DRPT
Virginia Department of Rail and Public Transportation

Universal Access Program

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Background

- 2007 Virginia General Assembly directed DRPT to develop a Universal Access Program for paratransit riders.
- A visitor program for paratransit riders across regions and localities.
- DRPT's efforts to support improved mobility for seniors, persons with disabilities and ensuring mobility options in rural areas.
- Ensure consistency in ADA Service Policy in Commonwealth.

What is ADA Service?

- Complementary transit service that must be provided within a ¾ mile corridor of fixed route bus service
- Eligibility is established based on a person's functional inability to complete a bus or rail trip
- People apply to the local transit system to determine paratransit eligibility
- General types of ADA service operations:
  - **Door to door:** Includes passenger assistance between the vehicle and the door of the passenger's home or other destination.
  - **Curb to curb:** Picks up and drops off passengers at the curb or driveway in front of their home or destination. The driver does not assist the passenger along walks or steps to the door of the home or other destination.
- Fare for ADA service is capped at two times the base fare for bus service

Universal Access Requirements

- Currently, eligible persons must qualify for each system. The intent is to allow persons visiting another locality to be considered eligible by other paratransit providers beyond the federal requirement of 21 days without having to apply for certification with the locality's transit system.
- DRPT will implement this requirement through annual contracts with grantees and coordinated human service transportation plans.
- DRPT will also ensure consistency of ADA service operations across Virginia.

Expanding Access

- Develop and maintain an inventory of complementary paratransit services in the Commonwealth.
- Develop information to be placed on SeniorNavigator's website, DRPT's website and any other appropriate sites for ADA certified visitors on how to access paratransit services.
- Provide training for the staff of paratransit providers on the requirements for Universal Access service.
- Create an Access Advisory Committee to monitor the implementation and progress of Universal Access.

Leveraging Available Resources

- SeniorNavigator – established in 2001, national model for aging and disability resources.
- Combines online assistance with a network of volunteers - over 21,000 health and aging resources for seniors, caregivers, adults with disabilities and their families.
- Public-Private Partnership with the Commonwealth of Virginia, local governments, and hundreds of private sector partners.

Provides Comprehensive Information

- Arthritis
- Alzheimer's Disease
- Geriatric Assessment
- Depression
- Stroke
- Osteoporosis

- Estate Planning
- Medicare
- Elder Law
- Medicaid
- Long Term Care Insurance

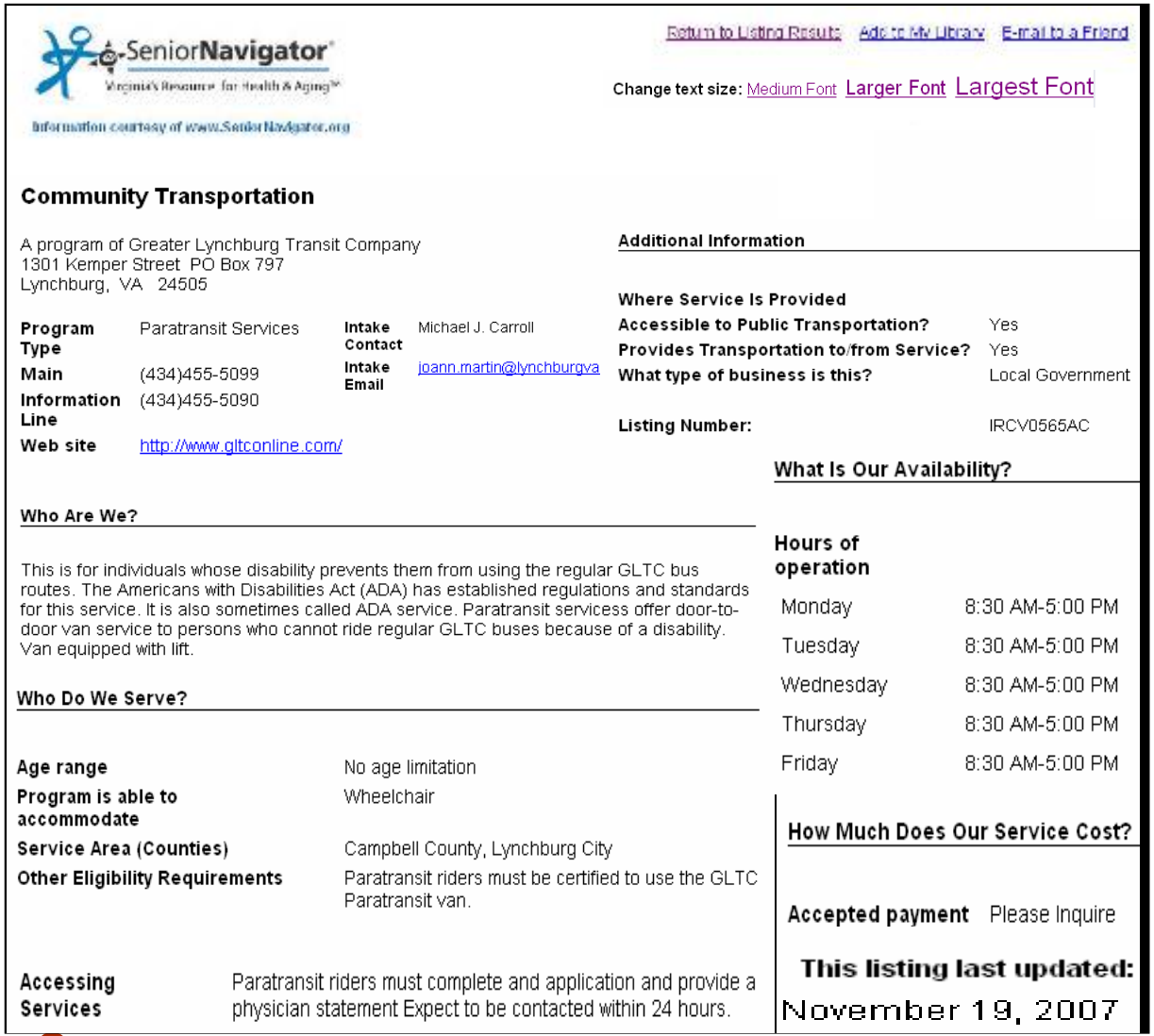
- Assisted Living
- Nursing Home
- Retirement Communities
- Home Health Care
- Hospitals

- Transportation
- Becoming a SeniorNavigator Center
- Finding a SeniorNavigator Center
- Community Best- Practices
- Volunteering

- Caregiver Basics
- Special Needs for Alzheimer's/Dementia
- Taking Care of Yourself
- Caregiver Coalitions
- Resources to help

- Mind & Body
- Quality of Life
- Prevention
- Aging-Related Diseases

More than a “telephone book”



SeniorNavigator
Virginia's Resource for Health & Aging™
Information courtesy of www.SeniorNavigator.org

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Community Transportation

A program of Greater Lynchburg Transit Company
1301 Kemper Street PO Box 797
Lynchburg, VA 24505

Program Type	Paratransit Services	**Intake Contact**	Michael J. Carroll
Main	(434)455-5099	**Intake Email**	joann.martin@lynchburgva
Information Line	(434)455-5090		
Web site	http://www.gltconline.com/		

Additional Information

Where Service Is Provided	
Accessible to Public Transportation?	Yes
Provides Transportation to/from Service?	Yes
What type of business is this?	Local Government
Listing Number:	IRCV0565AC

Who Are We?

This is for individuals whose disability prevents them from using the regular GLTC bus routes. The Americans with Disabilities Act (ADA) has established regulations and standards for this service. It is also sometimes called ADA service. Paratransit servicess offer door-to-door van service to persons who cannot ride regular GLTC buses because of a disability. Van equipped with lift.

Who Do We Serve?

Age range	No age limitation
Program is able to accommodate	Wheelchair
Service Area (Counties)	Campbell County, Lynchburg City
Other Eligibility Requirements	Paratransit riders must be certified to use the GLTC Paratransit van.
Accessing Services	Paratransit riders must complete and application and provide a physician statement Expect to be contacted within 24 hours.

What Is Our Availability?

Hours of operation	
Monday	8:30 AM-5:00 PM
Tuesday	8:30 AM-5:00 PM
Wednesday	8:30 AM-5:00 PM
Thursday	8:30 AM-5:00 PM
Friday	8:30 AM-5:00 PM

How Much Does Our Service Cost?

Accepted payment Please Inquire

This listing last updated:
November 19, 2007

- Program Name
- Address
- Telephone
- Fax
- Email/ Website
- Program notes
- Link to a map
- Translate
- Contact person
- Eligibility
- Fees
- Accessibility

Partnership Goals/Schedule

1. Create Statewide Web-based Transportation Resource
2. Maintain Service Locator on DRPT website
3. Provide Education
4. Provide Tools and Support to Update Data Listings
5. Provide Training to Better Assist Riders with Disabilities
6. Raise Awareness for Consumer Use

Phase I (Jan.-Jun. 08):

- Add all DRPT-funded provider services to SeniorNavigator database, train service providers on adding and updating service information

Phase II (Jul. 08-Jun. 09):

- Develop a transit-specific schedule display and a transportation module within the senior needs assessment, expand content from Phase I, train providers to become SeniorNavigator centers, provide regional training and materials for providers, promote program to target audiences

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