

Automating data management for ADA paratransit Eligibility

spare



Can multiple groups be served by the same fleet?

Yes, with spare platform you can segment groups with provisioned access to multiple services, some of which might be served by the same fleet. You can also take this a step further, and commingle different groups into the same service and fleet.

Does the system generate certification cards?

Yes, we can generate certification cards.

In a sense the Spare Engage feature will replace the customer complaint portal where issues are investigated be it an ADA or non-ADA issue/complaint?

One use case for Spare Engage would be to process ADA or Non-ADA issues/complaints. You could create a case template for this.

During the demo, you manually selected "in progress" or "done". Is there an automated option that when all info is completed, etc. the system notes the status vs. humans manually selecting?

Automation could be set up in a lot of ways, and perhaps, you would want to set up an automation rule for this. However, per standard customer support protocol, it is often considered best practice to have to manually close a case. This gives the administrator the final approval and allows them to confirm that everything is done properly.

Do you support publishing your services via GTFS-Flex standard?

We currently do not support the GTFS-Flex standard, but we are working with Mobilitydata on standardization around on-demand transportation, including the next version of GTFS-Flex.

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Are riders able to create log in, complete application and able to schedule their own rides?

We have rider portals for monitoring their eligibility application status and progress on the Spare Engage roadmap. Some of the agencies we partner with are using web bookers through Spare Open API to book trips through the browser. Here is an example of one of our partners in Norway: <https://hentmeg.no/>.

Do the groups mentioned in the demo stand in place of the different types of eligibility (Unconditional, conditional, and visitor)?

Groups can be configured in many ways, so you could make groups for the different types of eligibility (unconditional, conditional, and visitor), or you could create unique groups that work for your agency. The power of groups is extremely flexible.

How quickly could we implement this? What timelines for a potential transition do we need to consider?

We could stand this product up for a transit agency quickly. As mentioned in the call, an export from your existing software would be how we start the process. If you are interested in using Spare Engage, and would like to discuss the implementation process further, we would be happy to discuss this on a call.

How do reservationists get notice that a customer is not eligible?

The reservationists would not be able to book the rider on a particular service if the rider was not part of the conditional group. Meaning that, the option wouldn't even pop up on the screen or the app at the point of booking, so there would be no possible way to book them on the service in question unless they were given access by the eligibility assessment administrators.

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How will third parties be able to access specific rider information?

We can address this question in many ways. One would be that many taxi companies have actually started to use spare as a driver app for their services, so they would see similar information to what a duty driver would see. Alternatively, if your third party uses their own driver app, we have built out a convenient way for taxi drivers to jump between apps, be notified of trips, or accept/reject a trip. If you are working with third parties, and want to automate your trip brokering to third parties, definitely reach out as we have a ton of experience with this.

Branding, can the front end be customized so users know they are dealing with their transit?

Yes, forms can be customized to meet the branding of the agency.

Can Spare Engage track appointments? For example, an appointment needs to be made for eligibility - can that be tracked and maybe give alerts for upcoming appointments?

We have rider portals for monitoring their eligibility application status and progress on our roadmap. If tracking appointments and automatic trip booking is deemed to be desired by the mobility community and our partners, we would definitely want to include that in our roadmap.

Can a service provider that is using spare be able to include medicaid trips?

Yes, we support medicaid services, and all demand responsive services.

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Bill or Daniel talked about 'path of travel' conditional eligibility - with Spare's link into mapping, is it possible to determine if a particular path of travel is accessible? Like the example they used for a paratransit customer wanting to travel to an unfamiliar destination, can Spare help assess that path in real-time including handling construction or detours.

This is a great suggestion, and something we are actively looking into. We will definitely be able to segment certain zones and move towards trip-by-trip eligibility. Taking it to the next step, it would be great to have the rider be able to see if the trip would be considered conditional before they try to book it. We will explore this functionality and if it is deemed to be desired by the mobility community and our partners, we would definitely want to include that in our roadmap.

Are there self-serve on-line trip booking like through an app or are all trips still handled through a call centre?

Yes, Spare has a white label app. In addition to this, using the Spare Open API, Spare can be integrated to 3rd party tools such as Transit App, Moovit, Lyft, GoPass app, web booking tools, and more MaaS front-ends.

Is this system accessible/screen reader friendly for both internal and external users?

Yes, the system is accessible.

Can your eligibility tool work as a standalone product?

Yes, Spare Engage will also be available as a standalone tool.

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How much would you charge?

This product could be used as a standalone product or connected to the rest of the Spare Platform. The price varies with respect to which Spare products you would like to use. Get in touch with us and we would be happy to quote directly - we may even be offering a trial period.

Are you able to set different conditional eligibilities based on the mobility device being used.

Yes, you could create a group for riders with a specific mobility device.

Daniel, how are you handling functional assessments during Covid-19?

Quoted directly from Daniel's response in the Zoom chat window: "SMART is currently not doing functional assessments due to the pandemic. We anticipate resuming them in the spring. When we do functional assessments our ADA department will conduct the assessment. This would be handled by our ADA program manager or our Travel Trainer."

How do you protect certain data fields from update by the operator or customer if you have, say, a person with cognitive disability that isn't apparent, but they can't handle their own affairs?

Spare can configure some fields to be locked, while others to be adjustable on either the rider app, or the driver app.

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How does the system determine trip by trip eligibility?

You could segment a zone within the service in Spare Launch for this. You would then provision access to that zone for the specific group of riders that should have access to the service. We allow for multiple zones within a service, and the zones can each be configured with different groups that can access it. In addition to this, we are working on additional innovations for trip by trip eligibility.

Where would insert you get a site inspection, prior to eligibility?

This could be built into a case template that would be processed through either a digital form, or uploaded to our Smart Scan to be converted from a hand written form to a digital record. The record would be tied to the rider for which the site inspection was completed for.

Is the platform compliant with HIPAA?

Spare is currently in the process of completing the HIPAA compliance declaration.

Is it possible to incentivize riders to take fixed route?

We could set up first/last mile service zones in high usage paratransit zones and provision access to those service zones to groups of people who are able to use fixed route, but need assistance with the first and last mile of their journey. The fare could be lower than other options if you wanted to incentivise them further. On Demand paratransit first last mile services gives riders more spontaneity, which could be seen as an incentive to use that service. In addition to this, we are working on additional innovations for incentivizing riders to take fixed route for part of all of their journey.