Road to Recovery Webinar: Opportunities to Consider in Paratransit Operations

1:15-2:00pm ET

Speakers: Judy Shanley, David Rishel
Moderator: Brianne Eby

NEXT WEBINAR
Transit Innovation in the Time COVID
Tuesday, August 4
2:00pm ET
ROAD TO RECOVERY
WEBINAR: OPPORTUNITIES TO CONSIDER IN PARATRANSIT OPERATIONS
Agenda

- Overview of the Nat. Center for Mobility Management
- Why is this an opportune time to examine ADA Complimentary Paratransit services
  - Administration and Eligibility
  - Operations
- Discussion - Questions
This is NCMM

• National Technical assistance center
• Launched in early 2013, recently renewed
• Jointly operated by three national organizations:
  – Easterseals
  – American Public Transportation Association
  – Community Transportation Association of America
• Through a cooperative agreement with the Federal Transit Administration (FTA), U.S. DOT
The mission of the National Center for Mobility Management (NCMM) is to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.

www.nationalcenterformobilitymanagement.org
Paratransit in Some Places...

- Administration: Disconnected from other services (traditional services and innovative services)

- Operations:
  - Right eligibility determination
  - Right-sizing
  - Right scheduling (advance registration)
  - Efficiency (riders, use)
Since Covid-19:

- Ridership down 80%
- No In-Person eligibility
- Social Distance Loading; 1-2 people per veh.
- Non-Transit services: meal delivery
- Destinations changing
  - Fewer day-programs
  - More medical
During Covid-19

- Passengers coming back
- Discontinuing non-transit services
- Abbreviated eligibility processes
- Contractors/Taxi industry strained
- Reduced productivity due to capacity
  - Non-dedicated options
“What if we don’t change at all ... and something magical just happens?”
Questions to Ask about Administration

– Is there alignment between an agency’s paratransit operations and all other services and programs?
– Are the managers and designers across service areas talking, collaborating, and planning?
– Are you engaging riders in every step of the way to inform service?
– Are your eligibility determination process appropriate - face-to-face v telephone - video?
– Has Covid facilitated your look into non-traditional funding sources - outside of DOT funds?
– What about the Federal cost sharing policy and Federal Braiding Guide - can these be useful tools?
– Will you look at your overall system design in different ways considering travel patterns, congestion, rider capacity, - and how does paratransit fit into this review and redesign?
– Have you changed your external messaging regarding your paratransit service?
Questions to Ask About Operations

- Are you using the right vehicles?
- Can you mix passengers?
- Are your advance scheduling processes appropriate?
- Are you using your vehicles in a flexible way?
  - Meal services, homeless transportation, hot spots
- Can you think about same-day services?
- Can you improve communications/education with riders?
- Are there technologies that you can consider?
  - Cashless - contactless payment systems
- Are you able to sustain cleaning and hygiene practices?
- Are you involved in community discussions about land use and closing streets?
After Covid-19:

- Nuanced eligibility
  - Less “yes/no” and more “if/when”

- Emphasize mainstream mobility
  - Relationships with community

- Mixed delivery options
  - Dedicated
  - Non-dedicated
FTA Resources

- **CCAM Program Inventory**

- **CCAM Federal Fund Braiding Guide**

- **CCAM Cost Sharing Policy**
Technical Assistance (TA) Centers

National Center for Mobility Management
www.nc4mm.org  1-866-846-6400
info@nc4mm.org  Annual Community Grants

National Aging and Disability Transportation Center
www.nadtc.org  1-866-983-3222
contact@nadtc.org  Annual Community Grants

Rural Transit Assistance Program
www.nationalrtap.org  1-888-589-6821
info@nationalrtap.org

Shared-Use Mobility Center
www.sharedusemobilitycenter.org  1 312.448.8083
info@sharedusemobilitycenter.org

National Center for Applied Transit Technology
www.ctaa.org/about-n-catt/
Contact Information

- Judy Shanley, Ph.D.
  - jshanley@easterseals.com
  - 312-551-7227
  - @judyLshanley

- David Rishel
  - drishel@deltaservicesgroup.com
  - 215.681.0202
  - @DavidRishel
Q&A Session
What are your questions?