

# Paratransit Mobility Alternatives

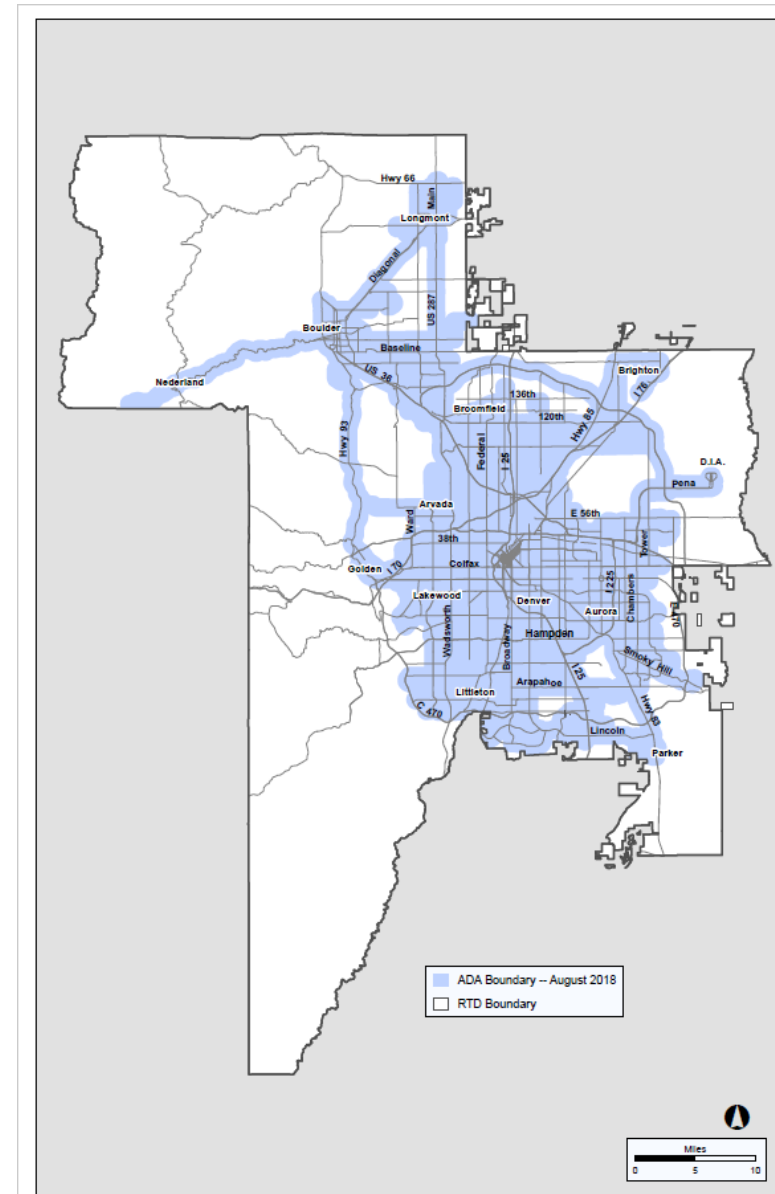
RTD Accountability Committee

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# 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



# 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

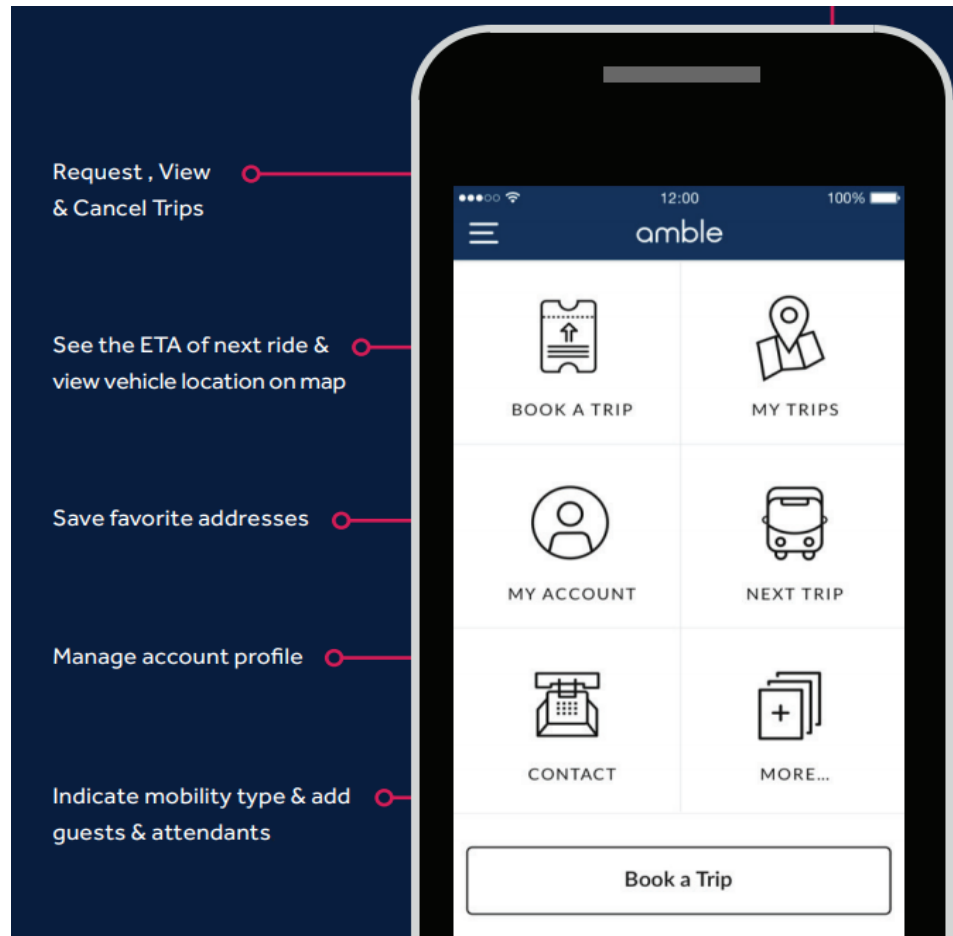


# Access-a-Cab Service (Paratransit Elective Service)

- 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 last 6 months
- Average trip length: 2.98 miles
- Providers
  - zTrip
  - Union
  - Metro
  - Green



# 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.

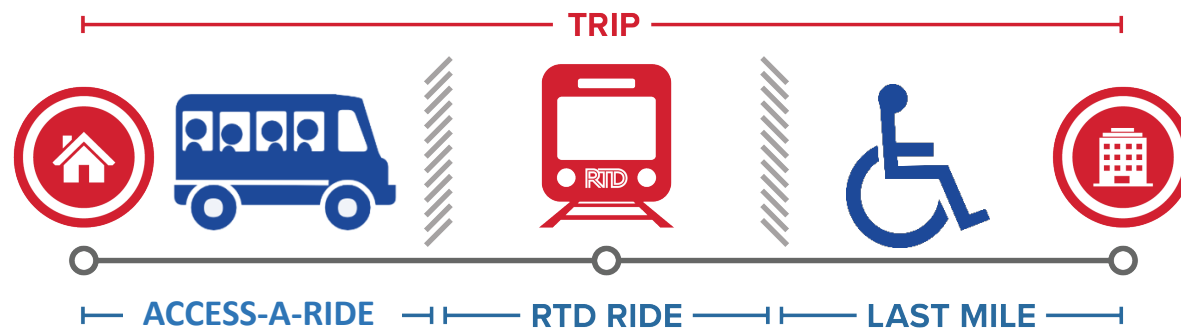




# Paratransit: Piloted and near-term developments

## 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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