



Quantifying and Meeting Door Assistance Transportation Needs in the ADA Paratransit Environment: Los Angeles County, CA.

**TRB 90th Annual Meeting
January 25, 2011**

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AMMA Transit Planning**



Introduction

- Framing the question
- Definitions of door assistance transportation
- Limited new data; large countywide survey of agencies & providers in Los Angeles County
- Role of non-traditional transportation to support mobility of those unable to use fixed-route transit

Background



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Why examine door assistance transportation?

- First/ last steps of the trip critical to whether some trips can be made at all....
- Growing senior population –
 - “Oldest old” increasing in numbers
 - Making fewer trips / from mean daily trips 4+ to 1.53 (AARP)
- “Senior Friendly Transportation” literature expanded
 - Considerable work of Kirschner and Burkhardt
- ADA regulatory guidance on origin-to-destination service
 - Importance of beginning and end of trip
 - Costs, in dwell time, to ADA paratransit programs



Four Transit Programs' Response

	Waco Transit Systems Demand Response Service	Spokane Transit Authority, Door-to-Door Van Svc.	Washington DC Metro-Access	New York City Transit Access-A-Ride
DRIVERS MAY				
Door assistance limited to ringing door bell.	<input checked="" type="checkbox"/>			
Escort from pick-up door to/ thru destination entrance		<input checked="" type="checkbox"/>		
Escort from pick-up door to outermost exterior door			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DRIVERS MAY NOT				
NOT Loose sight of the vehicle	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> < 150 ft. Safe parking	<input checked="" type="checkbox"/> < 100 ft.
NOT Provide escort service; nor agreements guaranteeing handoff to aide		<input checked="" type="checkbox"/>		
NOT Carry riders' bags or packages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> No PCA bags	Limited # of bags	No more than 2; 40 lbs. to door of destination
NOT Assist riders in wheelchairs up or down stairs	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
NOT Assist with service animals		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	



Los Angeles Access Services, Inc.

No door-to-door ADA transportation

From current riders' guide

- Access is a CURB-TO-CURB service.
- Riders must meet the Access vehicles at the curb.
- Access drivers cannot leave the vehicle to enter a building or come to door for you.
- If assistance is needed to and from a pick-up or drop-off curb, please be prepared to have a companion or PCA available.



Door Assistance Definitions



1. Door-to-Door

2. Door-through-Door

3. Portal-to-Portal



Door Assistance Definitions



1. **Door-to-Door**
*Picking rider up at door,
delivering to destination door*

2. **Door-through-Door**
*Helping riders through doors,
as needed;
several levels of assistance*



3. **Portal-to-Portal**
*No assistance beyond curb,
but vehicle travels
directly to destination*



Larger Study Effort

- **Needs Assessment**

- Addressing gap in Coordinated Plan
- Door-to-door and Door-through-Door Needs
- Persons with disabilities, including frail elderly



- **Undertaken for County of Los Angeles
Dept. of Community Services/
Area Agency on Aging**
- **New Freedom grant awarded by
Los Angeles Metro**



Approach



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Needs Assessment Approach

- Countywide agency survey – 3,000 agencies
- Stakeholder agency interviews
- Consumer focus groups
- Demographics analysis
- Case studies of five programs, nationally



Needs Assessment Approach

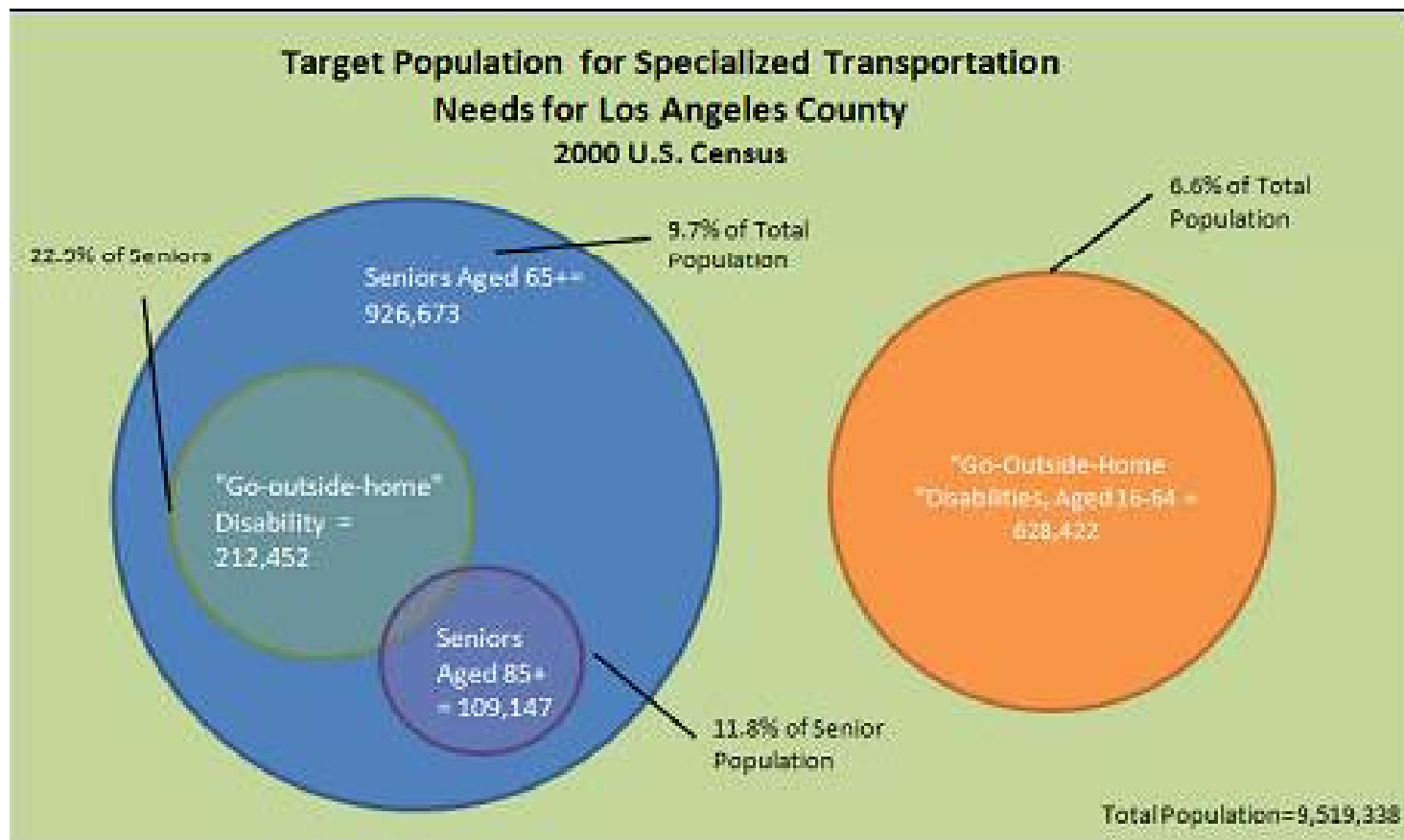
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Target Population

Los Angeles County – 9.5 million (2000); now 9.8+ million

Target population, **specialized transportation** – 1.55 million



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Target population, ***specialized transportation*** – 1.55 million

Seniors: 65+

9.7% (2000)

10.2% (ACS '05-'07)

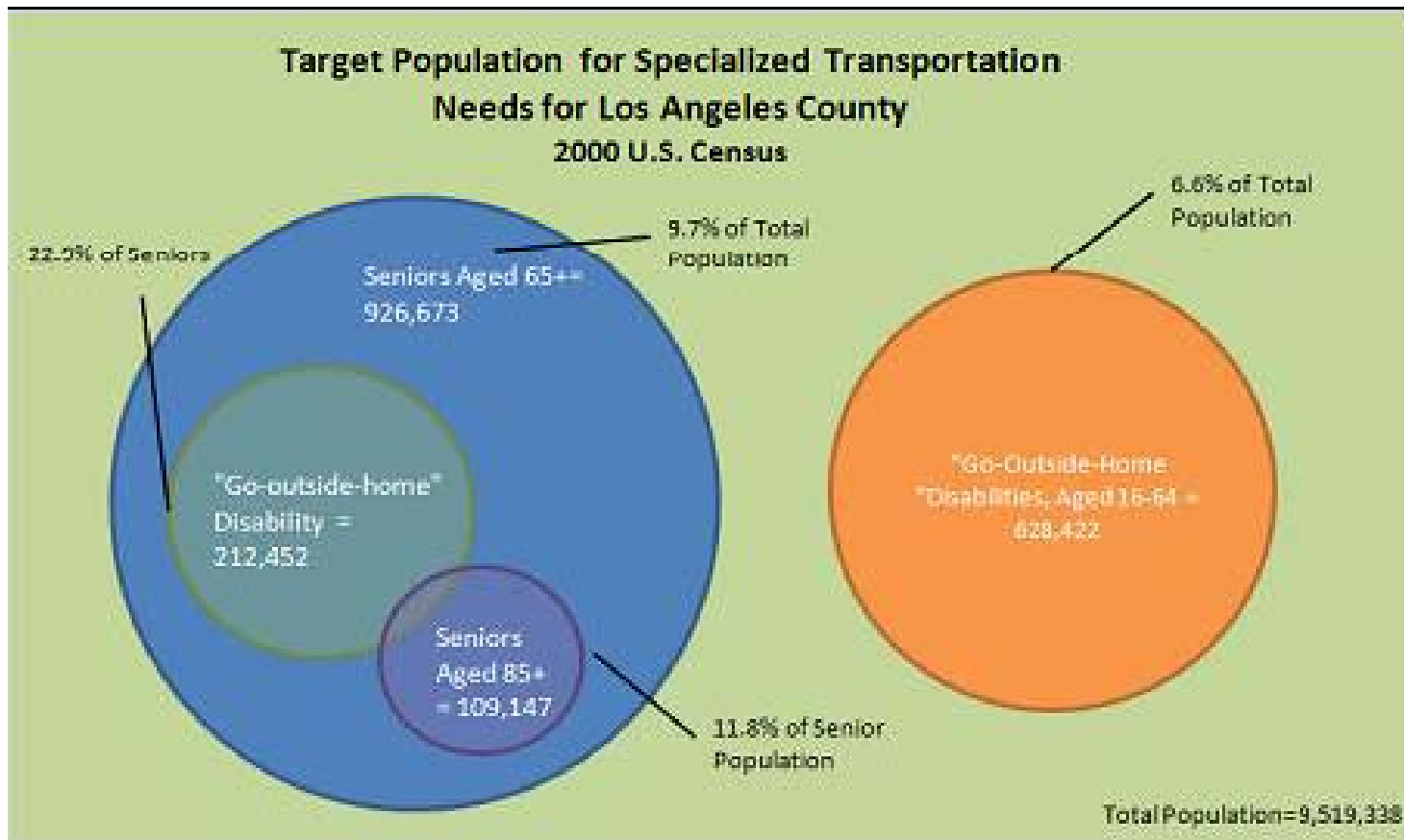
Oldest Old: 85+

1.1% (2000)

1.3% (ACS '05-'07)

Adults With Disabilities

6.6% (2000)



Results



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Survey Respondents - Distribution

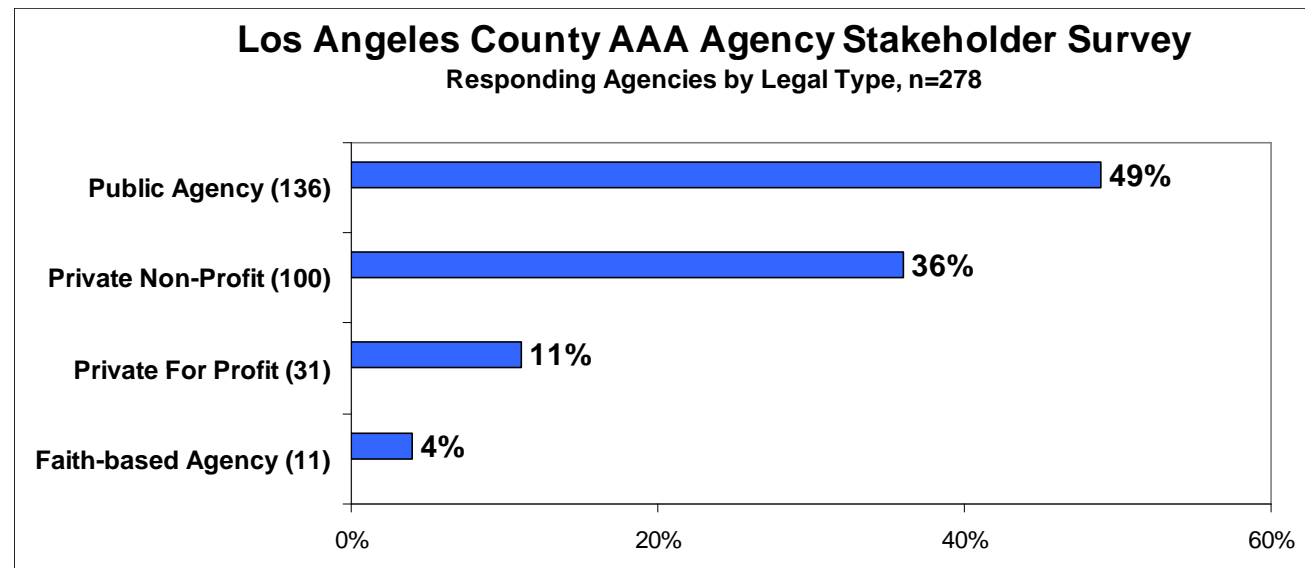
- Agency survey, 10% response

Unduplicated agencies,
n =278



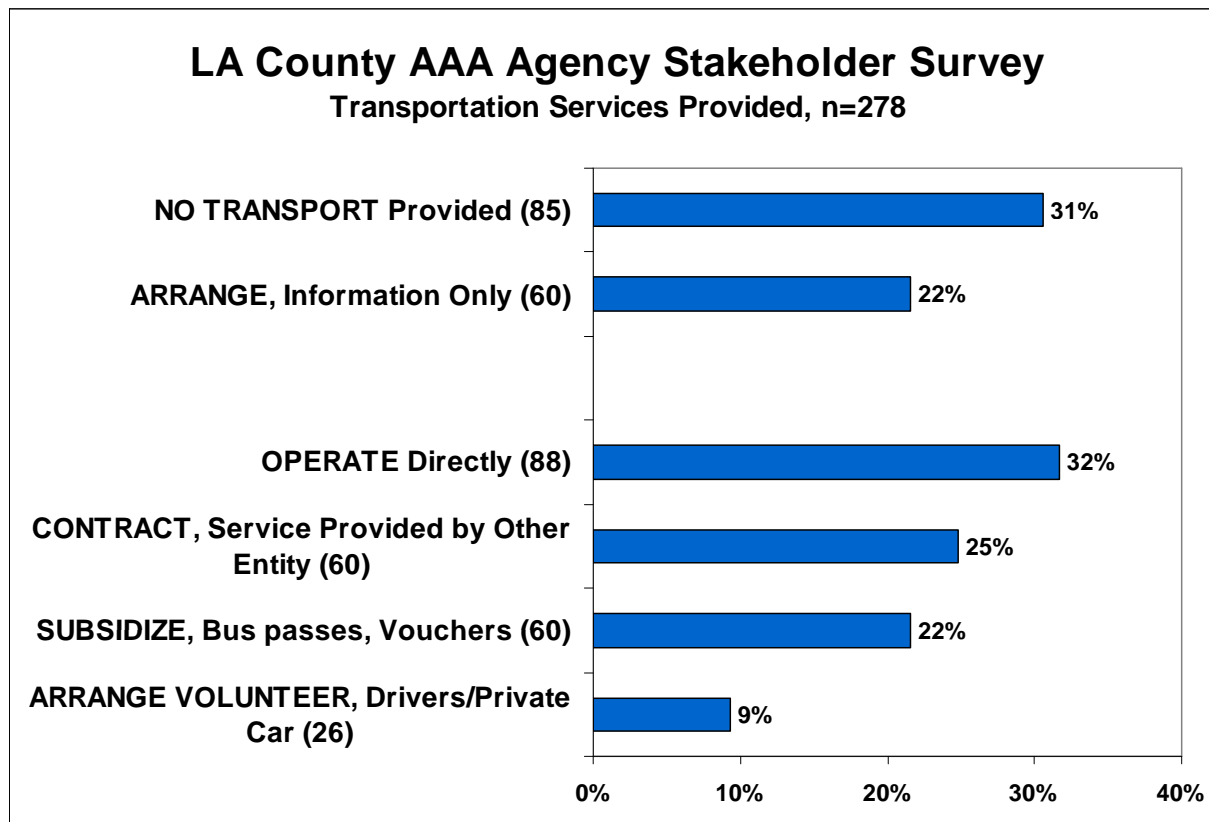
Survey Respondents - Types

- Public agencies - 49% – cities, public social services (county & city), libraries
- Private non-profits – 36% human services organizations
- Private for-profit – 11% human service agencies; and private NEMT providers
- Faith-based organizations – 4%



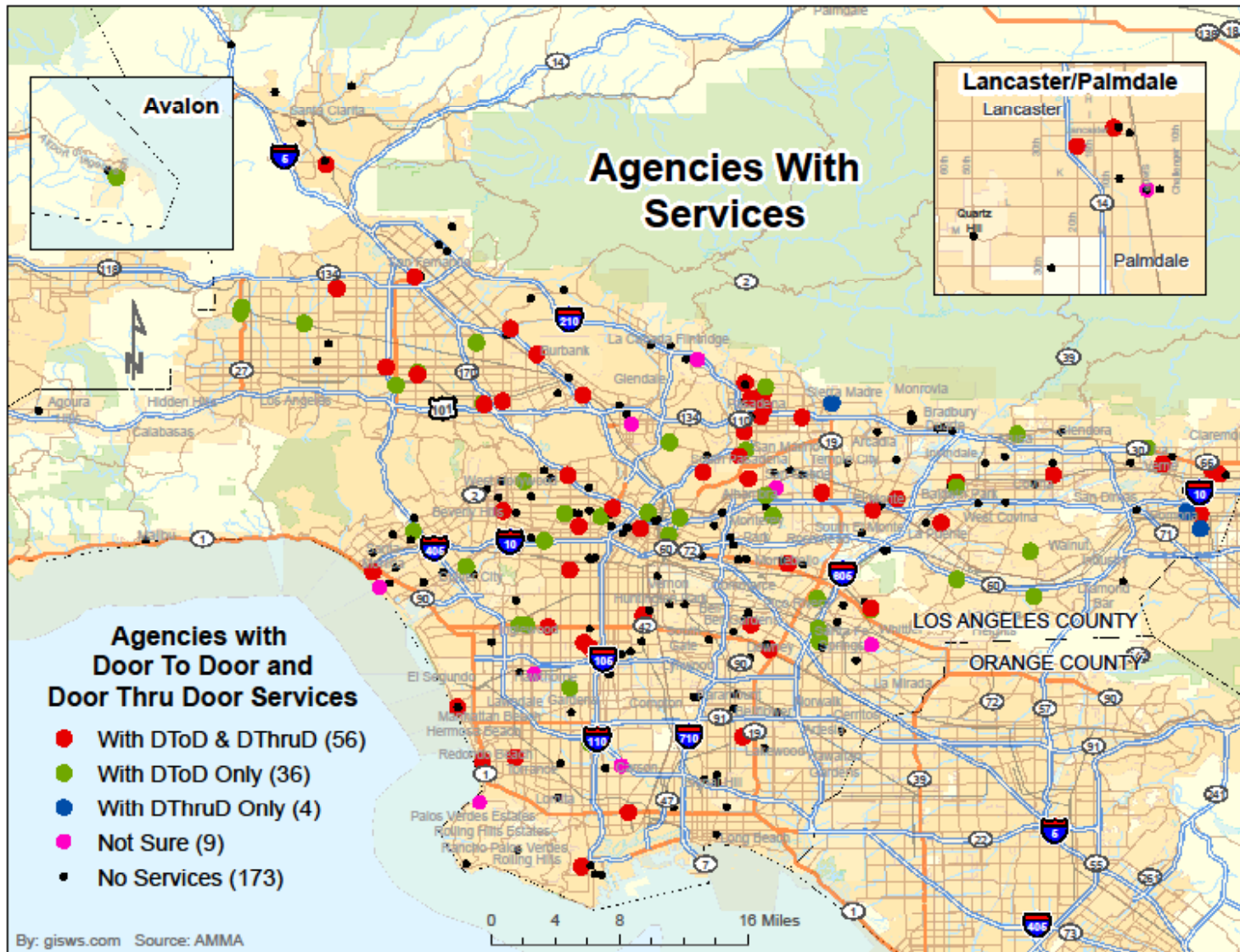
Survey Respondents – Transportation Providers

- Transportation providing agencies (2/3rds of respondents)
- No transportation services (1/3 of respondents)



- Operating directly
- Contracting for service
- Subsidizing bus passes
- Arranging volunteers
- Arranging information

Respondents with Services



Needs – Who is Traveling?

- 3.7 million reported caseload / population
- <2% avg. in daily attendance at program site
- 37% need transportation
- 5% daily attendees in wheelchairs

Reported Caseload Characteristics n=	All 278	Public Agency 136	Private Non- Profit 100	Private For- Profit 31	Faith Based 11
Total Enrolled Clients/ Consumers	3,726,992	3,189,640	514,591	21,388	1,373
<i>% of Total</i>	100%	86%	14%	1%	0%
<i>Average Per Agency</i>	13,406	23,453	5,146	690	125
Total Daily Attendance	68,000	46,636	18,516	1,954	894
<i>% of Total Enrolled</i>	1.8%	1.5%	3.6%	9.1%	65.1%
Total Daily Needing Transport Assistance	25,212	10,904	12,594	1,545	169
<i>% of Daily Attendees</i>	37.1%	23.4%	68.0%	79.1%	18.9%
Total Daily in Wheelchairs	3,613	2,290	1,017	273	33
<i>% of Daily Attendees</i>	5.3%	4.9%	5.5%	14.0%	3.7%



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Needs – Characteristics of Door Assistance Need

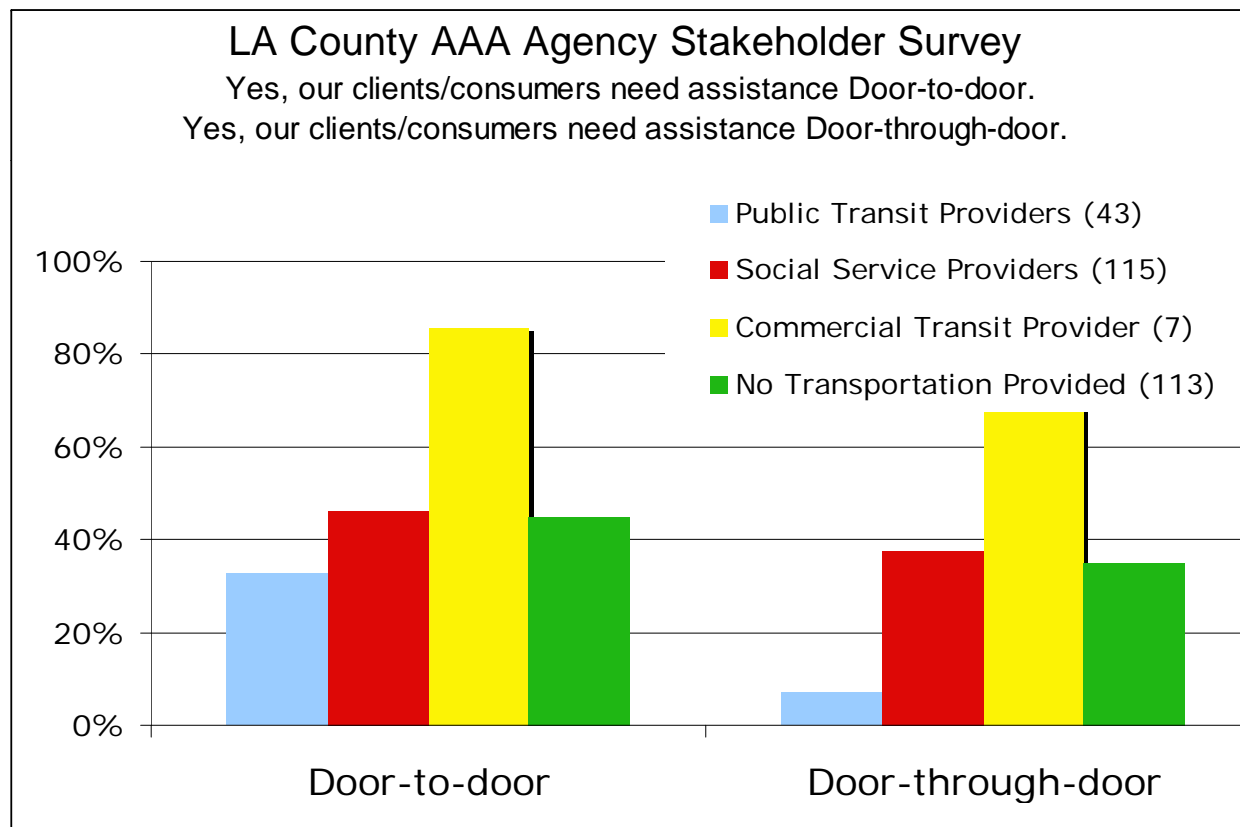
1. Consumer need –
 - One-time or purpose-specific
 - Continuing, related to condition
2. Trip purposes --
 - Medical trips, non-emergency medical
 - Shopping trips
3. Perceptions of quantity of need
 - Differ by agency type



Needs – Characteristics of Door Assistance Need

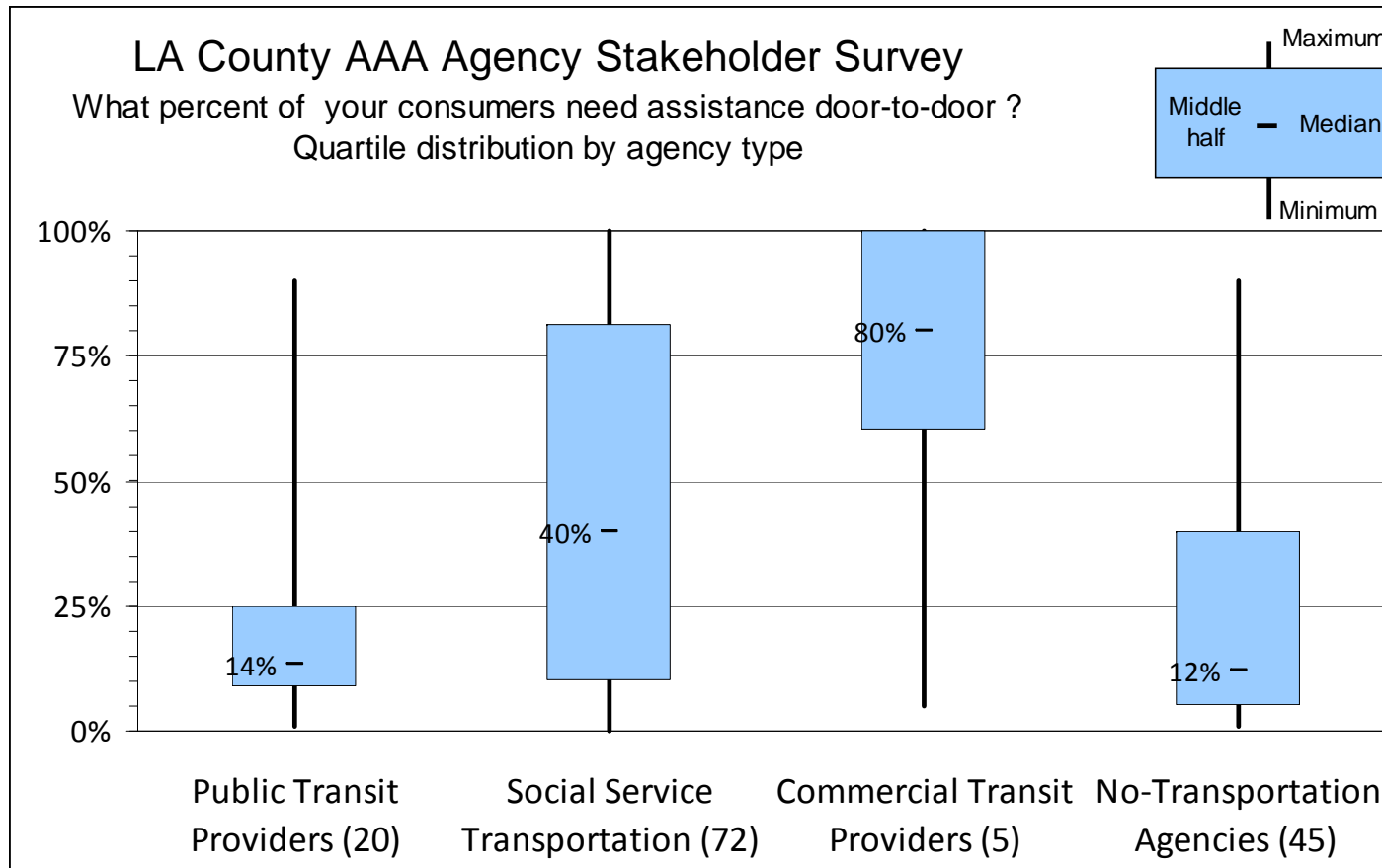
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Needs – Perceptions of Door Assistance Need

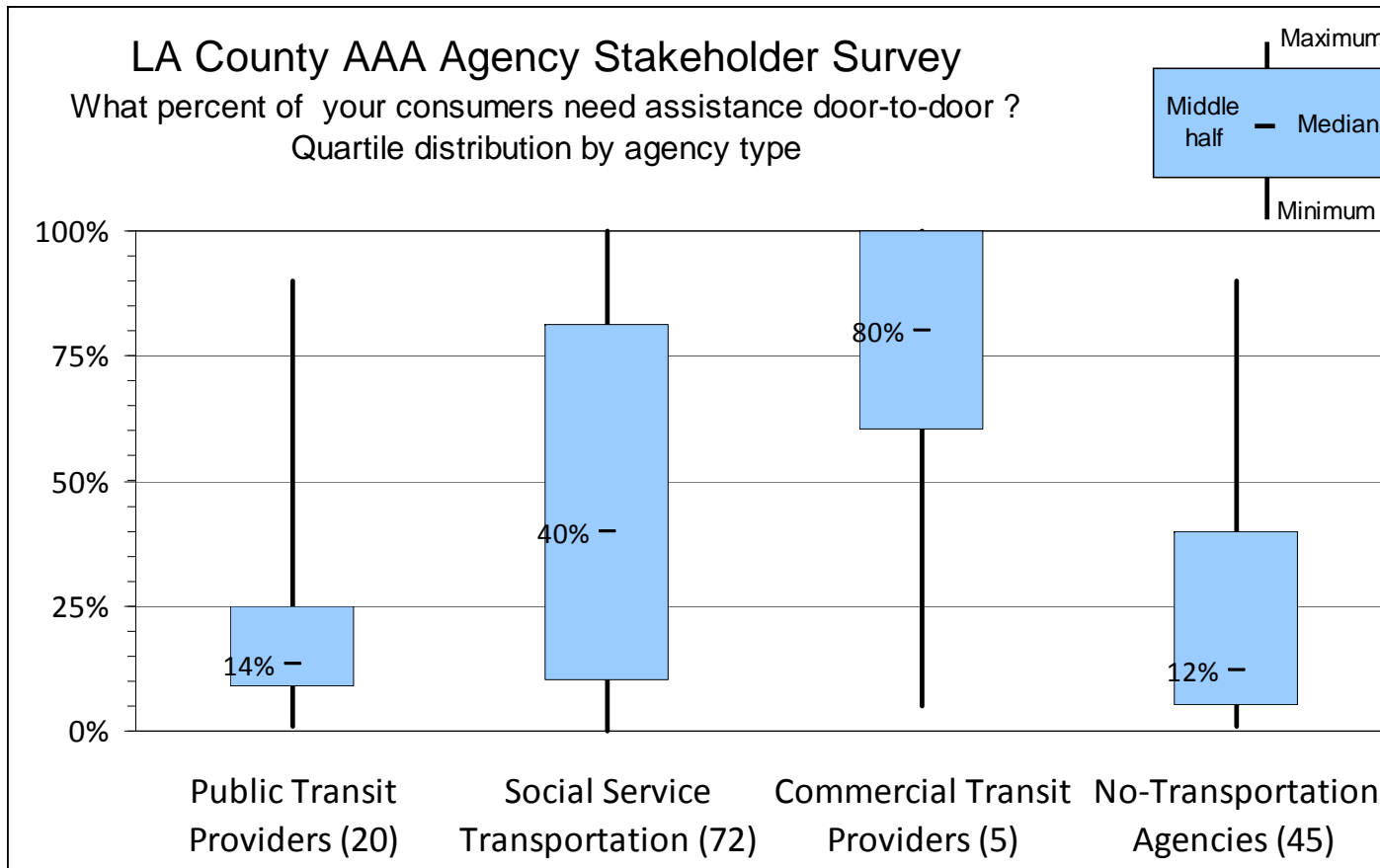
Considerable difference in perception of need by agency type, door-to-door:



Needs – Perceptions of Door Assistance Need

Considerable difference in perception of need by agency type, door-to-door:

N=142



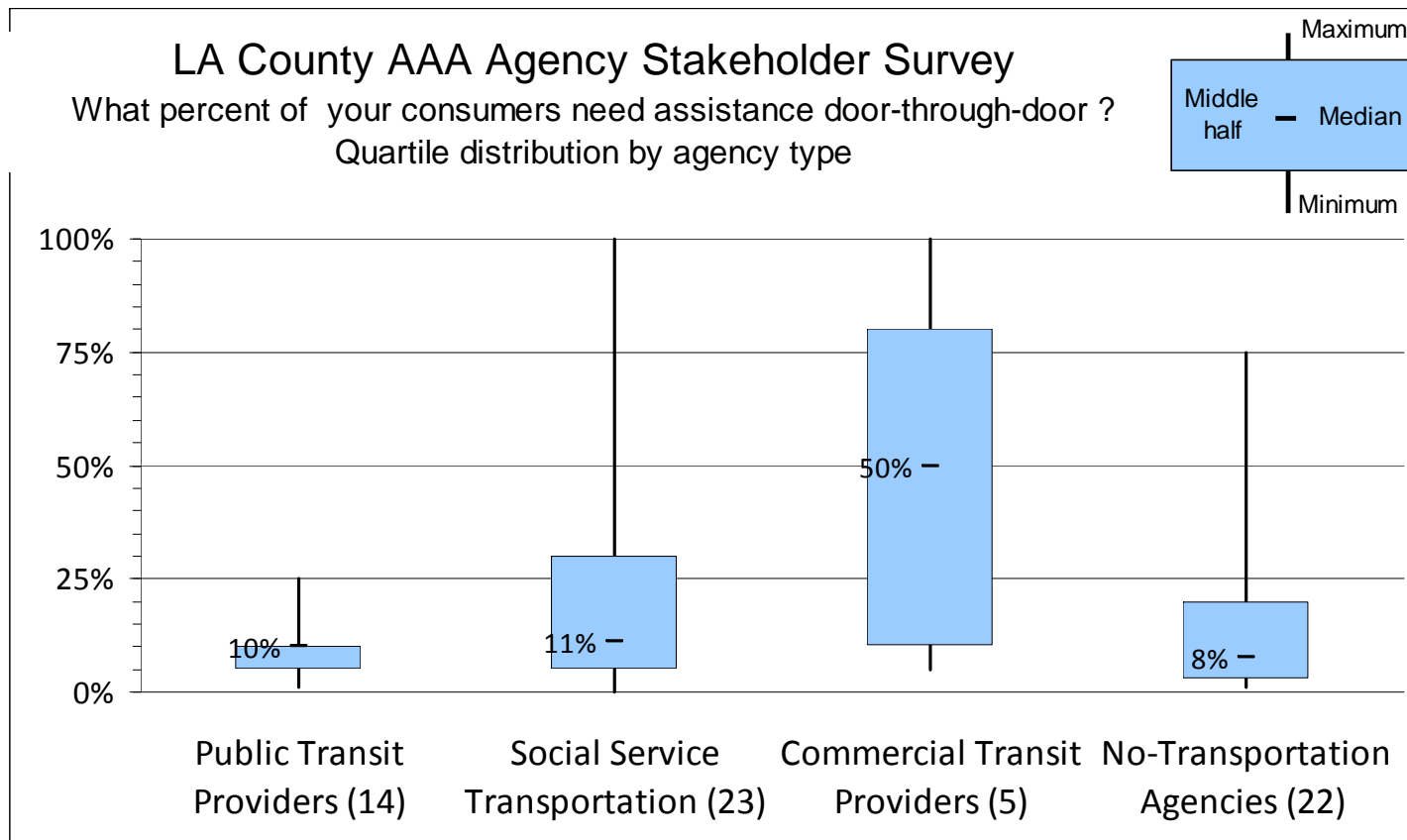
Public transit:
narrowest band of
need, median 10%

Social Service
trans. providers:
broad range, 40%
median

Commercial
providers: broad
range, highest
median 80%

Needs – Perceptions of Door Assistance Need

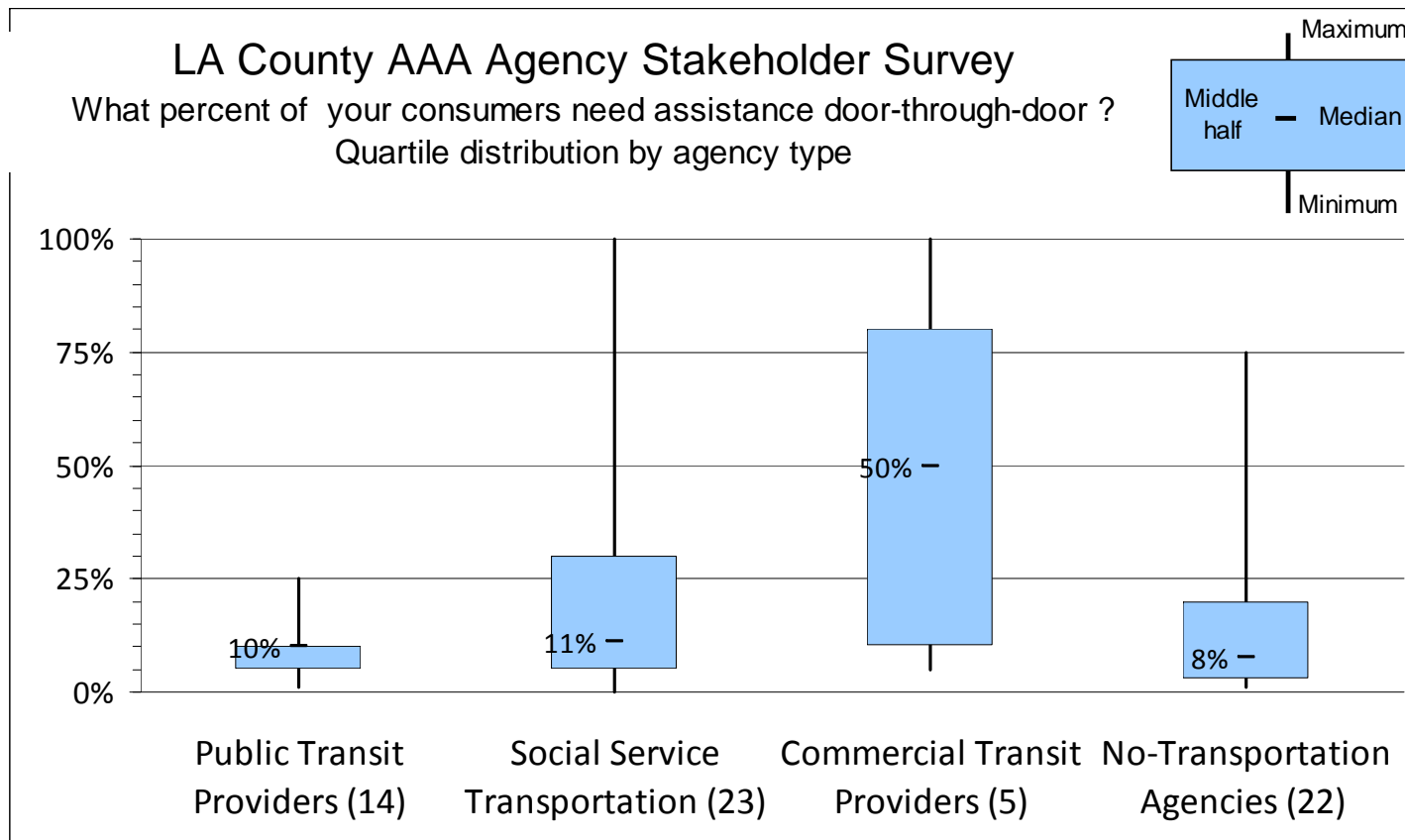
Patterns different for door-through-door perceptions .
Lower median perceived need for each group



Needs – Perceptions of Door Assistance Need

Patterns different for door-through-door perceptions .
Lower median perceived need for each group

N=109



More similar medians, despite agency type except for commercial providers.

Discussion and Conclusions



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Discussion

- Mix of responses necessary
 - Role for public transit/ ADA providers
 - Human service providers
 - Private NEMT providers
 - Taxis
 - Volunteers
- Human service agency-provided transportation role important
 - May divert ADA public transit trips
 - Agency staff providing assistance
 - Trip is part of the “clinical experience”
- Promoting, strengthening coordination tools
 - Builds capacity of non-ADA providers



Discussion

Latent Demand

- Perceptions of need limited to agency perspective
- Does not say much about suppressed demand
- How to identify isolated individuals, not agency-affiliated: Living alone? Low-income? No vehicle?



Discussion

Human Service Agency Response to Door Assistance Needs

- Meets special needs expensive and difficult for public transit
- Human service agency-provided transportation diverts ADA public transit trips
 - Use of agency staff as drivers
 - Potentially lower unit trip costs than ADA trip



Discussion

Role of Taxis

- Limited
- Reports of driver unwillingness to provide assistance from curb to door
- Taxi subsidy programs may address door assistance needs through contracts



Discussion

Trip purpose responses

- Non-emergency medical
 - Encouraging non-traditional responses, volunteer and mileage based TRIP program [Riverside County]
- Grocery shuttles
 - Grouping these trips to “collect” door assistance needs



Limitations/ Future Research

- Reported perception of need - Harder data desirable
- Interest in dwell time for public transit, door assistance



? *Questions* ?

