Paratransit Mobility Alternatives

RTD Accountability: Operations Sub-Committee

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March 3, 2021
Disability (ADA) Law - Origins

• Section 504 of the Rehabilitation Act of 1973
  • Extension of the Civil Rights act of 1964 to include rights of persons with disabilities
  • Not ratified until April of 1977 after a protest in San Francisco
  • Atlantis filed suit to make 1/3 of RTD fixed-route buses accessible in 1977
  • Gang of 19 – Denver based protest in July of 1978 was first step to fully accessible fixed-route fleet
ADA and Current Accessibility

• ADA signed into law on July 26, 1990 (Five titles of Act):
  • I - Employment
  • II – Public Entities & Public Transportation
    • III – Public Accommodations
    • IV – Telecommunications

• Guiding regulations governing transit operations first published by the U.S. DOT in 1991 (Title 49)
  • Part 37 (Transportation Services)
  • Part 38 (Transit vehicles)
ADA Paratransit Service Area

- The blue area highlights the required ADA paratransit service boundary or buffer of \( \frac{3}{4} \) mile from all non-commuter fixed-routes
- The boundaries for ADA must be reviewed and updated after each fixed-route service deployment
- 2300+ Square Miles
Complementary Paratransit Eligibility Requirements

When is paratransit required?

• Individuals who, because of their disability, cannot “navigate the system.” (cannot use our fixed-route system)

• Individuals with disabilities who cannot use the fixed-route system because an accessible vehicle is not available

• Individuals who are prevented from traveling to or from a bus stop because of their disability

Who may ride and when?

• ADA paratransit eligibility is not based on disability, but rather the functional inability of a disabled person to use the fixed-route system
RTD Complementary Paratransit Service

• RTD began providing Access-a-Ride (AaR) services in 1993 to meet the FTA provisions for paratransit service. That is:

• Providing comparable transportation service for individuals with disabilities who are unable to use the fixed-route transportation system for some or all of their trips

• To be deemed comparable, paratransit service must:
  1. Service Area
  2. Response Time
  3. Fares
  4. Trip Purpose Restrictions
  5. Hours and Days of service
  6. Capacity Constraints
RTD Access-a-Ride Service Model (ADA Paratransit)

- Policies are stated in the Access-a-Ride User’s Guide (provided)
- 342 RTD-owned (dedicated) vehicles
  - MV Transportation
  - Via Mobility Services
  - Transdev (dedicated)
- 50 Transdev (non-dedicated)
  - Yellow Cab Taxi
  - Expanding under subcontract
    - zTrip
    - Union
    - Metro
Access-a-Cab Service (Paratransit Elective Service)

• Available to eligible Access-a-Ride passengers since 2005
• Offers same day alternative service
• Not meant to replace Access-a-Ride service
• Passenger pays first $2.00 of the fare, RTD pays the next $12.00. Passenger is responsible for any amount over $14.00.
• 38% of regular AaR users have also used AaC in 2019
• Average trip length: 2.98 miles
Technology: Customer-powered Solutions

Deployed an accessible web and phone app platform got customers to:
• Make trip reservations;
• Cancel trips;
• See where their vehicle is on day of travel in real-time.

Replacement of legacy software which has provided our primary software solution since 2008.
Technology: More Powerful Solutions

Replacement of legacy software which has provided our primary software solution since 2008.
Paratransit: Piloted and near-term developments

**Alternative Delivery Options:**
- Expanding *partnerships with TNCs*, NEMTs, and taxi to reduce demand for dedicated AaR vehicles
- **Travel Training**
- DRCOG **Trip Exchange** pilot?
- First and last mile trip alternatives/software
Questions?

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