

Capital Metropolitan Transportation Authority Austin Mayor's Committee for People with Disabilities

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Chad Ballentine- Director of Paratransit

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Agenda

- 1) Revised MetroAccess No Show Policy
- 2) Access-A-Ride Program Overview
- 3) Tether Strap & Marking Program
- 4) Q&A

MetroAccess ADA Paratransit No Show Policy

- Previous
 - ✓ 4 no show occurrences per month
- Revised Policy
 - + Additional flexibility for high frequency riders
 - + Appeal request deadline extended to 15 Days

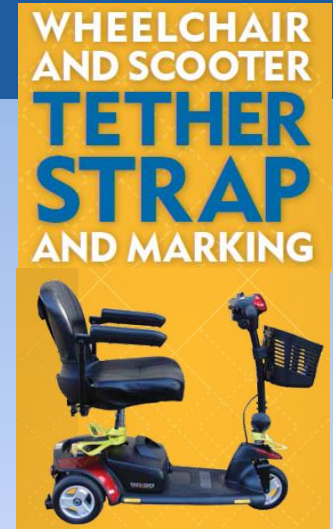
Access-A-Ride Program



- Non-ADA transit
- Premium Service
- On-Demand Taxi Service
- Capital Metro pays 75% & Customer pays 25%
- Intended for occasional use:
 - ✓ Emergencies
 - ✓ Return from a large grocery trip
 - ✓ Date night
 - ✓ Etc
- Trips are not Guaranteed

Tether Strap & Marking Program

- Voluntary
- Evaluation of mobility devices
- Free tethers for mobility devices



Outcome:

Safe and proper securement on every mobility device- every time

Questions?

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