

- Spare Driver App for in-vehicle tablets

- Billing and reporting

- IVR system integration for self-service and notifications

- Web portals for Agency and Rider access

- Spare Rider Smartphone App

- Outbound trip notifications

This timeline allows for a sufficient period to identify challenges early on, refine service planning and delivery, minimize project risk, and ultimately provide a successful service launch. Several activities will take place concurrently to ensure efficiency and adherence to the three-month delivery target.

Phase Two of the implementation will include Spare Eligibility, Complaints and Incident Management. Spare anticipates this implementation to begin following the Go-Live Launch for Phase One, and will span approximately **two to three months**.

Further integration requirements can be assessed during negotiations, which will allow us to provide a comprehensive plan for **Phase Three** of the implementation. Pricing and timeline for Phase Two will be provided upon completion of that additional mutual scoping effort. Phase Two may include:

- Le Pass / Moovit Integration
- ADP or Oracle Payroll Integrations
- VoIP

Implementation Stages - Phase One

Project Stage	Description	Resources

Stage 1: Project Kickoff
 	
 Expected Duration: 1 Hour
	Spare will hold a kick-off meeting with RTA to review the following:
	 • Roles & Responsibilities
	     ○ All of the key parties in the project for Spare and the RTA
	 • Review Spare Platform Suite
	     ○ Understanding of what the RTA has purchased and what we are working towards
	 • Project Overview
	     ○ Outlines the phases we are carrying out to complete the launch of Spare
	 • Timelines
	     ○ Giving an understanding of approximately how long each phase is scheduled for and the ultimate launch date
	 • Project goals
	     ○ Outlines current pain points, project goals, and KPIs to track
	 • Service Discovery
		Spare:
		 • Launch Manager
		 • Account Executive
		 • Launch Team Manager (optional)
		
		 RTA:
		 • Project PM
		 • Dispatch Supervisor
		 • Reservations Supervisor
		 • Eligibility Supervisor
		 • Executive Sponsor (if applicable)

Project Stage	Description	Resources
	○ A light discovery session to get a high-level understanding of the services that the RTA will be operating with Spare The outcome of the kick-off will be a consensus on the project approach and what the Spare team will be working towards for a successful launch.	
Stage 2: Requirements Gathering Expected Duration : 4 Weeks (*Stage 2, 3, &4 to run concurrently)	This phase is to collect information on how different departments and services are running today. In this phase we collect information regarding: **Service Parameters and Settings** • Service area boundaries (polygons) • Operating hours and days • Fare structures and rules • Accepted payment methods • Travel rules (e.g., transfer policies, maximum ride times, wait times) • Rider eligibility requirements • Service types (e.g., fixed-route, on-demand, paratransit, NEMT) **Reservations Processes** • Reservation responsibilities (who books, how, and when) • Standard Operating Procedures for reservations • Booking channels (app, web, phone, etc.) • Cancellation and no-show policies • Advanced booking vs. real-time request handling **Dispatch Processes** • Dispatch responsibilities and handoff points • Standard Operating Procedures for dispatching • Run/Duty Creation & Scheduling • Monitoring and managing trips in real-time • Communication protocols with drivers and riders **Driver Processes:** • Driver Check-In/Pull out Processes • Communication Methods • Rider Onboarding Processes • Payment Collection • Cancellation / No Show Processes • Breaks The goal of this phase is for Spare to have a full understanding of the operation we are migrating into Spare Operations.	Spare: • Launch Manager • Launch Team Manager (optional) RTA: • Project PM • Dispatch Supervisor • Reservations Supervisor • Eligibility Supervisor

Project Stage	Description	Resources
Stage 3: System Configuration Expected Duration : 4 Weeks (*Stage 2, 3, &4 to run concurrently)	In the system configuration stage, Spare will configure the organization settings and service settings: Configuring Spare Settings **Configuring Spare Settings:** • Time rules • Fare rules • Custom fields (for riders, vehicles, trips, etc.) • Fleet setup & break policies • Vehicle types (capacity, accessibility features) • Notifications (trip reminders, cancellations, delays, custom messages) • Role and permission settings (staff access levels, admin configurations) **Service Settings:** • Service Zone setup • Rider types and eligibility rules • Available payment methods • Boarding time configurations • Pickup window rules • Advanced booking windows • Booking Channels The goal at the end of this phase would be to have Spare Operations ready for user acceptance testing.	Spare: • Launch Manager • Launch Team Manager (optional) RTA: • Project PM • Spare Admin/Power Users
Stage 4: Data Staging & Field Mapping Expected Duration : 4 Weeks (*Stage 2, 3, &4 to run concurrently)	This phase focuses on understanding what data needs to be migrated into Spare by gathering samples of the existing data and conducting a field mapping exercise to ensure Spare can accommodate the necessary fields. Once the mapping is confirmed, we populate the Spare import file with sample data to validate the format and prepare for a smooth data migration into production. Data staging and field mapping we will focus on: • Rider Profile Data • Vehicle Data • Driver Data • Subscription/Recurring Trip Data The Goal of this phase is to be prepared for a smooth data migration into production prior to the booking launch.	Spare: • Launch Manager • Launch Team Manager (optional) RTA: • Project Manger • Data Analyst / Existing Scheduling system expert
Stage 5: User Acceptance Testing	The User Acceptance Testing (UAT) phase ensures that Spare's system is ready for live operations by validating its functionality with real users. Key staff—including	Spare: • Launch Manager

Project Stage	Description	Resources
Expected Duration : 2 weeks	reservationists, dispatchers, drivers, and administrators—actively participate to confirm the system meets operational needs. This phase includes: • Users complete a series of test scripts to simulate real-world workflows and validate system behavior. • Feedback & revisions where users provide input on what needs to be adjusted, and the team makes necessary changes. • Final UAT on revisions to ensure the system updates resolve initial issues and function as expected. • Driver dry runs to confirm drivers are comfortable using the app and that operational workflows are sound before launch. The goal of this phase is to get approval of the Spare set up to start migrating the settings into the Spare production environment.	• Launch Team Manager (optional) RTA: • Project Manger • Dispatch supervisor • Reservations Supervisor • Eligibility Supervisor • Operator Supervisor • Dispatch/reservations/Eligibility lead (Technology Champions) • Select drivers for dry run(s)
Stage 6: Training Expected Duration : 2 weeks Each session is 1-3 hours depending on the session (*Stage 6, 7, 8, & 9 to run concurrently)	The Training Stage focuses on equipping all user personas with the knowledge and skills needed to effectively use Spare to operate their service. This includes: • **Reservations Training** – Teaching staff how to book, modify, and cancel trips using Spare. • **Dispatch Training** – Training on managing daily operations, duty/vehicle assignments, and real-time adjustments. • **Admin/Reporting Training** – Covering system oversight, reporting tools, and user management. • **Driver Training** – Educating drivers on using the driver app, handling trips, and best practices for on-the-road scenarios. Outside of the formal training, users are expected to practice using Spare by performing tests in the Spare Test organization. The goal of this phase is to ensure that all users are prepared and confident in using Spare for Launch day.	Spare: • Launch Manager • Launch Team Manager (optional) RTA: • Project Manger • Dispatchers • Reservationists • Eligibility Agents • Admins • Drivers
Stage 7:	In the Marketing and Communications phase, the RTA is responsible for developing and executing a strategy to	Spare:

Project Stage	Description	Resources
Marketing & Communications Expected Duration : 2 weeks (*Stage 6, 7, 8, & 9 to run concurrently)	introduce the new system to their rider base. Spare supports this effort by sharing best practices and lessons learned from previous launches, including: • Defining a marketing strategy focused on either ridership awareness or ridership growth • Selecting effective marketing channels such as social media, flyers, websites, TV, and radio • Preparing prelaunch content to support the app release and generate early interest This collaborative approach ensures a smooth rollout and strong adoption from the rider community.	• Launch Manager • Spare Marketing Specialist RTA: • Project Manger • Marketing Manager/Spec ialist
Stage 8: Data Migration Expected Duration : 2 weeks (*Stage 6, 7, 8, & 9 to run concurrently)	This phase involves executing the migration plan developed during the Data Staging and Field Mapping phase. The following actions take place in the Spare production environment: • Migration of Test Organization Settings to Production • Importing Riders • Importing Drivers • Importing Vehicles Importing Subscription/Recurring Trips (if applicable) The goal of this phase is to ensure all required data is in the production environment, prior to launch.	Spare: • Launch Manager • Launch Team Manager (optional) RTA: • Project Manger • Data Analyst / Existing Scheduling system expert
Stage 9:Pre Launch Expected Duration : 2 weeks (*Stage 6, 7, 8, & 9 to run concurrently)	The Pre-Launch phase is focused on finalizing all operational and technical preparations to ensure a smooth transition to Spare on launch day. This phase is critical for aligning all stakeholders and confirming that systems, people, and processes are ready: • **Trip Booking Transition Plan**: Define the timeline and process for utilizing your legacy system and Spare leading up to the launch. • **Dispatch/Scheduler Transition Plan**: Outline how dispatching responsibilities will shift to Spare. • **Operations Transition**: Coordinate the changeover for all day-to-day operations, including driver routines, service oversight, and support procedures. • **Rider App Transition**: Communicate and facilitate the shift for riders to begin using the	Spare: • Launch Manager • Launch Team Manager (optional) RTA: • Project Manger • Dispatch supervisor • Reservations Supervisor • Operator Supervisor • Executive Sponsor

Project Stage	Description	Resources
	Spare Rider App, including guidance and support resources. • **Tablet/Mount Installation Plan (if applicable):** Ensure all driver hardware is installed, tested, and ready for launch. The goal of this phase is to educate and prepare staff to ensure a smooth launch.	
Stage 10: Go-Live Expected Duration : 1 day - 1 week+	The Go-Live phase marks the official transition to Spare and the beginning of live operations on the platform. This phase includes two key milestones: • **Booking Launch:** If the service supports advanced booking, this is when the reservations team begins entering and managing future trips in Spare ahead of the live service start date. • **Launch Day:** All users—including reservationists, dispatchers, admins, and drivers—begin using Spare to carry out their daily operations, marking the full transition from the legacy system to Spare. The Spare team closely supports this phase to ensure a smooth and successful start.	Spare: • Launch Manager • Spare Support Team • Launch Team Manager (optional) RTA: • All users and project staff
Stage 11: Post-Launch Support and Optimization *Ongoing to End of Contract*	In the Post-Launch phase, Spare's Launch team transitions the RTA to our Customer Success team, who will provide ongoing support and partnership. During this phase, the Customer Success team will: • Make any necessary tweaks and changes to optimize the service • Track KPIs to ensure the service is aligned with targets and goals • Support inquiries and provide guidance on Spare functionality • Explore expansion opportunities and improvements that will benefit the RTA's operations This phase is focused on long-term success and ensuring the RTA gets continued value from Spare.	Spare: • Launch Manager • Spare Support Team • Customer Success Team • Launch Team Manager (optional) RTA: • All users and project staff

Projected Timeline

Stage	Duration	Expected Dates
Stage 1 – Project Kickoff	1 Day	Jan 5, 2025
Stage 2 – Requirements Gathering	4 Weeks	Jan 6 – Jan 31, 2025
Stage 3 – System Configuration	4 Weeks	Jan 6 – Jan 31, 2025
Stage 4 – Data Staging & Field Mapping	4 Weeks	Jan 6 – Jan 31, 2025
Stage 5 – User Acceptance Testing (UAT)	2 Weeks	Feb 3 – Feb 14, 2025
Stage 6 – Training	2 Weeks	Feb 10 – Feb 21, 2025
Stage 7 – Marketing & Communications	1.5 Weeks	Feb 17 – Feb 28, 2025
Stage 8 – Data Migration	2 Weeks	Mar 3 – Mar 14, 2025
Stage 9 – Pre-Launch	2 Weeks	Mar 10 – Mar 21, 2025
Booking Launch	1 Week	Mar 21 – Mar 27, 2025
Stage 10 – Go-Live	1 Week	Mar 28 – Apr 1, 2025
Stage 11 – Post-Launch Support & Optimization	Ongoing	Apr 2025 onward
Stage 12 – Phase Two Implementation - Spare Eligibility, Complaints, and Incident Management	2-3 Months	April 2025-July 2025

Reference Projects

Pinellas Suncoast Transit Authority (PSTA) Access | St. Petersburg, FL

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Project Summary: Pinellas Suncoast Transit Authority (PSTA) partnered with Spare to modernize its paratransit service, PSTA Access, in Pinellas County, Florida—an area with nearly one million residents and a high concentration of seniors and individuals with disabilities. Spare replaced legacy systems (Routematch and Tranware), successfully migrating thousands of rider profiles and implementing a complex configuration of overlapping ADA-compliant zones. Spare now powers all aspects of PSTA's paratransit operation, including trip booking, scheduling, dispatching, vehicle assignments, and analytics, across a daily fleet of approximately 70 vehicles.

PSTA is **revolutionizing paratransit** through integrations with five dispatch platforms and managing fleets from six providers, **all from a single platform.**

In April 2023, PSTA expanded the partnership to launch a same-day Mobility on Demand (MOD) service using Spare Open Fleets. This service integrates both dedicated and non-dedicated providers: First Transit, Uzurv, Bay Area Metro/United Taxi, Lyft, Uber, and Wheelchair Transport. Riders can now receive real-time, ADA-compliant trips through Spare's centralized dispatching, with trips routed automatically to the most appropriate provider. Spare developed custom integrations for each provider, including API-based workflows and a separate dispatching environment for non-integrated fleets. In addition to ADA paratransit and MOD, PSTA also operates school trips, microtransit, and most recently, an airport shuttle service, all fully integrated and powered by the Spare Platform. This unified approach enables PSTA to deliver five distinct paratransit service types across six providers and multiple trip purposes, all managed through a single system.

Results: Today, PSTA delivers approximately 2,000 trips per day, with 45,000 ADA paratransit trips fulfilled monthly through Spare. Spare's automated dispatching, paired with the MOD expansion, has enabled over 20% of trips to be handled by non-dedicated fleets like Uzurv, increasing service flexibility and lowering costs. Within the first year, PSTA achieved a 25% increase in average weekday ridership and reduced cost per trip from $40.78 in May 2022 to $36.58 in November 2022—a 10.3% reduction. PSTA's deployment of Open Fleets represents an industry-first in integrating such a broad mix of fleets into a single, FTA-compliant paratransit platform.

Capital Metropolitan Transportation Authority (CapMetro) | Austin, TX

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Project Summary: Capital Metropolitan Transportation Authority (Cap Metro) was in search of a demand response technology platform that was a fully-functional, ADA-compliant, shared-ride solution to facilitate paratransit mobility within defined service zones in the Austin Region.

In Spare, CapMetro found a partner that ensures ADA-compliant accessibility with robust customer facing and back end interfaces, empowering both customers and staff. Launched on October 1, 2023, Spare-powered paratransit service 'MetroAccess' replaced the 20-year old Trapeze system. The service initially included 200 vehicles, delivering approximately 2,500-3,000 ADA paratransit trips per day. This makes it one of the largest automated paratransit systems in the world!

CapMetro has made history by implementing **one of the world's largest automated paratransit systems.**

Coming from a manual eligibility process using Trapeze Cert and Excel, Spare Eligibility, our digital eligibility management tool, not only saved CapMetro time, it eliminated human error around manual processes and speed the entire eligibility process.

Results: CapMetro has one of the most complex transit eligibility processes in the US. This implementation involved multiple customer onsite visits and support from the wider Spare team as we built out Spare Engage throughout the implementation.

CapMetro launched Spare Engage two weeks ahead of their service launch on October 1, 2023. They're now using Spare to manage their Eligibility, Appeals, Travel Training, Incident Reports, Tether Strap Program and Safety Assessments in Spare Eligibility. Since launch, CapMetro riders are booking and cancelling rides on their own at an increasing rate through the whitelabeled rider app and web-booking tool. Assuming an average call time of 3 minutes, self-serve app options save CapMetro staff an estimated 1,700 hours per month of call time. CapMetro is currently delivering over 75,000 Spare-powered trips per month, providing vital, reliable ADA-compliant transportation that enhances mobility and independence for the communities it serves. CapMetro in Austin, Texas, saw its OTP rise to over 95% during peak hours with the help of Spare Platform, compared to 88% with their previous Trapeze-powered system.

Massachusetts Bay Transportation Authority | Boston, MA

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Project Summary: The Massachusetts Bay Transportation Authority (MBTA) selected Spare to modernize its paratransit service, **The RIDE**, one of the largest ADA paratransit programs in North America, serving nearly 2 million trips annually. The agency transitioned from the legacy StrataGen ADEPT system to Spare's fully automated, cloud-based platform to improve efficiency, reduce costs, and enhance the rider experience.

The Spare Platform powers every stage of The RIDE's operations, from trip booking and scheduling through to dispatching, monitoring, and reporting. Riders benefit from real-time vehicle tracking, mobile and web booking, appointment-based scheduling, and self-serve account tools, while staff and contractors use modern tools for oversight, exception handling, and service optimization. The system is also configured to support multiple fleet types, including same-day service through TNCs like Lyft and Uber (via The RIDE Flex program), with comprehensive data and reporting for compliance and performance monitoring.

Results: Launched in late August 2025, The RIDE's transition to Spare has been a great success, positioning MBTA as the largest ADA paratransit system in the U.S. operating on a modern scheduling and dispatch solution. Within the first 24 hours of operation, MBTA achieved **95% on-time performance**, compared to 88% before Spare. Adoption of new rider tools has been strong, with 18% of trips booked through Rider Web in the first week, exceeding MBTA's historical average, and before the Rider App rollout. Use of non-dedicated service providers (NDSPs) has dropped by ~50% (from ~300 to ~150 daily trips), generating immediate cost savings.

Dispatchers, who previously worked reactively to resolve issues, now manage trips proactively with real-time tools. During implementation, Spare also delivered key product improvements such as a redesigned No-Show process, an enhanced Watch List, and a new driver pullout tool for yard supervisors.

By migrating The RIDE to Spare, MBTA has set a new benchmark for paratransit modernization with immediate gains in punctuality, efficiency, and rider satisfaction, and long-term improvements in cost control and operational oversight already underway.

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