



metro transit

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# Metro Paratransit Program

September 2021

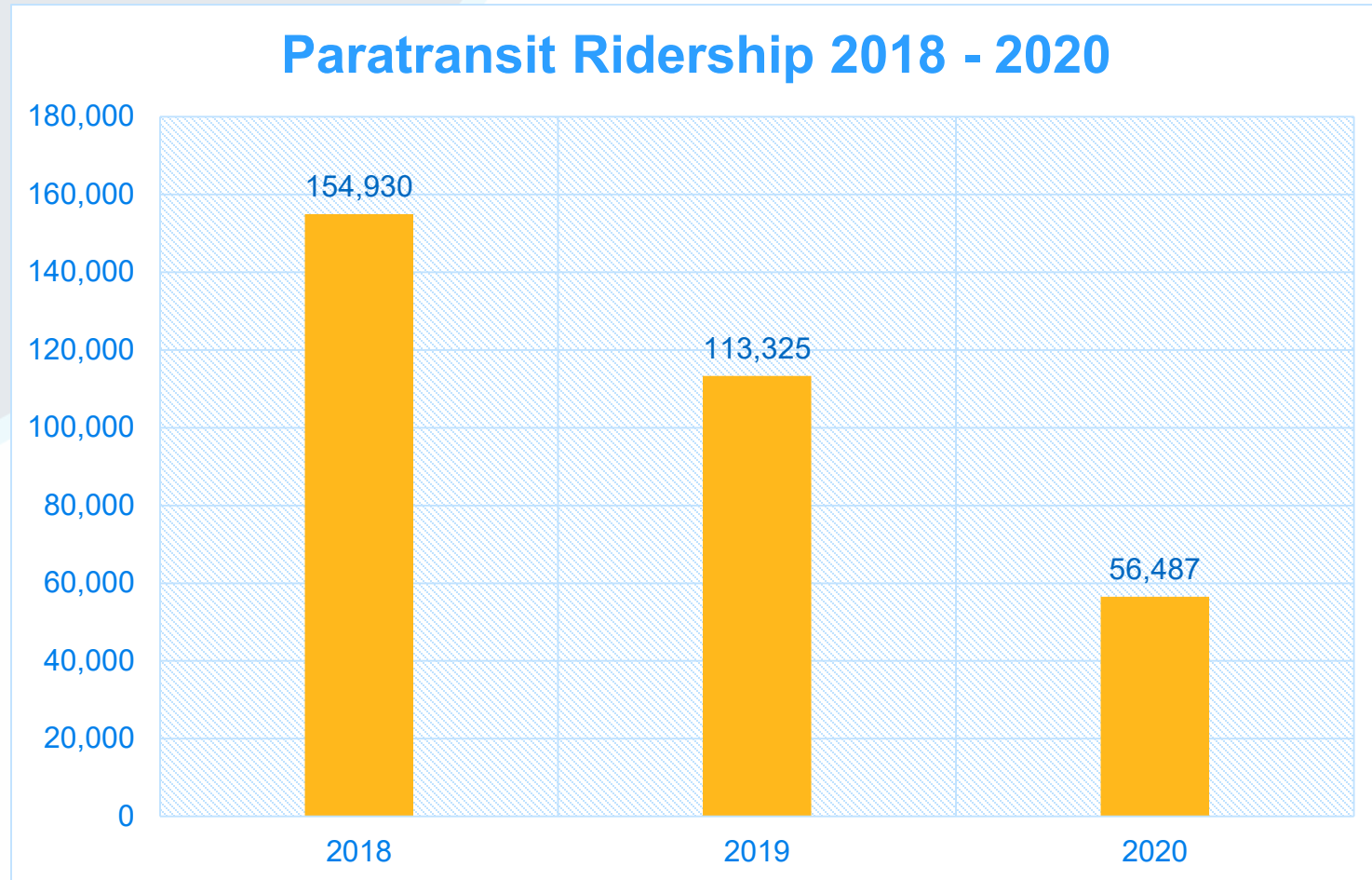
Nancy Senn, Paratransit Manager

# Program Overview

## ADA Paratransit Service

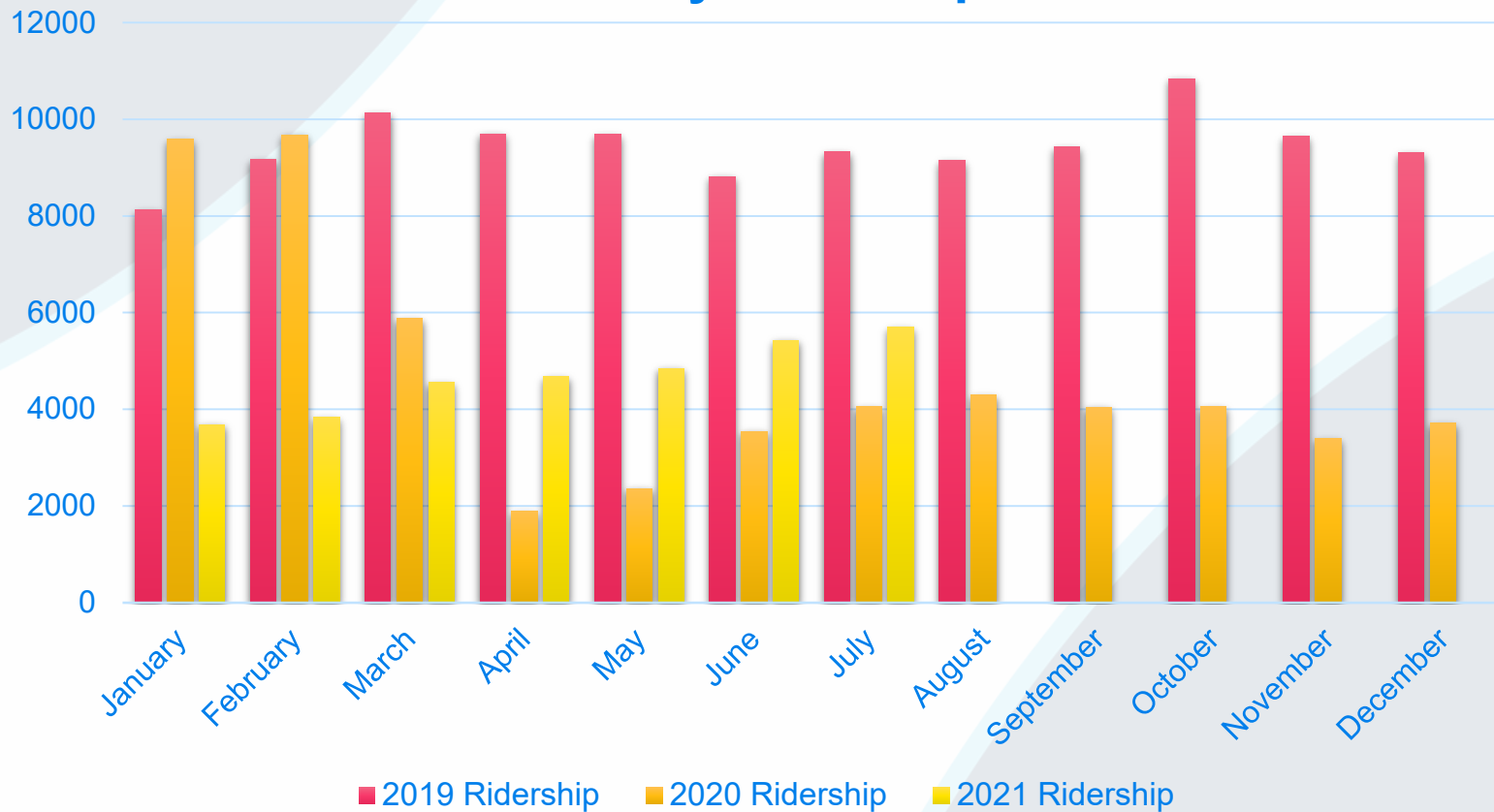
- Serves as a complement to Metro fixed-route bus service
  - Service area
  - Hours and days of service
  - No trip purpose restrictions
  - Fares
  - Reservation and response time
- Eligible to those who cannot use fixed-route bus service due to a disability
- Shared ride service

# Ridership Trend



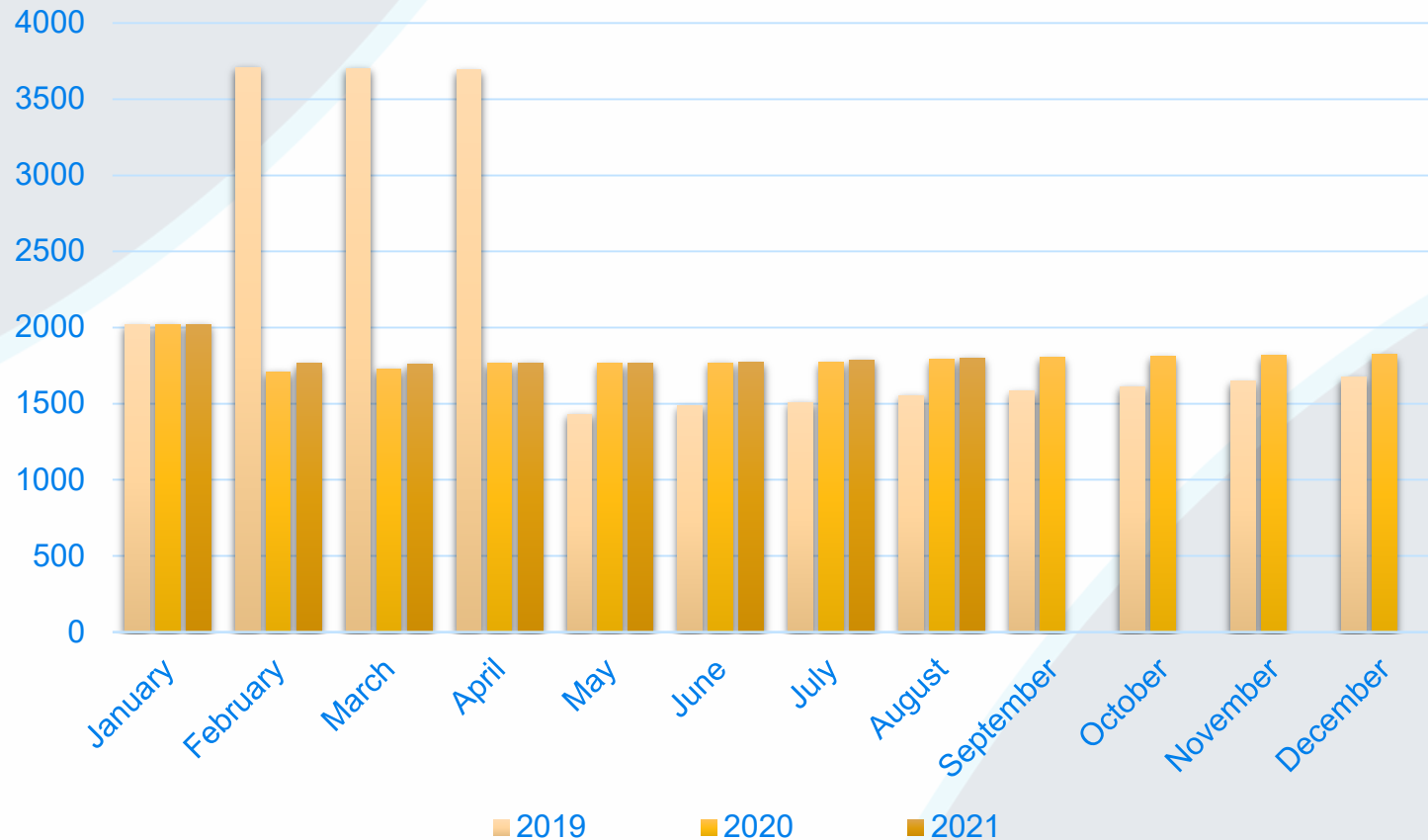
# Monthly Ridership Comparison

## Paratransit Monthly Ridership 2019-2021



# Paratransit Eligible Clients

## Paratransit Monthly Enrollment 2019 - 2021



# COVID-19 Public Health Emergency

- **Safety precautions**
  - Face coverings and Personal Protective Equipment
  - Vehicle cleaning and disinfection
  - Physical separation in vehicles
- **Eligibility process altered – in-person assessments**
- **Vehicle capacity – high demand**
- **Face masks required**