



Incorporating Ride-Sourcing Service into ADA Paratransit

Opportunities and Challenges for Public Transit Agencies



Thursday, December 2, 2021
3:30pm - 4:45pm PST

Registration Link: https://washington.zoom.us/webinar/register/WN_r3Tera9ZSJew5Sufv1m1ig

The Americans with Disabilities Act (ADA) of 1990 requires transit agencies to provide door-to-door paratransit service for riders with disabilities. As the U.S. population continues to grow and age, the demand for paratransit services keeps rising, which poses many challenges for transit agencies due to its high operational cost. In response, a growing number of transit agencies are looking to incorporate new alternatives to deliver their service more efficiently. At the forefront of these efforts is forming partnerships with transportation network companies (TNCs) as complementary service providers to paratransit. However, most of these partnerships are still in the pilot phase, as agencies are investigating opportunities and barriers to moving forward.

To facilitate the design of King County Metro's TNC-paratransit pilot program, this study builds a robust understanding of the characteristics of paratransit trips and riders and the operation norms of TNCs. The effort enables the team to develop a set of criteria for the diversion of trips from conventional ADA paratransit to TNCs, considering three different conditions under which TNCs trips are most appropriate. The first condition explores the trip distance threshold for divertible trips, considering the subsidy amount determined by transit agencies and the dynamic pricing of TNC trips. The second condition explores the implications of mobility assistance required by clients and the lack of TNC trained drivers on serving customers with disabilities and providing door-to-door or hand-to-hand service. The last condition considers the impact of trip diversion on the operational efficiency of paratransit trips by geographic location. The findings provide useful guidance to King County Metro and other transit agencies that plan to develop multimodal paratransit services in the era of shared mobility.



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