



HAMPTON ROADS  
TRANSIT

# Paratransit Overview

## O & O Presentation

January 11, 2018

Our vision is to be a valued regional partner that drives prosperity and makes life better for our community.  
Our mission is to connect Hampton Roads through high quality, safe, efficient, and sustainable transportation services.

[gohrt.com](http://gohrt.com)

# What is Paratransit Services ?



Paratransit services are federally mandated through the Americans with Disabilities Act (ADA) of 1990. Hampton Roads Transit's Paratransit service is an origin-to-destination, shared-ride service for the cities of Chesapeake, Hampton, Newport News, Norfolk, Portsmouth and Virginia Beach. HRT provides Paratransit services to and from locations within 3/4 of a mile of our existing fixed-route services using a variety of vehicles, including lift-equipped vans.

# Paratransit Service Vehicles



Paratransit Van  
(Cutaway)



Paratransit Sedan



Paratransit Taxi .



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# Paratransit Service Providers

## Three Specialized Contracts

- 1) **MV Transportation:** *(Contract expires February 2020)*
  - Drivers
  - Dispatching
  - Field Supervision
  - Maintenance
  - Training

Taxis are a subcontractor to MV Transportation
  
- 2) **First Transit:** *(Contract expires February 2020)*
  - Reservations
  - “Where is my Ride” Services
  - Host Scheduling Software
  - Provides tablets for vehicles
  - Generates next day schedule
  
- 3) **ADA-ride:** *(Contract expires February 2019)*
  - Eligibility services

# Eligibility

## **Eligibility Determinations**

There are 3 categories of determinations for type of eligibility

**Category 1 = Unconditional Eligibility** - This determination is made for persons who cannot navigate the fixed-route public transit system independently without the assistance of another individual.

**Category 2 = Conditional Eligibility** - This determination is made for persons who are able to navigate the fixed-route public transit system on a conditional basis. Conditions that may not be navigational for these persons may be certain weather or accessibility to/from the bus stop. In these cases, a conditional eligibility would be determined so the person may use Paratransit during those certain weather conditions or to/from a bus stop which they would then be able to use the fixed-route public transit system.

**Category 3 = Temporary Eligibility** - This determination is made for person's who may have a temporary disability which is expected to change over a period of time. It may also be granted if the user is a visitor from another region and has already been approved for Paratransit service in their place of residence.

If none of these categories apply, applicant may be determined ineligible for the service.

# Service Requirements

## **Cities:**

Newport News, Hampton, Norfolk, Chesapeake, VA Beach, Portsmouth, small area of Suffolk

## **Locations:**

Pickup and Drop-off locations must be within 3/4miles radius of an existing HRT fixed route service.

## **Times:**

Pickup and Drop-off times must correspond to the schedule of the nearest the fixed route service.

## **Origin to Destination:**

Paratransit Services will pick up clients at the scheduled pickup address and drop them off at the scheduled drop off address. Other than a cancelation of the trip, changes cannot be made on the day of the scheduled trip.

## Service Requirements (cont.)

### **Passenger Assistance:**

Drivers must exit the vehicle to assist clients at all pickup and drop offs. If requested, the driver shall assist a client to/from the door. Driver must identify themselves and verify they have the correct passenger.

### **Shared Ride Service:**

Like fixed route services, Paratransit is a shared ride service. Clients must realize that during their trip other clients can be picked up and/or dropped off.

### **Trip Ride Time:**

It is HRTs goal to limit a passengers trip time to 90 minutes or less. However, traffic, weather, ridership demands, vehicle availability, and driver availability may cause some trips to exceed 90 minutes. ADA guidelines require that paratransit trip times are complementary to those of fixed bus routes services.

## Service Requirements (cont.)

### Reservations:

Can be made up to 7 days in advance but must be made at least a day in advance. Same day trip requests are **not** accepted.

### Pick-up Window:

A 30-minute window, or time period, within your requested scheduled trip pickup time that a driver may arrive. The driver will not arrive at an exact time, but rather arrive within a 30- minute window time.

### Cancellations:

Clients can cancel a scheduled trip two(2) hours prior to the scheduled pick-up window time without a penalty

### Subscription:

Clients taking the same trip each day can create a subscription. Client is responsible for canceling if they cannot make the pre-scheduled trip.

### Ride is late:

Trip is considered late 1 minute after pickup window. Client can choose to not take the trip without penalty at this time.



# Fares and Tickets

- Fare – \$3.50 one way
- Paratransit clients can purchase a 10 trip ticket book for \$35.00. These can be purchased at HRT Transit Centers, designated convenience stores, and directly from MV Transportation
- Fare must be paid at time of Pick-up
- A companion must also pay the Paratransit fare. A Personal Care Attended (PCA) is exempt from paying the fare.



# Things you should to know!

- Clients may bring along one Personal Care Attendant (PCA) if they were approved to use a PCA during the certification process. (Non-Paying)
- Clients may bring along one Companion. (Paying)
- Clients may utilized a Service Animal. (Non-Paying)
- A client must use a seatbelt in the front seat of a Sedan and are asked to use a seatbelt anytime they are on a vehicle. However, HRT can't force a client to wear a seatbelt since this is not a requirement on fixed bus route services.
- Clients receive an automated phone call just prior to their pick-up time.

# Cancellations / Right to Appeal / Policies

## No Shows and/or Late Cancellations:

Missing or cancelling late may result in a temporary loss of your Paratransit Service.

## Notification - Suspension of Service:

Should any client accumulate enough violations that reach a specified threshold, the client will receive a notification of suspension letter titled, "ADA Complementary Paratransit Service Sanction".

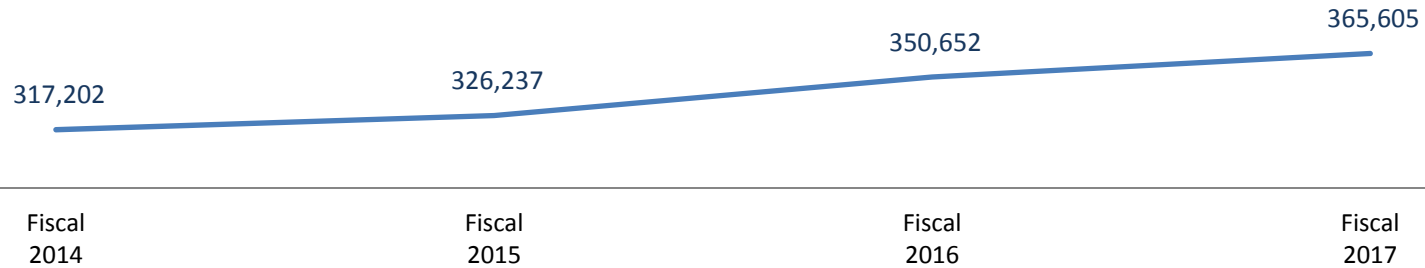
## Right To Appeal:

Clients have the right to appeal eligibility determinations as well as any proposed sanctions, **60 days** from the date of determination or sanction to appeal.

## Paratransit Policies Available on Website:

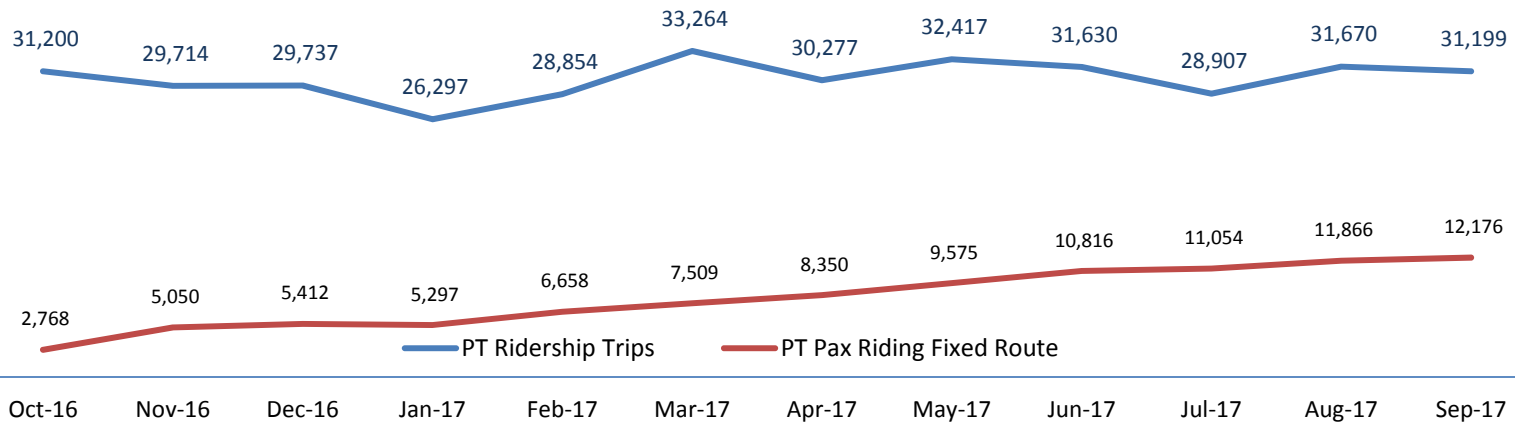
- Unified Service Plan
- No-Show and Late Cancellation Policy
- Appeals Policy and Procedure

## Paratransit Ridership FY14 - FY17

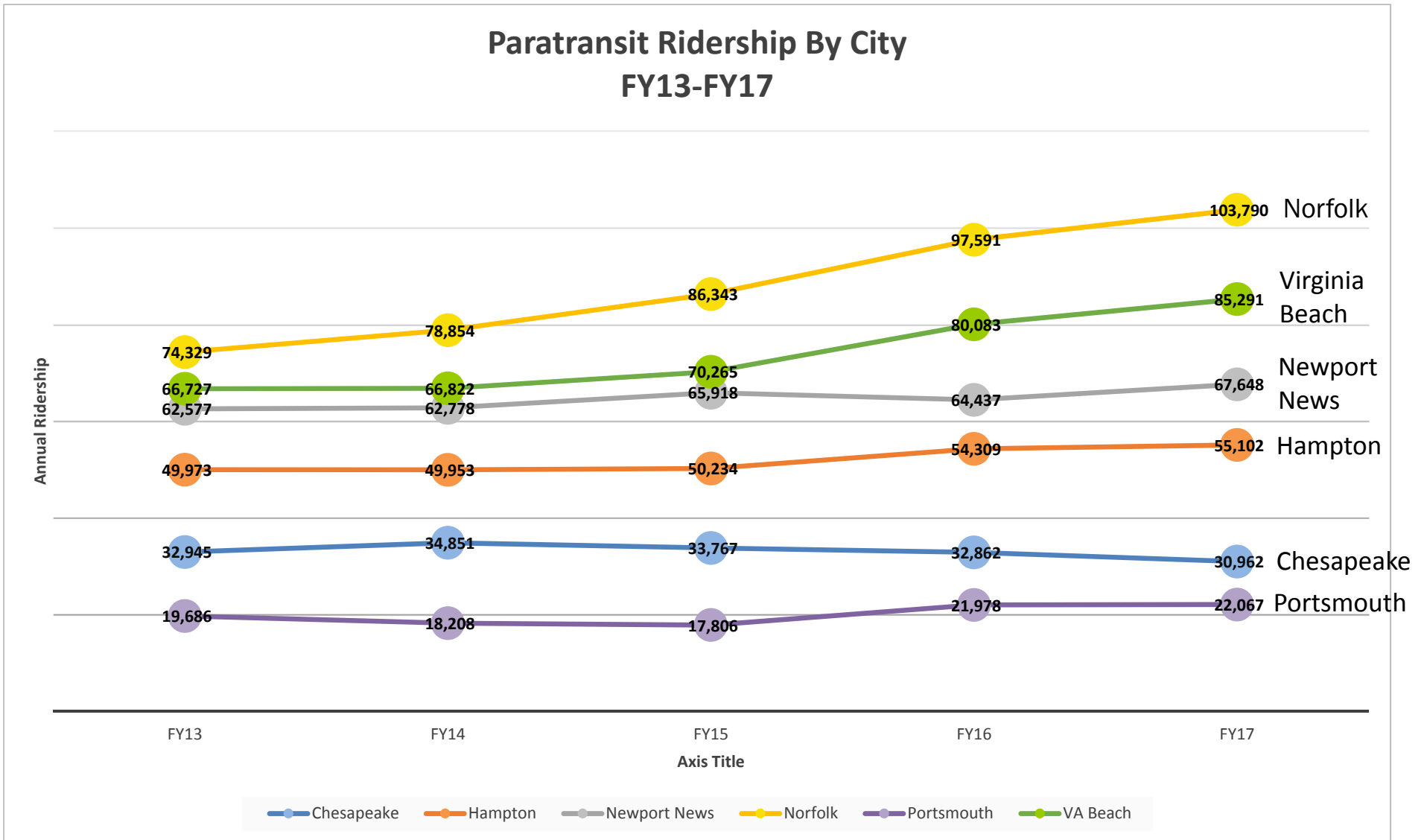


Paratransit Service Costs are primarily driven by the increase in the size of our client-base, which has increased year over year for the past decade. Census data projects that the client-base will continue to grow until 2035. HRT is striving to mitigate Paratransit demand by offering free fixed route service (See Below).

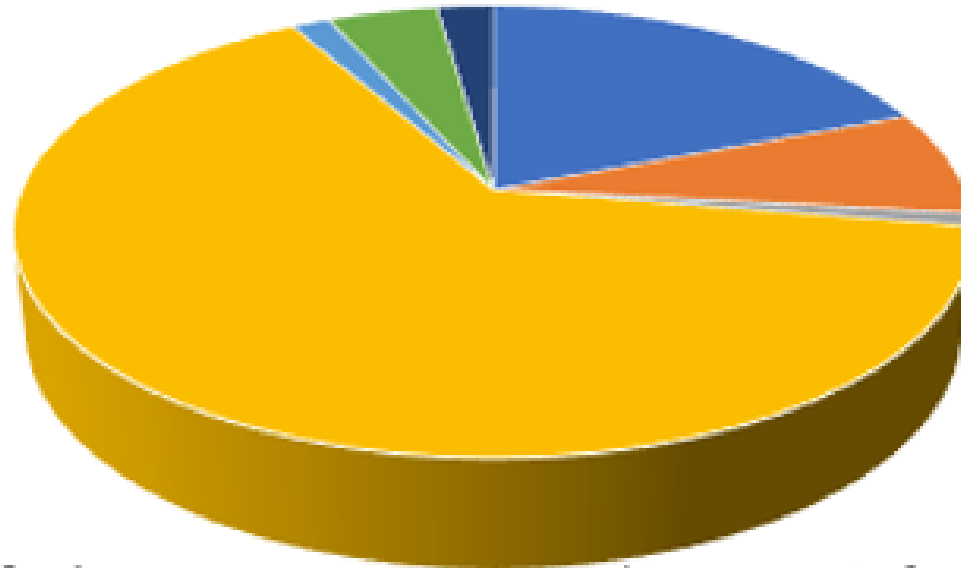
## Paratransit Ridership Vs Total Paratransit Passengers Riding on Fixed Route



## Paratransit Ridership By City FY13-FY17



# Administrative Cost



- Contractual Services
- Interest Expense
- Materials and supplies
- Utilities
- Insurance, net of ordinary recoveries
- Personnel Cost
- Other

Cost per Hour = Administrative Cost/Total Service Hours





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Questions ?

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