



Public Transportation`a la Mode: Community Options and Accessibility



The Kens



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Disclaimer



This presentation provides information to be used for technical assistance purposes. It is not intended to provide official guidance or to represent the views of the Federal Transit Administration or DOT.

Transportation Options

TRANSPORTATION OPTIONS for Older Adults and People with Disabilities



Resource and checklist to assist when looking at mobility options



Connecting You to Community Services



Mobility

Service Area and Trip Type: Many transportation options have a defined service area and set hours and days of the week when rides are available. A transportation service may also limit services by type of trip, such as rides to medical appointments.

Information you will need to provide:

- Your destination and when you need to travel

Ask:

- What is the service area?
- What types of trips can be provided?

Scheduling: Some services require advance reservations while others make same-day reservations. Ride requests may be prioritized by urgency or type of trip.

Information you will need to provide:

- When you need to travel
- Whether you need one round-trip ride, or rides to multiple appointments

Ask the provider:

- How much advanced notice is required?
- Are rides provided in the evenings, on weekends or on holidays?
- Will I need to wait to be picked up? If so, about how long?
- How do I let the driver know that I am ready to be picked up for my ride home?
- What is the cancellation policy?



Questions to consider for trip

Driving or need someone to drive

Cost of ride

Mobility



2-1-1



Mobility Options



Public bus or rail

Volunteer Driver

Medicaid

Senior Dial-a-Ride

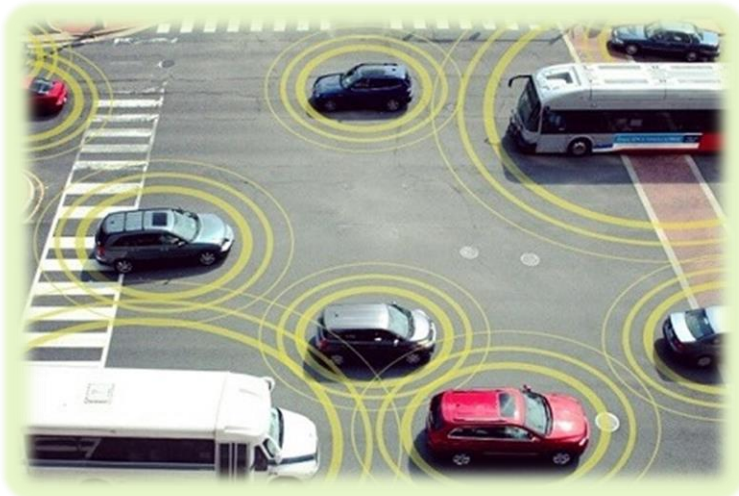
Vouchers

Mobility Options



ADA Paratransit

Veterans



Taxi

**Automated
vehicles**

Shared Ride
(Lyft, Uber, Via)

Mobility Options

What is in your resources database?



db_NetShop
LIVEPORTAL
LoadingManage
SCADA
SportsStore
 表
 视图
 同义词
 可编程性
 Service Broker
 存储
 安全性
StudentsDB
test
 安全性
 服务器对象
sqlxpress (SQL Server 1)

开始
新建项目...
打开项目...
连接到 Team Foundation Server...

最近
EasyPR
weighbridge
Kepserver
WindowsFormsApplication17
WindowsFormsApplication16
SqlHelper
BackProgram
WindowsApplication1
WindowsFormsApplication15
OPC测试通过

快速启动 (Ctrl+Q)

入门 操作方法视频(流式) 最新资讯

通过以下视频短片了解更多信息:

- 使用代码图调试器集成功能进行直观调试
- 使用这些测试资源管理器改进功能来改进单元测试工作流
- 面向手动测试人员的新测试工具
- 使用 Code Map 理解复杂代码
- 对 SharePoint 进行开发、测试和生产调试
- 通过 Visual Studio 增强测试软件的功能
- 利用单元测试和 Fakes 提高质量
- 如何使用“我的工作”处理多个任务

解决方案资源管理器

解决方案... 类视图 VA View VA Outline 团队资源...

属性 SportsStore

恢复模型	Full
兼容级别	110
可信	False
连接字符串	Data Source=.;Initial Catal
两位数年份截止	2049
默认全文语言	
默认文件组	PRIMARY
默认游标	GLOBAL
默认语言	

Barriers and Options



Eligibility and cost

Accessibility

Needs and choices

Present options

Accessibility



Good days/Bad days

Discuss accessibility needs with person

Present Options

Trip Planning

The ADA: Americans with Disabilities Act



Tom Olin photo

DISABILITY RIGHTS
ARE CIVIL RIGHTS

The ADA: Americans with Disabilities Act

The Americans with Disabilities Act

- Is civil rights legislation
- Protects the rights of people with disabilities
- Guides our policy and activities

DISABILITY RIGHTS
ARE CIVIL RIGHTS

What is ADA Complementary Paratransit?

Each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system. § 37.121 (a).

In Atlanta, ADA paratransit is called ***MARTA Mobility***.

ADA Paratransit is for Eligible Riders

Application and Eligibility Required

Application must be submitted to transit agency.

In person interview or assessment may be required for applicant.

Can take as long as 21 days to determine eligibility.



Ken

ADA Paratransit's Role in Transportation

ADA paratransit requirements

- Mirrors the fixed-route service ($\frac{3}{4}$ mile corridor)
- Same days and times of service as fixed route
- Next day reservations and scheduling
- No trip limitation
- No capacity constraints: all booked trips must be provided

ADA Paratransit Reservations

- Reservations open during regular business hours and at comparable times for next day service
- Pick-up time must not exceed 1 hour before or after the requested pick-up time Negotiations take into consideration real travel needs



Options Discussion

- Options for riders
- Reasonable modification to policy
- Issues and barriers



Mobility Options

Navigation options

- **What is in your database now?**
- **Who could provide the ride?**
- **If no ride available, what other resources for finding the ride might there be in your area that could be added to your database?**
- **Great ideas to share?**

Disability Sensitivity & Customer Service

- **Riders**
- **Complaint Mitigation**
- **Reduced Liabilities**
- **Improved Rider Experience**
- **Operational Efficiency**



Common ADA Complaints

- Service animal refusal
- Regularly occurring pattern or practice of late pick-ups for ADA paratransit
- No stop announcements or route identification
- Inoperable lifts or ramps without backup vehicle or next bus
- Excessively long trips on ADA paratransit
- Bus passes the stop with waiting wheelchair customer

Disability Sensitivity & Complaint Process

Interconnected!

Sensitivity, Quality, Responsiveness



Fewer
Complaints




Reasonable Modification to Policy Requests

Transit systems must modify their policies to accommodate the needs of people with disabilities unless the modified policies result in an undue burden or a fundamental alteration of the program.



A reasonable modification to policy request could result through the complaint process.



What can you do to inform transportation planning process?

Collect data on unmet needs

Collect personal stories on the value and need for transportation

Join local and regional coordinated human service planning efforts

In the the planning process of unmet needs through data and stories

Questions



Mobility

Local transportation options

give you the freedom

to get where you need to go.

EVERY RIDE COUNTS



Resources

NADTC: 2017 Trends Report Topic Spotlight: ADA Complaint Process

<http://www.nadtc.org/resources-publications/2017-trends-report-topic-spotlight-ada-complaint-process/>

Americans with Disabilities Act: Guidance, FTA Circular 4710.1

https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Final_FTA_ADA_Circular_C_4710.1.pdf

Transit Manager's Toolkit: ADA

<http://nationalrtap.org/transitmanager/Administration-Compliance/ADA>

Resources



advocacy | action | answers on aging



Eldercare Locator 800-677-1116

www.eldercarelocator.acl.gov

disABILITY Link

Advocating for human rights, not special rights.

Centers for Independent Living (CILs) are community-based, cross-disability, non-profit organizations that are designed and operated by people with disabilities. CILs are unique in that they operate according to a strict philosophy of consumer control, wherein people with all types of disabilities directly govern and staff the organization.

Core services:

- Peer Support
- Information and Referral
- Individual and Systems Advocacy
- Independent Living Skills Training
- Transition Services

Thank-you!

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