

**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: LAVTA ADA Paratransit Eligibility Interviews Statistics

FROM: Kadri Kulm, Paratransit Planner

DATE: November 1, 2017

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**Action Requested**

Information only.

**Background**

At the WAAC's September 2017 meeting the committee members asked staff to provide statistics on LAVTA's ADA paratransit eligibility interviews.

**Discussion**

Because of the overwhelming increase in paratransit trips occurring in FY2015 and FY2016, which put LAVTA over \$300,000 over budget, LAVTA began to more closely monitor paratransit eligibility, and included an in-person interview as a step in the eligibility process. The paratransit application which has been approved by the LAVTA Board indicates (on page 2) that "Your application will be processed within 21 days after it has been received. The application must be properly completed and you must make yourself available for a second level assessment if requested. A second level assessment could include a telephone interview with you, medical verification, or an in-person interview. The in-person interview may include a functional test to determine your ability to take a public transit trip, such as being capable of walking to a bus stop, reading signs etc." Requiring an in-person interview is an industry best practice and is a process that most Bay Area transit agencies have in place.

LAVTA started conducting in-person interviews as part of the ADA paratransit eligibility process in June 2016. All rides to and from the interviews are free of charge for the applicant, and the interview takes about 15-20 minutes.

The following table summarizes the assessments' statistics for the 16-month period from June 2016 to September 2017:

For the time period of <b>Jun 1, 2016 - Sep 30, 2017:</b>	<b>Number</b>	<b>%</b>
Full Eligibility	342	69%
Temporary Eligibility	56	11%
Conditional Eligibility	82	17%
Temporary/Conditional Eligibility	14	3%
Denied	2	0%
Chose not to complete the eligibility process	62	
Total Number of Applicants Interviewed	496	

By now LAVTA has interviewed over 500 applicants, which also includes recertifying applicants. Close to 70% of the applicants who came to the interview received a full eligibility. Seventeen percent were given a temporary eligibility, 17% received conditional eligibility, 14 received temporary/conditional eligibility, and two were denied.

LAVTA makes every effort to make the eligibility process as convenient as possible for the applicant and as such free Dial-A-Ride rides are offered to and from the interviews, which take place at LAVTA's administrative office in Livermore. However, there were still 62 people who chose not to come to the interview despite LAVTA staff making multiple efforts trying to reach the applicant/care taker or they cancelled the appointment multiple times without re-scheduling or just no-showed for the interview. For these 62 people LAVTA followed up with a letter stating that their application has been given an "inactive" status and if the applicant wishes they can still schedule the next step of the eligibility process (interview) and have the interview be conducted up to one year from LAVTA receiving their paper application.

### **Action Requested**

None – Information Only