

AMERICANS WITH DISABILITIES ACT (ADA) PARATRANSIT INNOVATION STUDY

Study summary presented to the
CMAP Transportation Committee
June 4, 2021



MOVING YOU

AGENDA

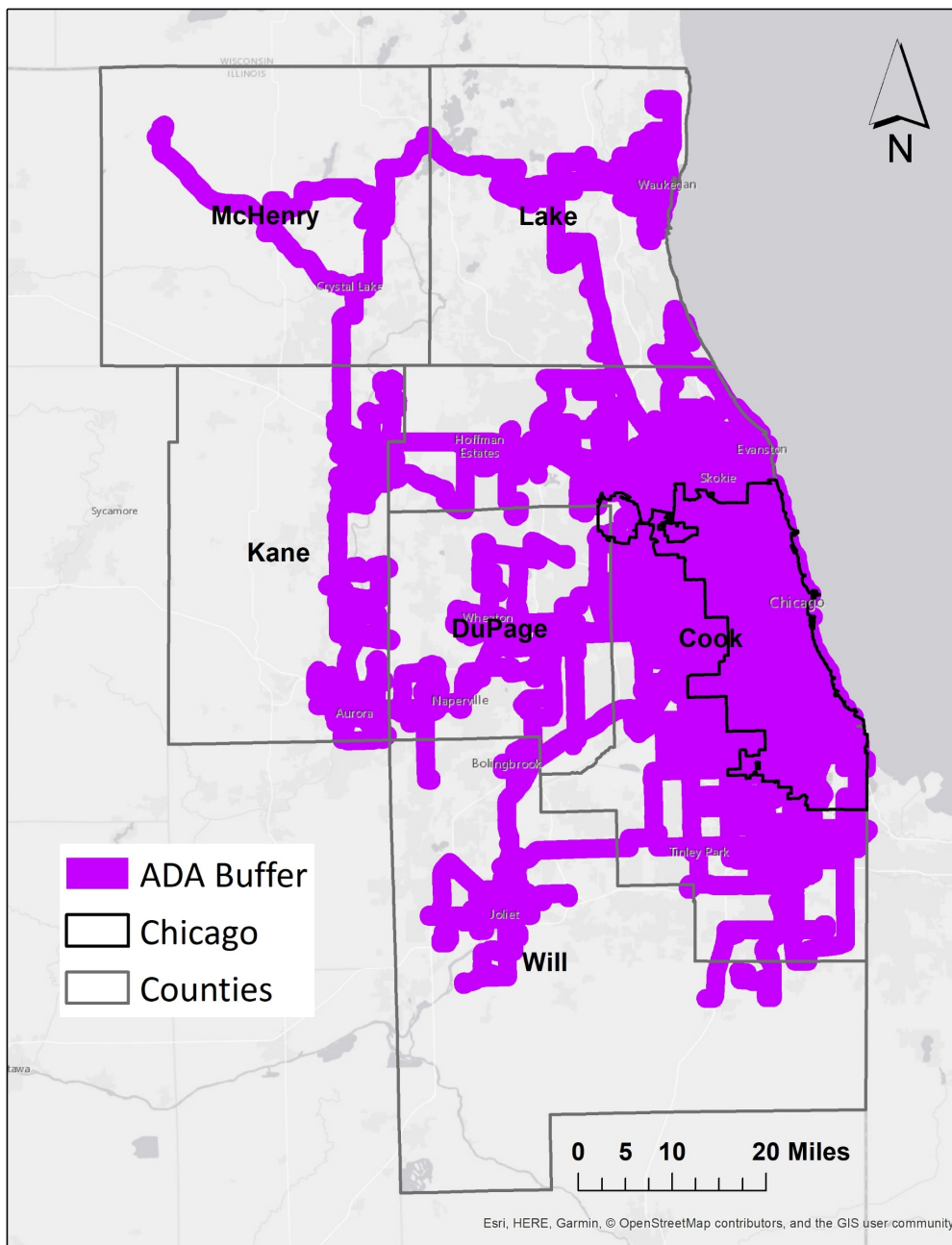
- Background
- Project Overview
- Analysis and Findings
- Innovations to Pilot
- Next Steps
- Questions

BACKGROUND

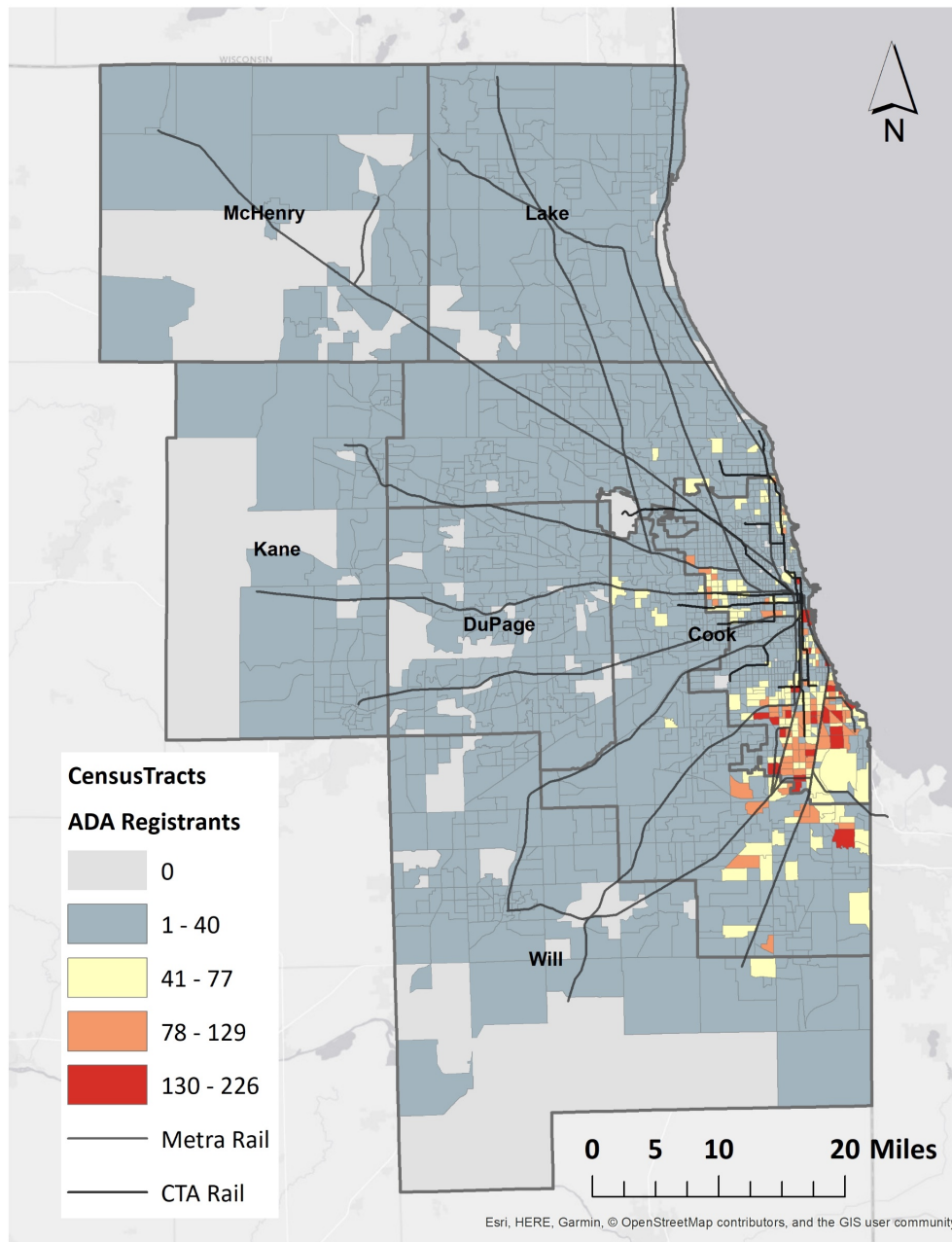
- Americans with Disabilities Act 1990
- Complementary Paratransit service for people with disabilities who cannot use fixed-route services
- All buses and all trains are fully accessible in our region but stations and sidewalks are not fully accessible
- Funding comes from RTA and Federal formula funds “off the top”
- ADA Riders are eligible through an evaluation process, performed by RTA Mobility Services

PACE ADA PARATRANSIT

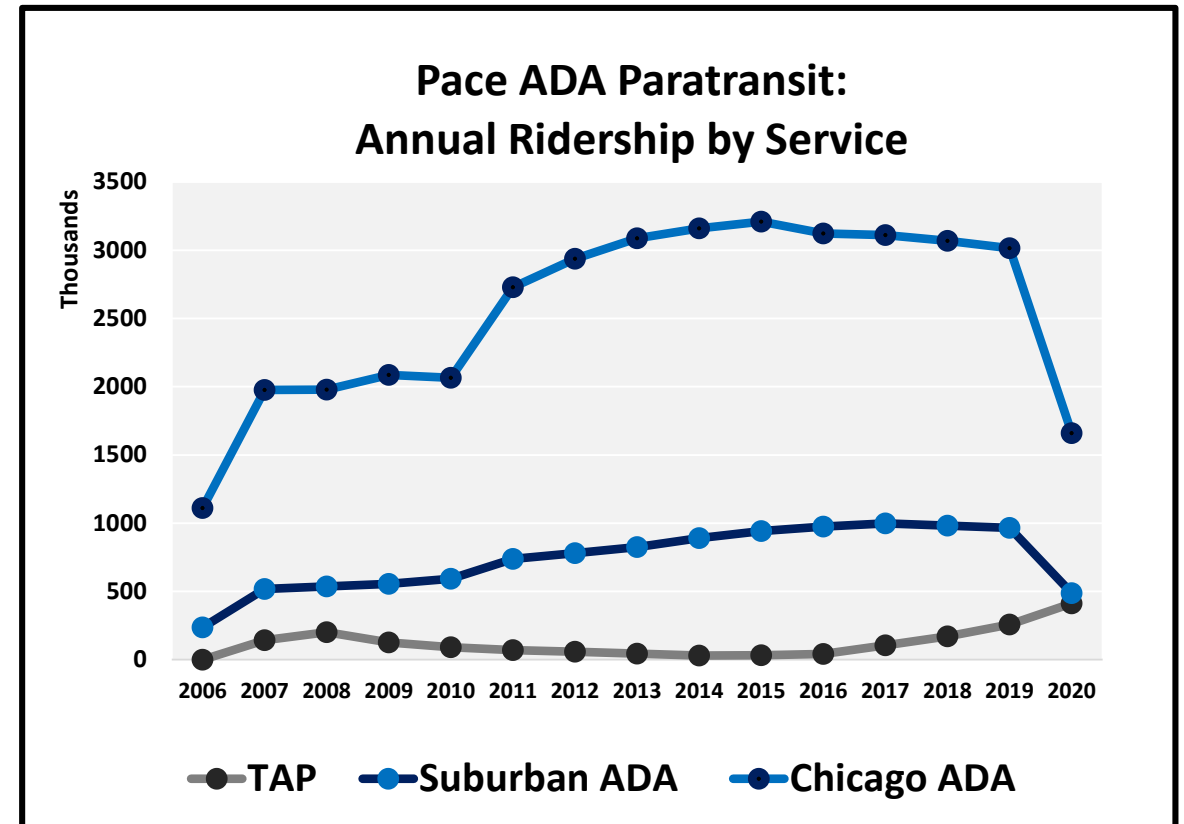
- Covers entire six-county region
- 4 Million Annual trips (2019)
- 36 Million Passenger Miles (2019)
- Fare \$3.25



PACE ADA PARATRANSIT



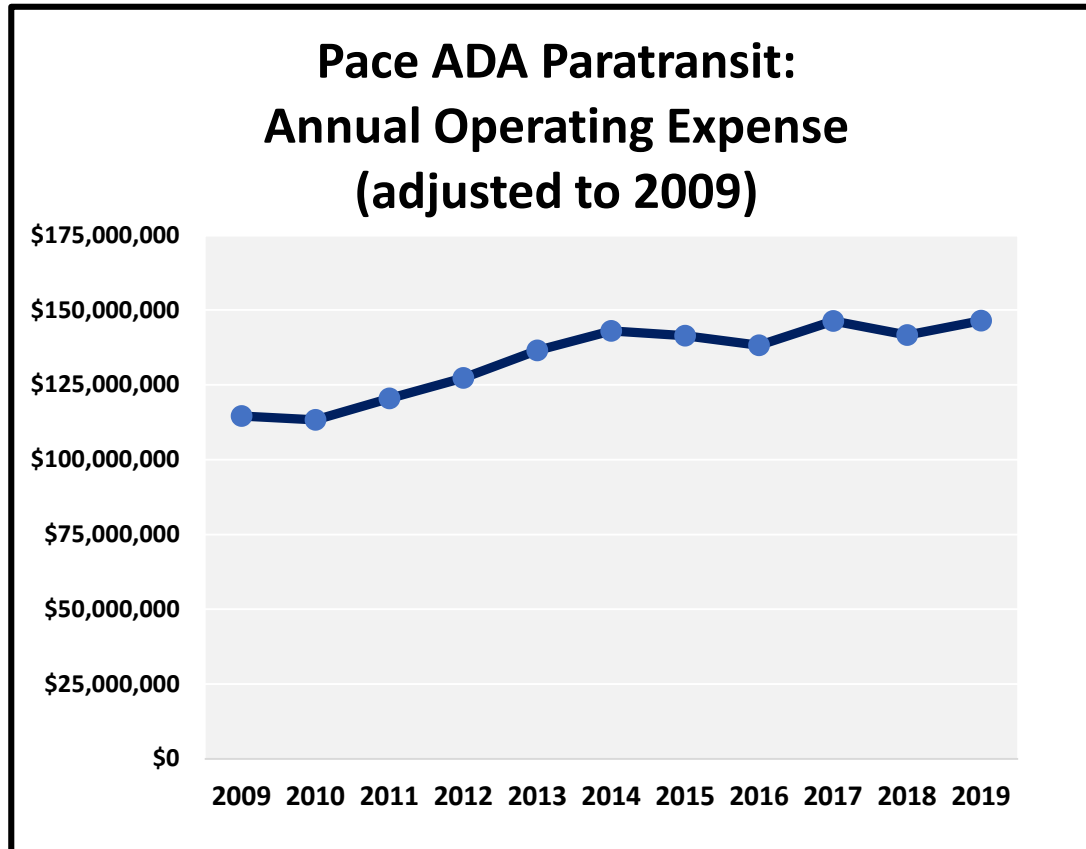
Source: RTA Mobility Services



Source: RTAMS



PACE ADA PARATRANSIT ANNUAL OPERATING EXPENSES



- Costs have increased 27% 2009 – 2019
- ADA Service is 100% purchased transportation

Source: NTD; U.S. Bureau of Labor Statistics, Consumer Price Index for All Urban Consumers: All Items in Chicago-Naperville-Elgin, IL-IN-WI (CBSA) [CUURA207SA0], retrieved from FRED, Federal Reserve Bank of St. Louis; <https://fred.stlouisfed.org/series/CUURA207SA0>, May 7, 2021.

PROJECT OVERVIEW

- Purpose:
 - Identify potential innovations that could be piloted
 - Improve system sustainability
 - Contain cost
 - Adapt to shifting demand, technology, rider needs
- Consulting Team: IBI Group, DemandTrans, FTG
- Agency Guidance: Advisory, Steering Committees

GUIDING PRINCIPLES

- Preserve integrity of Pace ADA Paratransit service for those with no other alternatives
- Maximize benefits from existing/planned investment
- Ensure compliance – ADA & Title VI
- Be fiscally responsible and accountable

INVEST IN TRANSIT GOALS

- Deliver Value on our Investment
- Build on the Strengths of our Network
- Stay Competitive

SCOPE OF WORK

- Identify Challenges to Sustainability
- Review Literature/State of Practice
- Identify Potential Innovations
- Model and Analyze Potential Innovations
- Peer Workshop
- Action Plan for Recommended Innovations

CHALLENGES TO SUSTAINABILITY

- Ridership
- Changing Demographics
- Eligibility and Certification
- Financials/Funding
- Service Delivery
- Changing Mobility
- Flexibility of Existing System

IDENTIFY POTENTIAL INNOVATIONS

- Wide range of possibilities
- Prioritized by Project Team
- Presented to the Advisory Committee

Conditional Eligibility
Contract Structure Autonomous Vehicles
Integration with Fixed Route **TAP**
TNCs Electrification Pricing Policy
Delivery of Dialysis Trips Subscription Trips
Mobility on Demand
Integrated Trip Planning
Trip Brokering / E-Commerce **Same Day Service**
Segmentation of Pace Service into Zones
Wearable Tech / Advanced Wayfinding Communications

MODEL/ANALYZE POTENTIAL INNOVATIONS

- Mobility on Demand (MOD)/Emerging Technology for Customer Interaction
- Subscription Trips
- Integrated Trip Planning
- Conditional Eligibility
- Integration with Fixed Route Transit/ADA Service as a Feeder
- Same Day Service via Taxis (TAP) and TNCs
- Enhanced Use of Non-Dedicated Vehicles via Technology Mechanisms

PEER REVIEW WORKSHOP

- TNCs & Taxis (MBTA & RTC)
 - Consumer Choice vs. Back-end use
 - Program Structure
 - Reliability of Partners
 - Induced Demand
- ADA as Feeder Service to Fixed Route (METRO)
 - Balancing customer needs, communication, trip planning and discovery

INNOVATIONS TO PILOT

TOP INNOVATIONS

- **Same Day – Consumer Choice Program**
 - 30% shift in city of Chicago trips would produce \$18M cost savings
 - Enhanced customer experience, freedom and spontaneity of travel
 - Q3 2022
 - Piloted in suburban Cook County

TOP INNOVATIONS

- **Enhanced Use of Non-Dedicated Vehicles**
 - Parameters for identifying trips that decrease productivity
 - 15% shift in all trips would produce \$10.6M annually
 - Q3/Q4 2022
 - Piloted system-wide

TOP INNOVATIONS

- **ADA as a Feeder for Fixed Route**
 - Implemented after Same Day Service
 - Pricing policy to incentivize travel to Accessible transit stations
 - Trips served via non-dedicated providers
 - Q2 2022 /Q1 2023
 - Piloted as add-on to Same Day Service

NEXT STEPS

- Sharing and presenting project results with regional stakeholders (RTA)
- Pilot planning and implementation (Pace)



QUESTIONS?

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