The Regional Paratransit Plan will review current Dial-A-Ride (DAR) services of the East Valley, Northwest Valley, Phoenix, Glendale, Southwest Valley, Paradise Valley and Peoria. The study will assess the status of implementation of recommendations from the 2007 Regional Paratransit Study and consider opportunities for greater consistency of service policies. It will also look at procedures for providing transfers between DAR regions. The study has three phases:

- Inventory of Current Services
- Policy and Procedure Recommendations
- Final Report

Using the information gathered on current policies and procedures, rider surveys and examples from other transit agencies, recommendations for making operating policies more consistent will be developed. Recommendations regarding transfers between DAR regions and a region-wide reasonable modification policy will also be proposed. Stakeholder meetings are scheduled for each phase of the study in February, May and August 2015 to present study information.

The data collection and on-site reviews of each system have been completed and a review of current operating and procedures policies is underway. Current DAR riders may be surveyed on their experience with current services via an online survey, as well as telephone survey. Information on policies, procedures, practices and performance outcomes from other similar systems is currently being gathered. The systems involved are agencies considered peers to Valley Metro, as well as organizations known to be innovative on compliance with ADA requirements.

Public involvement is a critical component of this project and will be solicited throughout the process. Please visit the project website at valleymetro.org/paratransitplan for up-to-date information on meetings and study progress.