



**Coordinating
Americans with Disabilities Act (ADA)
Paratransit Services**

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North Central Texas Council of Governments
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Overview

Background

ADA Paratransit Requirements and Practices

Regional ADA Coordination Process

Implementation

Questions



Regional Coordination Plan

NCTCOG as Lead Agency

Regional Public Transportation Coordination
Task Force

Established Regional Coordination:
Vision, Mission, and Goals
Policies
Short/Medium/Long-Term Strategies

Adopted December 21, 2006



Regional Coordination Plan (cont'd)

Short Term Strategy:

“Develop regionally accepted certification for clients eligible under the Americans with Disabilities Act”

Medium-Term Strategy:

“Develop common application/certification process among ADA providers”

Project Timeline





Americans with Disabilities Act of 1990 (ADA)

Requires Complementary Paratransit:

Demand-responsive service within $\frac{3}{4}$ mile corridors of the fixed route. Must be provided “next-day” at no more than twice the fixed route fare during the same hours as the fixed route and without capacity constraints.

Functional Classifications:

Type I – Cannot independently navigate the system

Type II – Cannot use fixed route because the bus route/rail station is not accessible

Type III – Cannot get to/from fixed route stops/stations within the service area

Ultimate Determination Left to Providers



Americans with Disabilities Act of 1990 (cont'd)

ADA Visitor Requirements

Must provide 21 days of service to:

1. Someone with ADA documentation from another system
2. Someone with an “apparent” disability or with reasonable documentation of a disability

What does that mean for North Central Texas?

Residents wishing to travel between Dallas and Fort Worth or Denton either limit travel to 21 days each year or complete certification process with all 3 systems



North Central Texas ADA Visitor Practices

Three Complementary ADA Paratransit Services
in Region Results in:

Duplicative Efforts

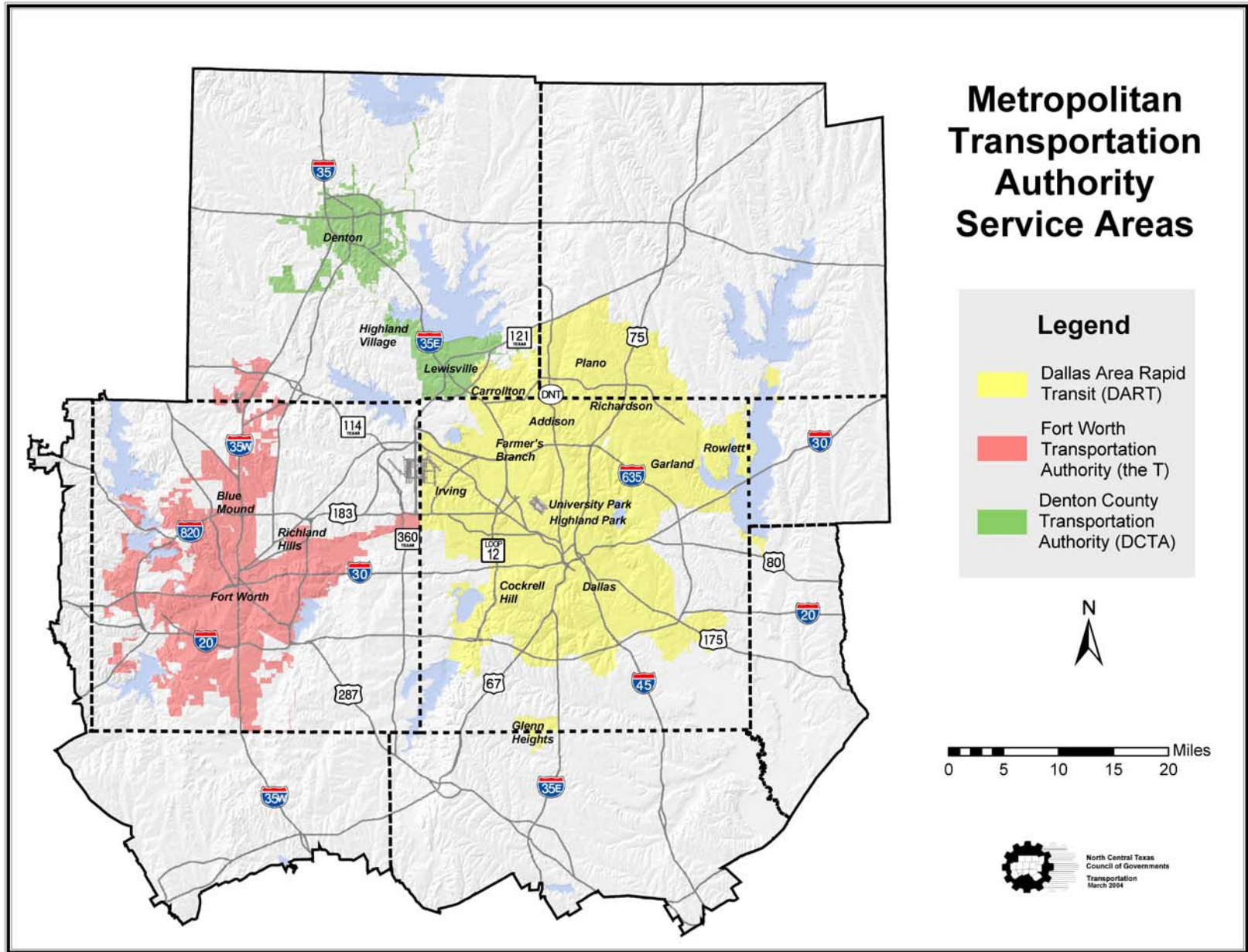
Customer Confusion

Resident and Visitor Hardship

Difficulty Navigating the Region

Service Not Seamless

Metropolitan Transportation Authority Service Areas





Regional ADA Workgroup

Guided Regional ADA Coordination Process
and Developed Workplan

Composed of Representatives from DART,
DCTA, The T, and NCTCOG

Provided ADA Paratransit Expertise

Met Regularly Throughout Winter/Spring 2008

Supported Effort in Respective Agencies



Challenges

Differing Approaches to Certification

DART – In-person functional assessment required

The T – Paper application; assessments as needed

DCTA – Paper application; no assessments

Recertification Timelines

Scalability Issues

DART – Provided ~675,000 paratransit trips in FY 2007

DCTA – Provided ~38,000 paratransit trips in FY 2007

Financial Impact

HIPAA Concerns



Workgroup Outcomes

Enhanced Communication among Providers

Reciprocal Recognition Policy

Memorandum of Understanding (MOU)

Customer Information Form

Regional ADA Electronic Database?



Reciprocal Recognition Policy

Transit Authorities Recognize Each Other's
ADA Paratransit Certifications

Customer Only Required to Complete
Certification Process Once

Reduces Administrative Duplication

Customer Cannot "Shop" Certification

Provides Seamless Paratransit Travel

Customer Information Form

Primary and Secondary Agency Contacts

Easily Faxed or Emailed Between Providers

Includes Basic Information Required to
Schedule Trip:

Name
Telephone
Home Address
Certification/ID #
Eligibility Expiration

Disability Type
Assistive Device Used
Personal Care Attendant
Emergency Contact Name
Emergency Contact #



Joint Memorandum of Understanding

Endorse Regional Coordination Plan

Agree to Work Jointly on:

- Reciprocal Recognition of ADA Certifications

- Coordinating Rates and Fares

- Establishing a Regional Point of Contact to Learn About and/or Secure Transportation

- Other Coordination Strategies

Signed by DART, DCTA, The T, and NCTCOG

Excellent Example of Cooperation/Partnership

MOU Timeline

February 2008	Drafting of Document
March 5	MITS Advisory Committee
March 25	DCTA Board
April 17	The T Board
April 18	DART PAAG Meeting
May 23	STTC, Action
May 27	DART Board
June 12	RTC, Action
Summer 2008	Signature and Execution



Next Steps

Publicize Regional Coordination MOU

Implement Reciprocal ADA Recognition Policy

Streamline Information Sharing

Marketing/Customer Outreach

Monitor and Document Usage



Future

Electronic Regional ADA Certified Database

Regional ADA Certification Card

Opportunities for Elderly & Disabled Providers

Regional One-Call Center for Transportation



Questions?



For more information,
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