

Paratransit Service and Fare Change Options Toolbox

Policy	Current	Possible Future
Modify features not required by ADA		
Individual Fare Medium	Cash, convenience ticket, employer/student unlimited pass	Eliminate convenience ticket
Agency Fare Medium	Agency ticket (bought in bulk) or billing	Agency ticket (bought in bulk) or billing arrangement
Agency Fare	\$33.93	Determined by negotiation
Agency Service	Billing, common client eligibility verification, medical ride reporting, incident reporting, leave attended service, fax ride orders, group rides	Determined by negotiation
Subscription Service	No trip purpose restriction, unrestricted volume, no waiting list	Establish subscription parameters. If subscription requests would induce capacity constraints, Metro would limit subscription to no more than 50% of all rides.
Decrease Service to ADA Minimum Requirements		
Fare	\$3.25	Increase by \$0.75 to \$4.00
Companion Fare	\$0.00	Increase to \$4.00
Origin-to-Destination Service	Door-to-door mode as default for all riders	Curb-to-curb mode as default for riders; door-to-door if rider need set by eligibility process
No change recommended to current ADA-compliant policies		
Personal Care Attendant Fare	\$0.00	
Hours & Days of Service	Comparable to fixed route	
Service Area	Comparable to fixed route	
Trip Reservation & Response Time	Reservations taken daily, up to 7 days in advance. Service next day ride requests.	
Capacity Constraints	Unrestricted trip volume, no waiting list, no pattern or practice of untimely trips, denied or missed trips, or trips of excessive length.	