Managing ADA Paratransit Service in the 21st Century –

Service Trends and Managing Service Level and Costs
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➢ Demographics that Shape Demand
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➢ The Impact of Demand on Transit Agencies
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Industry’s Use of Technology to Manage Service
Demographics that Shape Demand
Setting the Stage

- America is aging and the need for accessible transportation continues to grow.

- Studies show that people who are more mobile are happier, healthier, & live longer.

- Aging for “Baby Boomers” – how they live and how they get around – will be different than for previous generations of older adults.
Economics

- Baby Boomer cohort represents the most powerful consumer economic spending block of all time in the U.S.

- Those age 57 to 66 currently account for more than half the market share in key expenditure categories (i.e., housing, food, health, & transportation).
Older Adults as a Group

- Few have pensions
- Make up about 38% of the current workforce
- Majority plan to work longer than their parents did
- Have experienced a lot of change – especially in technology – over their lifetime
Mobility & Older Adults

- Mobility is treated as an entitlement.

- As they age, they will want to continue to engage in their busy work and social lives, and maintain the active lifestyle that they have embraced their entire lives.
Driving

- Driving represents freedom, independence and autonomy.

- Data suggests that in 2023, at least 96% of all men and 84% of all women age 85 and older will be or will have been licensed to drive (the most ever in history).

- It may be a mistake to assume that older people will switch from driving a private car to an alternate mode of transportation as they age just because previous generations have done so.

- Even at the very oldest ages, people age 85+ take most of their trips in a car. Although these elderly are more likely to be passengers rather than drivers, men over the age of 85 are still driving the vehicle at least 75% of the time.
Immobility – Giving Up the Car

- For most people, surrendering a driver’s license is a sentence to isolation.

- Depression rates are higher among former drivers who have given up their licenses, which leads to increased medical expenditures and premature institutionalization.

- A loss of mobility reduces the individual’s ability to participate in the economy as a consumer.

- When seniors stay at home they socialize less, have fewer decisions to make, have fewer things to look forward to, all of which have been linked to a decline in cognitive abilities.
4 Key Drivers of the Next Generation of Older Adults’ Mobility Demands

- Retirement or second career work plans
- Health services and the degree to which medical trips will be needed
- Need for goods and services that cannot be delivered via website orders
- Desire for social outlets and activities
One subset of this group will be more fit & more vigorous later in old age than any previous generation.

Another subset will deal with one or more chronic conditions that will impair physical & cognitive functioning at earlier ages than previous generations, thanks in part to increased medical knowledge & improved technology.
Common Health Issues for Older Adults

- Macular degeneration
- Heart Disease
- Cancer
- Hypertension (High blood pressure)
- Stroke
- Diabetes
- Kidney Failure
- Arthritis
Health Status of Older Adults

- 80% have at least one chronic condition
- 50% have at least two
Health Status of Older Adults (65+)

The prevalence of disabilities increases with age.

- 42% of the older adult population (14 million) report some type of disability

- 51.5% of older adults over age 75 have disabilities (28 million)

- 1 in 4 older women and 1 in 6 older men report trouble walking 2 – 3 blocks

- 20% report difficulty going outside the home to shop or visit the doctor due to a disability
Hearing & Vision Impairments

- 16% of older men & 13% of older women have a disability either with hearing or vision

- Among adults age 70+, 1 in 5 has both

- These adults report less participation in social activities such as getting together with friends or going out to eat
Transportation Disability

When a medical condition persists for more than 6 months that makes travel outside the home difficult, the Traffic Safety Commission defines it as a “transportation disability.”

According to the National Household Travel Survey, 23% of older adults or 7.5 million people have a transportation disability.
Challenges

- #1 Challenge for doctors and health care facilities is missed appointments – often due to a lack of transportation.

- The major reason for caretakers having to miss work is to transport family members to health care appointments.

- Community-based care vs. long-term care institutionalization in a nursing facility: $9,000 per year vs. $26,000+ per year (AARP).
Health & Transportation

- Health issues will have implications for the modes of transportation older adults choose as they age.

- Different forms of transportation will need to be available to meet different needs at different times.

- The future quality of life for older adults will depend in large part on the availability of transportation options to keep them mobile.

- The technology, knowledge and need to evolve the transit system exists and the potential is great to assure continued mobility for all.
Not a “One Size Fits All”

“Although the sheer size of this generation will have a staggering impact on the transportation system, it is a mistake to deal with this generation as though it fits a single profile. In a group of this size, there is relatively little homogeneity. Baby boomers will age at different rates, with varying levels of health and under different conditions. As such, they will interact with the transportation system in very different ways.”

Joseph Coughlin in Aging America and Transportation: Personal Choices and Public Policy
“Leave the Driving to Us”
The Impact of Demand on Transit Agencies
Strategies

- Improve efficiencies
- Policies and technology
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- Innovation — deferred ADA trips
  - Travel Training
  - Taxi vouchers
    - Accessible taxi leases
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- Innovation — deferred ADA trips
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  - Taxi vouchers
  - Accessible taxi leases
- TNCs & Hybrid Models — Pros and Cons
Travel Training

➢ Train BEFORE ADA eligibility
Travel Training

- Train BEFORE ADA eligibility
- Group trips with seniors
Travel Training

➢ Train BEFORE ADA eligibility

➢ Group trips with seniors

➢ One-on-one with cognitively challenged
Taxi Vouchers

- 50% cost of standard ADA paratransit
Taxi Vouchers

- 50% cost of standard ADA paratransit
- Same-day, no reservation service
Taxi Vouchers

- 50% cost of standard ADA paratransit
- Same-day, no reservation service
- “shorter the trip — the bigger the tip”*

* versus script
Accessible Taxis

➢ Provide alternative to ADA paratransit for persons with mobility devices
Accessible Taxis

- Provide alternative to ADA paratransit for persons with mobility devices
- Can purchase with 5310 funds
Accessible Taxis

- Provide alternative to ADA paratransit for persons with mobility devices
- Can purchase with 5310 funds
- Lease to local taxi operators
Transportation Network Companies

- Much controversy and changing regulations
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- Poor to no service for mobility devices
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- Weakens taxi industry that supports ADA
Transportation Network Companies

- Much controversy and changing regulations
- Poor to no service for mobility devices
- Weakens taxi industry that supports ADA
- Uncertainty from regulation shakeouts
Transportation Network Companies

(+) Modern technology
(+) No onsite $$$ transactions required
(+) Less expensive off-peak
(+) Co-rating promotes good service
(+ ) Sometimes newer vehicles – nicer drivers
(+ ) Evolving with shared-rides & carpooling
Transportation Network Companies

(-) No biometric background checks
(-) No mandated drug testing
(-) Lesser insurance requirements
(-) Not required to serve all neighborhoods
(-) Not required to provide 24/7 service*
(-) “Uneven playing field”

* Surge pricing
Hybrid Models

- Transit: First mile – last mile
Hybrid Models

- **Transit:** First mile – last mile
- **Service where buses and taxis do not operate**
- **Mileage reimbursements program**
Hybrid Models

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- **Central dispatch for multiple taxis providers**
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Hybrid Models

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- Central dispatch for multiple taxis providers
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- Ability to set up business accounts (U4B)
Industry’s Use of Technology to Manage Service
Delivering More: Demand

- Living Longer
- Increasingly Unhealthy
- Desire to Stay at Home
- Less Family Support
- Demanding Passengers
Historical Trends

- **Demand:** \(~ 10\% \text{ Annual Increase}\)
- **Cost:** \$9.15 (1991) to \$33.45 (2013)
Doing More With Less

✓ Managing Increasing Demand With Existing Capacity

✓ Finding the “Sweet Spot”
Doing More With Less

- Less Operational Funding
  - State Funds 15%
  - More Competition
- Reduction in Service
- Strict Interpretation
- Outsourcing
- Seek Greater Efficiencies
- Reliance on Technology
Embrace Technology

- Work Smarter – Not Harder
  - Enable Staff to Focus on Managing Delivery
  - Reassign Staff to “Other Duties As Assigned”
- Seek Greater Efficiencies
  - Increase Productivity
  - Optimize Resource Utilization
- Reliance on Technology
  - It’s Why You Have Technology
  - Invest In Human Capital
Eligibility

➢ Who Are You Letting In?
  ➢ Conditional Eligibility
  ➢ Trip-By-Trip “Testing”
➢ Establish Workflow
  ➢ Determine Bottlenecks
  ➢ Eliminate Unnecessary Paper
➢ Communication Modes
  ➢ Consider “Blast” Eligibility Notifications
  ➢ Self-Service Eligibility Portals
Eligibility - ROI

- Reduce Trips by 2% with 500 daily trips
  - 10 trips per day @ $50 per trip is $500 per day
  - 300 days @ $500 is $150,000 annually

- Reduce Postage/Forms/Letters

- Enforce trip-by-trip eligibility
Eligibility Testing

Trip to dialysis at 8:30 am on Jan 28; community bus available

<table>
<thead>
<tr>
<th>Condition</th>
<th>Type</th>
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<tbody>
<tr>
<td>Winter</td>
<td>Sufficient</td>
</tr>
<tr>
<td>Dark</td>
<td>Sufficient</td>
</tr>
<tr>
<td>Dialysis only</td>
<td>Required</td>
</tr>
<tr>
<td>Shuttle</td>
<td>Deny</td>
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</table>

Test Order

<table>
<thead>
<tr>
<th>Test</th>
<th>Resulting</th>
</tr>
</thead>
<tbody>
<tr>
<td>At least one sufficient test matches</td>
<td>Trip is allowed</td>
</tr>
<tr>
<td>Not all required tests match</td>
<td>Trip is denied</td>
</tr>
<tr>
<td>At least one deny test match</td>
<td>Trip is denied</td>
</tr>
<tr>
<td>No deny test matches</td>
<td>Trip is allowed</td>
</tr>
<tr>
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</table>

Trip is winter, which is sufficient. First rule allows the trip.
Multi-Modal

- Inherited FX Characteristics
- First Mile/Last Mile
- Integrated Itineraries
- Deviated Fixed Route
Deviated Fixed Route

Demand Response picks up passenger

Waits for transfer to a Flexible Route bus stop

Flexible Route drops-off passenger
Self-Service Options

- Trip Booking
  - Adoption Rates Up to 45%
  - Book, Schedule, Cancel, Confirm

- Integrated Voice Response (IVR)
  - Confirm, Cancel, Callback, Eligibility, Late, Notifications (SMS/Email)

- Communications
  - Complaints, Commendations, Surveys
Self-Service Options

- **Trip Booking**
  - Frees staff to do more productive tasks
  - Agencies report up to 17 FTE reduction in staff

- **Integrated Voice Response (IVR)**
  - Improve OTP as much as 9%
  - Automate eligibility reminders, no-shows, etc.
  - Reduce No-Shows/Late Cancels
    - $25 per saved No Show
    - .005 increase in productivity can save $$,$$$$
    - Also works with SMS and Email
Administrative Efficiencies

- Automate policy enforcement
  - Late cancellations and no-shows waste resources
  - Fare evasion lowers fare-box recovery

- Cashless Fare Collection
  - Counting Fares Costs Money
  - Reconciling driver money-bags
  - Administrative process to count/deposit fares
  - Large (local) agency estimate cost > $600K
Intelligent Data

- Data Rich, Information Poor
- Make Your Data Work For You!

- Predictive > Proactive > Productive
- Address Delivery Issues *Before* They Become Statistical Trends

- Trend Analysis
  - Scheduled 3.0, Ended Up with 2.0 – When did things go south?!?
Intelligent Data
Outsourcing

- Service Providers > Managing Multiple Providers
  - Low Hanging Fruit
- Creative Utilization of Taxi Service
  - Seamless Integration Into 3rd Party Systems
- Use of TNCs
  - Additional Cost Savings Over Taxi Service
  - Direct Integration With Uber/Lyft
25 of the top 30 Transit Agencies outsource Paratransit service; outsourcing fixed route service increasing.

Uber/Lyft – save 25% over traditional taxi
Managing ADA in the 21st Century
Summary
It is not “business as usual”
- Expectations have changed
- Demand for more options

Increased medical needs
- More chronic conditions
- Increased physical impairments
- Wider variety of mobility devices

Desire to move to home-based care models vs. institutionalization
- Increased demand for community transportation
Impact of Demand

- Improve Efficiencies
- Defer ADA trips
- Develop Partnerships
Embrace Technology

- Work *Smarter* – Not Harder
  - The “same “ole way” simply won’t work anymore

- Seek Greater Efficiencies
  - Increase productivity > improved resource utilization
  - Proactively manage delivery of service

- Technology industry is innovating – innovate with us!
  - Forward thinking agencies are using technology
  - Invest in your staff – train/retrain employees
Thank you. Questions?