

Transit Cooperative Research Program

TCRP Synthesis 76: Integration of Paratransit and Fixed-Route Transit Services



TCRP Synthesis 76, “Integration of Paratransit and Fixed-Route Transit Services,” highlights the experiences of transit agencies that are seeking a variety of ways to integrate their fixed-route and paratransit services. One form of integrated service that has received some attention is ADA paratransit to fixed-route feeder service. Although the ADA allows transit agencies to limit trip offerings to feeder service, 18 years after the passage of the ADA only a handful of transit agencies nationwide have implemented mandatory feeder service. The report examines the reasons for resistance to implementation and success stories at a variety of agencies.

Additional examples of integrated service included in this study are the provision of community bus or circulators, connectors, fixed-route fare incentives, and route deviation. Based on web research and stakeholder interviews, this report identifies 46 examples of integrated service. These include feeder and connector service at Pierce Transit in Tacoma, Washington; feeder and route deviation services at UTA in Salt Lake City, Utah; and feeder, connector, community bus and route deviation services at ACCESS in Pittsburgh, Pennsylvania. Smaller systems such as Agency for Community Transit offer mandatory feeder service in Madison County, Illinois.

Significant cost savings are a compelling reason for transit agencies to set up integrated service. The study describes policies and associated program features encouraging successful implementation of integrated services including in-person eligibility screening processes, operational procedures, travel training, education and outreach, marketing, and technology.



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For more information:

Transportation Research Board
500 Fifth Street, NW
Washington, DC 20001
<http://www.trb.org/>

Contact:

Donna Vlasak
Senior Program Officer
202-334-2974
DVlasak@nas.edu