

SUBJECT

Dial-A-Lift Program (Staff Representative: Debra Johnson)

RECOMMENDED ACTION – N/A

This is an Information Item.

BACKGROUND

During the May 29, 2019 Long Beach Transit (LBT) Board of Directors' meeting, Director Zendejas requested a "presentation to the Board regarding the agency's Dial-A-Lift (DAL) Program."

This staff report serves as staff's response to the aforementioned request.

On July 26, 1990, Congress guaranteed equal opportunity for persons with disabilities to employment, public accommodations, transportation, telecommunications and state and local governments. In 1992, the U.S. Department of Transportation (DOT) regulations implementing Americans with Disabilities Act of 1990 (ADA) provisions went into effect.

Since that time, the transportation industry has substantially progressed. According to the American Public Transportation Association (APTA), from 1993 to 2013, the portion of accessible buses nearly doubled (from 51 percent to 99.8 percent), accessible light rail and streetcar fleets more than doubled (from 41 percent to 88 percent) and accessible commuter and hybrid rail fleets almost tripled (from 32 percent to 87 percent).

LBT has a long-standing commitment to provide not only better services to its customers with disabilities, but to all of its customers. The agency places a high emphasis on providing mobility options and services that enhance customer experience and quality of life.

Below is a concise summary of major services and programs that LBT provides or coordinates for the community in its 100-square mile service area.

LBT Accessible Transit Services and Programs

LBT has implemented critical improvements over the years that have led to a more integrated approach to addressing the ADA, from Bus Operator training and assisting customers with disabilities with boardings, alighting and service information, to the daily inspection and maintenance of bus ramp equipment and kneeling capabilities.

In Advance of the ADA

Dial-A-Lift

In 1975, LBT added DAL service, offering specialized service to people with disabilities 15 years in advance of the ADA. Beginning with six vans, the service was operated as a contract service through a local taxi company.

Today, DAL is a curb-to-curb, shared-ride transit service exclusively for persons with permanent mobility impairments who are unable to use LBT's fixed-route bus system. DAL members must be at least 18 years of age and reside in and travel through the cities of Long Beach, Lakewood, Signal Hill and Paramount. Persons using the service must be able to wait for a ride at a curb for up to 30 minutes. DAL does not provide medical support or gurney services. Applicants for DAL service must first be members of Access Services, Inc. (Access), the ADA service provider.

LBT provides DAL services under contract with Global Paratransit, Inc. DAL operators are trained in the needs of persons with disabilities, and DAL services are provided with ADA-compliant MV-1 vehicles. This service is operated above and beyond the federally mandated ADA complementary paratransit service.

Any person interested in applying for DAL membership may contact LBT DAL at 562.591.2301 to receive an application. Reservations may be made for next-day service by calling between the hours of 6:30 a.m. and 5 p.m. seven days a week and up to seven days in advance of the trip. DAL fare is \$2 each way.

FY 2018 DAL Statistics

Category	Number/Percentage
Eligible Members	888
Total Annual Trips	38,986
Total Annual Hours	8,744
Total Annual Miles	137,625
Avg. Trip Length	4 miles
On-Time Performance	98%
Wheelchair Trips	39%
Hours of Operation	Sunday – Thursday: 7 a.m. – 10:30 p.m. Friday – Saturday: 7 a.m. – 11:30 p.m.
Service Area	Long Beach, Lakewood, Signal Hill and Paramount

In Accordance with the ADAAccess

The ADA requires that transit agencies provide complementary ADA paratransit service to persons with disabilities who cannot ride the accessible public fixed-route buses and trains. Access provides this ADA-mandated service to eligible persons with disabilities on behalf of LBT and other transit operators in Los Angeles County.

Access is available for any ADA paratransit-eligible individual for any purpose to or from any location within three-quarters of a mile of any fixed bus route during the hours in which member transit systems are operational. It is a curb-to-curb, shared-ride transit service, with door-to-door service available for qualified individuals. Currently, Access customers are able to ride LBT fixed-route service free of charge with their Access-issued Transit Access Pass (TAP) card. Through the Free Fare Program, Access currently reimburses LBT for the cost of trips taken by the cardholder. This program allows greater convenience and mobility for persons with disabilities by allowing Access-certified customers to utilize bus service when they are able.

Collaboration and Partnerships

LBT continues its proactive role in enhancing the mobility options for persons with disabilities and for all of its customers, which includes partnering with community organizations dedicated to the concerns and interests of persons with disabilities.

LBT regularly and cooperatively works with the Disabled Resources Center (DRC). The DRC is dedicated to empowering people with disabilities to live independently in the community, to make their own decisions about their lives and to advocate on their own behalf.

LBT also works with the Long Beach Citizen's Advisory Commission on Disabilities (CACoD) in its efforts to advise the Mayor of Long Beach and the Long Beach City Council on the concerns and issues affecting people with disabilities in the community. Both organizations have served as valuable resources and have provided critical feedback for many initiatives undertaken by LBT.

Moreover, LBT's Paratransit Advisory Committee (PAC) provides a broad perspective and oversight from the paratransit customer's point of view regarding issues related to the provision of paratransit services in Long Beach, Lakewood, Signal Hill and Paramount. The PAC provides input regarding provision of paratransit services; policies and procedures; public participation; ADA issues; development of a community Mobility Management Plan and any other subject matter upon which LBT requests the PAC's input.



Committee members are appointed after a public call for applications by LBT to represent the interests of all paratransit customers. The input, information, and insight provided by the PAC may come from committee members' experiences or input received by the PAC from paratransit customers, community organizations serving paratransit customers, and or others, such as family and caregivers, who support paratransit customers.

The PAC meets once a quarter and is composed of a maximum of nine members: three members who are active DAL customers in good standing; two members who support or interact with an LBT paratransit customer, such as a caseworker, caregiver or family member; three members from an agency that provides services for persons with disabilities; and one member from the medical community who specializes in work with persons with disabilities. During PAC meetings, LBT staff engages in critical dialogue relating to the needs of persons with disabilities.

LBT will remain steadfast in its commitment to partner and champion services and programs to ensure mobility freedom for all for years to come.

A handwritten signature in blue ink, reading "K. McDonald", written over a horizontal line.

Kenneth A. McDonald
President and Chief Executive Officer