

From: [Wendi Dwyer](#)
To: [Transportation Commission](#); [Mulrooney, Bryan P](#); [Denise Jess](#); [Hoyt, Rebecca](#); [Lynn Olson](#)
Subject: Paratransit improvements
Date: Monday, July 27, 2026 11:08:30 AM

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I am a Disability Rights commissioner for the City of Madison.
I do not drive because I am blind.

After using paratransit in other cities, I know we can do better for our citizens.

We currently use a “one size fits all” outdated paratransit model.

We send the least flexible and most expensive form of paratransit for every rider regardless of their needs.

For example, I am blind and use Uber, Lyft or Usurv I do not need a van with a lift, etc.

(information in email below regarding partnering with rideshare and receiving federal funds)

Ondemand saves money and improves rider experience.

In March, I met with Ross Silvers who heads up paratransit in St. Petersburg, Florida.

Their system is meeting the needs of the community.

I suggest a field trip down there to learn more. I shared what I learned from Ross Silvers with Brian Mulrooney in March.

After our meeting I was encouraged to hear that Bryan did not renew one of the three paratransit contractors' contracts after following up on alarming experiences of constituents who use paratransit. Constituents had shared these experiences with me and I shared them with Bryan.

But I was discouraged to find out the city is rolling out a four year old Paratransit user software simply because it was bought with federal funds FOUR years ago and never rolled it out. Our riders deserve better.

There are more accessible and user-friendly software options available today.

Ross Silvers in St. Petersburg is willing to work with the city of Madison to help improve our experiences. Here is an email from him with his contact information and some veimportant information to forward On Demand services in Madison.

Hi Wendi,

It was a pleasure meeting you today.

I think you recorded in your notes the most important talking point. Here are a couple of details

that support it:

- Section 5310 grant funds can be used to pay for on-demand rides for ADA paratransit riders.
- If Uber is used, they can turn on ridesharing in the service area, enabling the rides to be counted towards NTD formula funding.

Our ADA paratransit trip costs are just under \$24/ambulatory trip, and just under \$37/vehicle revenue hour for wheelchair (and ambulatory sharing those vehicles). TransDev is our primary contractor – they have a subcontract with Uzurv: our contact at Uzurv is Jared.willis@uzurv.com

Ross Silvers
ADA Compliance & Community Officer
Pinellas Suncoast Transit Authority (PSTA)
St. Petersburg, Florida
O: (727) 540-1844| F: (727) 540-1923

I would like to be involved in improving paratransit. Please include me in any Committees or conversations that are formed.

Thank you for working to improve access and opportunities through transportation.
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