

MetroAccess Eligibility & Functional Assessments

*Medical Transportation Management (MTM)
3rd Party Functional Assessment Contract Award*

November 2021



What is ADA Paratransit?

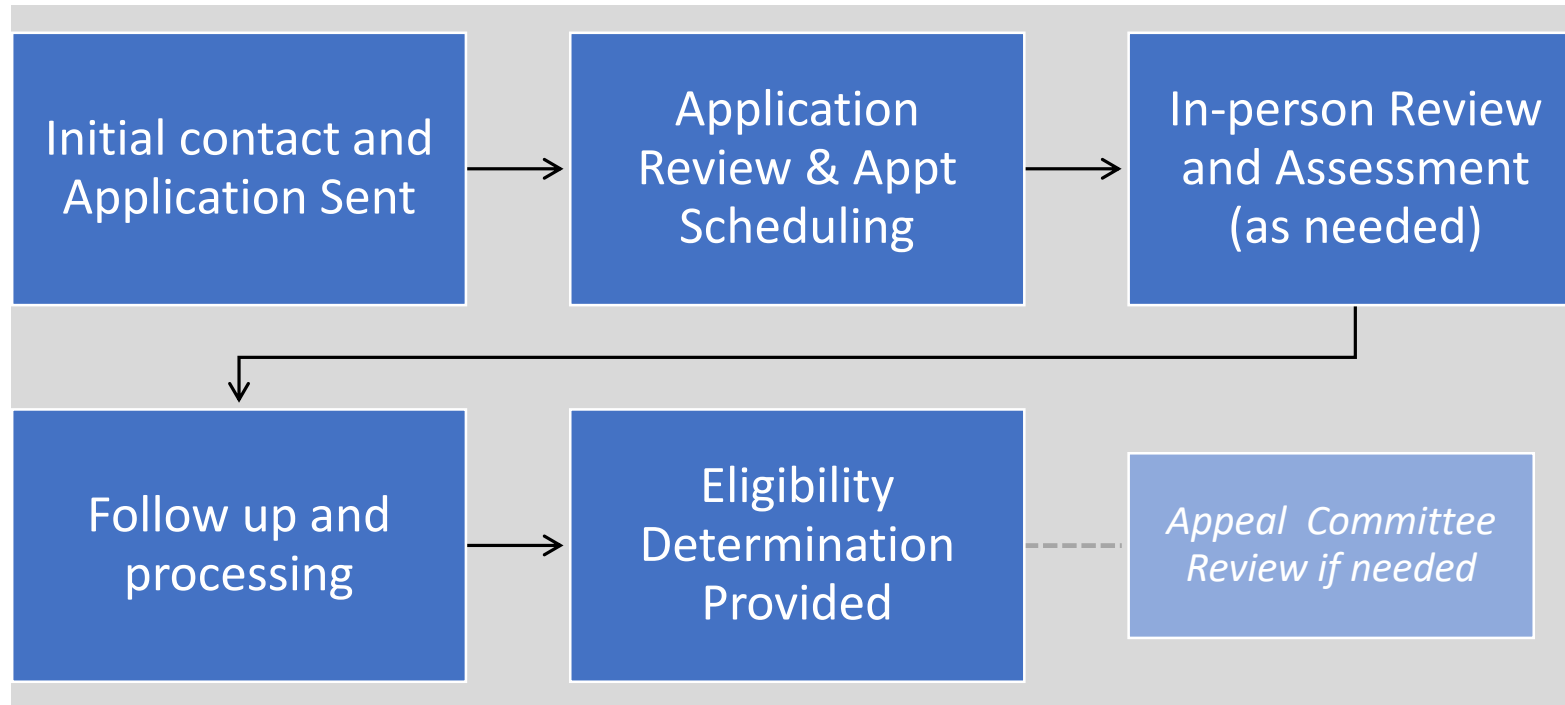
Service that acts as a “safety net” for individuals with disabilities who cannot use the regular city system either some or all of the time.

ADA Eligibility: Each public entity required to provide complementary paratransit service by § 37.121 of this part shall establish a process for determining ADA paratransit eligibility. The process shall strictly limit ADA paratransit eligibility to the individuals specified [in these regulations.]”

49 CFR Part 37 Section 37.125(a)

The Eligibility Process

Eligibility process introduced in 2011 with extensive community engagement



- Maximum 21 days = Federal Requirement
- CapMetro averages around 4 days (during normal times)
- Past 5 year Customer Satisfaction rate 8.8/10

Eligibility Team Goals

Independence * Education * Support

Strengthen Customer Connection

- Orient to all CapMetro services
- Connect with community resources
- Address customer concerns
- Identify safety risks

Ongoing Customer Support

- Evaluate changes in customer condition
- Mobility aid securement evaluations for Bus/Rail travel
- Travel Training on all modes
- Promote Independence for all!



Functional Assessment Contract Award: MTM (Medical Transportation Management)

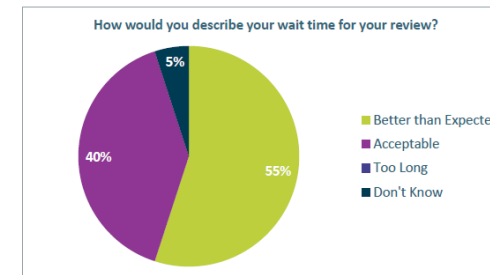
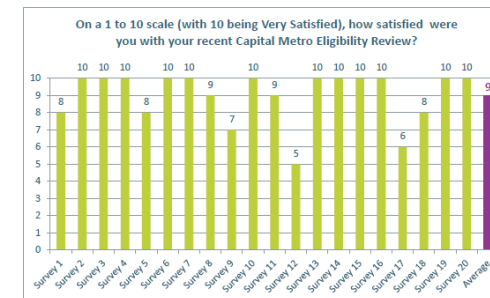
3rd Party Functional Assessment Contract

MTM (Medical Transportation Management)

- MTM with successful 5-year history
- Therapists to objectively assess functional abilities
- Independent 3rd party customer satisfaction surveys
- High customer satisfaction ratings (8.8/10)
- Continuity necessary for return to in-person operations post-COVID-19

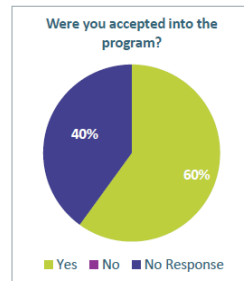
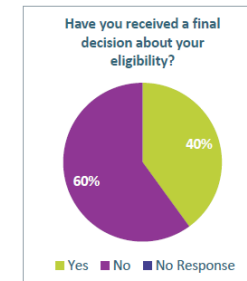


Cap Metro May 2021 Survey Results



Cap Metro Survey Dashboard – May 2021

1



Cap Metro Survey Dashboard – May 2021

2

Functional Assessments & Customer Satisfaction Surveys

5 Year Contract Total:
\$2,090,874

FY 2022 – FY2026

3 year base period:

- Year 1 Base: \$385,476.96
- Year 2 Base: \$397,338.96
- Year 3 Base : \$409,581.72

2 option years:

- Option Year 1: \$422,217.96
- Option Year 2: \$435,260.88

2% overall contingency \$40,997

- 56 years of combined therapy experience (Occupational & Physical Therapists)
- Excellent staff/therapist retention





METRO

THANK YOU!

COVID-19 Pandemic & Eligibility

Presumptive Eligibility Paper Process

- In-person suspended March 2020
 - Automatic recertifications; paper process for new
 - Varied presumptive eligibility periods to spread volume

Anticipated return to modified in-person operations Fall 2021

- Facility remodeled for improved social distancing
- Phased approach
- Streamlined process
- PPE
- Vaccinations recommended for staff/customers