Accessible Transportation Requirements of Volunteer Driver Programs

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Funding Source Information

– FTA Section 5310 Program: Enhanced Mobility of Seniors & **Individuals with Disabilities**

  • Projects planned, designed & carried out to meet the special needs of seniors <u>&</u> individuals with disabilities

    • Must serve both transit-dependent populations, not one or the other

– NHDOT distributes funds to RCC's via Lead Agencies

  • Census-based formula distribution

    • Individuals with Disabilities (0-64)

    • Seniors (65+)

  • RCCs vote on & approve projects & budget and NHDOT reviews for Federal eligibility

– Lead Agencies contract with NHDOT for FTA funds

– Lead Agencies reimburse providers, including VDPs, for eligible services

Marketing & Promotional Materials

- Marketing Materials
    - Brochures
    - Direct mailings
    - Newsletters
    - Website
    - Facebook page

- Must describe your 5310-funded service as being ADA accessible
    - "ADA-accessible transportation available"
    - "Wheelchair lift equipped services available"
    - "Accessible transportation services available"
    - "Service available for seniors <u>and</u> individuals with disabilities"

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"Accessible" Service

–From Q&A found on NHDOT website:

- Accessible trips = trips that required use of your wheelchair lift or deployment of your ramp
- Ambulatory trips = trips that did not require use of your lift or ramp

Coverage & Service Availability

Geographic Coverage
- Accessible services <u>must</u> be available in the same service area as ambulatory services
  - If Volunteer Driver service is available Region wide, then accessible services must be available Region wide, with no towns being excluded!

Temporal Coverage
- Accessible services <u>must</u> be available for the same days & times as ambulatory services
  - If Volunteer Driver service is available Monday – Friday 8am – 5pm, then accessible transportation must be available M-F 8am-5pm too!

All the same scheduling rules, restrictions, and requirements that apply to ambulatory riders, applies to accessible riders. All eligible populations, seniors <u>and</u> individuals with disabilities must be provided with the same transportation opportunities under the same rules and requirements.

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Accessible Services:
Agency-by-Agency Approach

– Every VDP is required to have their own accessible component
– Every VDP is required to have an agreement or arrangement for an accessible transportation provider in place <u>now</u>, not when a call comes in for accessible service
  – VDP calls the accessible transportation provider to schedule the trip
 – VDP confirms the ride with the client

Single call for client to request trip!
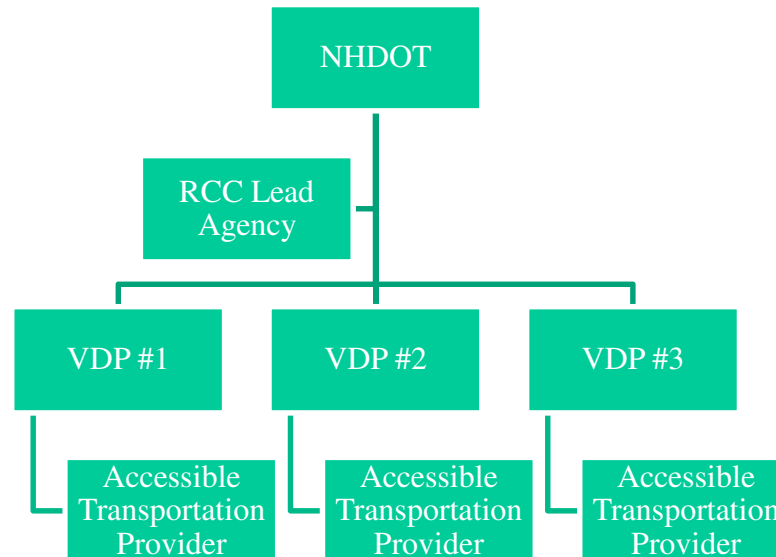
Accessible Services:
SAMPLE Regional (Coordinated) Approach

- One entity in the region is responsible for accessible transportation: "Accessible Coordinator"
  - "Accessible Coordinator" either:
    - *Schedules* all accessible services for Region with accessible providers under contract to them; or
    - *Provides* all accessible services for Region with their own fleet of accessible vehicles

Single call for client to request trip!

NHDOT

RCC Lead Agency

VDP #1   VDP #2   VDP #3

Accessible Coordinator

Accessible Provider

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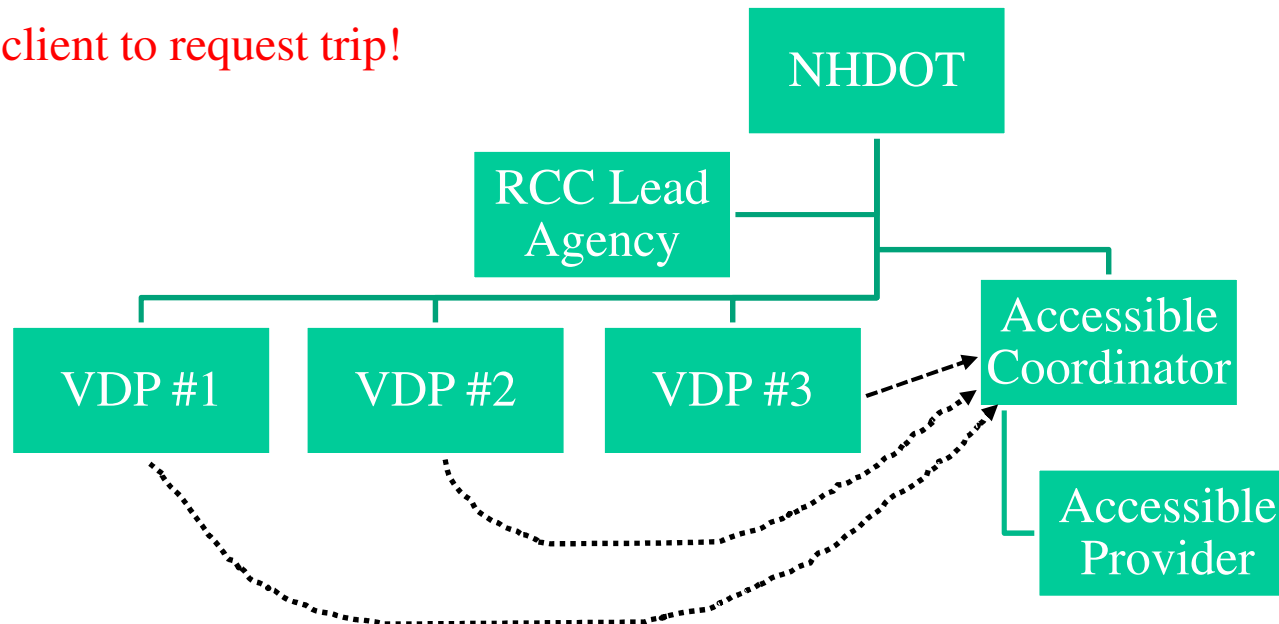
NHDOT Reporting Requirements

5310 Purchase of Service Reporting

Complete the appropriate gray shaded sections that represent the services provided in this billing period:

AGENCY NAME: _____   RCC #: _____

FEDERAL GRANT #: _____

STATE PROJECT #: _____

Enclosed is an accounting for all eligible expenses for the period _____ through _____

	PER TRIP BILLING			PER MILE BILLING				PER HOUR BILLING				CASH EXPENSE TOTAL		IN-KIND MATCH VALUE			TOTAL PROJECT	TOTAL PROJ COST
	Trips	Rate	Total Cost	Trips	Miles	Rate	Total Cost	Trips	Hours	Rate	Total Cost	Trips	Total Cost	Hours	Rate	Value	COSTS	X FTA %
Provider #1			$0.00				$0.00				$0.00	0	$0.00			$0.00	$0.00	$0.00
Provider #2			$0.00				$0.00				$0.00	0	$0.00			$0.00	$0.00	$0.00
Provider #3			$0.00				$0.00				$0.00	0	$0.00			$0.00	$0.00	$0.00
Provider #4			$0.00				$0.00				$0.00	0	$0.00			$0.00	$0.00	$0.00
Provider #5			$0.00				$0.00				$0.00	0	$0.00			$0.00	$0.00	$0.00
Provider #6			$0.00				$0.00				$0.00	0	$0.00			$0.00	$0.00	$0.00
TOTAL	0	$0.00		0			$0.00	0			$0.00	0	$0.00	0		$0.00	$0.00	$0.00

	Provider #1	Provider #2	Provider #3	Provider #4	Provider #5	Provider #6	Total
Ambulatory Trip Requests							0
Ambulatory Trip Denials							0
Ambulatory Trips Provided	0	0	0	0	0	0	0
% of Ambulatory Trips Provided	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Accessible Trip Requests							0
Accessible Trip Denials							0
Accessible Trips Provided	0	0	0	0	0	0	0
% of Accessible Trips Provided	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

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NHDOT Reporting Requirements

	Provider #1	Provider #2	Provider #3	Provider #4	Provider #5	Total
Ambulatory Trip Requests	90	594	110			794
Ambulatory Trip Denials	0	0	1			1
Ambulatory Trips Provided	90	594	109	0	0	793
% of Ambulatory Trips Provided	100.00%	100.00%	99.09%	#DIV/0!	#DIV/0!	99.87%
Accessible Trip Requests		20				21
Accessible Trip Denials		0				0
Accessible Trips Provided	0	20	0	0	0	21
% of Accessible Trips Provided	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%

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5310 Purchase of Service Statistics

	SFY 2013			SFY 2014		
	Ambulatory Trips	Accessible Trips	Total Trips	Ambulatory Trips	Accessible Trips	Total Trips
Region 1	5,253	1,321	6,574	6,329	36	6,365
Region 2	7,235	483	7,718	6,188	579	6,767
Region 3	3,512	9	3,521	8,183	96	8,279
Region 4	2,876	210	3,086	2,361	228	2,589
Region 5/6	5,791	76	5,867	6,754	107	6,861
Region 7	951	1,766	2,717	985	1,715	2,700
Region 8	5,610	0	5,610	9,422	0	9,422
Region 9	2,790	110	2,900	5,455	0	5,455
Region 10	59	0	59	157	14	171
	34,077	3,975	38,052	45,834	2,775	48,609

Less than 6% of SFY14 trips were accessible trips; is that a true reflection of service needs or due to a lack of marketing & awareness about the availability of accessible services?

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Questions?

Q: If a volunteer group or Lead Agency is unable to find a provider to provide an accessible vehicle, can we still provide ambulatory trips?

A: No. A provider or Lead Agency, depending on what the application states, must identify an accessible vehicle provider that can be contracted with for accessible service or project funds cannot be used.

Q: A volunteer driver program is organized on the basis of availability of volunteers. Application of the accessible vehicle component for the purposes of this program means having access to lift-equipped vehicle if an individual requires one and cannot be accommodated in a volunteer vehicle. The accessible vehicle and service availability is similarly allocated on the basis of availability, so can we reasonably ask the person requesting an accessible ride to reschedule as we do a volunteer car rider due to inability to schedule due to capacity at the time/date requested?

A: Yes.

Q: Does a Region or provider have to provide 100% service delivery to individuals requesting accessible trips?

A: No, trip denials for accessible requests should be of a similar ratio to that of ambulatory requests and Regions should review that periodically to ensure non-discriminatory service delivery. For instance, a region or provider should not have a 5% ambulatory service denial rate and an 80% accessible service denial rate, as this would indicate that the service was designed for ambulatory individuals and precluded those requiring accessible service from benefiting from the program, which utilizes federal funds.

Q: Is there anything else we need to know about providing accessible service?

A: Yes, here are a few items to consider:

- Any and all marketing materials, service descriptions, websites, etc., that advertise and describe your 5310-funded service must include that the service is fully ADA accessible.
- Lead Agencies are required to submit NHDOT-created 5310 invoices and reports that include information on service delivery that is segmented by ambulatory and accessible trip requests and service delivery. Therefore, providers should work with their Lead Agency to ensure that the agency's data collection and call in-take process addresses the NHDOT required data collection.

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