



CORPUS CHRISTI REGIONAL  
TRANSPORTATION AUTHORITY

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# The Freedom to B...

## ADA Paratransit Eligibility Program

Presentation to American Public Transit Association  
Paratransit Workshop – Managing Cost & Demand with Eligibility  
Certification, Trip-by-Trip Eligibility and Travel Training  
October 2, 2010



# We'll be covering

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- Where we started
- Partnerships & Agreements
- Local process
- Outcomes
- Benefits
- Recognition



# Where we started...

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- Mobility Planning Services Institute  
ESPA - 2005
- Team
  - Board Member
  - RCAT Leadership
  - Orientation & Mobility Instructor
  - Business Owner
  - Transit Employee



# Public Process & Collaboration = Partners

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- CCRTA Board of Directors
- RTA's Committee on Accessible Transportation
- Coastal Bend Center for Independent Living
- Community

# Partnership...

## Occupational Therapy

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- Right fit
- IADL's
- Mobility as an IADL
- Mission





# Leveraging Community Resources

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- Agreement with Del Mar College
- Coastal Bend Center for Independent Living
- RTA's Committee on Accessible Transportation

# Paradigm Shift

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- Functional Assessment

- Transportation Focus



- Cognitive measure



# Local Process

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- Application submitted
- Interview/assessment scheduled to complete process
- COTA students/ RTA Eligibility Specialist conduct applicant interviews
- COTA students conduct assessments as appropriate
  - Physical/functional
  - Cognitive
- Application, interview and assessment information is reviewed by internal three member RTA staff panel.
- Eligibility Determination is made and communicated
- Appeal panel consists of RTA ADA Compliance Officer, Health Care Professional and two RTA Committee on Accessible Transportation Members
- Eligibility Determination is made and communicated





# What has been gained

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- Increased utilization of fixed route service
- Ensures paratransit availability
- Tool for managing growth in demand
- Honors ADA's philosophy of inclusion
- Education



# Quantifying the Results

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- 89.5% of all applicants are ADA paratransit eligible as compared to 98% prior to implementation of revised program
- ADA paratransit eligible rider pool has decreased
- Non ambulatory boardings on fixed route have tripled in five years
- B-Line demand is down by 4.3% over previous year (through August 2010)

# Community Benefits

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- Infrastructure Improvements
- Opportunity to use all available transportation options
- Mobility Training is offered



# Del Mar College Benefits

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- Selected to present program at the 2008 Texas Occupational Therapy Conference
- Selected to present Program at the 2010 World Federation of Occupational Therapy Conference



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Social justice is a concept that some use to describe the movement towards a socially just world. Based on the concepts of human rights, equality and access. Access to work, recreation and education are all precluded by access to transportation. A "civil right" and tenet of the Americans with Disabilities Act, requires access to integrated public transportation be provided to people with disabilities. Public transportation is firmly established in the area of Instrumental Activities of Daily Living (IADL) as a performance area of occupation. Occupational Therapy practitioners recognize the need to expand their role and services in the area of public transportation. Public transportation providers understand the demographics of an aging population and the critical importance of connecting community to accessible public transportation services. A unique partnership between Del Mar College of Allied Health Sciences and the Corpus Christi Regional Transportation Authority (CCRTA) in Texas has been instrumental in the development of a systematic, non-discriminatory assessment of community mobility skills for people with disabilities and older Americans. The partnership recognizes that health is supported and maintained when individuals are engaged in occupation.

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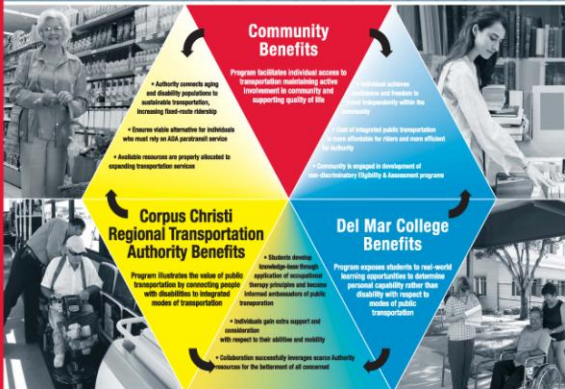
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## Expanding Occupational Therapy's Role in Public Transportation

A Collaboration to Assess Skills Needed to Effectively Travel Using Public Transportation Options



### Process for Eligibility

- 1 Referral Request for Service**  
Requests can come from individuals or on their behalf from providers, family members, state agencies, local MHR, physicians, social workers and even non-residents.
- 2 Interview and Observation**  
Cognitive and functional assessments are administered as appropriate. The goal is to measure skills and needs. Identified to independently use public transportation modes.
- 3 Evaluation and Eligibility Determination**  
CCRTA's Eligibility Evaluation team reviews individual records. The data sources include information obtained as described above and include all data received from applicant, the health care provider and information provided within the interview and observation along with appropriate assessments to include consideration of conditions of disability in the review process the team considers eligibility for the appropriate services as well as the establishment of conditions of eligibility for various transportation modes. The outcome of Eligibility Determination is a transportation decision, not a medical decision.
- 4 Process for Appeal**  
Ridership applicants may appeal eligibility determination or specific conditions of eligibility to an appeal panel comprised of CCRTA's ADA compliance officer, a health care professional and two members from FCCA's Committee on Accessible Transportation, an advisory body that is comprised of people with disabilities, advocates and/or representative for entities representing interests of or providing services for people with disabilities.

### Growing Demographics Drive Demand for Public Transportation

US and Local Population Changes 2000 to 2008\*



### CCRTA Ridership Trends

People's need for public transportation will increase based on demographics of aging and disability. US census data for Nueces County, Texas projects a 21.2% increase by 2008 in adults over the age of eighty-five years; in the same period people with disabilities are projected to increase by 24.4%. A collaboration with the Del Mar College Occupational Therapy Program has been effective in communicating all available transportation opportunities while shifting significant numbers of trips to integrated fixed-route service from a segregated paratransit trip. This manifest also reflects effective use of community resources, as the cost of a fixed-route trip represents a fraction of the cost of a paratransit trip, supporting the promise of the Americans With Disabilities Act to include people with disabilities into integrated public transportation options.

Ridership (1999 - 2009)	Paratransit	NonAmbulatory on Fixed-Route	Fixed-Route
Average Annual Growth Rate	0.09%	21%	1%
Cost per ride	\$24.90	\$3.06	\$3.06
Average Annual Ridership	178,403	23,419	5,404,586

**B** the change you wish to see in this world.  
— Mahatma Gandhi

**SANTIAGO - CHILE**  
**2010**  
**WFOT**  
**15th Congress**

Sharing the World of Occupation from Latin America

[www.wfot.org](http://www.wfot.org)



# In conclusion

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- Process can be replicated
- Identify partners
- Community Conversation
- Plan
- Implement

# Resources

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[www.projectaction.easterseals.com](http://www.projectaction.easterseals.com)

Determining ADA Paratransit Eligibility: An Approach, Guidance and Training Materials

[www.ntionline.com](http://www.ntionline.com) Comprehensive ADA Paratransit Eligibility

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