



Lessons learned from COVID-19 and Next Steps for ADA Paratransit Eligibility Assessments

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Processes that became or are becoming obsolete

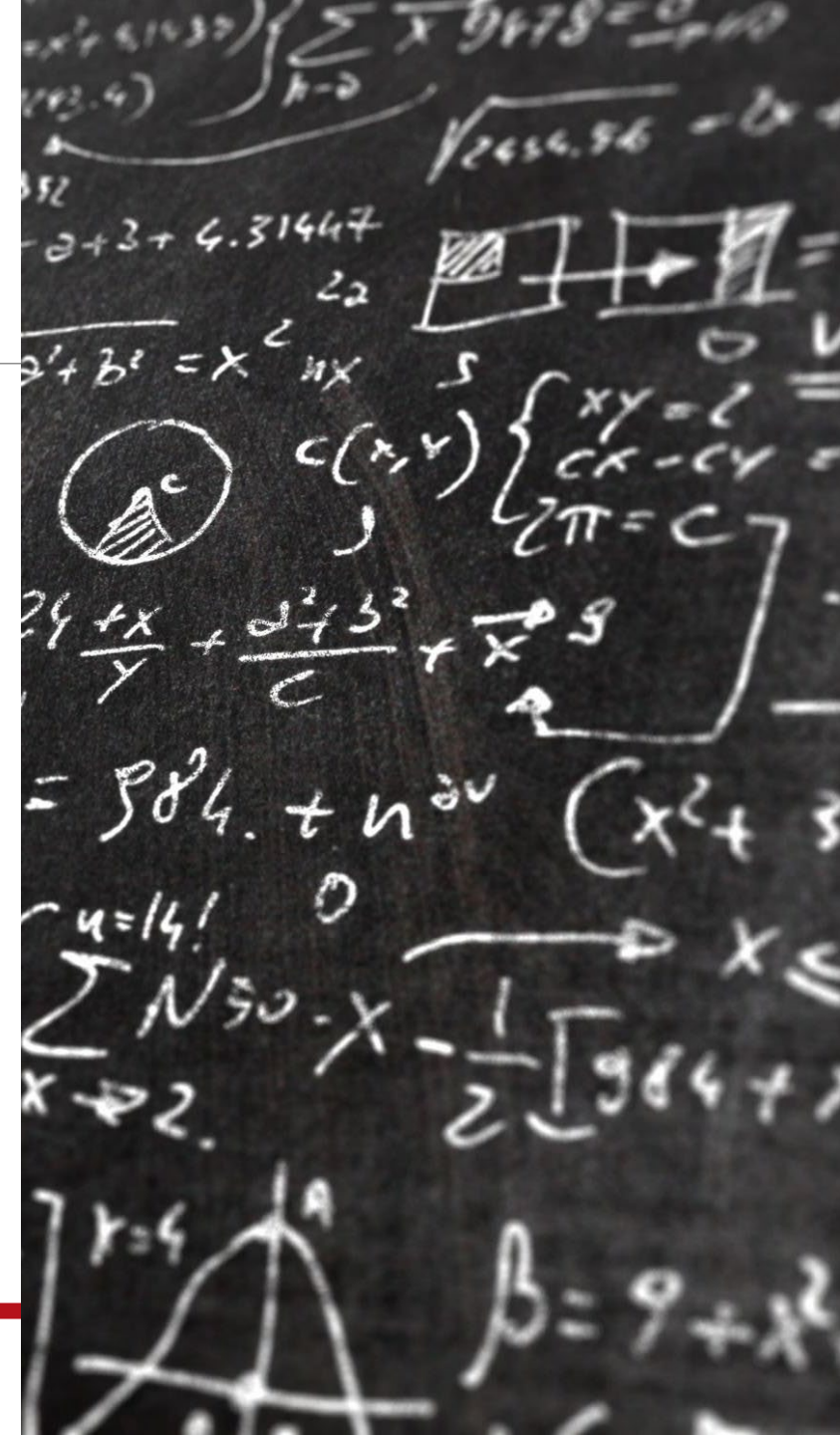
- Conducting 100% in person interviews
- Receiving and distributing documents such as applications and medical verification forms via U.S.mail or via fax only
- Making program design decisions on an eligibility process that suits the local needs



Adaptations to the process

Erring on the side of the passenger:

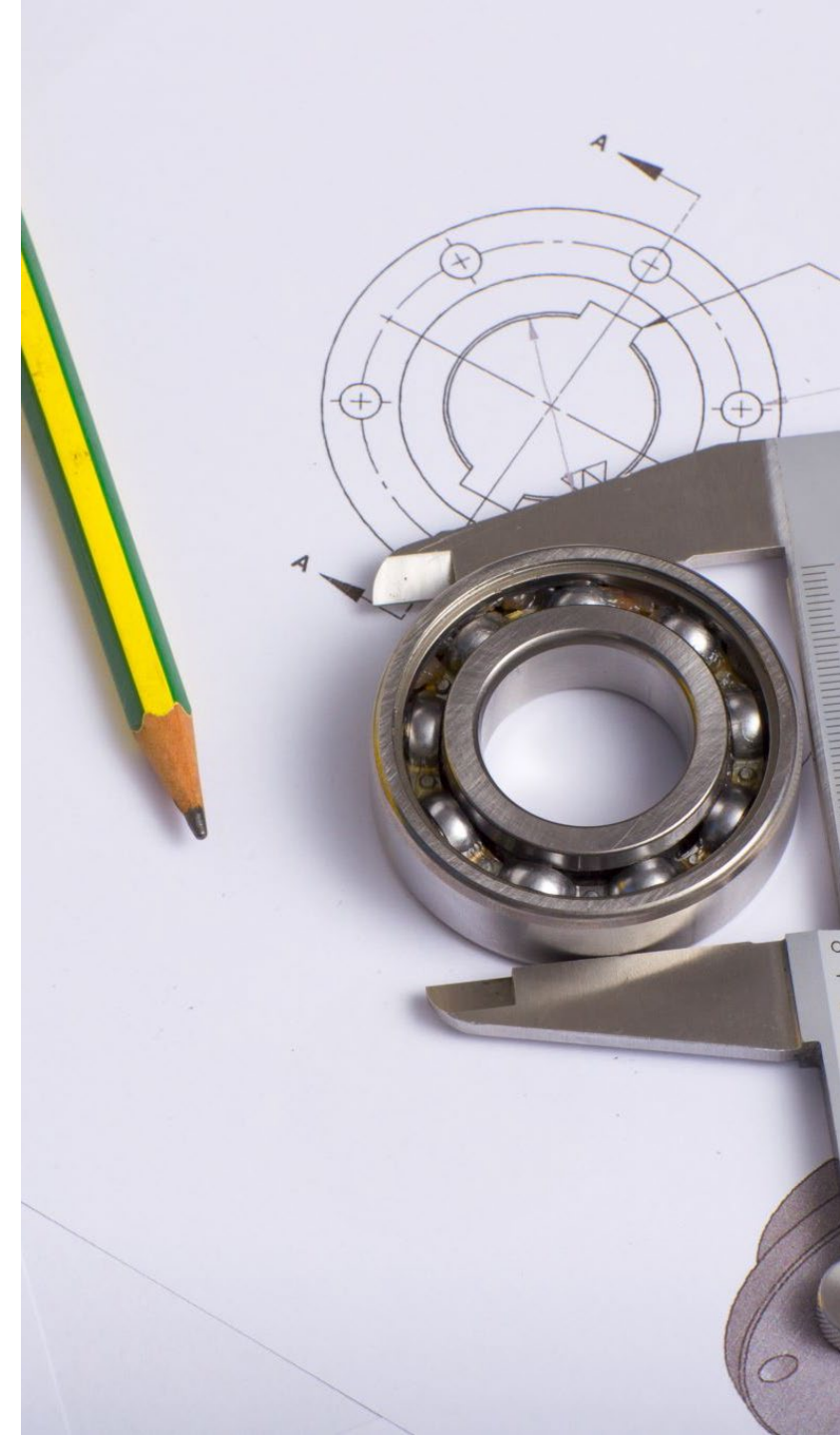
- Conducting phone interviews in place of in-person-interviews during pandemic
- Allow for expedited temporary eligibility during pandemic
- Make some determinations with limited medical verification information(i.e. Kaiser medical status update electronic form)



Adaptations to the process

Collaborating with neighboring agencies:

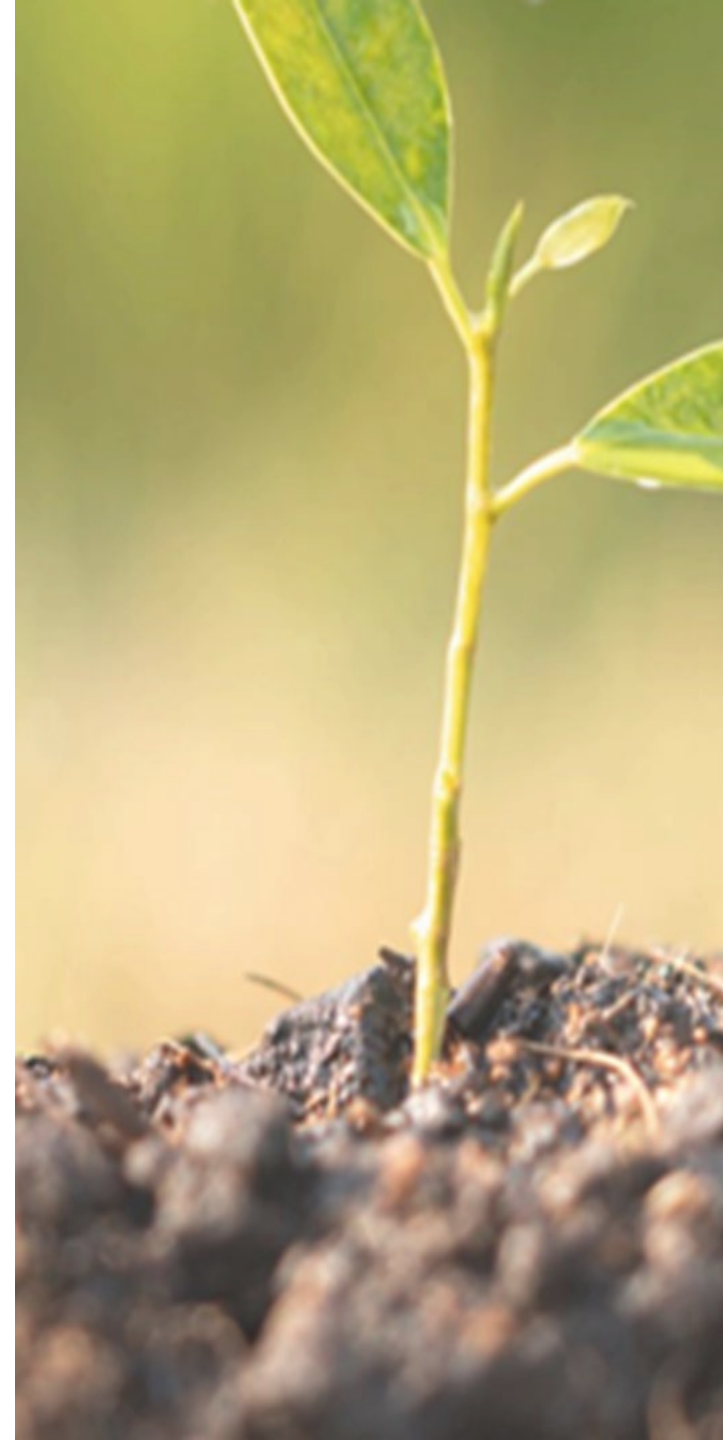
- Establishing ongoing communication with neighboring paratransit agencies in order to have a more seamless process for prospective applicants in the region
 - Similar application form and eligibility process
 - Sharing of scenarios or eligibility related questions
- Work with local non-profit to create a travel training program. Geared towards serving both seniors and individuals with disabilities by keeping them informed and teaching them how to access the myriad of transportation related resources throughout the region



Adaptations to the process: Next Steps...

Redesigning an eligibility process that works for new paradigm shift in paratransit industry

- Establishment of email communications with applicants
- Acceptance of online application submissions
- Creation of a short form re-certifying application process
- Viewing in-person interviews as one of several tools to be used to make most accurate determination, thereby incorporating more telephone calls as needed



Adaptations to the process

- Ensure promotion of local transportation resources
 - Refer to travel training
 - Include resource material in eligibility packet
 - Educate applicant on other available options when conducting phone interviews





Thank you!

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