

About Paratransit Services

What's a Paratransit Plan?

Paratransit service is a public transportation option for ADA customers who are unable to use fixed-route bus services.

An Overview of Proposed Updates to Lift Line Paratransit Services

Today's presentation will cover the proposed paratransit service updates for Lift Line. The proposed plan includes:

- Revising the application/certification process
- Streamlining subscription service requirements
- Providing new scheduling options and new interactive voice response (IVR) phone system
- Making fare amounts clearer to customers
- Creating a regional mobility management plan
- Updating the service area

Steps in Updating The Plan

Anytime we wish to update the plan, we must:

- Make proposed changes available for public review
- Conduct a Public Hearing
- Have RGRTA Commissioners and staff review all comments received
- Submit the Final Proposed Paratransit Plan, as approved by the Board of Commissioners, to the FTA

