



New ADA In-Person Eligibility Program and the Valley Metro Mobility Center

April 5th, 2011

Presentation Overview

- Transition Plan
- New ADA Eligibility Determination Program
- Customer Experience
- Mobility Options
- ADA Bus and Rail Pass
- Implementation Schedule
- Valley Metro Mobility Center
- Questions and Answers



Transition Plan

- Migrated from mail-in process to in-person process effective February 1, 2011
- During transition, customers who sent in completed application with proper documentation were given temporary eligibility (60—90 days)
- Temporary eligibility issued on a case-by-case basis – if sufficient evidence for probable qualification for ADA service

Transition Plan Continued...

- New applicants scheduled for an in-person appointment within 30 days—Renewal applicants within 60 days
- Temporary eligibility expires if customer does not complete an interview and/or mobility assessment in a timely manner
- New office number **602-716-2100**
- New fax number **602-716-2114**
- 4600 E. Washington, Suite 101 PHX, AZ 85034

New ADA Eligibility Program

- Interviews with functional assessment and supplemental professional verification as needed
- CARE Inc. performs interviews/assessments
 - Los Angeles based, operates four similar contracts in CA.
 - Innovative company; experience working with persons with disabilities; interviews, assessments and travel training.
- Valley Metro renders final determination
 - Synthesis of interview/assessment/professional verification
 - Maximum eligibility period increased to 5 years
 - Auto renewal when appropriate

Customer Experience

- Customer Experience
 - Call 602-716-2100 to apply for ADA Certification
 - Will receive an application packet
 - Customer calls for an appointment
 - Transportation available within the ADA service area
- Current customers with expiring ADA eligibility notified by mail about the new process

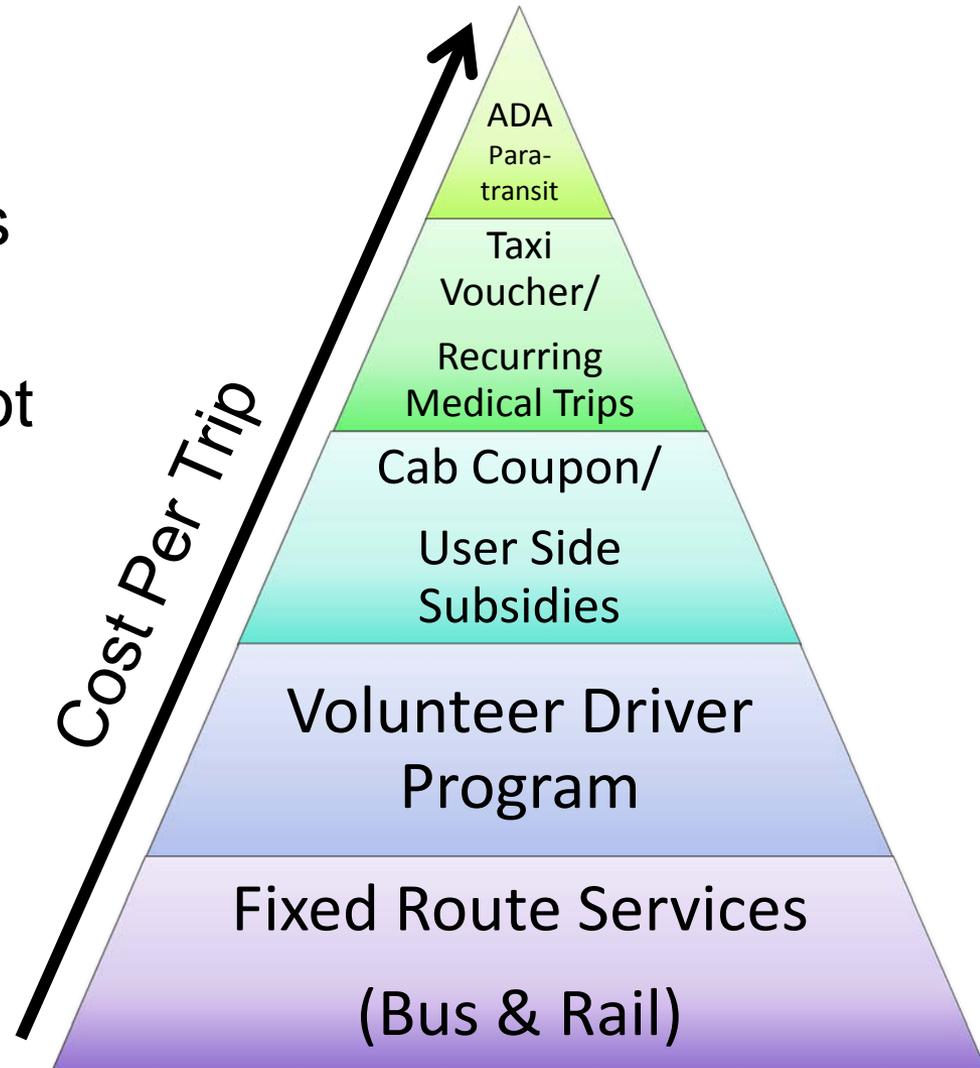


Customer Experience Continued

- On appointment day
 - Check In: application reviewed, photo captured
 - Interview: conducted with Transit Evaluator
 - Mobility assessments conducted as needed
 - Debriefing: customer offered appropriate information about mobility and transportation options
 - Notification: customer mailed determination letter within 21 days
 - Professional verification requested to supplement the in-person process as needed

Mobility Options

- Pyramid illustrates cost of transportation modes and alternatives.
- Appropriate Options, not “one size fits all”
- Developing blend of mobility alternatives
- Travel Training to facilitate fixed route ridership



ADA Bus and Rail Pass

- Offered to customers determined ADA eligible
- No cost to recipient when riding bus and light rail
- Photo ID using smart card technology to track usage
- Cards valid for three years
- Local jurisdiction option
- City of residence verified annually
- Program begins July 1st, 2011



Valley Metro Mobility Center

- Home for
 - ADA Certification Program
 - Travel Training Program
 - Alternatives Transportation Programs
 - Customer Service Call Center
- Central location: convenient freeway access
- Covered parking: ample disabled spaces reserved
- Accessible by DAR: easy drop-off / pick-up
- Accessible by light rail and bus routes

Implementation Schedule 2011

- Open House/Ribbon Cutting February 23rd
- Launched new ADA process March 1st
- Travel Training May 1st
- Alternative programs July 1st



Valley Metro Mobility Center

Washington Corporate Center ♦ 4600 East Washington



Passenger Drop-Off and Pick-Up Location



Mobility Center Features



Mobility Center Features



Construction Challenges



Mobility Center Features



Mobility Center Features



Mobility Center Features



Mobility Center Features



Mobility Center Features



Mobility Center Features



Mobility Center Features



Mobility Center Features



Mobility Center Features



Mobility Center Features



Mobility Center Features



Contact

Benjamin Alcazar - ADA Mobility Supervisor

602-251-2032

balcazar@valleymetro.org

Scott Wisner - Customer Service Manager

602-251-2021

swisner@valleymetro.org

Carol Ketcherside - Planning Director

602-523-6040

cketcherside@valleymetro.org