ADA Paratransit Services in the Region
September 16, 2020
The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide “complementary paratransit” service to people with disabilities who cannot use the fixed-route bus or rail service because of a disability.

Source: National Aging and Disability Transportation Center
ADA Paratransit Boundaries in the Region

**ADA Paratransit Service Coverage - Weekday**

NOTE: Service coverage on this figure reflects weekday maximum coverage and should be used only for long-range planning purposes.

**ADA Paratransit Service Coverage - Sunday**

NOTE: Service coverage on this figure reflects Sunday maximum coverage and should be used only for long-range planning purposes.
Over the last 10 years, the number of older adults increased by 39% and people with disabilities by 19%.
Today

**Guest Speakers:**

- Margaret Keckler, Community Transit
- Brian Senyitko, Everett Transit
- John Rochford, King County Metro
- Jeff Vinecourt & Karl Farnsworth, Kitsap Transit
- Cherry Thomas, Pierce Transit
Community Transit
DART Paratransit Service

Margaret Keckler
Service Boundaries

Community Transit DART Paratransit Service

• Boundaries of the Snohomish County Public Transportation Benefit Area (PTBA) and those areas serviced by Community Transit's fixed and commuter routes.

• Paratransit customers may be provided transportation between points within ¾ mile of one of Community Transit’s local, non-commuter fixed routes.

• Service area includes over 1400 square miles of diverse land uses and population densities.

• Everett is not within the PTBA, but Community Transit services ADA eligible guests within a ‘dual zone’ shared with Everett Paratransit.
Days and Times of Service
Community Transit DART Paratransit Service

- DART operates seven days a week during the same hours of operation as the nearest fixed route
- Peak demand is currently between 7 a.m. and 10 a.m., and between 2:30 p.m. and 5 p.m. on weekdays
- Information and trip reservations can be made weekdays from 5:30 a.m. to 7 p.m. and weekends and holidays from 8 a.m. to 4:30 p.m.
- DART service hours may be reduced on holidays
Eligibility Review Process
Community Transit DART Paratransit Service

• Applicants appear for an in-person interview with our ADA Paratransit Eligibility Specialist
• “Paperless” application – all information is entered into our system during interview
• Interview may also take place over ZOOM or other method
• Eligibility Specialist identifies specific transit use skills, abilities, or limitations during interview
• Applicant learns about different programs that can increase transportation independence, including Travel Training
• Assessment process is not a medical determination of whether or not an applicant has a disability, but rather a determination about what their transportation options are
• Functional Assessments may be scheduled if additional information is required to make a decision
• Once DART has all the necessary information, eligibility will be determined within 21 days
Technologies for Paratransit
Community Transit DART Paratransit Service

• New technologies for Community Transit DART Paratransit!
• An app that will allow our guests to see where their bus is, and when it will be arriving
• Allows for self-management of rides; reservations, cancelations, visibility of future rides
• Facilities and group homes can manage trips for their participants
• Drivers will see improved routing through the Ecolane MDTs using Google Map technology
• Drive Cam provides our passengers with added safety by assuring all drivers operate Community Transit buses safely
Impact of COVID
Community Transit DART Paratransit Service

- Pre-Covid weekday ridership *averaged* approximately 550 passengers daily
- After March 10, 2020; daily ridership dropped by approximately 80%
- Ridership is picking back up steadily
- Masks are available on board for those who need them
- Closing off seats in our buses to create safe distancing for our riders; no more than 2 or 3 guests typically
- Buses are fully cleaned and sanitized each evening, and high touch areas cleaned between trips
- Drivers required to wear masks
- Passengers are encouraged to stay home unless the trip is essential
Other Impacts During Covid
Community Transit DART Paratransit Service

- Paratransit service continues to be available to all of our registered guests, for all hours and all days of the week
- Eligibility assessments and recertification interviews will be conducted via ZOOM or over the phone until we can resume in-person interviews
- Community Transit’s Transit Advisory Council meets via ZOOM
- We are reviewing all of our processes with our new contractor and will continue making improvements to our services
- We keep our guests up to date with alerts and information online, by email, text, and by phone at (425) 353-RIDE (7433)
Thank You
Everett Transit

- Availability of services
- Trends in paratransit ridership (pre- vs. post COVID)
- Eligibility review process
- Technologies
- Impacts of COVID-19

Brian Senyitko
Everett Transit
Bsenyitko@everettwa.gov
King County Metro Accessible Services

- COVID 19 impact
- Service Area
- Service Demand
- Eligibility
- Technology
- Service Innovations

Presenter:
John Rochford
Service Area

- Despite fluctuations in our fixed route service, King County Access has not modified its service area.
- We are still using the same service area maps as we did prior to COVID.
Service Demand

- Prior to COVID we were showing a 6% increase in ridership year over year.
- From March to May ridership was 25-29% of normal
- With implementation of Phase 1 ridership rose to 32%
- With implementation of Phase 2 ridership is now 40-44% of normal service volumes
- Senior Centers and ADH remain closed to groups, most do not anticipate opening before Phase 4
Eligibility

Emergent and essential trips are allowed for unregistered disabled paratransit riders

- If rider needs to continually use paratransit, they are referred to the Certification staff to assist with eligibility process
- Most Certification staff telework with some staff rotating individual turns reporting to the office (2-3 times per week) to process mail, faxes, and distribute incoming applications and other work
Eligibility cont.

- Paratransit applications are submitted and received as usual.
- Applications submitted are reviewed and an initial phone interview is conducted to gather any additional information needed and to answer applicant questions.
- Temporary eligibility (6 – 12 months) can be provided for those applicants who are in higher risk groups or who are apprehensive about attending an in-person evaluation.
Eligibility cont.

- In-person functional evaluations are conducted on a voluntary basis with a longer term of eligibility provided as an outcome (up to 3 years)
  - Additional health and safety protocols are in place to meet all WA State guidelines for Phase 2 pandemic response
  - Applicants are provided information regarding all current health and safety requirements before attending their in-person evaluation
  - In-person evaluations are conducted at Regional Medical Center Rehabilitation Clinic (Harborview) which had pandemic response plans ready to initiate from the beginning of the virus outbreak
- Paratransit eligibility determinations are made within a few days of evaluations and applicant notification letters are mailed a day or two later. (Currently 40-50% of applicants are voluntarily attending an in-person functional evaluation.)
Technology

- Access Trip Manager (PASS-WEB) – Currently in use by beta testers. Metro and MV Transportation are making tweaks to the layout and refining the language using within the site for clarity and usability prior to making the site broadly available later this year.

- EZ-Wallet – Further development is required to integrate EZ-Wallet with the County’s payment systems. MV Transportation is working with the vendor. We’re presently targeting EZ-Wallet deployment for 2021. EZ-Wallet is needed to integrate with the region’s next-generation ORCA system and will serve as a bridge to electronic fare collection until ngORCA is online.
Service innovations

- Transportation Pandemic Response (TPR)
  - Collaboration with KC Public Health to transport COVID positive patients from isolation centers to needed services.
  - Service averages 10 rides a day and recently surpassed 1,500 rides delivered.
- TPR + transports Access riders who are COVID positive to dialysis on dedicated (non Access) vehicles.
Service innovations cont.

- Foodbank/ Hot meal Delivery
  - Access has been supporting various foodbanks and kitchens to deliver food.
  - On average we have delivered 11,000 food boxes/mo
- As we pivot back to normal passenger transportation we have been working with United Way, City of Seattle and King County Public Health to develop more sustainable methods to address the issue of food insecurity.
- Emergency funding has been identified to support food delivery through the end of 2020.
Normal ADA service Area

Outlying service Area

M-F 05:30 to 20:30

Sat 08:00 to 19:00
March 16th, 2020, Kitsap Transit suspended all in-person functional assessments due to Covid-19

Eligibility determination are based on a paper application and requested medical verification.

If the medical provider does not respond or if we are unable to make an eligibility determination with their response, applicants are granted presumptive full eligibility until such time as it is safe to bring them in for a functional assessment.

Applicants are sent a letter explaining this decision and notified that we will bring them in for their assessment when that office reopens.

Eligibility Review
Adult Day Care
Biggest Group

Doctors
Multiple Areas

To and from Ferry

Shopping

YMCA

Origins & Destinations
One-on-one training on how to use Kitsap Transit services

Travel training is your ticket to riding transit with confidence.

Kitsap Transit offers travel training to anyone wishing to ride public buses and ferries to reach a wide variety of destinations.

We provide training to fit the needs of the individual.
Trapeze Pass scheduling software

Notifications - Automatic bus is on the way text E-mail or phone call

Para Cutter - automated run-cutting software for Paratransit

Virtual pass

Screen Readers

TTY

E-mail reservation
We have meet with the Regional Paratransit Group to work on aspects of coordination.

**Regional Paratransit Group (RPG) group includes**

- C-TRAN (Vancouver, WA)
- Community Transit
- DART Paratransit
- Everett Transit
- Intercity Transit Dial-A-Lift
- King County Metro Accessible Services
- Kitsap Transit ACCESS
- Pierce Transit Shuttle
- Sound Transit.

We were working during the last year to update and revise our MOU agreement.

We have not meet in awhile because of Covid 19.
<table>
<thead>
<tr>
<th>Access is currently down 63% (April down 80%)</th>
<th>Food Bank trips</th>
<th>Isolated OPKC trips</th>
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</thead>
<tbody>
<tr>
<td>Limited capacity on busses</td>
<td>New disinfecting measures</td>
<td>Outlying Area service hours modified</td>
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**Covid 19**
In-between commuter hours
05:30 - 18:15

Nollwood Dial-A-Ride

Kingston Ride Fast Ferry Commuter Service

Fixed Route Bus Service

Kingston Ride Commuter Bus Service Area

Park & Ride: George’s Corner and Bayside Community Church

Try Kingston Ride!
Call 1-844-475-7433 or click TapRide.

08:00-16:00

Dial a Ride

BI Ride Service Area

In-between commuter hours

Purdy Connection
Pierce Transit

- Availability of services
- Trends in paratransit ridership (pre- vs. post COVID)
- Eligibility review process
- Technologies
- Impacts of COVID-19

Cherry Thomas
Specialized Transportation Manager
Pierce Transit
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Roundtable Discussion

• How do agencies **work with non-emergency medical transportation providers (NEMT)** for medical transportation for people eligible for both services?

• How do agencies **work with each other** on trips crossing agency boundaries or different agency services?

• How do agencies address **broader mobility needs** of people who have difficulty riding fixed-route, but are **not** eligible for ADA paratransit service?
Thank you.

Jean Kim
Puget Sound Regional Council
Associate Planner
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