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**TRB**  
TRANSPORTATION RESEARCH BOARD

# International Conference on Demand Responsive Transportation:

*Paratransit from Dial-a-Ride to  
Technology Enabled Services*



A conference to explore demand responsive services, their transferability between modes and the resulting convergence empowering paratransit to deliver innovative and integrative mobility solutions.

**Breckenridge, Colorado**  
**Sept. 26-28, 2016**

Please watch [www.TRB.org/Announcements](http://www.TRB.org/Announcements) for the February 2016 Call for Papers and for conference registration information. See reverse for additional information about the conference.

*Sponsored by the Transportation Research Board  
and the Conference Steering Committee, including Executive Committee:*

Jeff Becker — Steering Committee Chair,  
Denver Regional Transportation District, Denver, Colorado  
Niels Tvilling Larsen — FlexDanmark, Denmark  
Roger Teal, PhD – DemandTrans Solutions, Chicago, Illinois  
David Chia – The Collaborative, Boston, Massachusetts

*For sponsorship opportunities please contact Annette Williams, San Francisco  
Municipal Transportation Agency at [annette.williams@sfmta.com](mailto:annette.williams@sfmta.com).*

**Optional Service Deployment Workshop** Thursday, September 29 in Denver. This workshop will interest practitioners and others focused on service configuration, technology deployment, customer response and management of general public DRT and will include a field review of Denver DRT services.

**FROM DIAL-A-RIDE TO TECHNOLOGY ENABLED SERVICES**  
**September 26-28, 2016, Breckenridge, Colorado**

Paratransit encompasses a wide range of demand responsive transportation (DRT) services and target markets. Whether called DRT, paratransit, or flexible transit, the advances in technology, changing demographics, evolving residential and commuting patterns, and the desire for more tailored versions of collective transportation are all driving forward both traditional and newer forms of demand responsive service. Moreover, organizations around the world have implemented new ways of organizing and delivering DRT, as well as measuring and managing its performance.

Building on the 2014 International Conference in Monterey, California, we will again provide an intimate setting for transportation professionals from around world to see and hear cutting edge DRT concepts and systems, discuss and debate policy and performance, and make person-to-person connections for future collaboration.

We expect to include sessions to cover the following areas:

**1. Service Concepts and Markets**

- Understanding the emerging demographics and lifestyles to better serve the needs of the traditional (“ADA,” seniors, non-emergency medical) and new markets (e.g., commuters, car-free, choice riders)
- Involving customers, providers, and funders in service development and assessment
- A fresh look at the intersection of specialized (eligibility-based), public and private (not/for profit) service provision and models to cost-effectively meet market needs
- Emerging concepts for serving rural, community, county/provincial, first/last mile, metro modalities

**2. Technology-Enabled Innovations**

- Technologies’ emerging influence: TNCs, apps, paratransit scheduling, cameras and other sensors
- Employing technology to better integrate DRT with the fixed route transit network
- Technology platforms for different service modalities and coordinating service delivery
- Using technology to improve data collection and analysis and the still unfulfilled promises of “Big Data”

**3. Performance**

- Expectations: goals and objectives of funders, providers, and customers
- Data issues: what you want to measure and what you need to collect
- Developing and tailoring performance measures to accommodate expectations and service models
- Applying technology to improve service performance: successes, lessons learned, unintended side effects

**4. Organizational Development for Service Delivery**

- How can private operators, public planning agencies, and funding sources work together to design and implement sustainable services and overcome the traditional organizational barriers to effective collaboration?
- Emerging multi-organization, multi-sector partnerships for effective DRT around the world: lessons learned from both successes and disappointments
- How to incorporate technology: assessment, acquisition, implementation, keeping up and avoiding disaster

**5. Health Care-Related Transportation**

- Impacts of the Affordable Care Act, as well as European and other initiatives on policies and funding health care-related transportation
- Roles of the federal and local government in improving local programs for health care-related transportation
- What outcomes do hospitals, health care organizations and insurance companies want?
- How does access to healthcare impact people and their wellbeing, and how do we quantify that value?

**Format:** A mix of plenary session and small group presentations. We also will provide participants with sufficient time to talk informally and to meet researchers and practitioners from across the world.

**Target Audience:** Leaders in DRT/paratransit practice and research from the U.S. and across the world: transit managers, planners, academics, consultants, technology providers, regulatory professionals.