



Proposed ADA Bus/Rail Pass and ADA Eligibility Program

Spring 2009

We would like your input

- Valley Metro is considering an in-person ADA paratransit (ADA Dial-a-Ride) eligibility program
- Your input will help finalize the program



ADA paratransit legal requirements

- ADA eligible customers are persons who, because of a disability, are unable to use local bus or METRO light rail service for some or all trips in the service area
- ADA paratransit services must be comparable to the level of service provided on the local bus or METRO light rail system
- ADA paratransit eligibility determination is NOT a determination whether or not a person has a disability
- ADA eligibility determination is an assessment of ability to use the transit system

The opportunity for improvement

- Current eligibility process relies on a mail-in application process to make determinations
- To improve the program, in-person interviews and functional assessments are proposed
- To ensure current levels and quality of service for all eligible riders, the proposed program is designed to:
 - Identify riders who can use bus or light rail for some trips
 - Identify travel options that can better serve some customers



The proposed program enables...

- Lifetime eligibility for some customers
- Standard certification increase from 3 years to 5 years
- ADA bus and rail pass for some customers
- Referral system to taxi subsidy and other transportation options
- Referral to travel training programs



Sample application process

- Customer completes and submits the application
- The customer is contacted to schedule an interview and arrange free transportation if needed
- Interviews and assessments (if needed) conducted in a single visit
- Interviews conducted within one hour
- Assessments (if applicable) conducted in 1-2 hours
- Some determinations can be made immediately
- Photos are taken for creating the ID card or bus/rail pass
- Referrals to additional transportation options offered to qualified customers

ADA bus and rail pass

- Enables unlimited rides on bus and rail
- Consistent bus and rail schedules offer greater independence and more mobility options
- Help with referrals to travel training
- Annual pass renewal to update customer contact information
- No cost to the customer



Program benefits

- The proposed process helps expedite determinations
 - Currently, many applications are returned incomplete
 - Customers provide information directly to ADA office staff
- A case manager for each customer allows for more personalized service
- Increased length of certification for up to 5 years
- Lifetime certification for some customers
- ADA bus and rail pass to customers able to use these services for some trips
- Information and referrals to more transportation options

In summary...

- In-person interviews for all customers and assessments as needed
- Increase standard ADA eligibility from 3 years to 5 years
- Offer lifetime eligibility to some customers
- Offer an ADA bus and rail pass to some customers
- Offer additional transportation options to some customers



Next steps

- Public comment will be accepted through April 10, 2009
 - Email: input@ValleyMetro.org
 - Mail: Valley Metro RPTA, Attn: Nichole Myers
302 N. First Ave., Ste 700, Phoenix, AZ 85003
 - Phone: 602.253.5000
- Valley Metro member cities and agencies processes
- The final recommendation will go through the Valley Metro approval process
- The proposed program is the first step towards a regional ADA Dial-a-Ride system



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