



# SUN VAN is Reviewing Its Eligibility Process

Community Meeting

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# What does the ADA say about paratransit eligibility?

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- Safety net (“must strictly limit ADA paratransit eligibility to persons meeting the regulatory criteria”)
- Individuals who, because of a disability, cannot:
  - Get to and from a bus stop/rail station within the service area (architectural barriers, environmental conditions)
  - Use the bus/train because the system is not accessible
  - Independently navigate the system

# Types of eligibility

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- Individual eligibility
  - Unconditional
  - Conditional
  - Temporary
- Trip eligibility

# Why are we looking at eligibility?

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- **Goal: Plan for future increases in demand**
- Active riders increased 66% in past five years

# Approach to achieving this goal

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- Enhance accuracy of eligibility process
- Ensure only people who meet ADA eligibility requirements are eligible
- Informing applicants of accessible options

# Current eligibility process

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- Barely changed in over 20 years
- Staff with no rehabilitation background

# Paratransit eligibility has changed in other cities

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- Rehabilitation professionals
- Partial functional assessments
- “Mobility discussion” rather than just paratransit eligibility

# Options under consideration

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## Contracted out to rehabilitation professionals

- **Comprehensive Approach:** Interviews with all, functional assessments for some
- **Hybrid Approach:** Mix of paper applications; telephone interviews; functional assessments

# Two Eligibility Models

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## Comprehensive

- Everyone comes in for an interview
- If a decision can't be made, assessor conducts an indoor or outdoor functional assessment (different surfaces, slopes, lift, landmarks, street crossings etc.)
- Cognitive based on FACTS
- Psychiatric, vision, seizures handled differently

## Hybrid

- About half the decisions are made based on paper submissions
- Remainder a combination of telephone interviews, and a small percentage of in-person assessments

# Eligibility process goal

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- Improve accuracy of the process
- Expand awareness of mobility options
- Match applicants to best transportation mode given their abilities

# Next steps

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- Continued stakeholder outreach
- Evaluate different alternatives
- Develop more detail on preferred alternative



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