

ADA  
Paratransit  
Scheduling



**Learning Objective:**

**Describe the scheduling  
process for ADA  
Paratransit**



# Negotiating Ride Times

The ADA allows a transit agency to negotiate pickup times, but the transit agency cannot require the rider to accept a trip more than one hour before or after the needed departure time. This is called the scheduling or negotiation window.



## Comparable Service

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The goal of ADA Paratransit is to provide accessible service that is comparable to the fixed-route, public bus system.

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Negotiating a 4 p.m. pickup knowing that a rider works until 5 p.m. would not be comparable service.

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Offering a 9 a.m. pickup for a rider who has an appointment at 8 a.m. would not be comparable service.



# Scheduling Window

- When there is a latest arrival time (for example, arrival to work), the scheduling window should be used on the early side to ensure that the rider arrives on time.
- When there is an earliest departure time on a return trip (for example, a doctor's appointment), the scheduling window should be from that time to one hour after.





## Scheduling Window: James

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James gets off work at 5 p.m., changes out of his uniform, and often chats with co-workers after his shift ends.

James requests pickup at 5:15 p.m. to ensure that he is ready.

James is given a pickup window of 5:15 p.m. to 5:45 p.m.



# Schedule Changes



- If a transit agency wants to change the originally negotiated time (for example, to maximize driver schedules), riders should be called for a new time to be negotiated.
- If a rider cannot be reached to re-negotiate the pickup time, the original time should not be changed.
- Per the ADA scheduling window, any changes may not be more than one hour from the rider's requested time.



# Driver's Manifest

The agreed-upon time should appear on the driver's manifest.





## Travel Time

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To determine if ADA paratransit travel time is excessive, the FTA looks to the travel time of the corresponding fixed-route system.

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ADA Paratransit is to be comparable to the fixed-route public transportation system.



# Travel Time

ADA Paratransit is the accessible counterpart to the public bus system.

ADA Paratransit can not operate under the same time and convenience factors as private transportation.



# Travel Time

Private transportation options - such as owning a vehicle, taking a taxi, or using services like Uber or Lyft – are more convenient for the user.

However, they are also more costly.



# Travel Time Parameters

The FTA recommends that paratransit agencies implement a graduated travel time parameter.

For example:

- 30 minutes for trips under 3 miles
- 45 minutes for trips that are 3 to 5 miles
- 60 minutes for trips that are 5 to 7 miles
- 75 minutes for trips that are 7 to 10 miles





# Pickup Window

Riders should be given a pick-up window of 30 minutes during which they should be ready to depart.





## Pickup Window: James

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James gets off work at 5 p.m., changes out of his uniform, and often chats with co-workers after his shift ends.

James requests pickup at 5:15 p.m.

James is given a 30-minute pickup window of 5:15 p.m. to 5:45 p.m.

He is ready to depart within that window.



## Compliance Check

The pickup must occur during the window, not earlier or later, to be considered on time.

The FTA has found instances when drivers arrive well before the announced pickup window and passengers who are not ready are given a no-show.

This practice is not consistent with the ADA.





# Scheduling Window: Amal

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Amal calls to schedule ADA paratransit for a 10 a.m. job interview.

The reservationist looks at the distance and tells Amal “We can pick you up between 9 and 9:30 a.m.”

On the day of his interview, Amal is ready to leave at 9 a.m.

The driver knows that Amal has an interview at 10 a.m.





# Will-Call Pickups

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Will-call pickups are not required by the ADA.

If a transit agency provides will-call pickups, it is a good practice to establish a window for the anticipated pickup.

Riders must understand the implications if they ask for will-call return trips rather than scheduled return rides.





# Role of the Rider

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- Call to cancel if you won't be taking a trip, as soon as you can.
- Be aware of your 30-minute pickup window and be ready.
- Understand that ADA paratransit service is an extension of the city's fixed-route bus system and is a shared-ride, public transportation experience.





# Learning Stop



True  
or  
False?

ADA Paratransit operates within time parameters equivalent to a taxi service.



False

ADA Paratransit operates within time parameters equivalent to a taxi service.

True  
or  
False?

A pickup window of 60 minutes is considered excessively long.



True

A pickup window of 60 minutes is considered excessively long.

True  
or  
False?

A rider should state the appointment time (for example, the start of a movie) when scheduling ADA Paratransit.





True

A rider should state the appointment time (for example, the start of a movie) when scheduling ADA Paratransit.