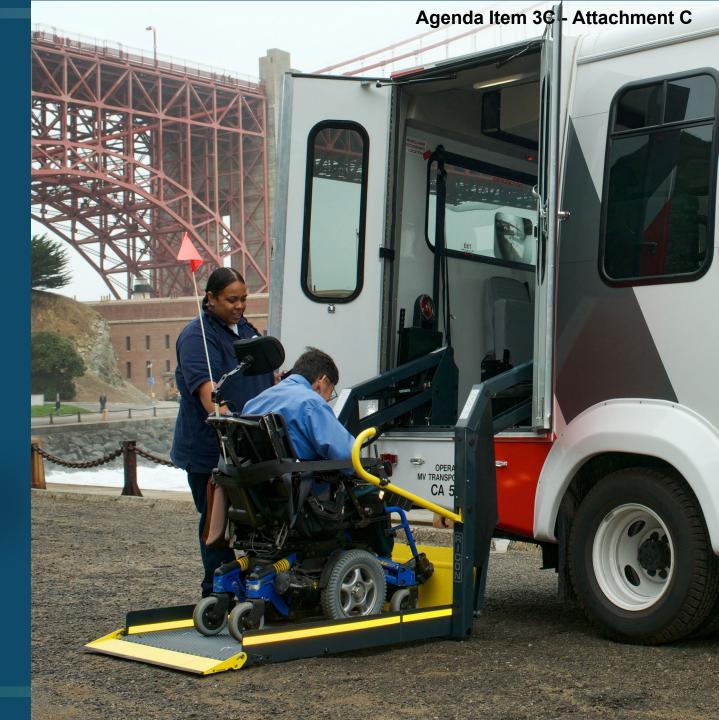
# **TAP Action 25:** Standardize **Paratransit** Eligibility Practices

July 22, 2024

Regional Network Management Council







## Paratransit Primer

- Civil right
- Hours same as fixed route
- 3/4 mile around fixed route
- No trip type denials
- Next day service
- Fares 2x fixed route



#### Paratransit Programs in the Bay Area

- AC Transit / BART East Bay Paratransit
- SolTrans SolTrans Paratransit
- County Connection LINK Paratransit
- Sonoma County Transit Sonoma County Paratransit
- City of Dixon Dixon Readi-Ride
- Tri-Delta Transit Tri Delta Paratransit
- Fairfield & Suisun Transit FAST Connect ADA
- Union City Transit Union City Paratransit
- Golden Gate Transit / Marin Transit –
   Marin Access

- Vacaville City Coach City Coach Paratransit
- Petaluma Transit Petaluma Paratransit
- Napa Vine Transit VineGo Paratransit
- City of Rio Vista Delta Breeze
- Santa Clara VTA VTA ACCESS Paratransit
- SamTrans Redi-Wheels / RediCoast
   Paratransit
- WestCAT WestCAT Paratransit
- Santa Rosa CityBus Santa Rosa Paratransit
- Wheels (LAVTA) Wheels Dial-A-Ride
- SFMTA (Muni) SF Paratransit



## **Existing Paratransit Eligibility**

- 1. Eligibility processes in the Bay Area vary:
  - Paper process
  - Paper + phone interview
  - Paper + In-person interview
- 2. All eligible riders must recertify
- 3. Some agencies have mobility management integrated



# Near-term Recommendations: Customer Experience

Implementation as a region that will primarily benefit the customer

- 1. Standardize application forms and make available online
- 2. Standardize eligibility interview protocols for agencies using in-person and paper/phone-based assessments
- 3. Standardize the appeals process
- 4. Standardize definitions of eligibility categories and renewal timelines
- 5. Explore alternatives to in-person assessments for certain disability categories
- 6. Identify and enhance promotion of paratransit alternatives and incorporate travel training referrals during the eligibility process

Near-term
Recommendations:
Quality of Services

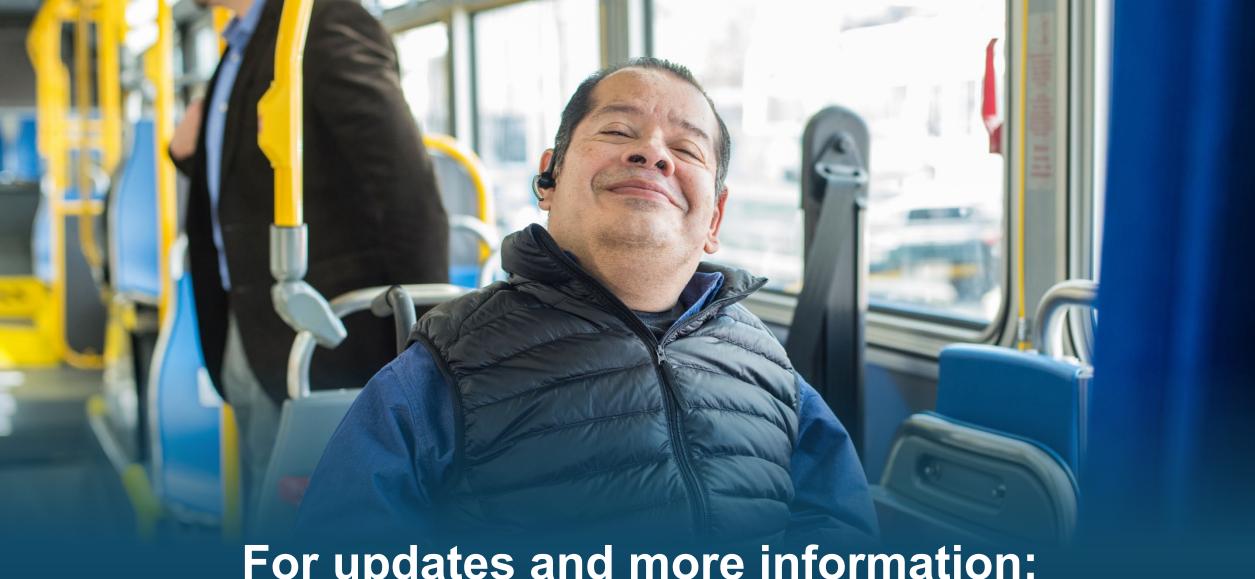
Implementation as a region that ensure quality service

- 7. Set aside new funding to host annual paratransit eligibility trainings
- 8. Learn about new eligibility vendors in coordination and with support from MTC
- Explore technical solutions to enhance eligibility implementation
- 10. Develop on-going monitoring strategies for quality assurance
- 11. Explore increasing the use of trip conditional eligibility

#### **Recommended Next Steps**

- Presentation of Report to:
  - Regional Network Management
     Council July 2024
  - Regional Network Management
     Committee Fall 2024
- Continued coordination for policy changes and implementation through a Paratransit Eligibility Working Group (consisting of MTC and transit and paratransit agency staff)





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