

## FAST Paratransit Plan Update – March 2016

### Summary of Changes

Section	Category	Existing (1992 plan and current practice)	Proposed (2016 update)	Expected Result
4.3	Office Hours	<ul style="list-style-type: none"> <li>• Next Day and Future Reservations (limit 2 per call) 8:00 AM - 4:30 PM, M-Sun</li> <li>• Future Reservations (unlimited) 4:30 PM - 10:30 PM, M-F</li> <li>• 14-Day booking window</li> </ul>	<ul style="list-style-type: none"> <li>• All reservations (no limit) 8:00 AM – 4:30 PM, M-Sun</li> <li>• No evening hours</li> <li>• 7-Day Booking Window</li> </ul>	<ul style="list-style-type: none"> <li>• Simplify booking hours</li> <li>• Reduce telephone hold time</li> <li>• Reduce no show / late cancelations</li> </ul>
4.5	Subscription Service	<ul style="list-style-type: none"> <li>• Existing plan does not include guidance on subscriptions</li> <li>• Current subscription rate exceeds 50% of capacity during certain times of the day</li> <li>• No expiration date on existing subscriptions</li> </ul>	<ul style="list-style-type: none"> <li>• New subscription application form</li> <li>• 6-month expiration</li> <li>• Subscription rate will not exceed 50% of capacity at any time</li> <li>• Subscription rate will not exceed 25% of capacity during “peak times”</li> </ul>	<ul style="list-style-type: none"> <li>• Establish a fair and consistent process</li> <li>• Improve efficiency of service</li> <li>• Reduce # of daily calls</li> <li>• Reduce no show / late cancelations</li> </ul>
5.3	Personal Care Attendant (PCA)	<ul style="list-style-type: none"> <li>• Not defined in current plan</li> <li>• PCAs currently travel for on FASTTRAC!</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly defines PCA</li> <li>• Adds free service for PCAs when traveling FASTTRAC! client on fixed-route service</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages FASTTRAC! customers to use fixed-route service</li> </ul>
5.4	Operator Assistance	<ul style="list-style-type: none"> <li>• Not defined in current plan</li> <li>• Operators currently assist customers door-to-door upon request</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly defines “operator assistance”</li> <li>• Continue to provide door-to-door service</li> </ul>	<ul style="list-style-type: none"> <li>• Provide the customer with a clear understanding of the assistance that is available</li> </ul>
6.1 6.2	Cancelations No-shows	<ul style="list-style-type: none"> <li>• Late Cancelation not defined in existing plan</li> <li>• Current definition of “no-show” is not consistent with FTA regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Late cancelations are now defined as a cancelation made after 4:30 PM for next day reservations</li> <li>• No –shows are now defined as all cancelations made less than two (2) hours prior to the time of the reservation, including “failure to appear”</li> <li>• Excessive late cancelations and no-shows are subject to a Progressive Corrective Action Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce the number of late cancelations and/or no-shows</li> <li>• Reduce the number of trip denials and/or refusals due to capacity constraints</li> <li>• Improve operational efficiency and reduce waste</li> </ul>

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6.3	Progressive Corrective Action Plan	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<ul style="list-style-type: none"> <li>• Outlines corrective action measures based on number of incidents</li> <li>• Option to choose suspension of service or monetary penalty</li> <li>• Incidents are not recorded when the late cancellation and/or no-show is beyond the customer's control</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce the number of late cancellations and/or no-shows</li> <li>• Reduce the number of wasted trips</li> <li>• Promote positive booking habits</li> </ul>
3.6 6.4	Appeal Processes	<ul style="list-style-type: none"> <li>• Process outlined in existing plan is not consistent with FTA regulations and does not provide specific instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly defined steps for appealing Determinations of Ineligibility and notifications of Suspension of Service</li> <li>• New form for written appeals</li> <li>• Option to appeal in-person</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes a clear and consistent process</li> <li>• Identifies specific deadlines for all parties</li> </ul>
7.2	Reasonable Modification Requests	<ul style="list-style-type: none"> <li>• Not defined in current plan</li> <li>• Currently accepting informal requests for modifications to policies, practices and/or procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes a formal process for submitting reasonable modification requests</li> </ul>	<ul style="list-style-type: none"> <li>• Avoid discrimination on the basis of disability</li> <li>• Provide equal access to services</li> </ul>
7.7	Complaint Process	<ul style="list-style-type: none"> <li>• Not defined in current plan</li> <li>• FAST investigates all complaints and follows up with the customer within 48 hours</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes a formal process for submitting complaints as required by FTA</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that all customer concerns are addressed in a timely manner</li> </ul>
Appendix C	FASTTRAC! Eligibility Application	<ul style="list-style-type: none"> <li>• The Eligibility Application in the existing plan did not provide for a comprehensive collection of information needed to make a fair determination of eligibility</li> <li>• FAST has been using a revised application, consistent with FTA regulations, to collect the required information</li> </ul>	<ul style="list-style-type: none"> <li>• New application form is more accessible (pdf fillable)</li> <li>• Easy to understand</li> <li>• Separate Professional Verification Form with detailed instructions</li> </ul>	<ul style="list-style-type: none"> <li>• The new application provides a more accurate representation of a customer's abilities and potential need for service</li> </ul>