PSTA's FTA MOD Sandbox Pilot:

Moving from Scheduled to On Demand Paratransit Service

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Pinellas County

- Population of 949,827 (2015)

- Median age of 46

- 24 municipalities – 22 served by PSTA

- 41 bus routes

- 11.57 million Fixed Route Trips FY18

- 367,422 Paratransit Trips FY18

- 73,603 Mobility Program Trips
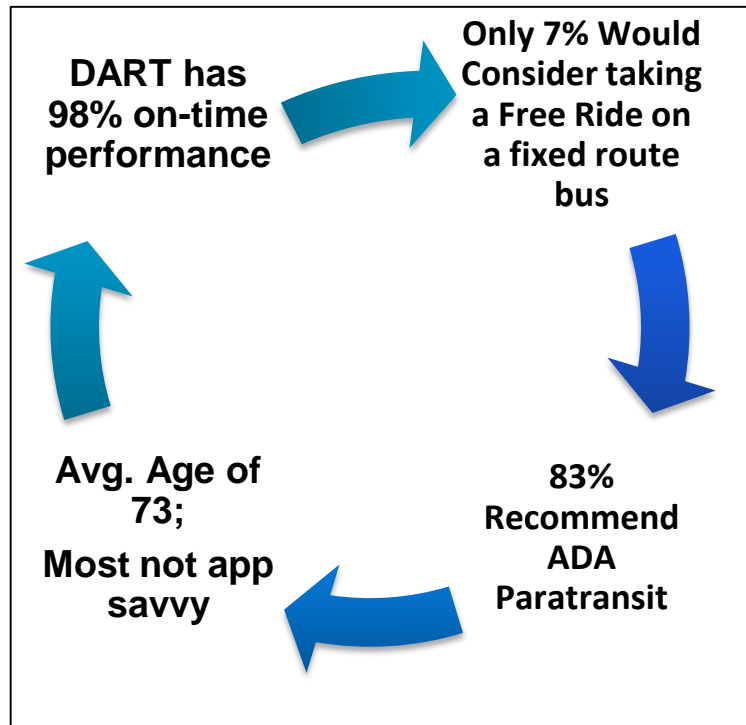
FTA Mobility on Demand Sandbox Grant

Provide On Demand Rides with multiple providers (Lyft, United Taxi, Wheelchair Transport, Liberty Wheelchair) through the Goin integrated platorm

- Capitalize on success with other TNC programs by partnering with Lyft, United Taxi, and Care Ride.

- Piloting with a portion of PSTA's 12,500 eligible paratransit customers

- Each paratransit customer added to the program will have their own profile with mobility and assistant needs identified,as well as an e wallet to pay for trips by credit card

Challenges = Opportunities

- Riders love ADA Paratransit with Access for All.

- Range of driver and vehicle service levels: paratransit, taxi and TNC

- Can unmet on-demand trips be Equitable & Sustainable?

DART has 98% on-time performance

Only 7% Would Consider taking a Free Ride on a fixed route bus

83% Recommend ADA Paratransit

Avg. Age of 73; Most not app savvy

MOD Sandbox Program Goals

- Improve paratansit efficiency
- Increase transportation effectiveness
- Enhance Customer Service

**BENEFITS** *of Real-Time Paratransit*

- Cost efficient
- Leverage existing capacity
- Customers can now make on demand trips instead of scheduling in advance

Pilot group

- 2018 Worked on integrations and soft launched with early pilot users.

- 2019 Upto current 300 users

- Mixed disability and mobility needs

Ridership

Dec 18 - Apr 2019 Rides, Count, Grouped by Created At (month), Filtered by Created At
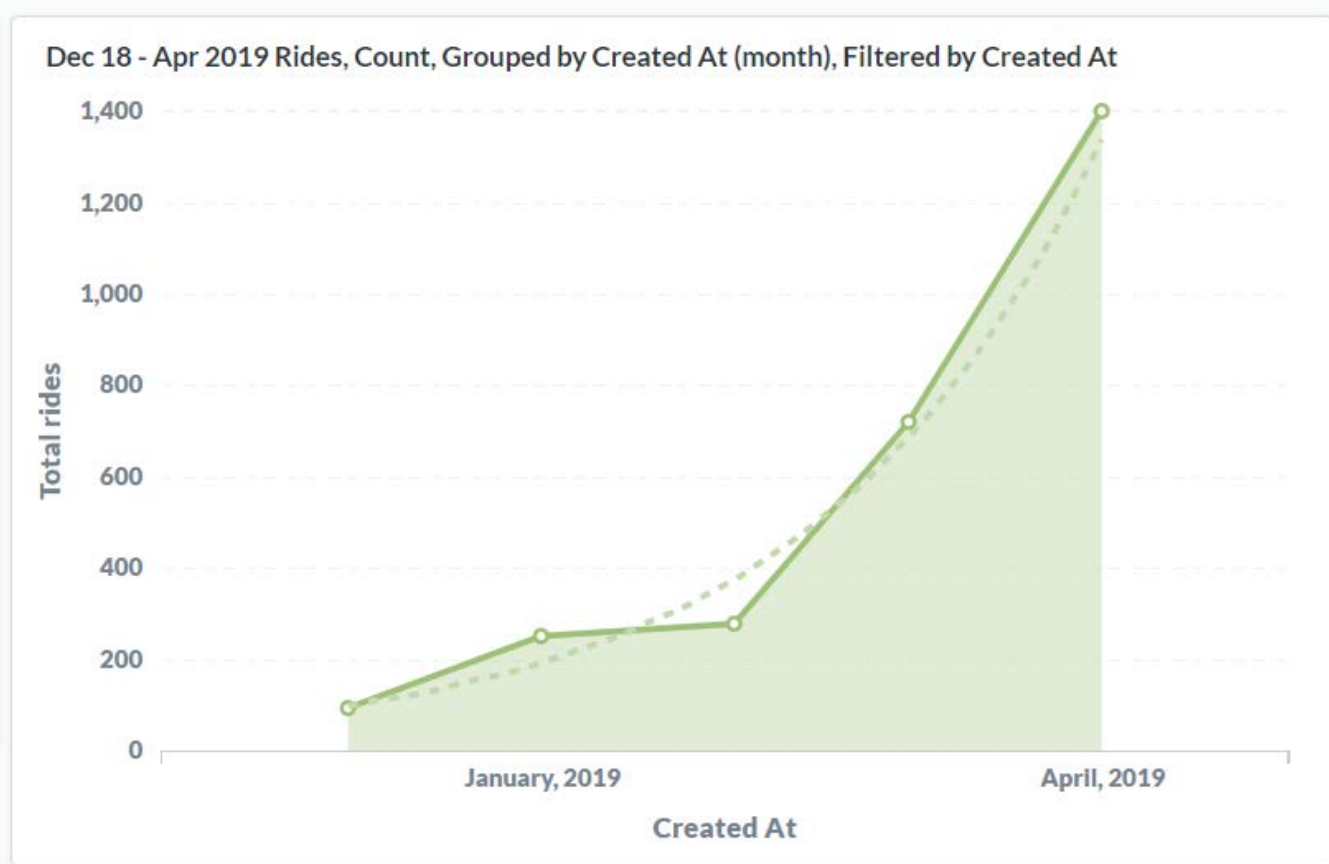
Trip Costs

Average Ambulatory Trip Cost = $11.73

Average Wheelchair Trip Cost = $32.16

Average Ambulatory Response Time - Less than 15 min
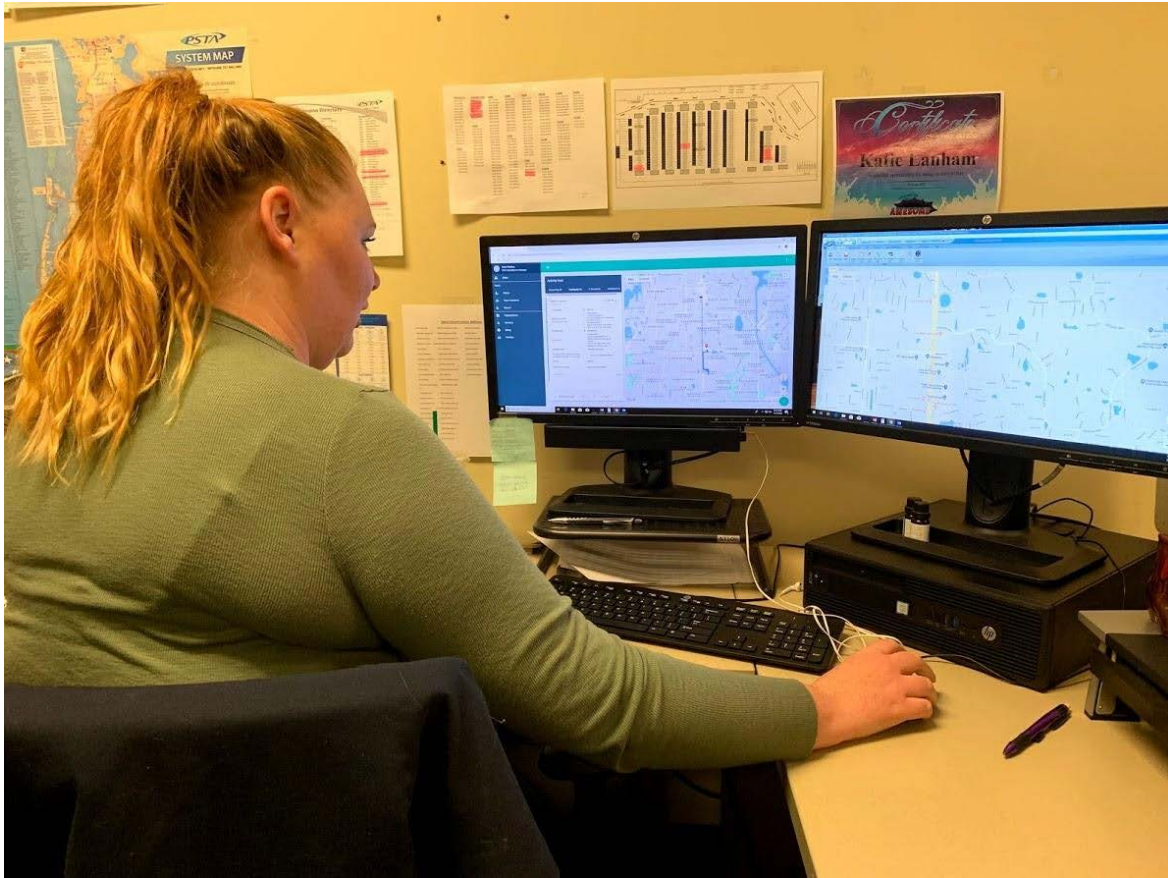

Average Wheelchair Response Time - 15-40 min

MOD Marketplace
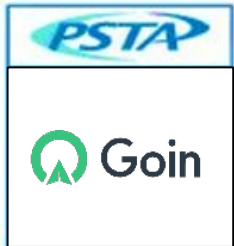
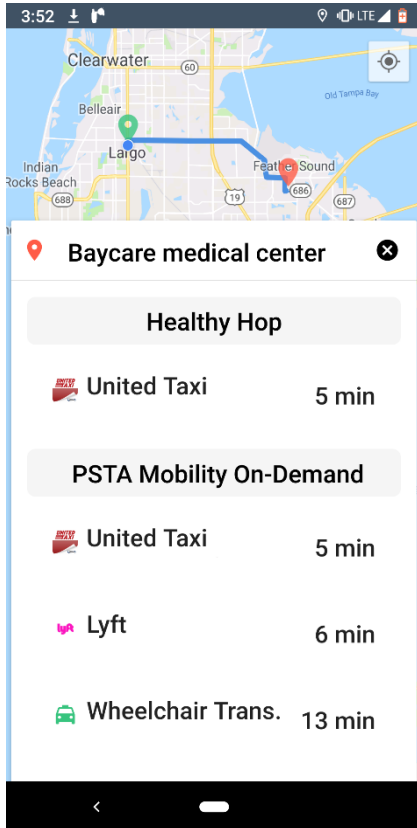# One Call…

Mobility On-demand Project
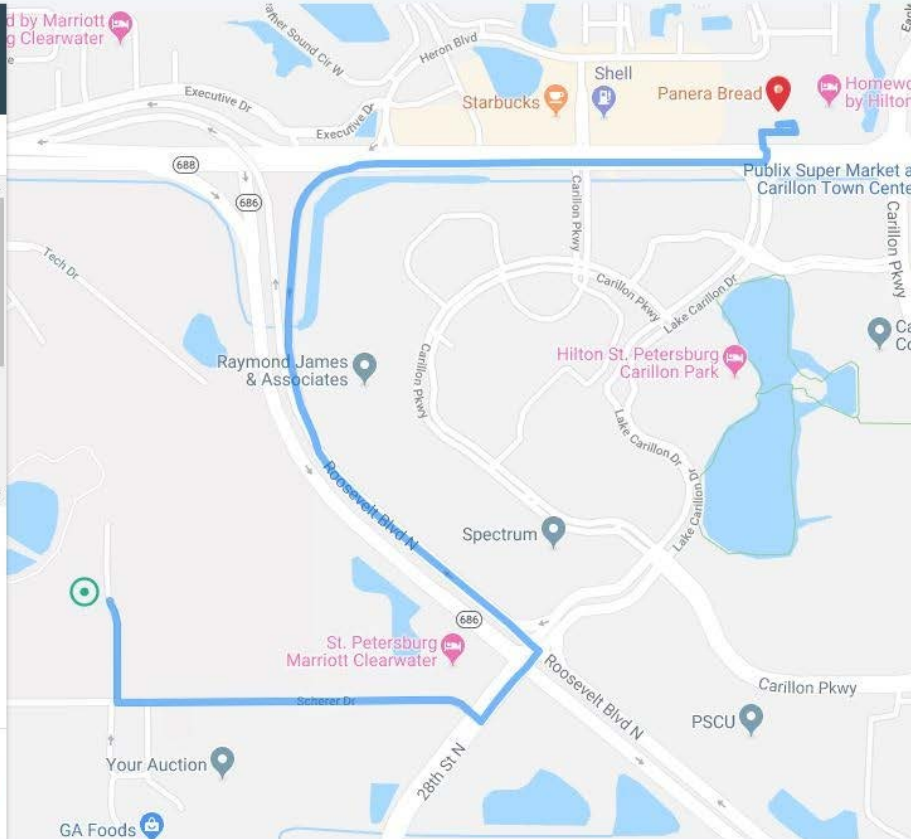
Rides for All

Cross-Disability Access

- Call center for less tech. savvy users
- User app for deaf
- Achieving access for blind users
- Mobility aids and assistance needs
- Fine motor skills
- Location notes and ability to contact driver directly via call or text.

Accessible App Design

Cross-Disability in Action

Thank you

Questions?

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