# Intercity Transit's Accessible Transportation Options:

Fixed Route, Travel Training, Bus Buddies and Dial-A-Lift

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#### **Are We There Yet?**

- The Americans with Disabilities Act
- Fixed Route Accessibility
- Public Transportation and our Aging Population
- Travel Training Program
- Bus Buddy Partnership
- Dial-A-Lift Program





#### The Americans with Disabilities Act

The Americans with Disabilities Act was passed in 1990 and outlined the Civil Rights Protection for over 54 million Americans with Disabilities.





#### The Americans with Disabilities Act

- Accessibility of all new transportation facilities & vehicles used in Fixed Route
- Equivalent Access to Demand Response Services
- Complementary Paratransit Service must extend a minimum of ¾ mile beyond the boundaries of the Fixed Route System



• All buses have wheelchair ramps and kneel for ease of boarding





 All buses have on-bus voice and text announcements for each stop







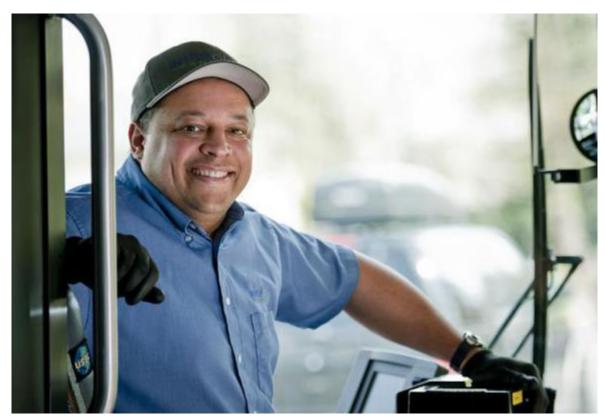
• Commitment to ongoing bus stop accessibility improvements







 Passenger Service and Safety Certified operators to provide quality customer service for all





# Public Transportation and Our Aging Population







- 10,000 people are turning 65 **per day**; one-third has a disability
- We outlive our ability to drive by 7 to 10 years
- Non-drivers will seek out transportation options, many unfamiliar with public transportation



### **Transportation Quandary**

"...older adults do not have sufficient familiarity with, and knowledge of, public transportation to successfully us it as a primary mode of transportation."

(Babka, Cooper & Ragland, 2009).



### **Travel Training**



# Travel Training Teaches Independent Bus Travel

- Individualized, origin to destination trip planning and training on the Fixed Route bus
- Orientation to all aspects of bus travel
- Mobility Device Training
- Creates relationships with bus riders for continued assistance as needs change

### **Travel Training in Action**





### The Bus Buddy Program





- **Bus Buddy** is an experienced or trained bus rider.
- **Bus Buddy** program provides free support to seniors, people with disabilities, fixed income and others riding public transportation
- **Bus Buddy** program assists individuals by enhancing their mobility, increasing their independence and maintaining their independent living
- Individuals are matched with an experienced or travel trained **Bus Buddy**
- Bus Buddy travels with the individual on single trips or on a continual basis



#### **Bus Buddy Partners**





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We're going your way.

#### **Dial-A-Lift**





#### What is Dial-A-Lift?

- ADA mandated service for people whose disability prevents them from riding the Fixed Route bus
- Clients apply for eligibility and recertify every three years
- Serves ¾ of a mile beyond the boundaries of the Fixed Route
- Shared Ride Service



#### **Dial-A-Lift Eligibility**

- Client is unable to board, ride or exit a ramp equipped bus without assistance OR
- Needs to use a ramp but it cannot be deployed safely at their bus stop OR
- Has a disability that prevents travel to and from a bus stop under certain conditions
- Categories of Eligibility: Unconditional, Conditional or Temporary



#### 2017 Dial-A-Lift Eligibility

• Total Clients: 3,240

• Eligibility Decisions: 838

-- Full Eligibility 79%

-- Conditional 1%

-- Temporary 19%

-- Ineligible 1%

- Functional Assessments: 44
- Re-certifications: 411

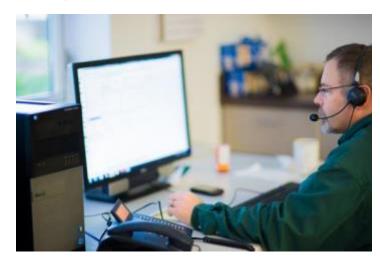


#### 2017 Dial-A-Lift By the Numbers

• Trips: 170,714 – 3% increase on the year

• On Time Performance: 97%

• Total Phone Calls: 85,570



• 95% Customer Satisfaction Rating (Moore & Associates, Inc. 2016)



## **2017 Travel Training Cost Avoidance**

• Approximately 1,350 Dial-A-Lift trips diverted to Fixed Route through travel training

\$50.00 Average cost of 1-way ADA trip

<u>- \$6.00</u> Average cost of 1-way Fixed Route trip

\$44.00 Cost difference between ADA & FR

\$59,400.00 Approximate Cost Avoidance (\$44.00 difference X 1,350 trips)

**Travel Training: 360-705-5879** 

**Bus Buddy Program: 360-688-8832** 

Dial-A-Lift Eligibility: 360-705-5896

www.intercitytransit.com

**Customer Service: 360-786-1881** 

