

Rider Assessment Service Measure B Gap Project

Presentation for the PAPCO and
TAC Joint Committee Meeting

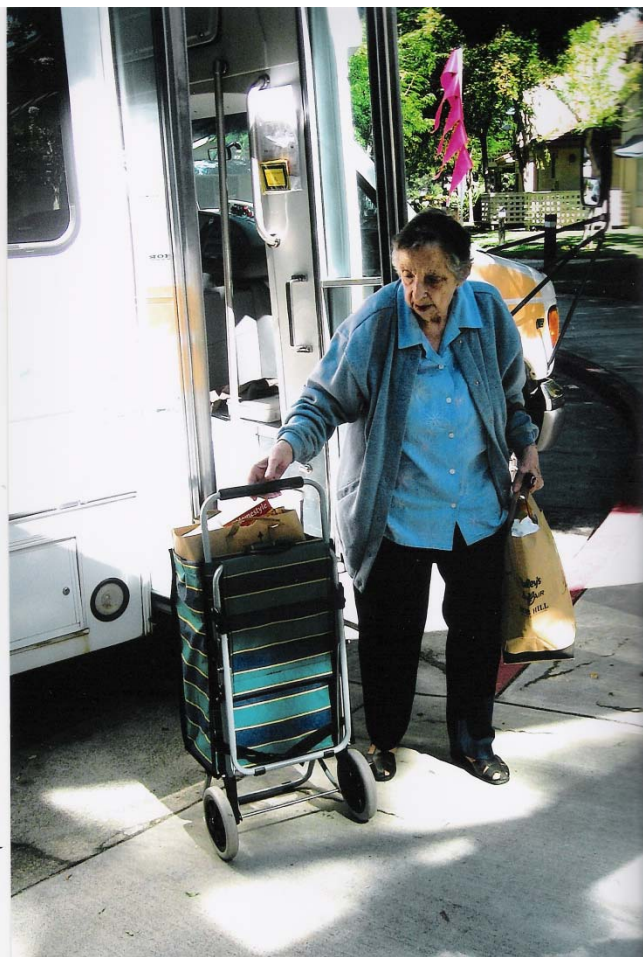
Pleasanton Paratransit Service (PPS) History

- PPS began in 1972 providing rides to Pleasanton & Sunol residents.
- Focus was on serving adults 60 years of age & older.
- Free rides using donated vans & city staff.
- Rides were primarily within town for basic living needs.

PPS Today

- Rider eligibility
 - Age (60 years and up)
 - Residency (Pleasanton or Sunol)
 - ADA eligibility for riders (18-59 yrs)
 - Simple one page application
- 938 clients registered
- 320 regular riders
- 55% of the PPS riders are 80+ years
- Over 200 new riders register for service annually

PPS Riders



Challenges

- Clients are living longer and have more complicated and serious limitations which requires a more extensive approach in assessing their transit needs.
- Drivers and Dispatch staff are faced with increasing challenges in trying to assess and transport riders.

Rider Assessment Service



- Input from riders, dispatch staff, drivers, program supervisor, and city's driver trainer led to the concept of a rider assessment service.

Team approach

- A team approach provides an interdisciplinary approach in working with/assessing the rider and care providers.



Team Members

- Team members include:
 - PPS Supervisor — Pam Deaton (12 yrs)
 - Dispatcher — Michele Tonowski (25 yrs)
 - Driver Trainer — Brent Hull (15 yrs)
 - Case Manager — Lucy Morgan (4 yrs)

Deliverables

- Annual Assessments
 - Rider Assessment Service Team, using the new assessment tool to provide up to 24 assessments a year to Pleasanton and Sunol residents
 - To include both current and potential riders & care providers



Deliverables

- Development of a Rider Assessment Service Model
 - Model to address issues such as:
 - Rider application
 - Client's mobility needs
 - Escort/Aide assistance
 - Bus accommodations
 - Wheelchair/walker/scooter safety
 - Vehicle & Driver access
 - Driver training

Deliverables

- Creation of a Client Assessment Tool
 - Implementation of new rider application
(Current and potential riders will be asked to complete new application.)
 - Development of additional assessment forms to assist in evaluation process



Deliverables

- Medical Transport Brochure

A comprehensive list of alternative transit options including medical transport that will serve as a resource guide for residents and professionals



Deliverables

- Outreach & Education
Using the PPS Client Handbook and the Medical Transport Brochure, staff will complete monthly outreach to medical professionals to educate them on the roles of transit providers.



Deliverables

- Review of the impact the Rider Assessment Service will have on driver/client accident/injury rates



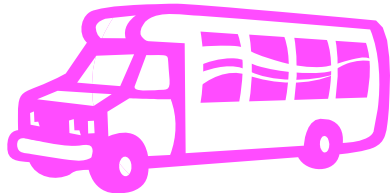
Benefits

- Matching current/potential riders to the safest and most appropriate transportation modes



Benefits

- Educating medical professionals on the role of paratransit services and providing them with alternative medical transit options



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- Thank you to the following agencies/individuals for supporting this pilot service:
 - Alameda County Transportation Authority Board of Directors (ACTIA)
 - PAPCO
 - City of Pleasanton Management team
 - Senior Support Program of the Tri-Valley, Inc.
 - PPS staff, riders, & family members