

CTAA Mobility Management Forum
Oklahoma City, OK | May 22, 2023



ADA / ADA Paratransit Workshop



Will Rodman

Topics Covered

- Equivalent Service Criteria for DRT Services
- Required Monitoring of DRT Services
- Rider Choice and Drug and Alcohol Testing
- ADA Paratransit Service Criteria and Other Requirements and Considerations

Equivalent Service Criteria for DRT Services

1. Response time
2. Fares
3. Geographic area of service
4. Hours and days of service
5. Restrictions or priorities based on trip purpose
6. Availability of information and reservations capability
7. Any constraints on capacity or service availability

FTA Circular 4710.1 ADA Guidance. Section 7.4 (Nov. 4, 2015)

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Monitoring DRT Service (Inaccessible Vehicles)

- Trip denials
- On-time performance
- Missed trips
- On-board ride times
- Telephone hold times

Rider Choice / Drug & Alcohol Testing

- Considerations for taxi and TNC-based microtransit and alternative services where riders have choice of providers for every trip
- FTA's "Taxi Exception" Policy (also applies to TNCs)
- Transit agencies not required to require service providers to follow FTA drug and alcohol testing requirements
- Does not apply to services where riders choose one provider at a time

Discussion/Questions?



Service Criteria for ADA Paratransit Services

1. Days/hours of service the same as fixed-route service
2. Service area the same as fixed-route service
3. (At least) next-day reservations during business hours; allowed to employ trip negotiations
4. Fares – no more than 2x fixed route service fare
5. No restrictions/prioritization based on trip purpose
6. Absence of capacity constraints

FTA Circular 4710.1 ADA Guidance. Chapter 8 (Nov. 4, 2015)

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Other Requirements and Considerations

- Pick-up window and drop-off policies
- Real-time scheduling and trip confirmations
- Trip negotiations
- Level of driver assistance (curb-to curb vs. door-to-door)
- Will-call trips for certain trip types
- No-stranded policies for re-emerging no-showed riders
- No show suspension policies
- Priority for ADA paratransit trips in a coordinated service
- Use of non-dedicated service providers for overflow

More on Drug & Alcohol Testing

- D&A testing must be followed for ADA paratransit overflow service
- D&A testing not required for opt-in overflow service (taxis, TNCs)

Discussion/Questions?





Thank you!

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