

## **Integrating Paratransit Services Into A Regular Service Schedule**

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The reality of paratransit is that it is necessary and important - but costly. It has long been recognized that one way to mitigate the cost is to draw more persons with disabilities into using regular fixed route service for part, or their entire journey, as a rider's personal situation permits. Such a holistic approach can mean, considering fixed route or flex service options as alternatives to, or as complements to, demand response services.

As a transit organization you must analyze whether or not your ADA paratransit service is meeting comparability standards relative to the fixed route services available to the general public.

The key is to have all service mode options available to the reservation agent who is taking a demand response service request, as well as to service planners who are considering the implications of service changes. This session will look at the ways technology can help manage multimodal data to integrate paratransit into a "family of services".