

# Dial-A-Lift /Travel Training Bus Buddies update 2024

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# Agenda

- The Americans with Disabilities Act
- Dial-A-Lift Program
- Paratransit Software Replacement
- Travel Training Program
- Bus Buddy Partnership

# The Americans with Disabilities Act

The Americans with Disabilities Act was passed in 1990 and outlined the Civil Rights Protection for over 54 million Americans with Disabilities.



# The Americans with Disabilities Act

- Accessibility of all new transportation facilities & vehicles used in Fixed Route
- Equivalent Access to Demand Response Services
- Complementary Paratransit Service must extend a minimum of  $\frac{3}{4}$  mile beyond the boundaries of the Fixed Route System

# Dial-A-Lift



# What is Dial-A-Lift?

- ADA mandated service for people whose disability prevents them from riding the Fixed Route bus
- Clients apply for eligibility and recertify every three years
- Serves  $\frac{3}{4}$  of a mile beyond the boundaries of the Fixed Route
- Shared Ride Service

# Dial-A-Lift Eligibility

- Client is unable to board, ride or exit a ramp equipped bus without assistance OR
- Needs to use a ramp but it cannot be deployed safely at their bus stop OR
- Has a disability that prevents travel to and from a bus stop under certain conditions
- Categories of Eligibility: Unconditional, Conditional or Temporary

# 2023 Dial-A-Lift Eligibility

- Total Clients: 1,858
- Dial-A-Lift applications: 990
  - Full Eligibility 55%
  - Conditional 14%
  - Temporary 26%
  - Ineligible 5 %
  - Re-certification 31%
- Functional Assessments: 287
- Re-certifications: 306



# 2023 Dial-A-Lift By the Numbers

- Trips: 134,032 – 5% increase from the previous year
- On Time Performance: 96%
- Total Phone Calls: 77,152-  
12% increase from the previous year
- 95% Customer Satisfaction Rating (Moore & Associates, Inc. 2016)



# Routematch Replacement

## Timeline

- March 2022 began work with procurement
- June 22, 2022 Request for Proposal published
- October 3, 2022 demonstration process complete
- December 7, 2022 ITA approved proceeding with Via Mobility
- February 17, 2023 Contract with Via fully executed
- October 16, 2023 Go live with Via

# Public Transportation and Our Aging Population



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# Age Related Forecasts



- 10,000 people are turning 65 **per day**; one-third has a disability
- We outlive our ability to drive by 7 to 10 years
- Non-drivers will seek out transportation options, many unfamiliar with public transportation

# Travel Training



# Travel Training Teaches Independent Bus Travel

- Individualized, origin to destination trip planning and training on the Fixed Route bus
- Orientation to all aspects of bus travel
- Mobility Device Training
- Creates relationships with bus riders for continued assistance as needs change

# Travel Training in Action



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# The Bus Buddy Program





# Bus Buddy program of Thurston County

- **Bus Buddy** is an experienced or trained bus rider.
- **Bus Buddy** program provides free support to seniors, people with disabilities, fixed income and others riding public transportation
- **Bus Buddy** program assists individuals by enhancing their mobility, increasing their independence and maintaining their independent living
- Individuals are matched with an experienced or travel trained **Bus Buddy**
- **Bus Buddy** travels with the individual on single trips or on a continual basis

# Bus Buddy program of Thurston County

- Bus Buddy clients served since 2014 1,134. 2023 214
- Bus Buddy tabling events since 2014 423. 2023 16
- Bus Buddy speaking events since 2014 294. 2023 16
- Bus Buddy organized trips since 2014 158. 2023 28
- The Thurston County Bus Buddy program was recognized “as the most successful Bus Buddy Program in the United States” by the WSDOT and the FTA.

# Bus Buddy Partners



CATHOLIC COMMUNITY SERVICES  
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Washington State  
Department of Transportation

**Travel Training: 360-705-5879**

**Bus Buddy Program: 360-688-8832**

**Dial-A-Lift Eligibility: 360-705-5896**

**[www.intercitytransit.com](http://www.intercitytransit.com)**

**Customer Service: 360-786-1881**