

# Dial-A-Lift /Travel Training Bus Buddies update 2024

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# Agenda

- Dial-A-Lift Program
- Travel Training Program
- Bus Buddy Partnership

# 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

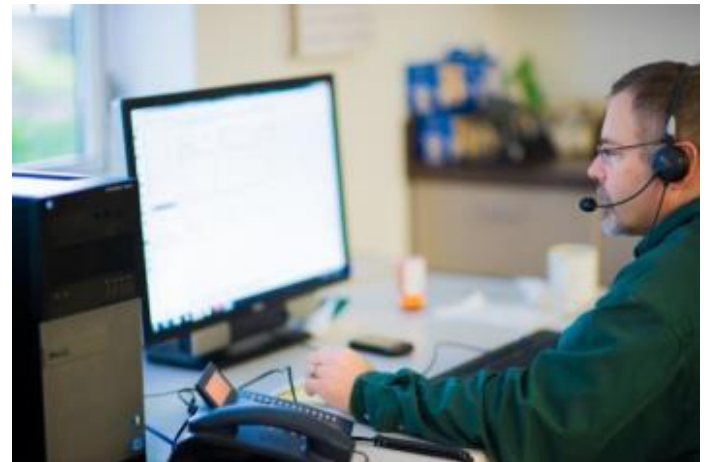
- Client is unable to board, ride or exit a ramp equipped bus without assistance OR
- Needs to use a ramp but it cannot be deployed safely at their bus stop OR
- Has a disability that prevents travel to and from a bus stop under certain conditions
- Categories of Eligibility: Unconditional, Conditional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

# 2024 Dial-A-Lift Eligibility

- Total Clients: 1,438
- Dial-A-Lift applications: 956
  - Full Eligibility 66%
  - Conditional 13%
  - Temporary 16%
  - Ineligible 5 %
  - Re-certification 29%
- Functional Assessments: 392
- Re-certifications: 282

# 2024 Dial-A-Lift By the Numbers

- Trips: 132,961 – 0.5% decrease from the previous year
- On Time Performance: 99%
- Total Phone Calls: 81,557-  
5% increase from the previous year



# 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 Outreach

- 52 Outreach events
- 36 hours of outreach in area high schools

# 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



- **2024 Volunteer Hours:**
  - Revised contract calls for 200 hours per month=2,400 hours
  - Actual 2024: 8,336-surpassed annual goal
- **Bus Buddy Matches**
  - Goal of 4 per month for year= 48
  - Actual 2024: 191-surpassed annual goal
- **Bus Buddy Trips**
  - Goal of one-day trips per year: 8
  - Actual 2024: 12-surpassed annual goal



- **2024 Tabling Events**
  - Goal of 3 per month: 36
  - Actual 2024: 60-surpassed annual goal
- **Speaking Engagements/On-site presentations**
  - Goal for year: 10
  - Actual 2024: 19-surpassed annual goal
- **Special Events**
  - Goal of five per month: 60
  - Actual 2024: 546-surpassed annual goal



- **New Bus Buddies and Activities:**
  - Goal for year: 1
  - Actual 2024: 2-surpassed annual goal
- **Bus Buddy Gatherings**
  - Meet as a group twice a year: 2
  - Actual 2024: 5-surpassed annual goal
- **Historic: 10 year-9 month totals through 12/31/24**
  - Individual Client matches: 1,274
  - Tabling Events: 458
  - Speaking Events: 161
  - One-Day trips: 158
  - Special Events: 1,017



# Bus Buddy Partners



CATHOLIC COMMUNITY SERVICES  
OF WESTERN WASHINGTON

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We're going your way.



Washington State  
Department of Transportation





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

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

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

**[www.intercitytransit.com](http://www.intercitytransit.com)**

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