Paratransit Mobility Alternatives

RTD Accountability Committee

Paul Hamilton
Senior Manager
Paratransit Services

March 1, 2021
ADA Paratransit Service Area

- The blue area highlights the required ADA paratransit service boundary or buffer of ¾ 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?

Paul Hamilton  
Senior Manager – Paratransit Services  
paul.hamilton@rtd-denver.com