

Waco's Reimagined Microtransit Playbook for Reliable, Unified Transit

spare



↑ 95%

On-Time Performance

↑ 97%

Positive Rider Reviews

+20%

Trips Booked via App

The New Benchmark for Mid-Sized Transit

Waco Transit operates paratransit, microtransit, and Medicaid/NEMT trips across central Texas — all of which ran on disconnected systems with limited visibility and heavy manual coordination.

After unifying on Spare, the agency hit record-breaking on-time performance and rising rider satisfaction within the first year, proving a mid-sized system can modernize without compromising reliability.

“

Our teams worked together really well — helping each other, answering questions, and sharing what we learned. It's all about communication and teamwork while learning on the fly.

— **Michele Garcia, Mobility Manager, Waco Transit System**

Modernization in Action: A Unified Operations Story

Waco's team shifted from manual, high-touch processes to automated, data-driven operations — embracing the change collaboratively, learning together and sharing insights across roles.

Spare's onboarding accelerated staff adoption and confidence with automation — unifying all services in one platform with real-time performance visibility.

“ *The app gives our riders that independence. Even if they don't book digitally, they can still track their vehicle in real time.*

— **Jessica Clark, Marketing Director, Waco Transit System**

Results in the First Year



60% → 95%

On-Time Performance

Waco hit record reliability through optimized scheduling & transparency.



10%

Efficiency improvement

Delivered by Spare, even with the same staffing levels.



97–99%

Positive Reviews

In-app feedback confirms strong rider approval and more consistent service.



20%

Bookings through app

Riders book, track, and pay digitally — no calls, no physical ticket purchases.



10%+

App adoption

Among rural and paratransit riders.



Waco's Unified Service Model

Spare's platform enabled Waco Transit to integrate multiple services into a single operational system, including:

- ✓ Rural and urban paratransit
- ✓ Microtransit service ("Microdash")
- ✓ Medicaid/NEMT trips
- ✓ Evening and weekend service ("Evening Link")

Through Evening Link, paratransit vehicles serve both ADA and general riders, maximizing fleet utilization while maintaining accessibility.

With full visibility across in-house & sub-contractor operations, Waco now monitors and ensures consistent service quality in real time.

“ Be patient, be willing to learn, and trust the process. It's not just implementing software — it's reframing how you deliver service.

— Michele Garcia, Mobility Manager