

TAP Action 25: Standardize Paratransit Eligibility Practices

July 22, 2024

Regional Network Management Council

BAY AREA TRANSIT
TRANSFORMATION
ACTION PLAN



METROPOLITAN
TRANSPORTATION
COMMISSION



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 Read-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
9. 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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