

TAP Action 25: Standardize Paratransit Eligibility Practices

September 23, 2024

Regional Network Management Council



METROPOLITAN
TRANSPORTATION
COMMISSION



Project Summary

- Project goals:
 - Universal practices
 - Reduce burdens
 - Maximize use of existing investment
 - Ensure continued federal compliance
- Developed through stakeholder groups:
 - Working group of transit staff
 - Members of paratransit coordinating councils
 - Specific outreach to paratransit riders during Coordinated Plan update
- Broad agreement on recommendations



Recommendations

Customer Experience #1-6

Implementation as a region that will benefit the customer

Quality of Services #7-10

Implementation as a region that will ensure quality assessments

Longer-term Considerations

Requires substantial investment

1. Standardize application forms and make available online
 2. Standardize eligibility interview protocols for agencies using in-person and paper/phone-based assessments
 3. Standardize the appeals process
 4. Standardize definitions of eligibility categories and renewal timelines
 5. Explore alternatives to in-person assessments for certain disability categories
 6. Identify and enhance promotion of paratransit alternatives and incorporate travel training referrals during the eligibility process
 7. Set aside new funding to host annual paratransit eligibility trainings
 8. Learn about new eligibility vendors in coordination and with support from MTC
 9. Explore technical solutions to enhance eligibility implementation
 10. Develop on-going monitoring strategies for quality assurance
- Explore implementation of in-person assessments
 - Explore increasing application of trip conditional eligibility
 - Consider a fully-integrated regional system of eligibility centers

Next Steps

- **Presentation of Report to:**
Regional Network Management Committee – Fall/Winter 2024/2025
- **Continued coordination for policy changes and implementation through a Paratransit Eligibility Working Group (consisting of MTC and transit and paratransit agency staff)**

