




Managing large-scale paratransit efficiently with unified tech and operations

One of the nation’s largest transit agencies adopted a holistic approach to streamline its sprawling paratransit system, and the results are in.



Location: Fort Worth, Texas	Geography: Urban, suburban	Use case: Paratransit, General mobility
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 **32%**
reduction in average rider complaint ratio

 **84%**
decrease in trips longer than 90 minutes

 **13**
increase in passenger productivity

“
I’ve worked here for 29 years and I’ve never seen a group so satisfied with our contract paratransit. Clients and family members alike are appreciative of the changes in service. Awesome job to the Via team.”

– Mark Shoop, Trinity Metro On-Demand Paratransit Supervisor

The bottom line.

To address operational inefficiencies and fragmented demand-responsive services, Trinity Metro implemented an innovative solution: unifying paratransit operations and technology by choosing one provider specializing in both. Just a few months in, the agency has seen efficiency and rider experience improve across the board. Switching from their previous provider to Via led Trinity Metro to achieve a 13% increase in passenger productivity, while consistently meeting on-time performance goals since October 2024.

Tell me more.

Trinity Metro first partnered with Via in 2019 to launch ZIPZONE (recently rebranded as Trinity Metro On-Demand), one of Texas’ leading on-demand microtransit services. Building on this success, Trinity Metro expanded its collaboration with Via to operate the majority of its ADA paratransit service and integrate its entire demand-response system into Via’s technology platform. By partnering with one single trusted provider, Trinity Metro has significantly reduced operational complexity, cut rider call volume and complaints, and ensured higher quality service — a win-win for both the agency and its riders.