

SilverRide

Empowering Health, Mobility and Joy: A Technology-Driven Solution for Seniors and Individuals with Disabilities

Same Rider / Same Subsidy / Different Safety Standards



SAME RIDER / SAME SUBSIDY / DIFFERENT SAFETY STANDARD

- Currently, FTA allows riders to “opt-out” of their ADA rights to use non-compliant transportation services for their paratransit service.
- Called the “Taxi Exemption” and exempts providers from meeting all of the paratransit ADA required safety standards, checks and testing
- Specifically at Issue is If the FTA should continue to mandate drug and alcohol testing for all paratransit drivers.
- SilverRide published an Op-Ed "Same ride, different rules: Why public safety demands consistent standards," Mass Transit Magazine, 2025: <https://www.masstransitmag.com/alt-mobility/shared-mobility/blog/55299662/silverride-op-ed-same-ride-different-rules-why-public-safety-demands-consistent-standards>

SILVERRIDE: A TECHNOLOGY PLATFORM THAT USES COMPLEX ANALYTICS TO MATCH SKILLED, CREDENTIALLED, QUALIFIED DRIVERS WITH PEOPLE WHO NEED A LITTLE EXTRA HELP GETTING AROUND

TNC – Transportation Network Company

Door-to-Door / Door-through-Door – Pickup/drop-off at the door, help with packages

Hand-to-Hand – No rider is left alone. Pickup from a person and drop-off to a person

ADA-Compliant – Meet all the same standards as a paratransit driver

Shared Rides Capable – Cost reduction, more equitable, more social

Wheelchair Capable – Drivers can support programs with WAV vehicles



SILVERRIDE IS **EXPANDING FAST** ACROSS THE USA



WHAT IS PARATRANSIT?

A program mandated by the ADA for people who cannot use standard transit service

What does I take to be an ADA compliant paratransit driver

- **Significant skills knowing how to help older people and people with disabilities**
- **Background checks**
- **DRUG AND ALCOHOL TESTING**

WHO IS A PARATRANSIT RIDER?

A person who needs extra assistance getting around who cannot use the standard transportation system

- **Cognitive challenges. vs someone without cognitive challenges will they have the same ability to discern if a driver is drunk or under the influence?**
- **Sense of smell and other senses diminished. Can they smell alcohol or drugs in the vehicle to know they're getting into a potentially dangerous situation?**
- **If they're using the public system, won't they assume that all trips are pre-qualified by a governmental body to be safe? Wouldn't they assume the standards are the same? aka if the transit agency recommends a service, I can use it.**

SHOULDN'T ALL PARATRANSIT DRIVERS MEET THE SAME STANDARDS?

- **Why compromise on safety standards when there are enough qualified companies to meet all the demand?**
- **Why compromise on safety standards for a service designed to be the safest system for older people and people with disabilities?**
- **Doesn't It create confusion for riders If not all trips meet the same safety standards?**