Top Transportation Issues for People with Disabilities and Potential Solutions will begin at 2 pm EST.

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Using your smart phone, tablet, or computer and visit

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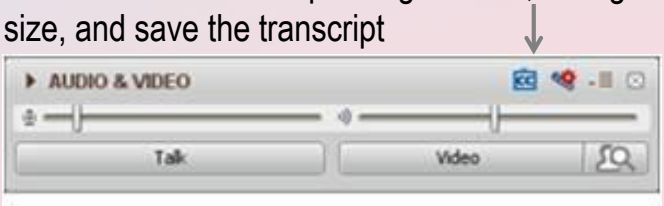

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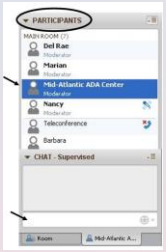

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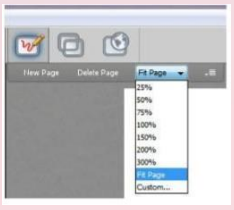

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- E-mail ADAtraining@transcen.org
- Call 301-217-0124

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Top Transportation Issues for People with Disabilities and Potential Solutions

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Kristi McLaughlin, Training and Technical Assistance Specialist II
Easter Seals Project Action Consulting

May 6, 2015

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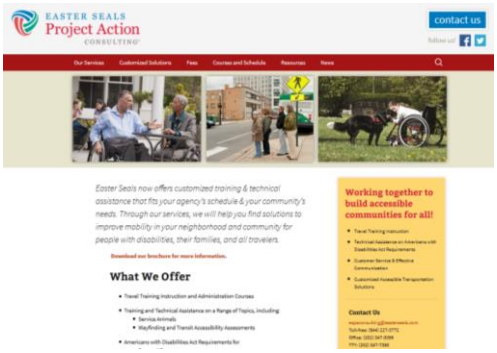

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  - Via e-mail – projectaction@easterseals.com
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Learner Objectives

- Understand the family of transportation services available in your community
- Define travel skills needed to travel independently
- Know rights and responsibilities for using ADA complementary paratransit service
- Determine when making a referral to ADA complementary paratransit is appropriate

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How do I Find a Ride?

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Information Needed to Find a Ride

- Do you have any specific personal needs for your trip?
- Are you traveling with
  - Family?
  - Children?
  - Personal attendant?
  - Companion?
  - Service animal?
- Are you a person with a disability, or a senior?

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Information Needed to Find a Ride (cont.)

- ADA paratransit eligible? A Medicaid recipient? A veteran?
- What is the reason for your trip?
- When do you want to travel (date and time)?
- Where do you want to travel (actual starting address and destination address)?

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Range of Possible Transportation Options

- Transportation can be viewed as a **family of services:**
  - Options include a range of travel alternatives, services, and modes of travel.
  - Some options better in urban areas,
  - Some better in smaller communities and rural areas

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Range of Possible Transportation Options (cont.)

- Fixed Route
  - Buses that run on a predetermined route on a fixed schedule.
  - Rail systems such as subway and light rail.
- ADA complementary paratransit service
  - For people who, due to disability, cannot use the fixed route.
  - Complements or similar to the fixed route in hours of operation and service area.

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Range of Possible Transportation Options (cont.)

- Flex Route options
  - Operates on a fixed route, with published bus routes, but will deviate from that route a small distance to provide door-to-door service to those that need that additional assistance.
- Demand Response, Non ADA
  - Services for the general population that provides door to door or curb to curb service
  - Typically called dial-a-ride services

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Range of Possible Transportation Options (cont.)

- Medicaid Transportation
  - Medicaid eligible for medical trips
  - Services vary by state
- Human Service Transportation
  - Specialized transportation that meets needs of customers served
  - Characteristics of the services would likely vary from agency to agency

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Range of Possible Transportation Options (cont.)

- Taxis
  - Accessible taxis
  - May provide paratransit trips
- Shuttle Services
  - They usually have either a set departure location or a set destination location
  - Employee shuttles

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Range of Possible Transportation Options (cont.)

- Volunteer Driver Programs
  - Organization provides the vehicle
  - Volunteers use their own cars
- Car and van pool programs
  - These are forms of ridesharing, usually for commuting to and from jobs and trainings.
  - For youth or younger adults, you may want to think about using carpooling programs with parents providing rides as well

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Range of Possible Transportation Options (cont.)

- Vehicle sharing programs
  - Services that provide access to vehicles for certain trips or times – often by the hour without the purchase or renting of a vehicle.
  - The organizations renting the car may be a business, a public agency or more of a co-op.
- Transit Pass/Voucher programs
  - Promotes a cost savings and increases rider choice and independence.
  - Passes/vouchers can be in the form of bus passes or tokens, fare cards, or coupon books

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Range of Possible Transportation Options (cont.)

- **Travel Training**
  - Training, most often for public, fixed route services, on using a transit system
  - Training is often one-to-one training, and tailored to the trainee and often times focuses on the specific routes that the individual wants to learn
- **Trip planning**
  - Knowing the details of the trip
  - Having a back-up plan
  - Having everything needed to make the trip
  - Having safety/emergency information

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Thinking Outside the Bus

- Think “outside the bus” to consider all possible transportation options
- Explore all possible transportation options—including whom to call for information and referral
- Transportation may be available from different sources, public and private, groups and individuals

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211 Service

- Provides information on transportation, health, housing, etc.
- Information may vary depending on what is included in the system
- Transportation may be limited to public transit and large human service or medicaid transportation providers

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Aging and Disability Resource Centers (ADRC)

- VA – Easy Access
  http://www.easyaccess.virginia.gov/transportation.shtml
- MD - Maryland Access Point
  www.marylandaccesspoint.info
- DE – Delaware ADRC
  www.DelawareADRC.com.PA
- Pennsylvania Link to ADRC
  800-753-8827
- WV – West Virginia Navigate
  www.wvnavigate.org/

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Eldercare Locator

- Supported through the National Association for Area Agencies on Aging
- Eldercare Locator
  - http://www.eldercare.gov/eldercare.net/public/resources/topic/Transportation.aspx
  - 800-677-1116

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What are the Skills Needed to Use Public Transportation?

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Skills Needed to Ride Fixed-Route

With a reasonable level of effort or risk, can the applicant consistently:

- Get and Remember Transit System Information
- Walk/Wheel to and from Transit Stop/Station
  - Throughout area – up to ¾ mile
  - Over various surfaces
  - Over various terrain
  - Up/down curbs
  - Up/down curb-cuts
  - Cross streets of various widths and with various controls
  - Find way in familiar and unfamiliar settings

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Skills Needed to Ride Fixed-Route (cont.)

With a reasonable level of effort or risk, can the applicant consistently:

- Enter and Exit Transit Stations
  - Flights of stairs
  - Elevators and escalators
  - Navigating complex stations
- Wait at a Stop/Station for Transit Vehicle
  - With and without benches/shelters
- Locate and Recognize Bus/Train to Take
  - Single route and multiple routes with transfers

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Skills Needed to Ride Fixed-Route (cont.)

With a reasonable level of effort or risk, can the applicant consistently:

- Board and Exit Vehicle
  - Inaccessible vehicles
- Accessible vehicles (lift, ramp)
- Pay Fare
- Get to Seat/Securement Area
- Ride in Seated or Standing Position
- Recognize Destination

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Skills Needed to Ride Fixed-Route (cont.)

With a reasonable level of effort or risk, can the applicant consistently:

- Signal for Stop
- Perform Above Tasks in Various Weather and Environmental Conditions
  - Snow, ice, rain, heat, humidity, cold, smog
  - Bright light, low light, background noise
- Handle Unexpected Situations
- Travel Safely in the Community

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Categories of Skills Needed to Ride Fixed-Route

- Physical Functional Skills
- Cognitive Functional Skills
- Sensory Functional Skills
- Social Functional Skills

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Physical Functional Skills

- **Physical functional abilities needed to perform tasks required to use fixed route transit system.**
  - Walking speed
  - Endurance
  - Coordination
  - Strength
  - Balance
  - Gait
  - Range of Motion
  - Dexterity

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Cognitive Functional Skills

- **Cognitive functional abilities needed to perform tasks required to use fixed route transit system.**
  - Orientation to Person, Place and Time
  - Judgment and Safety Skills
  - Problem Solving
  - Coping Skills
  - Short and long-term memory
  - Concentration (Attention to Task)
  - Ability to Seek and Act on Directions

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Cognitive Functional Skills (cont.)

- **Cognitive functional abilities needed to perform tasks required to use fixed route transit system.**
  - Ability to Process Information
  - Ability to Communicate Needs
  - Consistency
  - Behavioral Skills

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Sensory Functional Skills

- **Sensory functional abilities needed to perform tasks required to use fixed route transit system.**
  - Orientation to Place
  - Directional Wayfinding
  - Ability to Detect Changes on Surfaces
  - Ability to Detect Environmental Cues (Hearing)
  - Proficiency in Using Mobility Aids

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Social Functional Skills

- People Skills
- Structure and Space
- Content of the Transit Environment
- Expectations
- Mood (of Transit Professionals)
- Mood (of other Passengers)
- Context Cues/Supports

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RESOURCES

- Two free discussion forums on travel training
  - For students, teachers and parents
    www.ESPA-NCST.communityzero.com/ATS
  - Travel training programs of any kind
    www.ESPA-NCST.communityzero.com/GTTC

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RESOURCES

- The Association of Travel Instruction
  - www.travelinstruction.org
- The Consortium for the Educational Advancement of Travel Instruction
  - www.ceati-travelinstruction.org

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What are My Rights and Responsibilities Regarding ADA Complementary Paratransit Service?

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Tips for Using ADA Complementary Paratransit

- You may apply for paratransit service if you are unable to use fixed-route service.
- Paratransit eligibility is based on:
  - Whether you can board, ride or disembark from an accessible vehicle.
  - Availability of an accessible vehicle on your desired route and/or hour of service.
  - Existence of a specific impairment, condition or physical barrier that prevents you from getting to or from the bus stop.

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Tips for Using ADA Complementary Paratransit (cont.)

- Expect to pay up to double the fixed-route fare for an ADA complementary trip. Expect to pay premium charges for service offered beyond the transit authority's ADA obligations.
- You may negotiate times with the transit provider. You are not required to schedule a trip more than one hour earlier or later than you would like to travel.

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Tips for Using ADA Complementary Paratransit (cont.)

- Personal care attendants ride free of charge on paratransit.
- You have the right to file a complaint with the transportation provider if necessary.

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Customer Responsibilities

- If you qualify for ADA complementary paratransit, be aware that it is a shared-ride service, and you have responsibilities as a passenger.
- Make sure you understand the pickup window and vehicle wait time so that you are prepared to board when the vehicle arrives.

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Customer Responsibilities (cont.)

- Be prepared for the driver to make stops ahead of yours. You may not be the first one dropped off even if you were first to be picked up.
- Prior to making a trip reservation, review the information needed to book the trip. Be prepared to provide the necessary information when you call.

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Customer Responsibilities (cont.)

- Know your provider's no-show and late-cancellation policies. Cancel reservations as soon as you determine you don't need the trip. Be aware that you may be penalized for an excessive number of late cancellations or no-shows.
- Treat the driver and other passengers with courtesy and respect.

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Customer Responsibilities (cont.)

- If an appeal becomes necessary because of denied eligibility, be familiar with the appeals process.

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What is an Appropriate Referral to ADA Complementary Paratransit?

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Before Making a Referral

- Know the facts about ADA Complementary Paratransit service
  - What is it and what is it not
  - Who is eligible
  - How is functional ability assessed

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The Purpose of ADA Complementary Paratransit

- It is intended to be a safety net to provide transportation to people with disabilities who are unable to use fixed-route transportation
- It is not a specialized transportation service available to anyone with a disability

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Who is Eligible

Three categories of eligibility:

- **Category 1**: includes persons with disabilities that are unable to use accessible fixed route service
- **Category 2**: includes persons with disabilities that have the ability to use the accessible fixed route services, but the service available is not accessible
- **Category 3**: includes persons with disabilities that are unable to travel to or from a station or a bus stop

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The Eligibility Process May Include

- A paper application
- Confirmation of disability by a physician or other professional
- Interview – phone or in-person
- Functional physical assessment
- Functional cognitive assessment
- Path of travel assessment

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Determining Eligibility

- Basis for eligibility considerations
- Each transit task and personal ability necessary for completion of each
- Exhaustive, complete, under all conditions
- Physical, cognitive and sensory
  - To and from the bus
  - Waiting for and getting on and off the bus
  - Riding the bus
  - Dealing with the unexpected
- Reflects your community

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Conditions of Eligibility

- Basis for eligibility considerations
- Each transit task and personal ability necessary for completion of each
- Exhaustive, complete, under all conditions
- Physical, cognitive and sensory
  - To and from the bus
  - Waiting for and getting on and off the bus
  - Riding the bus
  - Dealing with the unexpected
- Reflects your community

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Your Verification as a Professional

- More than verification of a disability
- It is your professional opinion that the individual cannot use fixed-route transportation because of one or more of the conditions listed above

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RESOURCES

Check out the FTA web site with information on ADA such as requirements and best practices for vehicle maintenance, stop announcements, eligibility requirements, telephone “hold time” issues, origin to destination policies, on-time performance, and dealing with no-shows.

http://www.fta.dot.gov/civilrights/12325.html

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RESOURCES

Another good FTA resource is “Transit and the ADA – Frequently Asked Questions.”

http://www.fta.dot.gov/12325_5110.html

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RESOURCES

The Disability Rights Education & Defense Fund (DREDF) funded by FTA and the U.S.DOT brought together the requirements of the ADA regulations, FTA determinations, and operational practices that comply with the ADA in their "Topic Guides on ADA Transportation."

http://dredf.org/transportation

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RESOURCES

Easter Seals Project ACTION website offers information on various topics relating to the ADA and accessible transportation.

http://www.projectaction.org

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Thank you!

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    - www.adainfo.org

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