

Paratransit Choices

Origin-to-Destination Service

ADA Requirement

“Origin-to-destination service means providing service from a passenger’s origin to the passenger’s destination. A provider may provide ADA complementary paratransit in a curb-to-curb or door-to-door mode. When an ADA paratransit operator chooses curb-to-curb as its primary means of providing service, it must provide assistance to those passengers who need assistance beyond the curb in order to use the service unless such assistance would result in a fundamental alteration or direct threat” ([§ 37.3](#)).

“Except as provided in this section, complementary paratransit service for ADA paratransit eligible persons shall be origin-to-destination service” ([§ 37.129\(a\)](#)).

Implementation options and concerns

Curb-to-curb mode

- All customers identified as C2C
- All passengers needing D2D identified through an eligibility review process
- Lengthy process to review and modify client status for D2D
- Driver training
- Increased staffing, offset by increased ride productivity (trips per hour)

Door-to-door mode

- Reflects current operation for majority of trips
- All customers identified as D2D
- Reduced ride productivity

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Hours and Days of Service

ADA Requirement

“The complementary paratransit service shall be available throughout the same hours and days as the entity’s fixed route service” ([§ 37.131\(e\)](#)).

ADA Discussion

As discussed in [Appendix D](#) to § 37.131,

This criterion says simply that if a person can travel to a given destination using a given fixed route at a given time of day, an ADA paratransit eligible person must be able to travel to that same destination on paratransit at that time of day. This criterion recognizes that the shape of the service area can change.

Implementation options and concerns

Paratransit changes made only in reaction to Fixed-route changes

- Reflects current operation
- Weekday, Weekend, Holiday
- Commuter routes excluded
- Cost impact effected by modified service days/hours and service area

Fixed-route changes made in reaction to Paratransit revenue reductions

- Holiday service
- Weekend service
- Late night service
- Weekday service
- Cost impact effected by reduced service hours for both Fixed-route and Paratransit

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Service Area

ADA Requirement

“Service Area—(1) Bus. (i) The entity shall provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed route. The corridor shall include an area with a three-fourths of a mile radius at the ends of each fixed route.

(ii) Within the core service area, the entity also shall provide service to small areas not inside any of the corridors but which are surrounded by corridors.

(iii) Outside the core service area, the entity may designate corridors with widths from three-fourths of a mile up to one and one half miles on each side of a fixed route, based on local circumstances.

(iv) For purposes of this paragraph, the core service area is that area in which corridors with a width of three-fourths of a mile on each side of each fixed route merge together such that, with few and small exceptions, all origins and destinations within the area would be served” [\(§ 37.131\(a\)\)](#).

ADA Requirement

“Notwithstanding any other provision of this paragraph, an entity is not required to provide paratransit service in an area outside the boundaries of the jurisdiction(s) in which it operates, if the entity does not have legal authority to operate in that area. The entity shall take all practicable steps to provide paratransit service to any part of its service area” [\(§ 37.131\(a\)\(3\)\)](#).

Implementation options and concerns

Paratransit changes made only in reaction to Fixed-route changes

- Reflects current operation
- Route expansion/contraction evaluated
- Cost impact effected by modified service days/hours and service area

Fixed-route changes made in reaction to Paratransit revenue reductions

- Holiday service
- Weekend service
- Late night service
- Weekday service
- Cost impact effected by reduced service area for both Fixed-route and Paratransit

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Trip Reservations and Response Time

ADA Requirement

“The entity shall schedule and provide paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day. Reservations may be taken by reservation agents or by mechanical means.

(1) The entity shall make reservation service available during at least all normal business hours of the entity’s administrative offices, as well as during times, comparable to normal business hours, on a day when the entity’s offices are not open before a service day.

(2) The entity may negotiate pickup times with the individual, but the entity shall not require an ADA paratransit eligible individual to schedule a trip to begin more than one hour before or after the individual’s desired departure time.

(3) The entity may use real-time scheduling in providing complementary paratransit service.

(4) The entity may permit advance reservations to be made up to 14 days in advance of an ADA paratransit eligible individual’s desired trips. When an entity proposes to change its reservations system, it shall comply with the public participation requirements equivalent to those of § 37.137 (b) and (c)” ([§ 37.131\(b\)](#)).

Implementation options and concerns

No changes to existing considered

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Fares

ADA Requirement

“The fare for a trip charged to an ADA paratransit eligible user of the complementary paratransit service shall not exceed twice the fare that would be charged to an individual paying full fare (i.e., without regard to discounts) for a trip of similar length, at a similar time of day, on the entity’s fixed route system.

(1) In calculating the full fare that would be paid by an individual using the fixed route system, the entity may include transfer and premium charges applicable to a trip of similar length, at a similar time of day, on the fixed route system.

(2) The fares for individuals accompanying ADA paratransit eligible individuals, who are provided service under § 37.123(f) of [Part 37], shall be the same as for the ADA paratransit eligible individuals they are accompanying.

(3) A personal care attendant shall not be charged for complementary paratransit service.

(4) The entity may charge a fare higher than otherwise permitted by this paragraph to a social service agency or other organization for agency trips (i.e., trips guaranteed to the organization)” [\(§ 37.131\(c\)\)](#).

Implementation options and concerns

Paratransit fare increased to maximum allowed under ADA - \$4.00

- Current fare is \$3.25
- Public outreach
- Increased revenue

Paratransit fare charged to companion rider (other than PCA)

- All passengers needing PCA identified through an eligibility review process
- Lengthy process to review and modify client status for PCA
- Increased staffing, offset by increased revenue

Agency fare

- Reflects current operation (agreements expire 12/31/17)
- Social service agency trips for agencies’ ADA paratransit eligible clients
- Social service agency tickets at established Agency fare tariff (currently \$33.93)
- Agency invoiced for ticket purchases

Agency fare negotiated

- Advance purchase tickets
- Leave attended service
- Incident reporting

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Capacity Constraints

ADA Requirement

“The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

- (1) Restrictions on the number of trips an individual will be provided;
- (2) Waiting lists for access to the service; or
- (3) Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

(i) Such patterns or practices include, but are not limited to, the following:

- (A) Substantial numbers of significantly untimely pickups for initial or return trips;
- (B) Substantial numbers of trip denials or missed trips;
- (C) Substantial numbers of trips with excessive trip lengths.

(ii) Operational problems attributable to causes beyond the control of the entity (including, but not limited to, weather or traffic conditions affecting all vehicular traffic that were not anticipated at the time a trip was scheduled) shall not be a basis for determining that such a pattern or practice exists” [\(§ 37.131\(f\)\)](#).

Implementation options and concerns

No changes to existing considered

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Subscription Service

ADA Requirement

“[Part 37] does not prohibit the use of subscription service by public entities as part of a complementary paratransit system, subject to the limitations in this section”

[\(§ 37.133\(a\)\).](#)

“Subscription service may not absorb more than fifty percent of the number of trips available at a given time of day, unless there is non-subscription capacity” [\(§ 37.133\(b\)\).](#)

“Notwithstanding any other provision of [Part 37], the entity may establish waiting lists or other capacity constraints and trip purpose restrictions or priorities for participation in the subscription service only” [\(§ 37.133\(c\)\).](#)

Implementation options and concerns

Subscription service unrestricted

- Reflects current operation
- Unrestricted trip purpose
- Unrestricted trip volume
- No waiting list
- Remains feasible as long as no capacity constraints

Subscription service restricted

- Prioritized trip purpose
- Limit percentage of subscription trips
- Waiting list if percentage limit exceeded
- Implementation necessary if capacity constraints present