



December 14, 2023

Public Meeting

NFTA-Metro Paratransit Expansion Evaluation Study

Nelson\Nygaard Consulting Associates, Inc.



Today's Presentation

- 1 About the Study
- 2 Small Group Discussions
- 3 Wrap-up





About the Study

About the Paratransit Access Line (PAL)

- PAL is NFTA-Metro's complementary paratransit service, a requirement of the Americans with Disabilities Act (ADA).
- The ADA requires NFTA to provide PAL service to eligible individuals whose disabilities prevent them from traveling to/from Metro bus stops or Metro rail stations or riding buses or trains.
- ADA requires that PAL service be available within 3/4 mile of bus routes and train stations while bus and rail services are operating.



Study Background

- In 2022, NFTA received funding from New York State to evaluate expanding the PAL service area beyond 3/4 mile.
- NFTA then hired a consultant team to undertake this NFTA-Metro Paratransit Expansion Study.



Goals for PAL Service

- Meets the DOT ADA requirements at a minimum
- Can meet customer needs today and additional needs in the future
- Is efficient, making the best use of public funds
- Can offer innovative services
- Is equitable
- Delivers excellent customer service



NFTA-Metro Paratransit Expansion Study

STUDY TASKS

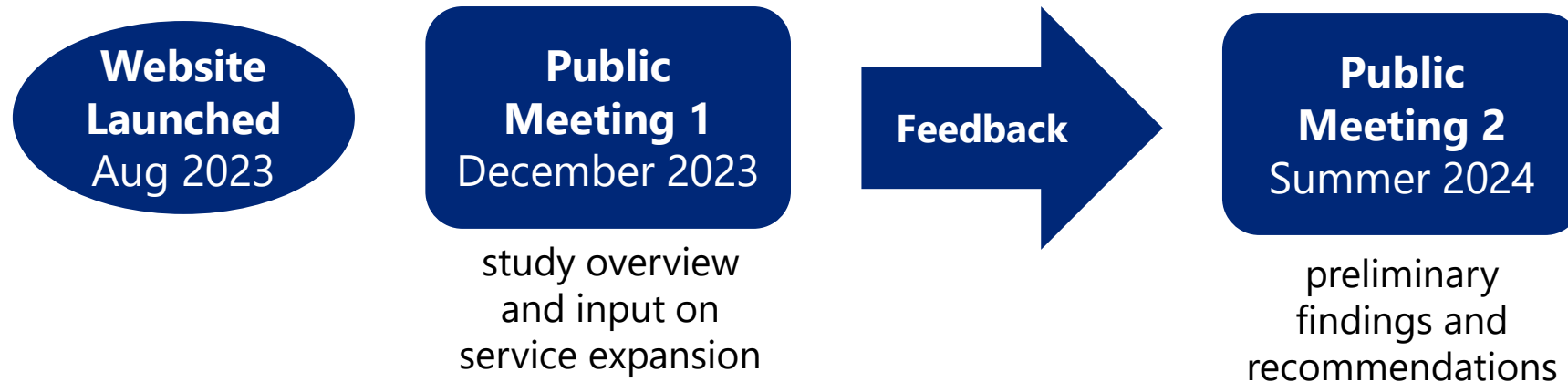
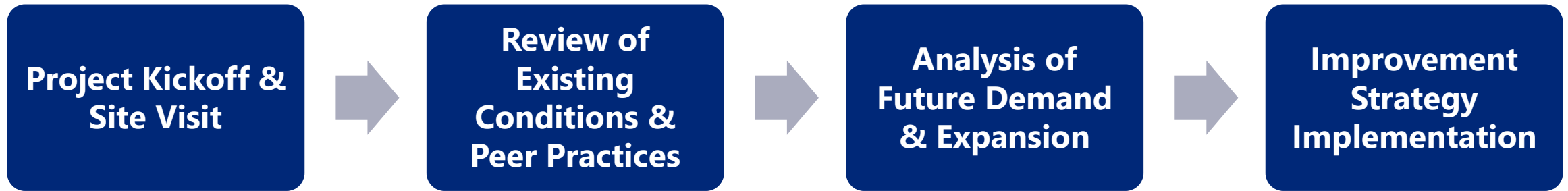
Identify opportunities to improve PAL service and enhance the customer experience

Forecast future demand within the current PAL service area

Estimate demand and costs of potential expanded service

Recommend improvements (short-term and long-term)

Study Timeline



Process and Policy Topics Under Study

Applying for PAL Service

- How does NFTA determine who is eligible for PAL?
- What is the application experience like?

Training of Personnel

- How well are drivers, call-takers, and others trained?
- Is additional training needed?

Adequacy of Resources

- Are there enough drivers and vehicles?
- Does PAL need more funding?

Service Delivery Topics Under Study

Reserving Trips

- What is the process like reserving a PAL trip?
- What is the telephone experience?

On-Board Experience

- Are riders getting to appointments on time?
- What happens when trips are running late?

Addressing Rider Concerns

- How does NFTA address PAL rider complaints and other customer issues?



Small Group Discussions

Ground Rules

- **Share from your experience:** use "I" rather than "they" "we" or "you" when speaking.
- **Honor the time limit** per topic so all can participate.
- **Engage comfortably** through chat, dialogue, or video as fits you best
- **Balance participation** so all perspectives are included.
- **Remain mindfully attentive** to build on each other's ideas.
- **We may not get to all topics today** but appreciate what we cover together.
- **Support one another** by following these guidelines for a productive discussion.

PAL Service Today

- Tell us what you are looking forward to about this study.
- Tell us about any challenges you have using the PAL service today.
- Share your ideas or suggestions for improving the current PAL service.

Future Service

- Where else should service be provided?
- When should service be provided?

Thank you!



Bill Schwartz, AICP bschwartz@nelsonnygard.com