

To Commingle – or Not – That is the Question

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APTA Bus & Paratransit Conference

Cleveland / May 4, 2010

Commingle???

“Routinely transporting ADA-eligible paratransit riders with ‘other’ non-ADA paratransit riders on the same vehicles at the same time.”

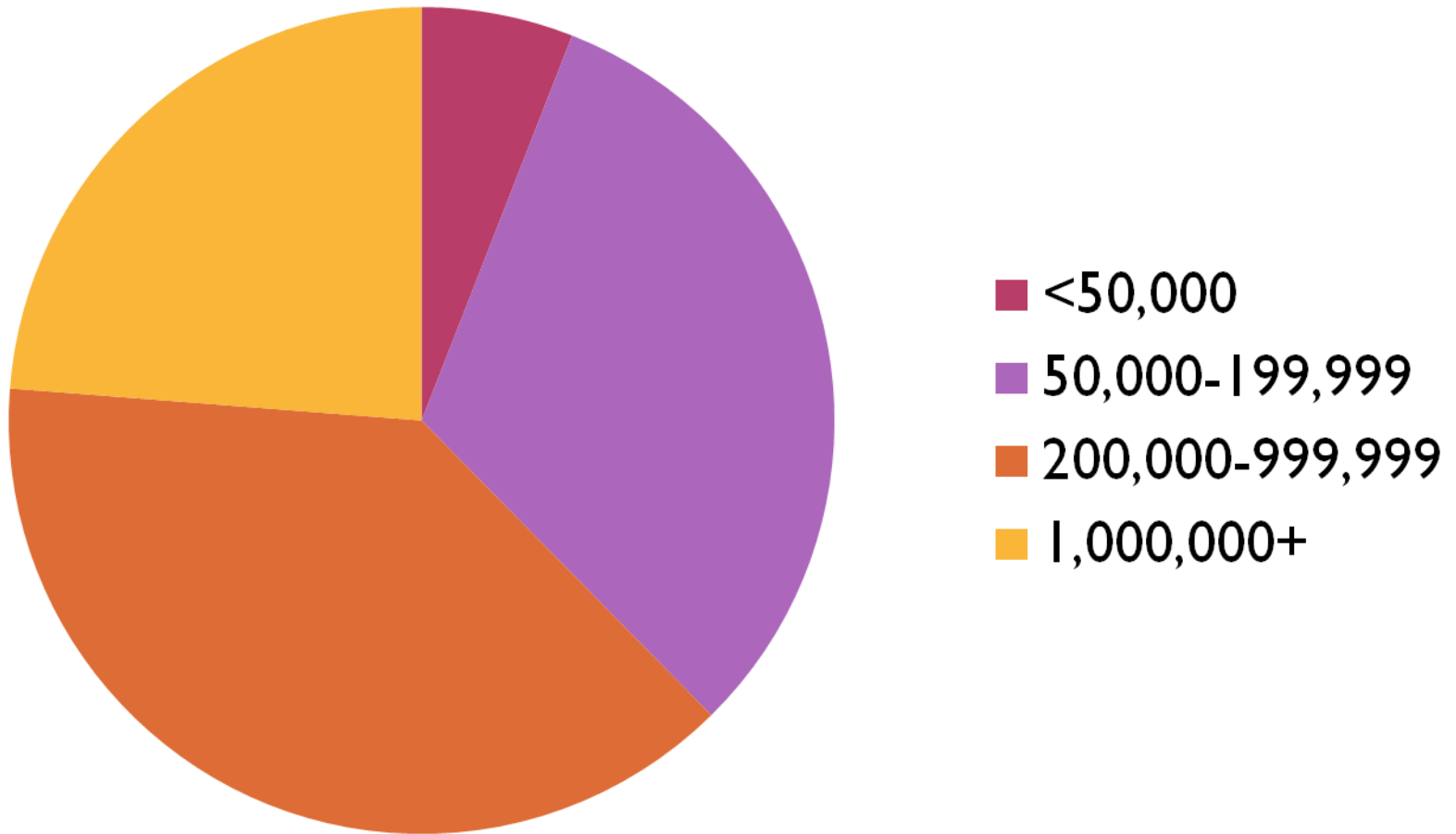
TCRP Project B-34

- ▶ Funded through the Transit Cooperative Research Program (TCRP)
 - TranSystems Corp.
 - KFH Group

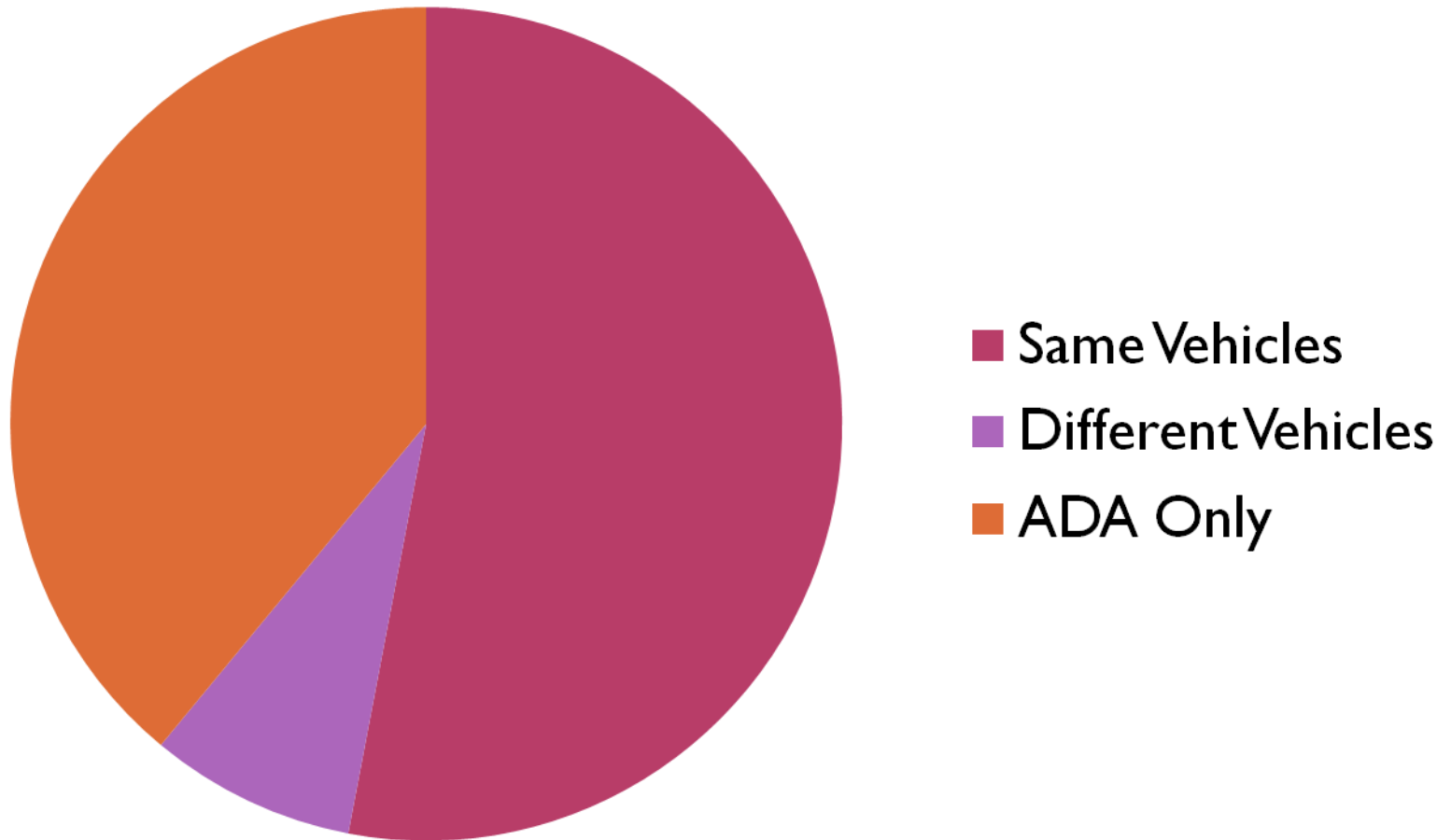
TCRP Project B-34

- ▶ Resource review
- ▶ Survey of transit agencies
- ▶ Case studies & interviews
- ▶ **Resource Guide for Commingling ADA and Non-ADA Paratransit Riders**
 - Planning Decision Flow Chart
 - Operations Decision Flow Chart

Respondents – Service Area



Paratransit Service Provided



'Other' (Non-ADA) Passengers

"Other" Paratransit Passengers	"Other" on Same Vehicles N=63	"Other" on Different Vehicles N=9
Non-Sponsored Older Adults	60%	44%
Other Agency Funded	57%	22%
Non-Sponsored Persons with Disabilities	57%	33%
General Public	54%	67%
Medicaid	46%	11%
Title III	44%	0%
Non-Sponsored Low Income Persons	33%	22%
Head Start	10%	0%

Top Indicators for Commingling

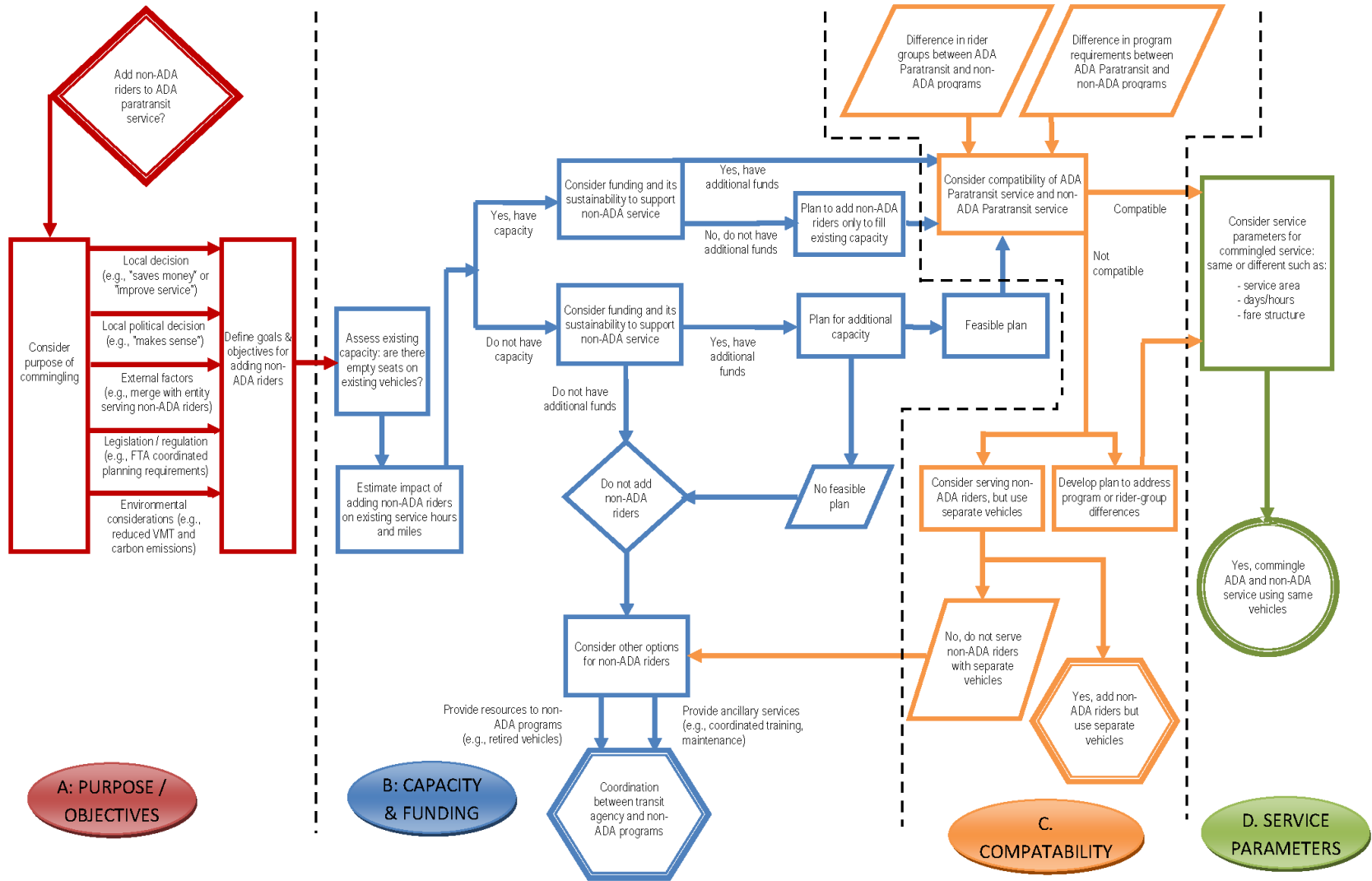
- ▶ Evolution of paratransit service
- ▶ Cost-sharing opportunities
- ▶ State-level commitment to coordination

Roots of Commingling

- ▶ Model #1: HST + ADA Paratransit
- ▶ **Model #2: ADA Paratransit + HST**
- ▶ Model #3: General Public DAR + ADA
- ▶ Model #4: Two Tiered ADA Paratransit

Planning Decision Approach

- A. Define purpose & objectives for commingling
- B. Identify available capacity and funding
- C. Evaluate service compatibility
- D. Consider primary service parameters



Planning Decision Approach

Planning Decision Approach

A. Define purpose & objectives for commingling

- Purpose?
- Coordination mandate?
- External forces?
- Political decision?
- Financial decision?

Planning Decision Approach

B. Identify available capacity and funding

- What is the existing capacity?
- What is the impact of adding riders?
- How will service be funded?
- Is service sustainable?
- Other options for non-ADA riders?

Planning Decision Approach

C. Evaluate service compatibility

- Different rider groups?
- Different service types?

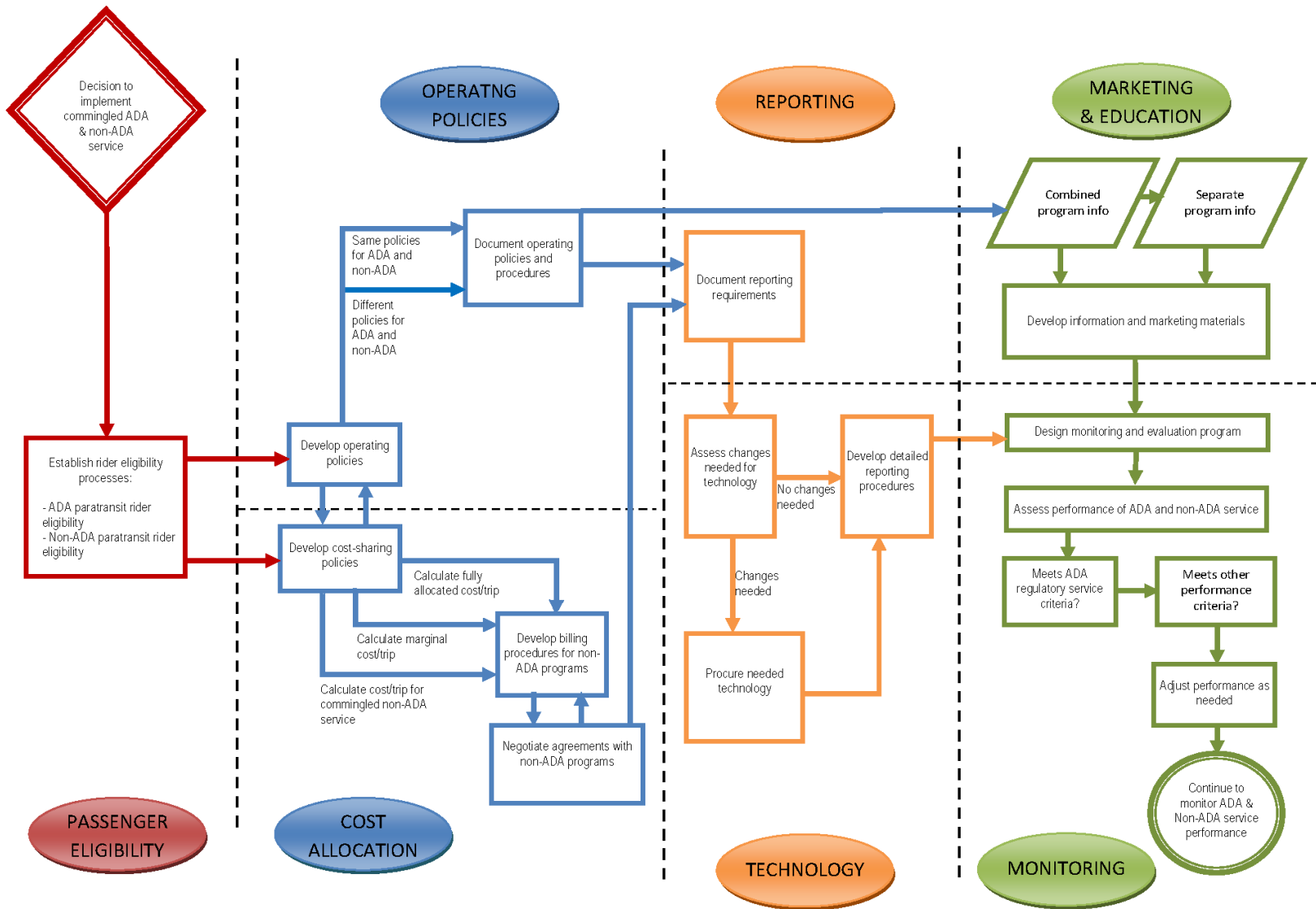
Planning Decision Approach

D. Consider primary service parameters

- Are they the same or different?
- How will they be measured?
- How will the information be used?

Operations Decision Approach

- A. Establish passenger eligibility requirements
- B. Develop operating and cost allocation policies and procedures
- C. Identify reporting requirements and assess technology needs
- D. Develop marketing/education and monitoring programs



Operations Decision Approach

Operations Decision Approach

A. Establish passenger eligibility requirements

- ADA riders
- Non-ADA riders

Operations Decision Approach

B. Develop operating and cost allocation policies and procedures

- Operations – based on ADA service criteria & other requirements
- Cost allocation – based on fair distribution of costs to negotiate agreements

Operations Decision Approach

C. Identify reporting requirements and assess technology needs

- Paratransit reporting
- Technology as a tool
- Technology interface

Operations Decision Approach

D. Develop marketing/education and monitoring program

- Marketing – riders, agencies, public
- Monitoring – overall and program specific
- Essential to meet ADA requirements
- Feedback

Lessons Learned

- #1 There is no one right answer and a decision not to commingle is just as valid as a decision to commingle
- #2 ADA requirements must be met
- #3 There is no such thing as a free ride
- #4 State and local conditions matter
- #5 Some areas may find commingling to be inherently easier than others

Lessons Learned

#6 Planning is key

#7 Be flexible

#8 Determining rider eligibility is critical

#9 ADA paratransit service standards are often higher than other program standards

#10 Ongoing performance monitoring is a must

Lessons Learned

#11 Technology is a useful tool

#12 Educate board members and other policy-makers

#13 Educate transit agency staff

#14 Educate riders

#15 Manage demand

#16 Allocate costs and invoice properly