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Commingling Micro + Para: When, How, and Why



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What is Commingling?

Commingling Model: Micro and para operating in a single shared fleet, with one routing engine and one dispatch operation

- ADA trips are protected via advance booking windows - remaining capacity is filled dynamically by on-demand riders

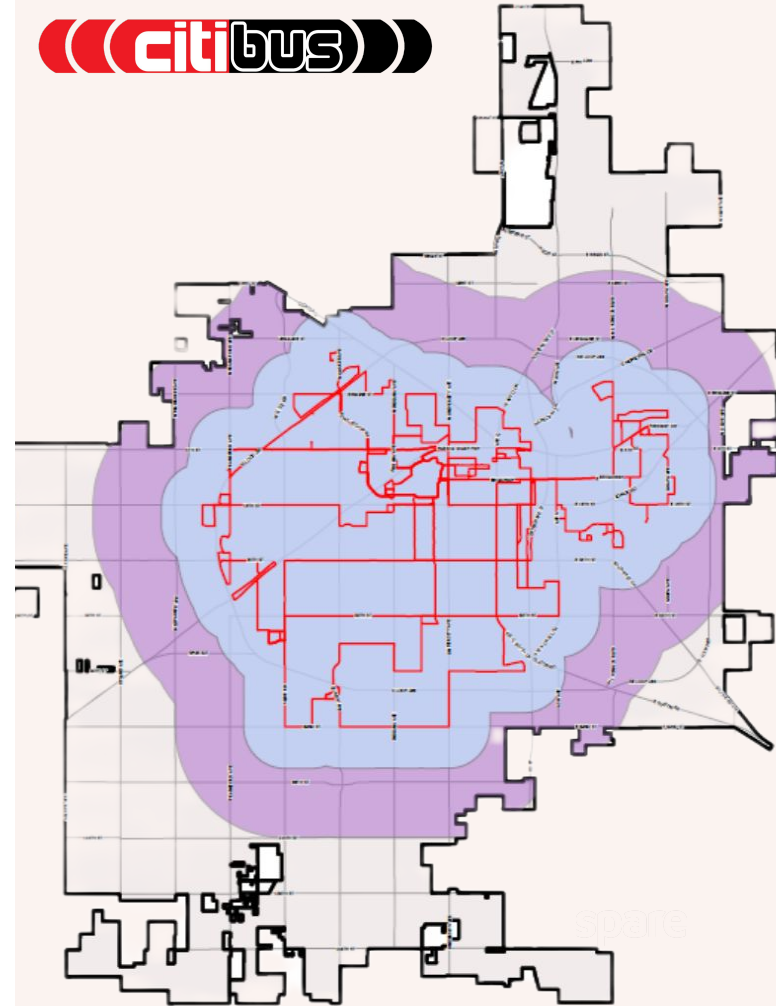
Why it matters: Agencies are under pressure to grow coverage, reduce cost, and meet equity mandates → commingled fleets address all three



What Drove Citibus to Pursue Commingling

The Lubbock Problem

- **Lubbock:** 260,000 people, sprawling geography, growing transit demand
- **Two parallel operations:** CitiAccess (ADA para) and Citibus On-Demand (micro)
- Two separate systems and dispatch teams
- The decision: stop treating these as two separate problems and design around the rider



How Citibus Assessed Its Options

3 Questions We Had to Answer First



Can we do this under ADA?

Priority rules are the foundation - ADA trips booked in advance, no bumping, remaining capacity filled by on-demand



Does our fleet work for both populations?

Accessibility equipment, vehicle sizing, driver certification for mixed ridership



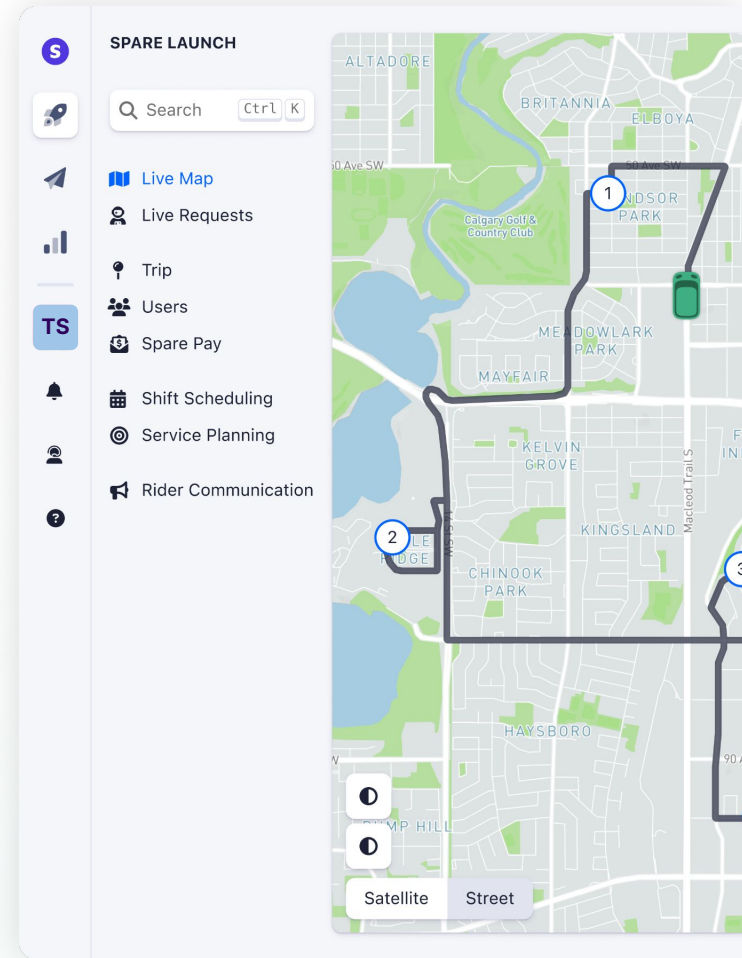
Can our platform support this?

Two booking workflows, dynamic routing, and priority rules simultaneously

How the Model Works Day-to-Day

One System, One Manifest, One Fleet

- ✓ ADA trips locked in advance - platform protects these slots
- ✓ Same-day on-demand fills remaining capacity dynamically
- ✓ Vehicles routed toward riders traveling in the same direction
- ✓ One system, one manifest - drivers don't manage separate apps or channels
- ✓ **78% of trips are now pooled**



Results & Rider Impact

Before

CitiAccess was limited to a three-quarter-mile ADA corridor around fixed routes

After

Full city limits coverage

- New destinations unlocked
- One dispatch team, one manifest, no redundancy



92%

OTP across all fleets



78%

Pooled trips



2.39

PPVH



~600/175

Daily trips per weekday/saturday

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Lessons Learned

Things We'd Tell Our Past Selves

Clean eligibility before you commingle

- Know who your ADA-eligible riders are before launch
- Fix paper and manual process alongside your platform migration

Get driver buy-in early

- Operations buy-in that comes late is the most common stumble point

Policy work takes longer than tech work

- Fare structures, service boundaries, eligibility rules.
- Get city council and legal involved early



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UP NEXT →

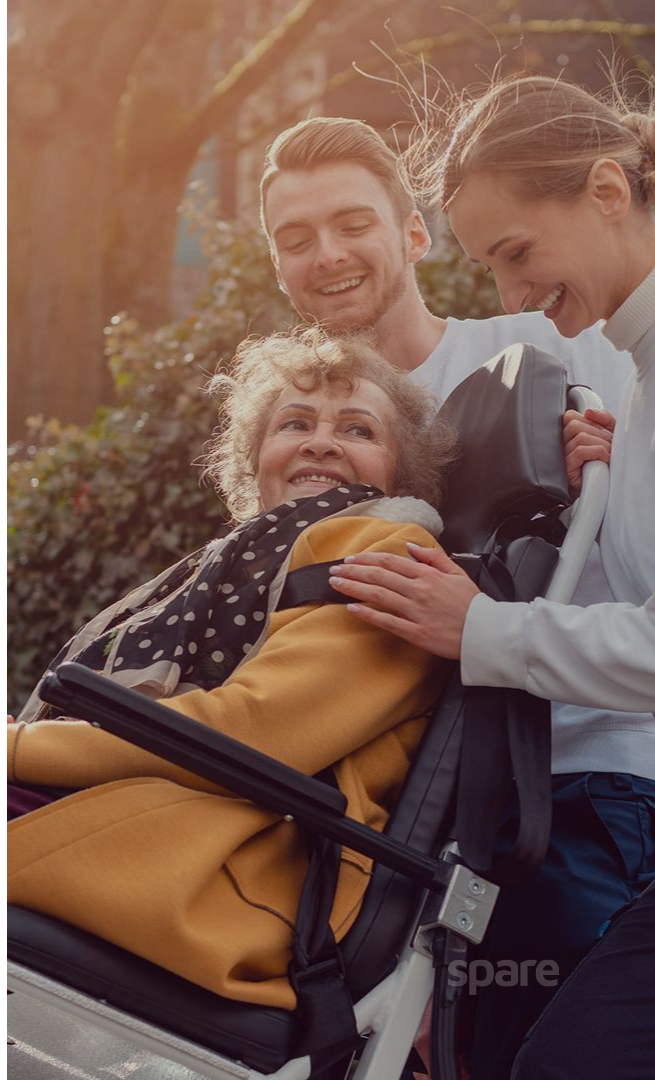


Bobbie King
Executive Director, VoTran

What Drove VoTran to Pursue Commingling

A 1200 Square Mile Challenge

- VoTran serves 1200 square miles across all of Volusia County *(one of the largest paratransit footprints in Florida)*
- 60+ vehicles, 700+ daily trips, multiple service zones including nighttime Daytona Beach service
- Legacy platform: limited real-time dispatcher visibility, few tools to proactively manage routes
- 83% OTP was 'a good day'
- Requirements: a platform to meet their modernization ambitions



How VoTran Assessed Its Options

What had to be true before we could launch



Operates through RATP
Dev USA - any platform
decision had to work
for both parties



ADA and Transportation
Disadvantaged (TD)
compliance were
non-negotiable

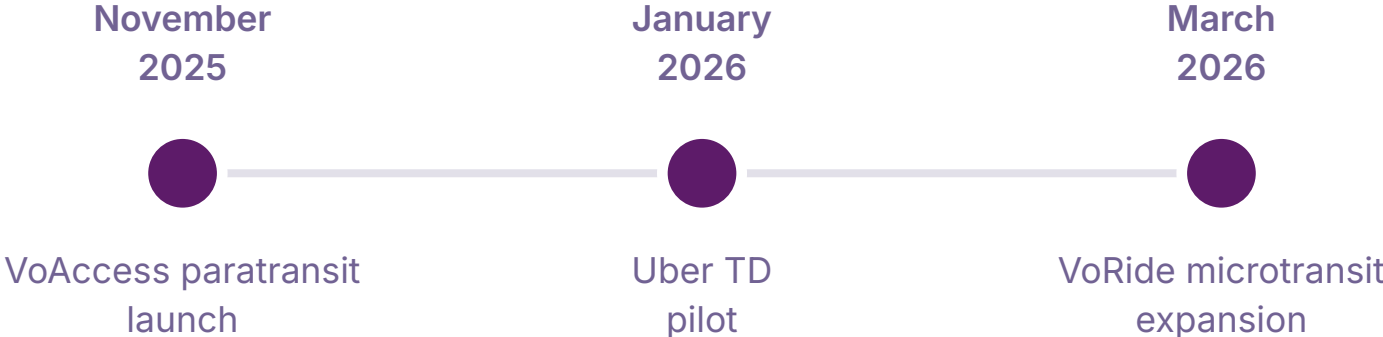


Multi-stakeholder
alignment built in from day
one: weekly tri-party
working sessions
throughout



Configuration complexity
resolved in structures
sessions before launch: fare
rules, payment tracking,
holiday scheduling, vendor
duty management

Phased Approach



How the Model Works Day-to-Day



Proactive, not reactive

Real-time dispatcher visibility transformed how RATP Dev manages routes



VoTran On Demand App

December 2025: paratransit riders can book, manage, and cancel trips through the app



Uber TD Integration

January 2026: same-day on-demand trips for TD-eligible riders at \$3.50/trip (up to 15 miles)



Eligibility Cases

VoTran processes approximately 225 per month (Oct 2025- May 2026)



+14%

OTP improvement



↑98

More on-time trips per
day



~2900

More on-time trips per
month



700+

Daily trips

Lessons Learned

What We'd Tell Agencies Just Starting Out

1. Align with your operations partner before you align your technology
2. Phase deliberately - don't launch everything at once
3. Use your data to tell the story internally



Up Next →

10:45-12:00 pm

Track #1 - Optimizing Your Spare Platform

Room: Jasmine/Palm

**Operational
Performance Review:
Using Post-Service
Data to Improve OTP
& Productivity**

Track #2: Building Your Spare Ecosystem

Room: Sabal/Sawgrass

**Rethinking Open
Fleets: Flexibility,
Equity & Rider
Experience**