



Project Number

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Project Manager

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Transportation Disadvantaged,
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Current Situation

Providing efficient transit service to the transportation disadvantaged and to persons with disabilities is a goal of the Federal Transit Administration (FTA), the Florida Department of Transportation (FDOT), and the Florida Commission for the Transportation Disadvantaged (CTD). This study defines paratransit services as complementary ADA services and door-to-door services, including those provided by the CTD's Community Transportation Coordinators (CTCs). In Florida, the number of passenger trips provided in 2014 by Florida CTCs was 29,243,177, projected to grow annually as the general and older adult populations continue the growth pattern currently observed.

Research Objectives

University of South Florida researchers studied use and benefits of various innovative and efficiency-improving technologies by transit agencies in Florida.

Project Activities

While a literature review found few publications about the impacts of new technologies on performance measures of paratransit services, it helped researchers identify several innovative technologies in use in Florida: reservation, scheduling, and dispatching software; mobile data computer (MDC) or mobile data terminal (MDT); automatic vehicle location (AVL); global positioning system (GPS); vehicle security cameras; and advanced telephone systems. Use of these technologies became the focus of the project.

The researchers also identified important performance measures of the selected technologies: system productivity on-time performance; reduction of no-shows; driver performance and satisfaction; and customer satisfaction. A survey asking about technologies used and the impacts of those technologies on performance measures was sent to all community transportation coordinators in Florida, with a response rate of 78%.

Seven responding agencies were selected for site visits and an in-depth investigation: Pasco County Public Transportation; Collier Area Transit; Liberty County Transit; Levy County Transit; Lake County Public Transportation; Senior Resource Association, Indian River County; and the Council on Aging of St. Lucie, Inc. Researchers interviewed agency staff regarding how technologies were chosen, dealings with vendors, transition issues such as training, acceptance, etc., most beneficial technologies, backup plans, and more.

Project Benefits

This project's final report will help agencies throughout Florida benefit from others' experiences in selecting appropriate new technologies and implementing them in ways that provide better services in a more cost-efficient manner.

For more information, please see dot.state.fl.us/research-center



Paratransit services, which are under increasing demand, help many people live independently.