

Southeastern Wisconsin **Regional Planning Commission**



Report on Same-Day Paratransit Services

Committee on Transportation and Transit

March 5, 2024

●●●●● Overview of Research

- Goal: to assist the Paratransit Taxi Task Force in their mission to explore alternative service models
- Researched approximately 60 same-day paratransit services including their fares, scheduling methods, amenities, ridership, and funding sources
- Conducted a survey of Paratransit Taxi Task Force members to inform future service design
- Proposed options for consideration in the short-and long-term



●●●●● Summary of Research Findings

- Three categories of same-day paratransit emerged
 - Taxi voucher programs
 - Supplemental same-day paratransit
 - Non-profit transportation providers
- About 30 percent of transit agencies researched provide supplementary same-day paratransit
- Ridership and operating costs vary depending on community size and service features



Summary of Survey Responses

- Most respondents indicated that they would anticipate taking a same-day paratransit trip between one and four times per week.
- The most beneficial service hours would be between 6:00 a.m. and 10:00 p.m.
- The most requested service features included: (1) Individual rides (no shared rides); (2) Ability to travel outside Milwaukee County; (3) Extra stops allowed (tie for third); and (4) Door-to-door service (tie for third).
- All respondents were willing to pay more than \$4.00 per trip, although three respondents indicated that it depends on how much and if someone is on a fixed income.



Options for Consideration

- Short-Term Option 1: Taxi Voucher Program
- Short-Term Option 2: Supplemental Same-Day Paratransit Taxi
- Long-Term Options:
 - Survey of all paratransit riders
 - Establish a transportation-focused coordination group
 - Consider future expanded partnerships
 - Consider exploring longer term paratransit needs and cross-county services



Thank You

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