

spare
connect LIVE

Rethinking Open Fleets: Flexibility, Equity & Rider Experience



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What is Open Fleets?

One Platform. Many Providers. Zero Silos.

- Maximize your existing fleet first
- Tap contracted providers when demand spikes
- Enable Rider's Choice Programs

The problem it solves: Agencies locked into one fleet type, unable to flex capacity, scale geographically, or service different rider groups without adding costly vehicles



The TNC Landscape: A Turning Point

The BUILD America 250 Act changes the game:

- Compliance hurdles for Uber & Lyft partnerships? *Cleared*
- More flexibility over dedicated fleet sizing & operations

What this means for agencies:

- TNC partnerships are no longer in legal gray area
- Agencies can right-size their dedicated fleets
- Funding is there to support the transition

Why Open Fleets, Why Now

Spare Open Fleets lets agencies tap Uber, Lyft, and local providers to:

- ✓ **Extend coverage** into areas where dedicated fleets aren't efficient
- ✓ **Handle overflow** without growing your fleet
- ✓ **Serve riders 24/7** including evenings, weekends, and surge periods
- ✓ **Apply consistent rules, compliance, and reporting across every provider**

Meet PSTA

PSTA is one of the first agencies in the US to contract with Uber for transit services

- 6 Fleet providers coordinated
- 5 integrated dispatch platforms thru API
- 58 dedicated vehicles
- 5 rider programs served through one interface



Two ways to ride

One application enrolls riders in both services



PSTA Access

ADA Paratransit • Pre-scheduled



Door-to-door service



Reserve by 5 pm day before



Shared-ride



Trained disability-assist drivers



\$4.50 per ride

PROVIDERS



Mobility On Demand

On-demand • Unshared trips



Curb-to-curb service



On-demand or same-day



Private, unshared ride



Drivers not required to assist



\$4.50 base (first 30 rides/mo)

PROVIDERS



Before Open Fleets

- Separate platforms - each managing different providers with no unified visibility
- No real-time view of trip status across the full fleet mix
- Capacity constrained by dedicated vehicles - no ability to flex when demand surged
- Growing ridership from a large, aging population, with no scalable answer

What PSTA Built & the Impact

Unified dispatch view

Real-time trip status across all providers from one interface

Trip brokering

Rules-based logic routes dedicated vs. non-dedicated in real time, based on rider need, geography, and time of day

Multi-platform integration

Five dispatch systems connected to one operational view

App-based rider access

Mobility on demand layered directly into PSTA Access app



+94%

OTP



95%

Rider satisfaction



192%

Increase in app bookings

Lessons Learned



Visibility pays off immediately

A unified view of all six fleets changed day-to-day operations from day one



Trip brokering requires intentional logic

The rules behind the technology matter as much as the technology itself



Riders adapt faster than you expect

Give them the right experience and they'll self-serve



More providers = more accountability work

Real time visibility across all providers is what makes it manageable

Up Next →

1:15-2:30 pm

Track #1 - Optimizing Your Spare Platform

Room: Jasmine/Palm

**Workflows:
Automate Repetitive
Ops Tasks**

Track #2: Building Your Spare Ecosystem

Room: Sabal/Sawgrass

**From Insight to Impact:
Bridging Operational
Performance and
Network Planning**