

Paratransit Service Delivery Model

Ann Arbor Area Transportation Authority

RLS conducted an evaluation and needs assessment for the delivery model of paratransit services in Ann Arbor, Michigan. The team also reviewed and evaluated current and ongoing aspects of the service and examined the feasibility of developing a transportation services model that included multiple providers, was more efficient and effective, and allows for expansion of services to provide trips on a countywide basis. Finally, RLS developed a draft service provider RFP and continues to provide on-call assistance in a variety of areas.

RLS worked closely with AAATA to develop the service provider RFP for its supplementary and ADA paratransit services. The previous RFP was significantly reworked and improved, to allow AAATA to better tap the market of potential national, regional and local service providers, to focus on a new model of service provision, improve contract control and management, to require a detailed fully allocated cost model in the proposal, allow for anticipated service growth, and be cost-effective.