PARATRANSIT COST REDUCTION MODEL

2016 NCPTA Annual Conference & Expo
June 14, 2016

Presented by: Don Kloehn, AI/PE
Director of ADA Compliance & Accessibility Service
SESSION OVERVIEW:

- Introduction to the steps required to achieve paratransit cost reduction.
  - Fixed-route access
  - Gap remediation
  - Travel training
  - Reclassification
  - Political and public outreach
  - Maintenance
PARATRANSIT COST REDUCTION MODEL

Fixed-Route Accessibility

Gap Evaluation and Remediation = Connectivity or Low Cost Ride

Travel Training

Requalification/Re-eligibility
PARATRANSIT COST REDUCTION MODEL

- Cost of paratransit trips are generally 7 to 10 times higher than costs for fixed-route trips.
- One project conducted by the Maryland Transit Administration reported that the cost to upgrade bus stops to make them accessible to individuals with disabilities causing the transfer of a person from paratransit to fixed-route transportation generally resulted in the recovery of the costs for alterations within ten weeks. More extensive alterations such as shelter and construction of lengthy sidewalks resulted in cost recovery within 18 months.
PARATRANSIT COST REDUCTION MODEL

THE STEPS:

› Fixed-Route accessibility has direct relationship to paratransit cost.
› Where is the nearest bus stop or station to the eligible paratransit user’s trip origin and destination?
› Does the individual’s disability provide potential for use of fixed-route?
› Is the gap between the user’s origin and destination to the fixed-route facility accessible?
› Does the user have confidence in her ability to regularly use the fixed-route system? Does the user desire greater independence and freedom of fixed-route access and use?
PARATRANSIT COST REDUCTION MODEL

- Requalification can lead to political and public disapproval or complaints.
  - Campaign to educate service management, disability community organizations, councils, boards, governance staff, and the general public with effort intentions and significant tax payer savings.
- Requalification without confidence in the use of fixed-route services can be defeating.
  - Travel training, outreach, and communication must be conducted to gain confidence of requalified individuals in the use and benefits of switching to fixed-route services.
SELF-ASSESSMENTS AND ADA TRANSITION PLANS

- Required with original adoption of the ADA
- All public entities with 50 or more employees required to perform assessment of all facilities and services to determine compliance with ADA requirements.
- Work plan (CIP, ADA Transition Plan, etc.) for the remediation of all deficiencies discovered during the self-assessment must be developed and continuous progress achieved toward completing the plan.
SELF-ASSESSMENTS AND ADA TRANSITION PLANS

- Self Assessment and inventory of transit stops/stations
- Determine minimum improvements to meet ADA requirements
- Develop a strategic plan for system-wide accessibility
- Develop available resource allocation for work plan utilizing priority scheme and cost data
- Assemble ADA Transition Plan
- Perform work as determined by ADA Transition Plan as resources allow
ADA TRANSITION PLANS AND BUS STOP ACCESSIBILITY

Data Collection

GREAT INSIGHTS. GREATER OUTCOMES.
ADA TRANSITION PLANS AND BUS STOP ACCESSIBILITY

Data Collection Checklist

- Route, stop identification number
- Presence of amenities & accessibility features
- Nearby community organizations & facilities
- Elements relating to Title VI
  - Prevalence of ethnic or cultural group accessing bus stop
- GPS coordinates & photographs
PARATRANSIT COST REDUCTION MODEL

Evaluating and Bridging the Gap:

› Field assessments to survey deficiencies
  – GIS or other mapping software can identify activity hotspots
› Determine right-of-way ownership
  – Work with municipalities to incorporate improvements into Transition Plan(s)
› Agreements with private transportation providers
  – Utilize taxis for short-haul trips to fixed-route stops/stations and agreements with Uber/Lyft
PARATRANSIT COST REDUCTION MODEL

Travel Training

› Travel training can also be incorporated into gap remediation process
  – Perceived versus actual barriers
  – One-on-one instructor assistance

› Communicate the benefits of fixed-route transit use
  – Spontaneous and flexible
  – Gain freedom and self-reliance

› Cost-benefit analysis of travel training
PARATRANSIT COST REDUCTION MODEL

Examining the Eligibility Process

› Types of Eligibility
  – Unconditional
  – Conditional
  – Temporary

› Recertification Process
  – Duration of eligibility
  – Recertification policies
  – Political influence
ADDITIONAL CONSIDERATIONS

Must maintain accessible features that existed prior to construction or alteration projects.
ADDITIONAL CONSIDERATIONS

During construction
- Temporary accessible routes
- Temporary curb ramps
- Wayfinding signage in appropriate locations
ADDITIONAL CONSIDERATIONS

- Winter maintenance (snow/ice removal)
  - Maintain clear accessible routes
  - Access aisles (parking)
  - Curb ramp transitions
HOW TO ACHIEVE ADA COMPLIANCE

- Policies Development and Enforcement
- Monitoring for Compliance and to Evaluate Training Effectiveness
- Training – Job Specific and Comprehensive
- Public Outreach and Disability Community Involvement
- System Inventory Assessment - Accessible Fixed-Route Facilities and Vehicles
- Maintenance of Accessible Features and Equipment

ADA Compliance

GREAT INSIGHTS. GREATER OUTCOMES.
POLICIES REVIEW AND UPDATES

- Each agency has organizational responsibility to ensure all policies are accurate and updated as regulations are altered or as methods or procedures change.
- ADA Coordinator responsibilities must be appointed to staff member of organizations.
LEGAL REMIFICATIONS AND SOLUTIONS

› ADA lawsuits are becoming more prominent and costly to public agencies.
› Proactive approach to addressing issues through planned remediation of deficiencies, public outreach efforts, and public education.
› Risks significantly reduced through attention to policies and practices involved in ADA compliance.
LEGAL REMIFICATIONS AND SOLUTIONS

- Education is the key to compliance.
QUESTIONS AND DISCUSSIONS?

REMEMBER: Many of the things we do to make the trip accessible for individuals with disabilities also make the trip easier for the general public.
CONTACT US

Tindale Oliver
Don Kloehn, AI/PE
Director of ADA Compliance & Accessibility
dkloehn@tindaleoliver.com / 443.438.5392

www.tindaleoliver.com