

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



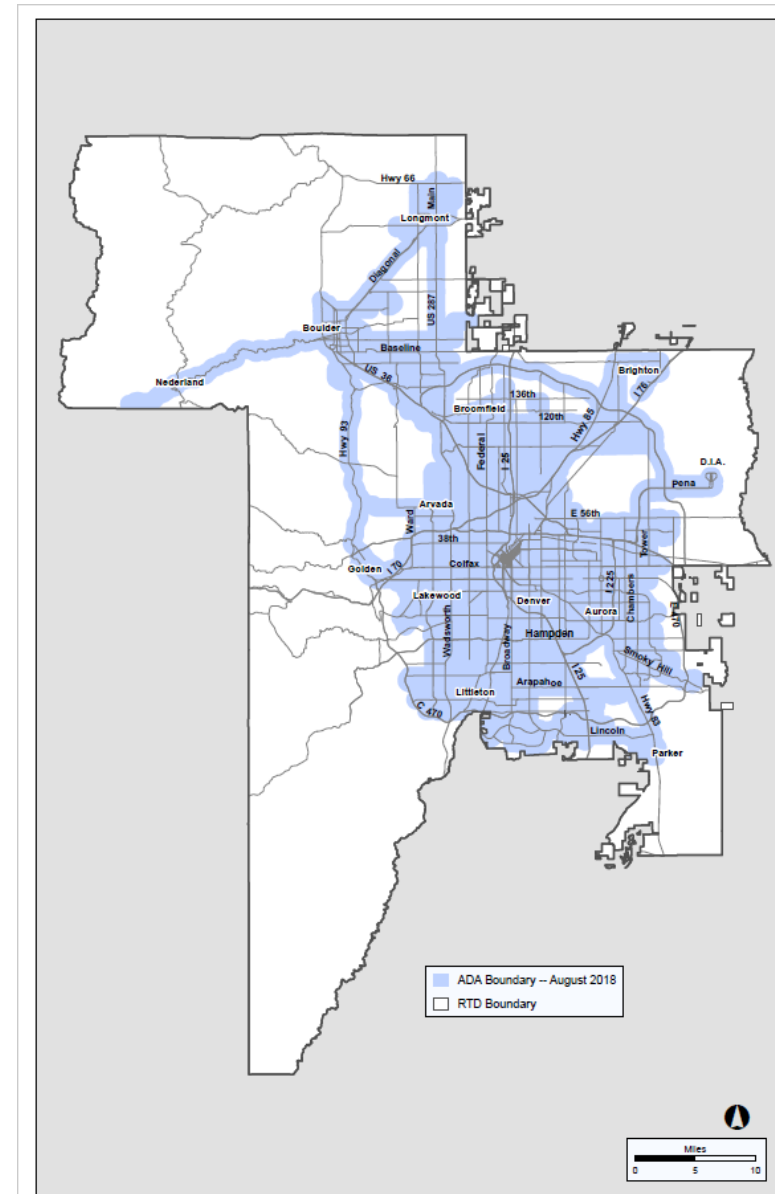
ADA and Current Accessibility

- 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

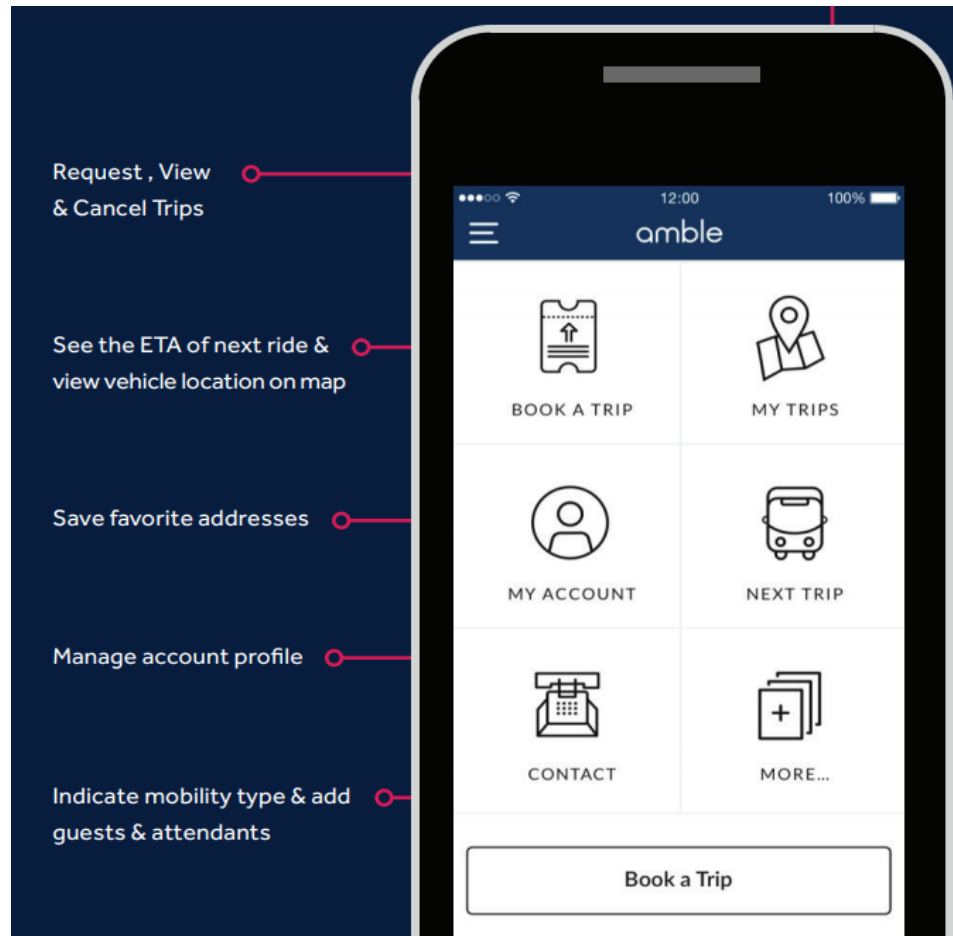


Access-a-Cab Service (Paratransit Elective Service)

- 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

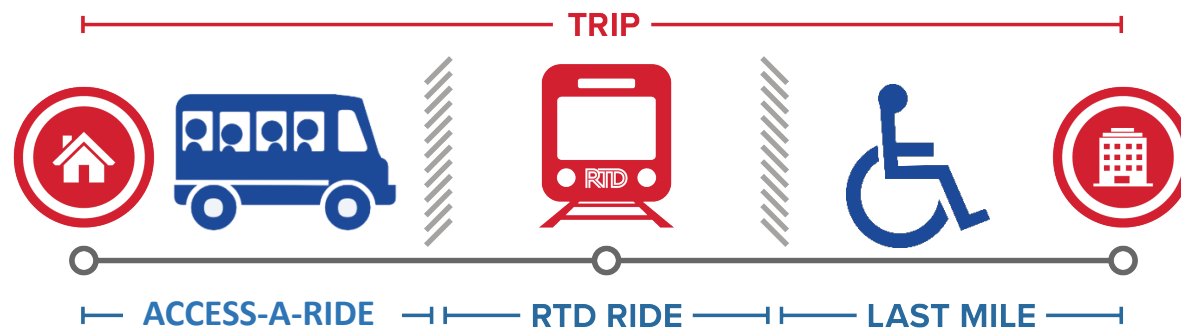
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Paratransit: Piloted and near-term developments

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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