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

- **Literature Review and Data Collection**
  - Fall 2007

- **Organize Regional ADA Workgroup**
  - Fall / Winter 2007

- **Identify Strategies to Streamline ADA Paratransit**
  - Spring 2008

- **Formalize Reciprocal Recognition Policy**
  - Summer 2008

- **Execute MOU and Implement Policy**
  - 2008

We Are Here
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
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:

<table>
<thead>
<tr>
<th>Name</th>
<th>Disability Type</th>
</tr>
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<tbody>
<tr>
<td>Telephone</td>
<td>Assistive Device Used</td>
</tr>
<tr>
<td>Home Address</td>
<td>Personal Care Attendant</td>
</tr>
<tr>
<td>Certification/ID #</td>
<td>Emergency Contact Name</td>
</tr>
<tr>
<td>Eligibility Expiration</td>
<td>Emergency Contact #</td>
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</table>
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
<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>February 2008</td>
<td>Drafting of Document</td>
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<tr>
<td>March 5</td>
<td>MITS Advisory Committee</td>
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<tr>
<td>March 25</td>
<td>DCTA Board</td>
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<tr>
<td>April 17</td>
<td>The T Board</td>
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<td>April 18</td>
<td>DART PAAG Meeting</td>
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<td>May 23</td>
<td>STTC, Action</td>
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<td>May 27</td>
<td>DART Board</td>
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<tr>
<td>June 12</td>
<td>RTC, Action</td>
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<tr>
<td>Summer 2008</td>
<td>Signature and Execution</td>
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</tbody>
</table>
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, please do not hesitate to contact:

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