

Yaffe
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The Role of Transit & Paratransit



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The Transit Spectrum is Wide (1)

Fixed Route Transit



Transit is Accessible

Bus



Streetcar



Neighborhood, small city or rural circulator



Light Rail



Heavy Rail

Flexible Transit

MAP LEGEND

- Makes all regular stops.
- - - SNOW route. Ruta para casos de nieve. Alternative/flexible service area.
- TIME POINT/INTERMEDIAS: Street intersection used for time schedule reference point listed at the top of time columns to estimate bus arrival and trip times.
- Ⓣ TIME POINT/TRANSFER POINT. INTERMEDIAS/LUGAR DE TRASBORDO.
- P&R PARK & RIDE: Designated free parking area with direct bus service to major commercial centers.
- LANDMARK: A significant geographical reference point.



OmniLink buses can serve locations up to $\frac{3}{4}$ mile off the route

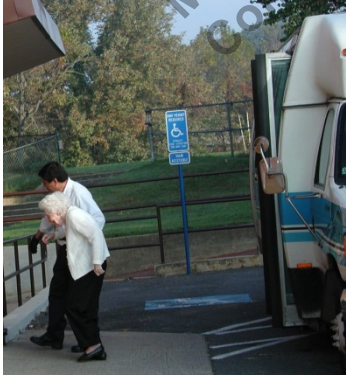
The Transit Spectrum is Wide (2)

Paratransit

Dial-a-Ride
& Adult Day
Health Care
Transport

Group
Grocery
Trips

Shared-
Ride Taxi,
ADA &
NEMT



Flex Zone Transit



Volunteer-Based
(and agency
transportation) can
be curb-to-curb,
door-to-door or
door-through-door

MicroTransit

Denver RTD Call-n-
Ride connects those in
defined zones with a
light rail station



Taxis, Lyft & Uber
are partnering with
municipalities to
provide rides in
defined zones.

Paratransit's Role in Meeting the Transportation Needs of Persons with Dementia and Their Caregivers

Adult Day Health Care Transportation is typified by:

- Hand to Hand Transport
 - The ride provider arranges with caregivers to meet the driver and rider at the building entrance and ascertains:
- Can the rider return to an empty house?
 - Check to see if Rider Has the house key
 - Client file should have an emergency drop-off option
- Does the rider have conflicts with other riders or have a best friend riding too?
 - Use a seating chart to keep people apart or together
- Does the rider resist using seatbelts or behave unsafely when riding?
 - Assign that rider to a bus with an attendant



Paratransit's Role in Meeting the Transportation Needs of Persons with Dementia and Their Caregivers

Program for All-inclusive Care for the Elderly (PACE) characteristics:

- Every bus has an attendant
 - **Attendant goes into the house to assist the rider put on a coat and observe conditions inside.**
- Bus Attendant is part of the care team
 - **Team has weekly meetings to discuss each client**
- Rides are provided to all supportive services
 - **Medical appointments, therapy and adult day health care**
- PACE clients must be eligible for nursing home placement, but have the supports necessary to live safely in the community.
 - <https://www.medicaid.gov/medicaid/ltss/pace/index.html>



Paratransit's Role in Meeting the Transportation Needs of Persons with Dementia and Their Caregivers

ADA Paratransit

- ADA Paratransit is for those traveling within the transit service area who cannot ride transit due to a disability.
 - No restrictions on the purpose of the trip
- Everyone must go through the local ADA certification process
 - Those who don't know when to board, alight or how to transfer & those who cannot reach the bus stop qualify.



- Riders are expected to travel independently, either curb-to-curb or if necessary, door-to-door
 - ADA paratransit services are not door-through-door. No hand-offs.
- Every rider can bring a Personal Care Attendant (PCA)
 - ADA paratransit services do not have bus attendants
- Fare is expected when boarding, usually double the regular bus fare
 - Some systems have a pre-payment program

Paratransit's Role in Meeting the Transportation Needs of Persons with Dementia and Their Caregivers

Dial-a-Ride, Non-Emergency Medical Transportation (NEMT) & Group Shopping/Recreational Trips



- Rides generally must be booked 1-7 Days in Advance
 - Rides can be subscription (regular standing order) – such as a 10AM Tuesday ride with the same friends to buy groceries.
 - Rides can be booked by preferred pickup or arrival time
 - Service days and hours vary
- Service may be curb-to-curb or door-to-door
 - PCAs may ride. Attendants generally not provided.
- Fares expected when boarding the vehicle
 - Some systems may have a pre-payment option. No charge for NEMT trips, but rides must be to an NEMT-paid service.

Transit's Role in Meeting the Transportation Needs of Persons with Dementia and Their Caregivers

Using Public Transit



Train Bus Drivers to Take Notice:

- Is the rider dressed inappropriately for the weather or for the public?
- Does the rider seem disoriented to surroundings?
- Does the rider keep asking the same questions?
- Does the rider have difficulty understanding simple directions?
- Does the rider seem frustrated?
- Does the rider know his/her destination?

Transit's Role in Meeting the Transportation Needs of Persons with Dementia and Their Caregivers

Using Public Transit



Train Bus Drivers to Respond:

- **Be Calm, Friendly & provide good customer service**
- Always ensure that seniors and people with disabilities are seated before leaving the stop.
- **Be clear and concise. Short sentences.**
- Calmly respond to questions (and repeat answers)
- **Remind the rider of the upcoming stops**
 - Assure the rider that you will remind him/her when approaching the stop
- **Be patient & reassuring**
- Notify Dispatch if concerned about a rider and where he or she alights.

Thanks for your interest

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