

# Pleasanton Rider Assessment Service Project

*East County*



**PROJECT BENEFITS:**

Each assessment team consists of a paratransit supervisor, paratransit dispatcher/driver, case manager and the driver trainer. These experts assess the potential rider's areas of mobility, cognitive processing, health and safety issues, while educating caregivers on paratransit service limitations. This improves the safety of all Pleasanton riders.

Since 1972, the City of Pleasanton has funded the Pleasanton Paratransit Service (PPS), providing shared-ride services to Pleasanton and Sunol residents. Riders 18 to 59 years old must provide medical certification as required by the Americans with Disabilities Act (ADA) application process. For riders age 60 and older, PPS participation requires a simpler evaluation process. Because people are living longer (55 percent of PPS riders are over 80 years of age), many are experiencing complicated and serious limitations that require more focused attention and assistance, which is the purpose of this grant.

To assist paratransit providers in the challenge of determining whether a person can be transported safely through paratransit or requires medical transport, the Rider Assessment Service provides a caring environment to evaluate potential riders' abilities and needs.

This grant will fund up to 24 annual assessments of potential PPS users to identify their changing transit needs, and to conduct monthly outreach meetings to educate medical providers about the PPS.

**PROJECT UPDATE:**

As the educational component is a critical part of this project, the Project Sponsor made presentations to medical facility staff members, advisory committee members, community-based organization volunteers, and nursing home staff.

**Project Budget and Funding**

<b>TOTAL PROJECT COST</b>	<b>\$29,727</b>
Funding	
ACTIA Paratransit Gap Grant Award	\$15,000
Matching Funds	
Source:	
Local Match	\$14,727



To find out more about the program, please contact the Project Sponsor.

**PROJECT SPONSOR:**

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**Project Schedule**

Commence ACTIA Grant (Cycle 4)	June 26, 2008
Select and Train Rider Assessment Service Team Members	September 2008
Develop Educational Tools for Case Management Use	January 2009
Develop Comprehensive Assessment Tools	January 2009
Complete 10 Annual Client Evaluations	June 2009, June 2010
Complete 12 Outreach and Education Sessions	June 2009 & June 2010
Complete 6-month Evaluations of the Rider Assessment Service	January 2009, January 2010
Complete 1-year Evaluations of the Rider Assessment Service	June 2009, June 2010
Complete Grant Funding Period	June 2010

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