

Intercity Transit's Accessible Transportation

Options:

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

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Temporary Dial-A-Lift Manager
Intercity Transit



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 $\frac{3}{4}$ mile beyond the boundaries of the Fixed Route System

Fixed Route Accessibility

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



Fixed Route Accessibility

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



Fixed Route Accessibility

- Commitment to ongoing bus stop accessibility improvements



Fixed Route Accessibility

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



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Public Transportation and Our Aging Population



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Age Related Forecasts



- 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 use it as a primary mode of transportation.”

(Babka, Cooper & Ragland, 2009).

Travel Training



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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



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- **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



CATHOLIC COMMUNITY SERVICES
OF WESTERN WASHINGTON

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We're going your way.



Washington State
Department of Transportation

Dial-A-Lift



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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 $\frac{3}{4}$ 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