

# Integration of Paratransit & Fixed-Route Transit Services

Presentation to ACTIA Joint PAPCO/TAC Meeting  
February 23, 2009

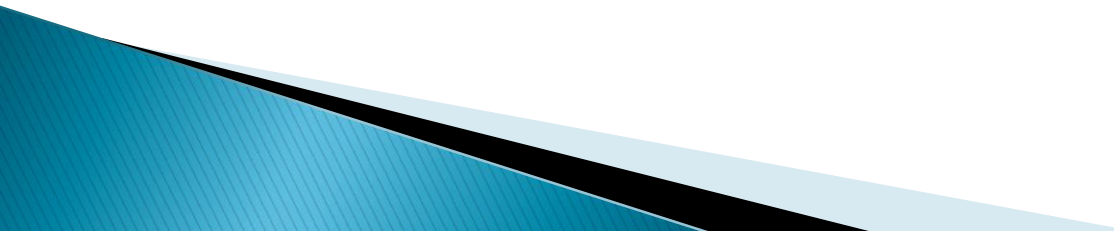
# PROJECT FOCUS

*Compelling reason for setting up the integrated service has been the need to manage paratransit costs or reduce the need for separate paratransit service.*

- ▶ Designed with people with disabilities in mind, or have benefited people with disabilities and reduced paratransit demand
- ▶ Least attention – “feeder” service
- ▶ Variations on the traditional model of ADA paratransit feeder service – more are combination of general-public Dial-A-Ride and/or Route Deviation, feeding into Fixed-Route, than regular paratransit feeder

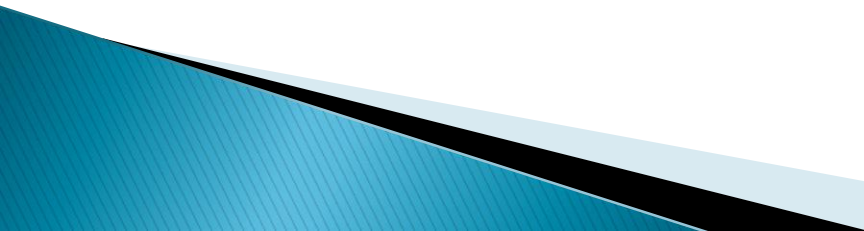
Web-based survey, phone interviews, site visit – 34 agencies

# Topic Areas

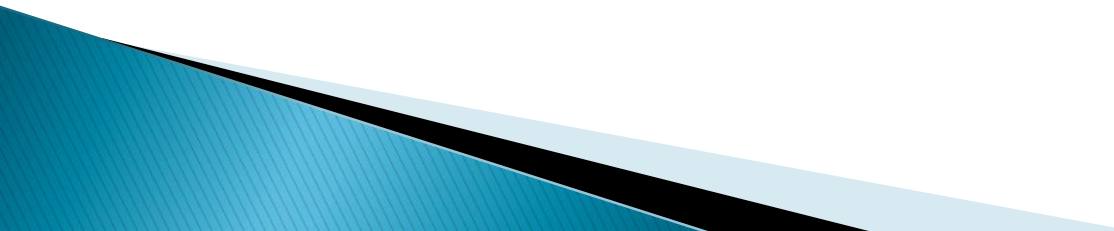
- ▶ Eligibility screening processes
  - ▶ Operational procedures
  - ▶ Travel training
  - ▶ Education and outreach
  - ▶ Marketing
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# Key Findings

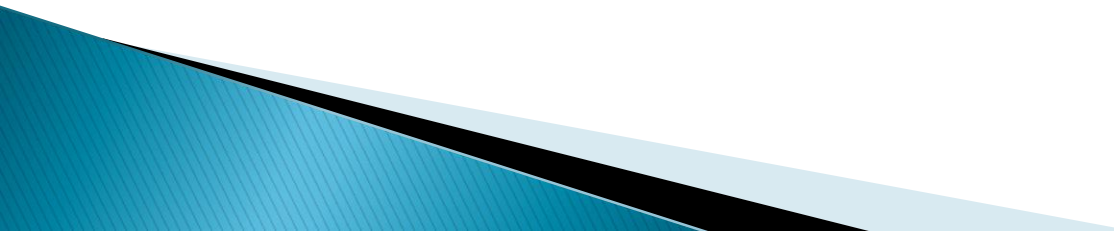
## Feeder Service

- ▶ Feeder not widespread – impact on mobility of riders; a perception that it's difficult to implement; lack of consensus about cost savings
  - ▶ Trip-by-trip screening – significant cost savings. Need ability to integrate fixed-route and paratransit schedules, accurate screening, environmental barrier information. Political will, involvement of disability community
  - ▶ Technology not required, 3 software packages all include feeder modules
  - ▶ Feeder must be mandatory to work well
  - ▶ Only well-received where frequent fixed-route service, or after much community education
  - ▶ Feeder effective means of complementing travel training
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# Other examples of Integrated Service

- ▶ Free fixed-route to ADA paratransit registrants
  - ▶ Promoting neighborhood circulators through ADA call-in center
  - ▶ Travel Host
  - ▶ Alternating between Fixed-Route and Demand-Response modes at different times of the day.
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# Types of Integrated Service Models included:

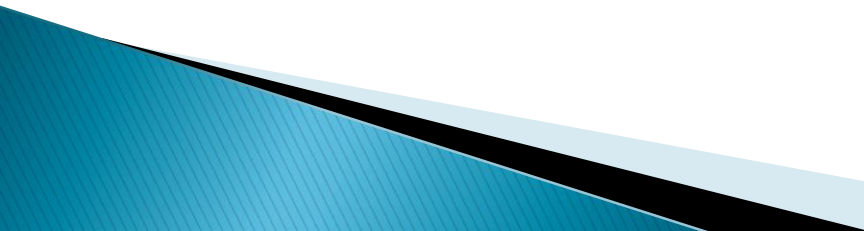
- ▶ Community bus operating on designated days of the week in rural areas and connecting with Fixed-Route
  - ▶ City-based community bus service that connects with FR stops and other community based bus service stops
  - ▶ FR bus that deviates for people with disabilities and older adults, and connects to the mainline FR service
  - ▶ ADA paratransit feeds into FR
  - ▶ General Public Dial-A-Ride feeds into FR at bus stops, park-and-rides, and light rail stations
  - ▶ Travel Host
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# Service Design

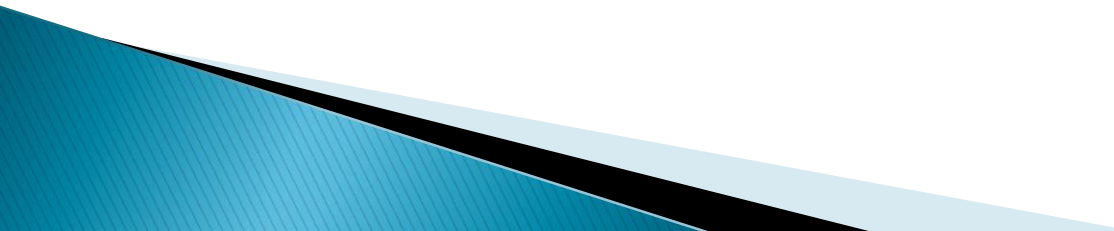
## Populations Served

- ▶ Feeder – primarily people with disabilities, other general public
- ▶ Mandatory – specific eligibility conditions
- ▶ Disability % varied significantly– Asheville 40% of Route Deviation, Portland 81% shuttle, SamTrans employer shuttle 14%, Route Deviation Amador Co. 39%

## Fares and Multiple Transfers

- ▶ Of 15 requiring transfer, 5 charge integrated only, 5 FR only, 4 both, 1 free.
  - ▶ Lowest fare most successful feeder
  - ▶ Most feeders are two legged trips, but some do three – usually paratransit to FR to FR
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# Delays to Vehicles and Passengers

- ▶ Most don't wait for FR
  - ▶ “Drop and go” wait times 5 to 10 minutes most common
  - ▶ If transfer is missed, unless fixed-route service is very frequent, most systems guarantee direct paratransit trip
  - ▶ Safe sheltered transfer locations, transit centers, shopping malls, major park-and-ride facilities
  - ▶ Criteria – shelter, seating, a telephone, and serve multiple routes
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# Cost Savings

- ▶ Hard to isolate cost benefits
- ▶ From reduced paratransit vehicle time – \$139,000 for BC Transit (1.3% of total paratransit budget) and \$147,000 at Pierce Transit (1.2%)
- ▶ Reduction in demand at Pierce Transit – cost savings \$709,000 (when combined with time savings 7.5% of paratransit budget)
- ▶ San Joaquin cost reduced by 50% through Route Deviation replacing paratransit
- ▶ UTA package – Savings from decline in ridership over \$350,000
- ▶ Whatcom \$350,000 from FLEX instead of fixed-route and paratransit in rural
- ▶ Fare incentives – LA 1.3 million fixed-route trips – \$26 million.

# Conclusion

- ▶ Limited application
  - ▶ But found in all geographic areas/densities
  - ▶ Where implemented, working well
  - ▶ Contain costs, serve isolated areas
  - ▶ Used to test new markets
  - ▶ Expand options for people with disabilities
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