



Transit Tuesday Webinar: Celebrating ADA at 30th - What's Next?"

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Pinellas Suncoast Transit Authority (PSTA)
St. Petersburg, Florida

PSTA Background

- Population of 949,827 (2015)
- Median age of 46
- 24 municipalities – 22 served by PSTA
- 41 bus routes
- 11.66 million Fixed Route Trips FY19
- 362,357 paratransit trips FY19
- 70,200 Mobility Program Trips FY 19



Mobility On Demand

Provide On Demand Rides to ADA clients using multiple providers – Lyft, United Taxi, Wheelchair Transport - through the Goin integrated platform

- Funded by innovative Mobility on Demand Sandbox grant from the FTA
- This grant programs supports new approaches to traditional service



Mobility on Demand

- Capitalize on success with other TNC programs by partnering with Lyft, United Taxi, and Care Ride.
- Piloting with a portion of PSTA's eligible paratransit customers – now open to all ADA customers
- Real-time trips to work, school, medical, and shopping MOD improves mobility for our customers while being cost efficient



Mobility on Demand

MOD Marketplace



Mobility On Demand

Edit rider

Add mobility devices

Does the rider use a mobility assistance device?

Yes No

Mobility device #1

Select Mobility Category

Ambulatory

Device Type

Ambulatory

Bike

Driver notes (maximum 140 characters)

Make this the primary mobility device for rider

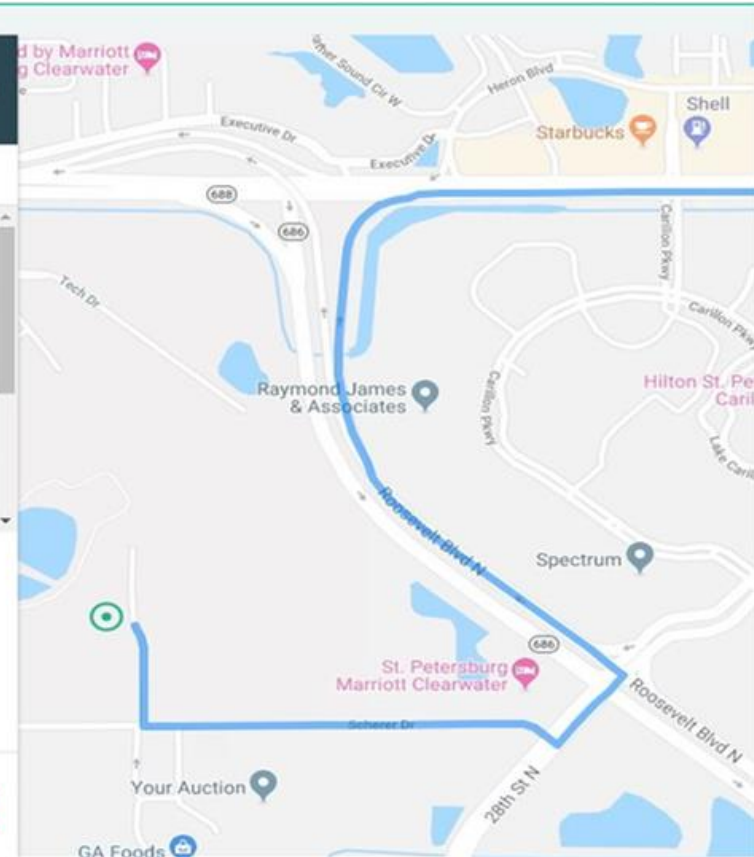


👤 Bonnie Epstein \$30.00
10/05/2017

← Edit ride setting

🚗	Lyft	2 mins
♿	Wheelchair Trans. WC	5 mins
🚗	Care Ride	5 mins
🚗	United Taxi	8 mins
💰	Balance \$30.00	Add funds
💰	Bonus Balance \$0.00	Add bonus

Cancel Request
Logs
🕒
Request Ride



MOD Successes and Challenges

- 10 participants in January 2019 –
Over 500 registered riders
- Call Center expansion/training
- WAV providers
- Provider integrations
- Invoicing and tracking
- Contracting/procurements



ADA Paratransit Eligibility

Eligibility Process (until July 2020)

- Client Application is mailed or download from PSTA website.
- Client completes applicant section and medical provider completes medical verification section.
- Completed Application is sent to PSTA.
- PSTA Processes and Approves Application for Service.
- Letter is mailed to client with acceptance of eligibility.

ADA Paratransit Eligibility

Reasons for Change

- We provide a great paratransit service and had a high level of ridership in the past few years, especially on the ambulatory side
- The growth was so high that our contractor couldn't handle it.
- We wanted to implement this new process to educate our riders on other services we have such as Mobility on Demand and Fixed Route.
- The new process only allows those who truly need the service to use it.

ADA Paratransit Eligibility

Eligibility Process (July 2020 – present)

- Call for application
- 30-minute mobility consultation
- Medical verification
- Eligibility outcome



SHARED
RESPONSIBILITY;
PASSENGER AND PSTA



DEEPER REVIEW OF
NEEDS



EDUCATION OF
APPLICANTS



MAINSTREAM
OPTIONS WHEN
APPROPRIATE



PARATRANSIT WHEN
NEEDED



GRANULAR
OUTCOMES



BROADER SPECTRUM
OF SERVICES
PROVIDED

ADA Paratransit Eligibility

Unconditional

- Applicant unlikely to ever be able to ride fixed route
- Cognitive disability
- Extreme fatigue
- Limited ambulation
- Limited use of mobility device

Conditional

- Climate
- Day/Night
- Good/Bad day
- Fixed route if:
 - One-seat ride
 - Able to get to close stop
- Look at common/frequent trips



ADA Paratransit Eligibility

Successes and Challenges of New Process

- New Technology Needed.
- Learning Process for Staff.
- Clients and Agencies Used to Old Fast Approval Process.



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