Public Transportation `a la Mode: Community Options and Accessibility
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

Resource and checklist to assist when looking at mobility options
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 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?
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
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
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.
ADA Paratransit’s Role in Transportation

ADA paratransit requirements

- Mirrors the fixed-route service (¾ 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
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 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


Americans with Disabilities Act: Guidance, FTA Circular 4710.1

Transit Manager’s Toolkit: ADA
http://nationalrtap.org/transitmanager/Administration-Compliance/ADA
Resources

Eldercare Locator 800-677-1116

www.eldercarelocator.acl.gov
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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