



Paratransit Operations



metro transit

Presentation Overview

- How service works
- How concerns are handled
- How fixed route and BRT changes affect paratransit operations
- What's challenging, what's improving

ADA Paratransit Basics

- ADA complementary paratransit required by federal law
- Intended for customers who are unable, due to a qualifying disability, to use fixed-route/BRT service Same service area and hours as fixed-route/BRT service
 - Service area for paratransit expands to 3/4 mile of active fixed route/BRT stop
- Shared ride, advance reservation service

Customer Eligibility

- Customers fill out paratransit application*
- Eligibility determined following in-person assessment of abilities
 - Determined by federal ADA guidelines
 - Eligibility based on functional ability, not medical diagnosis
- Categories of eligibility
 - Unconditional
 - Conditional
 - Temporary
- Overall purpose of eligibility process to ensure access to mobility while encouraging use of fixed-route/BRT service when possible

*working to improve/streamline application process

Ride Booking, Scheduling, & Operation

- Trips primarily booked through Metro customer service staff
 - One-off rides*
 - Subscription rides*
- Service provided by three different contracted operators under Metro oversight
- Balance of on-time performance, ride length, and shared ride-service considerations
- Pickup times are variable based on the scheduled time +20 minutes
- Important to think of a paratransit van as running a bus route, not individual pickups
- Schedule adjustments in real time occur, but are not guaranteed*

*ride booking options to be expanded to online scheduling

*phased approach to same day ride edits under consideration

Customer Service & Rider Concerns

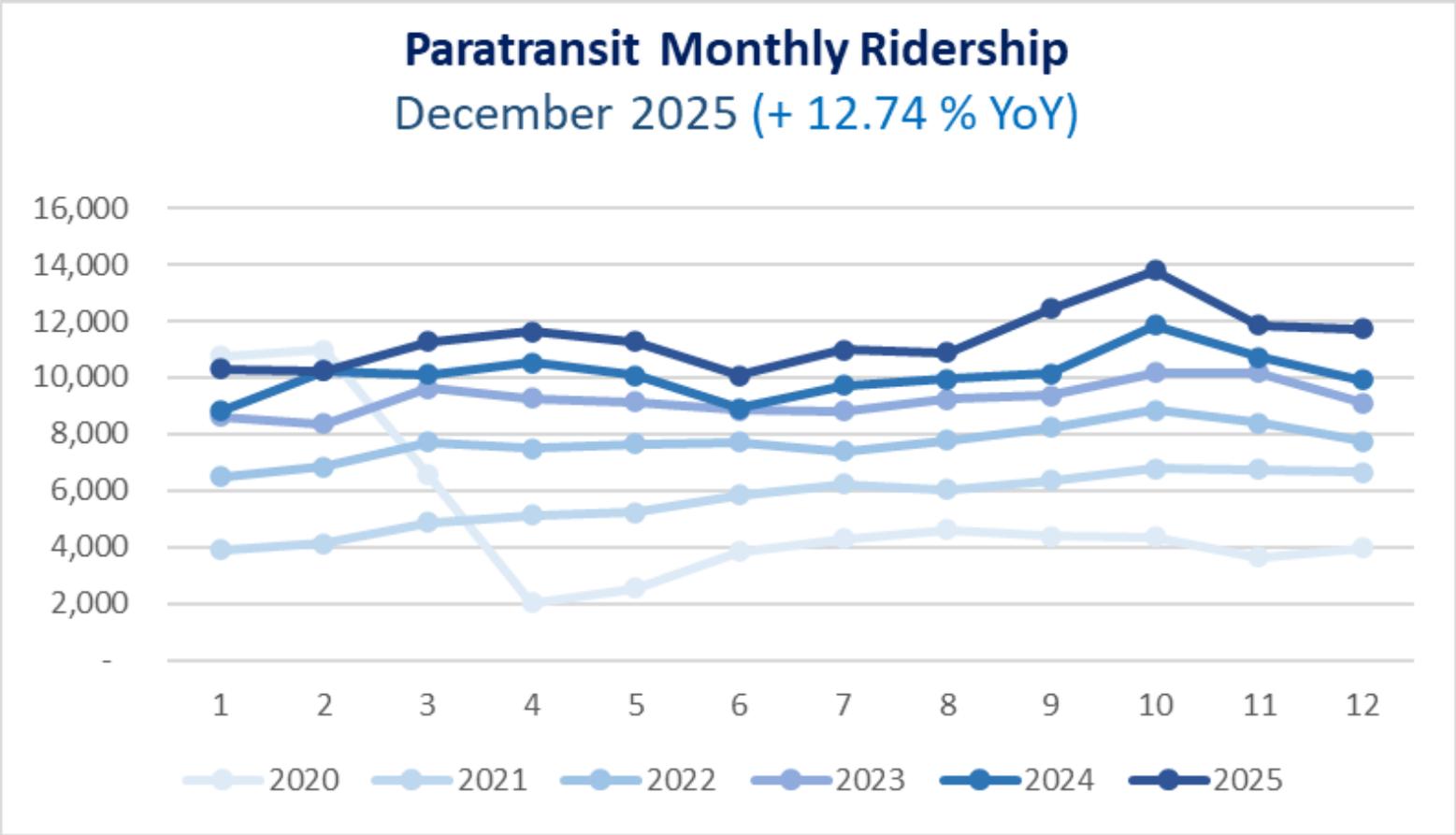
- Concerns taken by customer service or paratransit operations staff
- If the complaint cannot be investigated by Metro, the provider has 10 days to complete an investigation and respond to Metro with the outcome
- Paratransit staff responds to the customer with outcome of investigation

Persistent Concerns

- In-person meetings with contractors
- On-site inspections of contractor facilities, procedures, staff training

Paratransit & Fixed Route/BRT Relationship

- Fixed Route/BRT service informs service area
- Demand patterns are monitored as Fixed Route/BRT evolves, specific runs may be adjusted to accommodate



Current Challenges, Future Opportunities

Challenges

- Increasing demand
- Traffic congestion and increased trip lengths
- Balance of efficiency and the rider experience

Opportunities

- Scheduling software improvements (many iterations to come)
- Paratransit customer feedback
- Paratransit customer newsletter
- Upcoming Request for Proposals (RFP) for 2027 service provider(s)