

Does your transit agency enforce conditional eligibility?

Answer using the Polls feature in WebEx!



1



2



Meet Your Panelists & Moderator



Callie Anderson

*San Diego
Program Manager
MTM Transit*



Jay Washburn

*Manager of Paratransit
& Minibus
San Diego MTS*



Mike Davis

*Senior Director, Mobility
Management
MTM Transit*



3



MTM Transit's Mobility Management Background



Mobility management
industry leader

Removing transportation
barriers **since 1995**


Privately held,
woman-owned business (WBE)

11 years of eligibility
assessment experience


14 assessment programs
accounting for **100,000+**
assessments annually



4




Types of Paratransit Eligibility




Unconditional

Rider is always eligible to take trips using ADA paratransit




Conditional / Trip-by-Trip

Rider can use ADA paratransit during certain circumstances or trips




Temporary

Rider can use ADA paratransit for a limited period of time




Presumptive

Rider is presumed to be eligible to use ADA paratransit




5




What is Conditional Eligibility?


A rider can be reasonably expected to make **some trips using fixed route** service, but is eligible for **ADA paratransit during specific conditions or trips**



Example:

George can reach a **bus stop two blocks away** when there is a **safe, accessible path** of travel, but he requires **ADA paratransit** if the bus stop is **more than two blocks away** or if **obstacles are present**, such as hills, snow, or ice





6

MTS Access ADA Paratransit Challenges

7



MTS's Paratransit History

From FY13 – FY16, MTS experienced an unsustainable growth pattern



10% increase in annual
paratransit **ridership**




40% increase in
paratransit **trip volume**






39% increase in annual
paratransit **budget**

8



Operational Enhancements & Review

Operational enhancements & changes brought to advisory group:


-  Brought OTP & OBT in line with fixed route KPIs
-  Increased pick-up window from 20 to 30 minutes
-  Passenger can only choose a drop-off or pick-up time

Reviewed **FTA minimum requirements**


Established **best practices**

Created **surveys & benchmarking** with peer systems



Analyzed certification **contract**, contractor **performance**, **application** process & **determinations** process




9



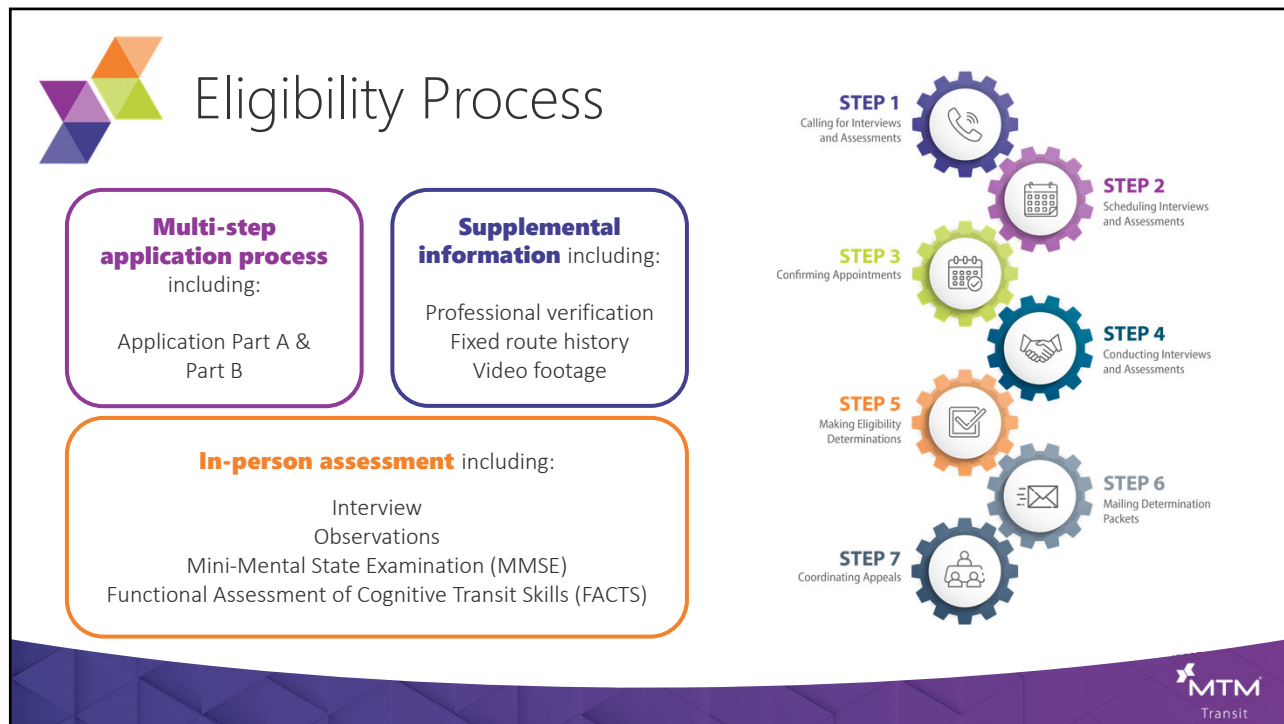
MTS & MTM Transit Partnership Goal

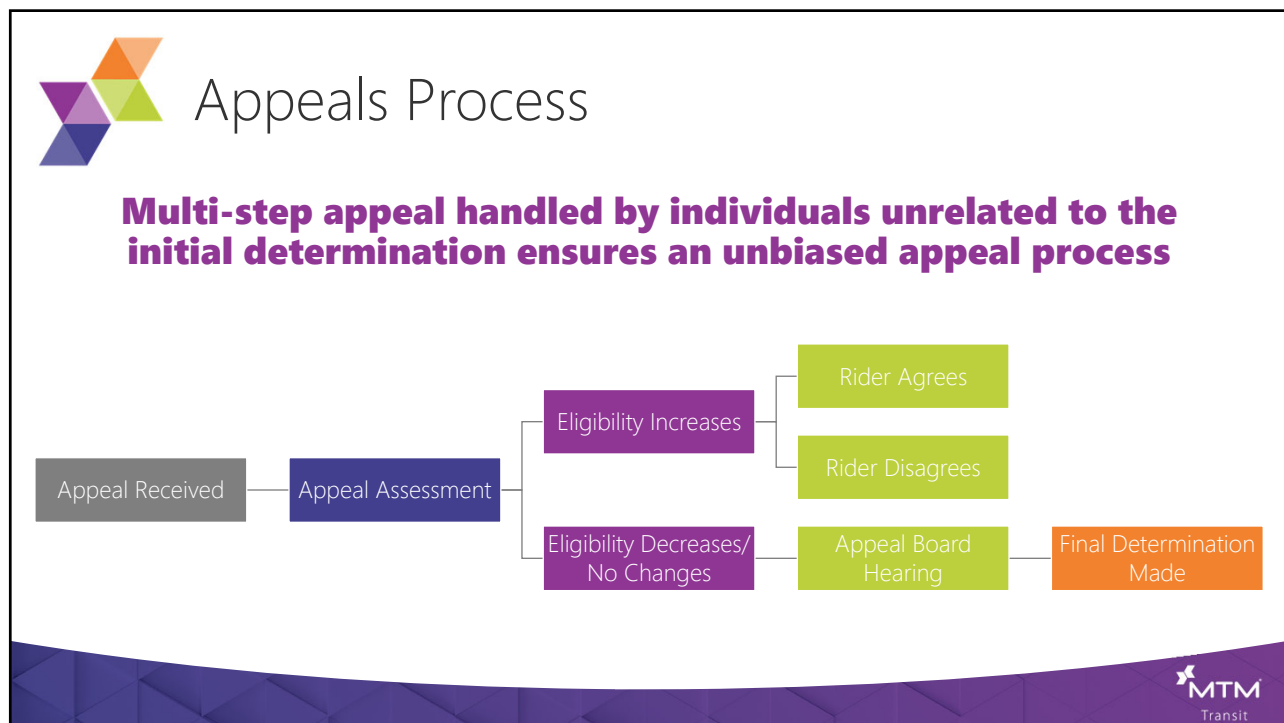
To ensure the **highest level of service** to applicants found to **meet the ADA eligibility** requirements & to **assist others** by directing them to more **appropriate transportation options**



10



11



12



Virtual In-Person (VIP) Assessments

Sept. 2020

Beta Test
Positive Feedback

Oct. 2020 –
June 2021

VIP Assessment Period
707 VIP Assessments
Completed

*During pandemic, VIP Assessments
began for review of:*

- ✓ **Temporary** certifications
- ✓ One-year extensions (**re-certs**)
- ✓ One-year presumptive (**new certs**)



13



VIP Guidelines

100% of all **new** & **re-cert** applicants

Accessibility options & **translator**
services available

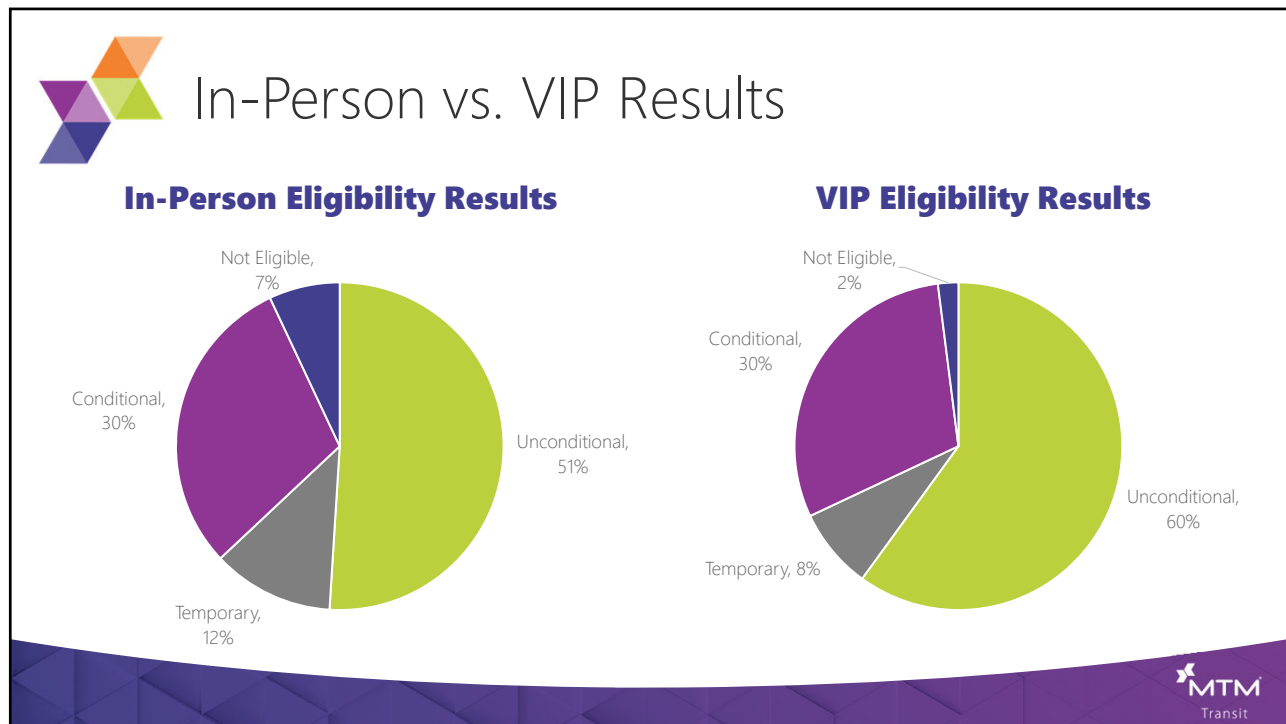
Mirror in-person assessments as
much as possible

Applicants use their own internet device with
a **camera feature** & **email address**

MTS **supplied tech** to those without



14



15



16



Enforcing Conditional Eligibility

During reservation process, conditional eligibilities generate pop-up

- **Get Info:** lists previous evaluations
- **Does Not Qualify:** notify passenger
- **Qualifies:** book trip
- **Not Assessed:** book trip & evaluate

Conditional Eligibility Pop-Up

Client Eligibility Conditions

This Client Has The Following Eligibility Restriction(s):

COND - CONDITIONAL
 EC-1585 - TEMPERATURE < 40 DEGREES
 EC-1590 - TO/FROM BUS/TROLLEY > 600 FT
 EC-1604 - TO/FROM BUS/TROLLEY > 10% SLOP

Eligibility Detail

Eligibility	Result	Tests Description	Test	Comment
EC-1583...	FAILED	Check Eligibility Tests - DENY	Test20: Sufficient	Requested date not in the specified date range RAIN NOT EXPECTED/MUST BOOK 1 DAY IN ...
			Test23: Sufficient	Origin not allowed Destination not allowed
			Test25: Sufficient	PATH OF TRAVEL TO BUS/TROLLEY IS EVEN Origin not allowed
			Test26: Sufficient	DOES NOT EXCEED 600FT(0.1MILE) WALKING... Origin not allowed
			Test27: Sufficient	SEATING IS AVAILABLE FOR THIS TRIP Origin not allowed
				PATH OF TRAVEL TO BUS/TROLLEY IS EVEN



17



Conditional Eligibility Trip Assessments

Combination of **online reviews** & **field evaluations**

Online reviews look at **temperature, air quality** & **distance to bus stops**

Field evaluations look at **slope grade, bus benches, curb cuts**, etc.

Results documented in **rider file**

Trip Assessment Form

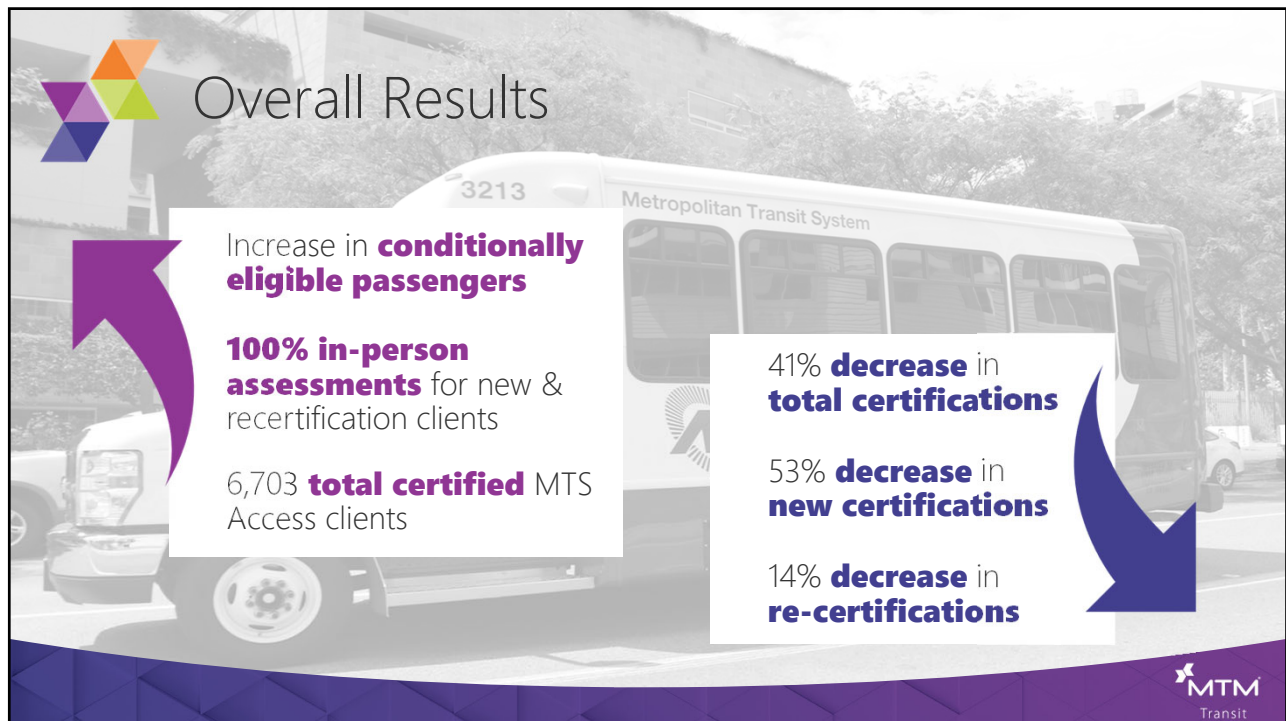
CONDITIONAL ELIGIBILITY TRIP ASSESSMENT					
Client Name:		Date of Evaluation Request:			
Trip Date:		Trip Time:			
TRIP ORIGIN					
Origin Address:		Origin ZIP:			
TRIP DESTINATION					
Destination Address:		Destination ZIP:			
WHY DOES TRIP MEET CONDITIONS?					
EVALUATION SUMMARY					
Evaluator Name:		Evaluation Date:			
Currently Eligible	Eligibility Code	Eligibility Condition	Top Meets Condition	Top Does Not Meet Condition	
	EC-1583	When weather conditions include rain, ice or snow			
	EC-1584	When temperatures < 38 degrees			
	EC-1585	When temperatures < 40 degrees			
	EC-1586	During hours of darkness, dusk to dawn - Winter (Dec 1-Feb 28) 4:30pm-7:00am			
	EC-1587	During hours of darkness, dusk to dawn - Spring (March 1-May 31) 4:45pm-7:00am			
	EC-1588	During hours of darkness, dusk to dawn - Summer (Jun 1-Aug 31) 7:30pm-9:30am			
	EC-1589	During hours of darkness, dusk to dawn - Fall (Sept 1-Nov 30) 4:30pm-7:00am			
	EC-1590	Route to/from bus stop/trolley station is > 600 feet			
	EC-1591	Route to/from bus stop/trolley station is > 200 feet			
	EC-1592	Route to/from bus stop/trolley station is > 200 feet < 1 mile			
	EC-1593	Route to/from bus stop/trolley station is > 200 feet < 1/2 mile			
	EC-1594	When bus to/from bus stop/trolley station is not accessible with curb cuts			
	EC-1595	When required bus stop/trolley station is not accessible			
	EC-1596	Route to/from bus stop/trolley station is a street corner			
	EC-1597	Route to/from bus stop/trolley station is a street corner			
	EC-1598	Route to/from bus stop/trolley station is a street corner			
	EC-1599	Route to/from bus stop/trolley station includes street crossing without designated crosswalks			
	EC-1600	Route to/from bus stop/trolley station includes street crossing without designated crosswalks			
	EC-1601	Route to/from bus stop/trolley station includes street crossing without designated crosswalks			
	EC-1602	Route to/from bus stop/trolley station includes street crossing without designated crosswalks			
	EC-1603	Route to/from bus stop/trolley station includes street crossing without designated crosswalks			
	EC-1604	When an equity is classified as code orange or above AQI > 101			
	EC-1605	When an equity is classified as code orange or above AQI > 101			
	EC-1606	When an equity is classified as code orange or above AQI > 101			
	EC-1607	Symptoms of fatigue or weakness are exacerbated due to pre or post treatment			
	EC-1608	When route is not a feasible one that applicant is able to tolerate			
	EC-1609	Other			
Top Meets One or More Conditions: <input type="checkbox"/> YES <input type="checkbox"/> NO					
SUMMARY OF EVALUATION					



18

Results

19



20



Conditional Eligibility Trip Reduction

Implemented **August 2017**

2,067 passengers are conditionally eligible

Each ineligible trip eliminates **11 trips** a rider would take per **year**

Savings

Year-One Projection:
\$262,704

24-Month Actual:
\$552,993

Trip Reductions

Ineligible Trips Identified:
1,549

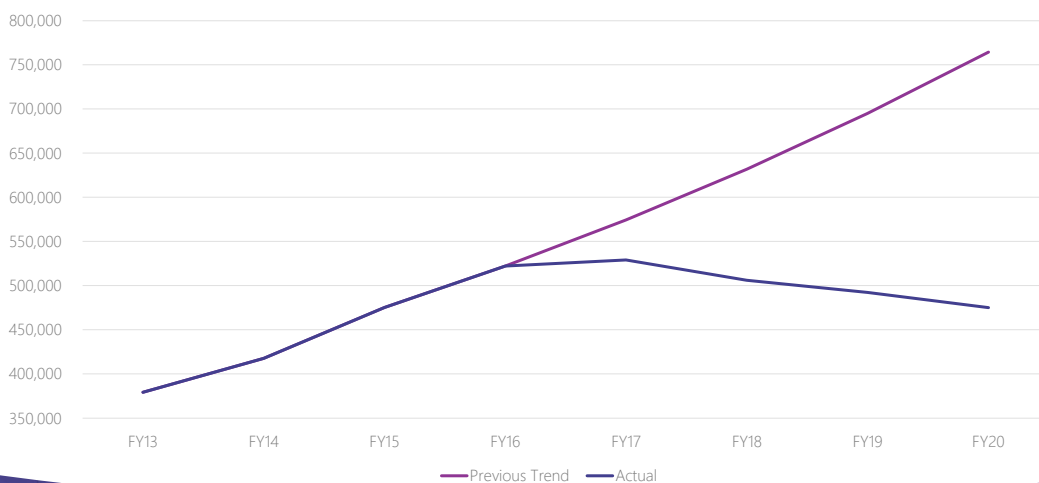
Total Trips Diverted:
16,265



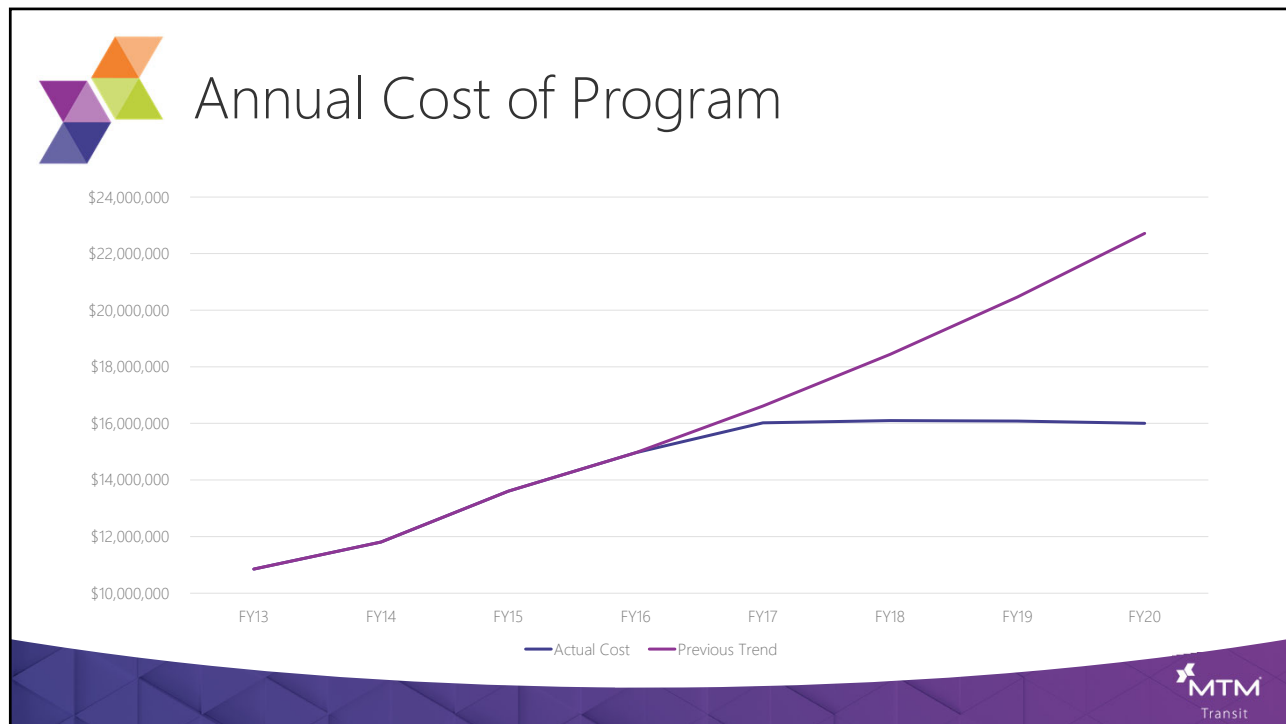
21



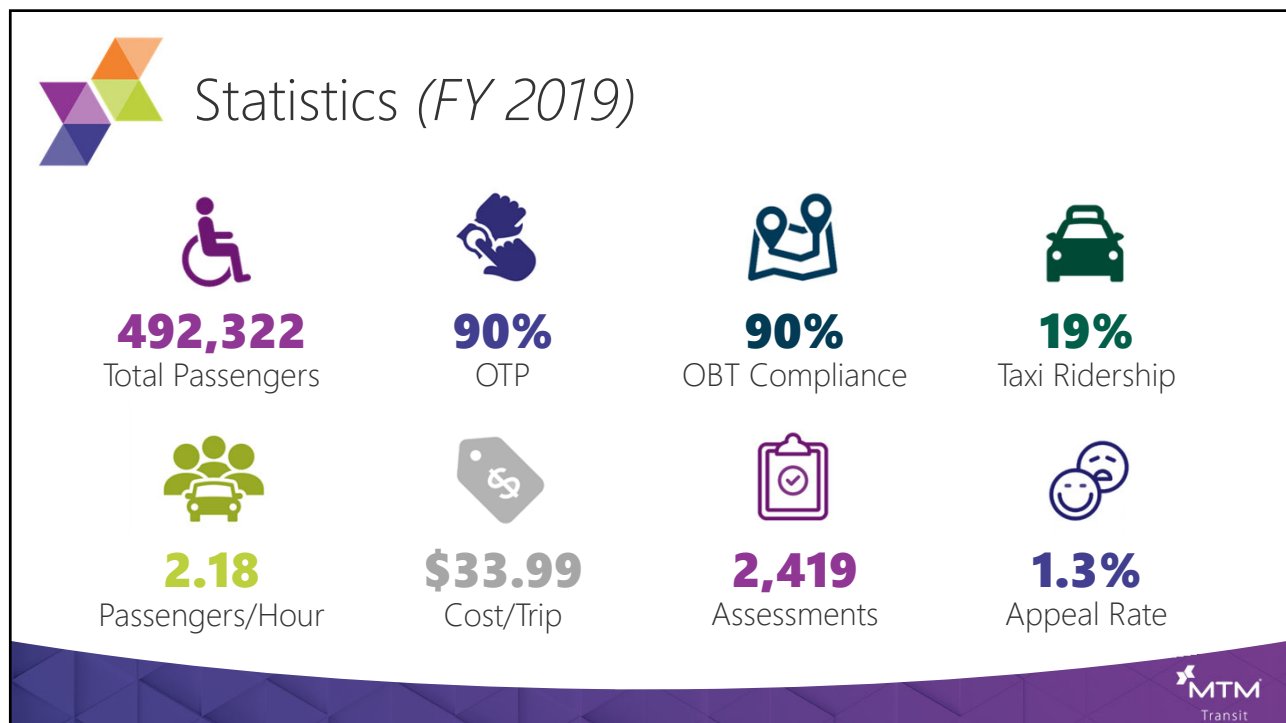
Ridership (*Passengers*)



22



23



24



Keys to Success

- 1 **Learn** from others
- 2 Be prepared for **push back**
- 3 **Communicate** with riders – **what** you are doing & **why** you are doing it
- 4 **Better service** for eligible riders
- 5 **Equitable process** & **service** for all
- 6 **Partnerships** between contractors



25



Questions & Contact Information



Callie Anderson

cmjohnson@
mtm-inc.net



Jay Washburn

Jay.Washburn@
sdmts.com



Mike Davis

mitdavis@
mtm-inc.net



26

Thank You
for Attending!



Transit

