

# Challenges, Successes and Needs for Special Needs Customers



**Presenter: Leesa Monroe**  
Mobility Coordinator, Jefferson Transit Authority  
Port Townsend, Washington

# How Jefferson Transit Currently Assists Special Needs Customers

- Fixed route vehicles are fully accessible
- Dial-A-Ride service runs within  $\frac{3}{4}$  of a mile of fixed route
- JT offers discounted seniors and disabled fares
- Drivers sell monthly passes

# Dial-A-Ride



# Fixed Route



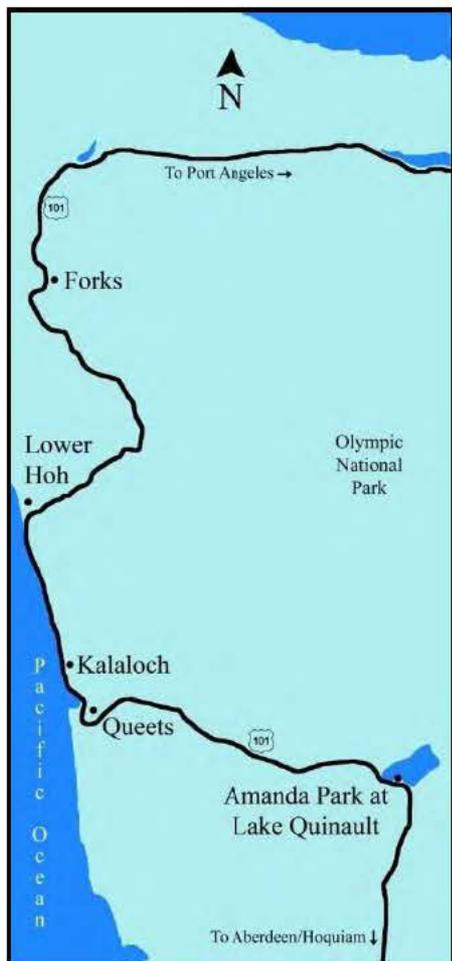
# Greatest Challenge Distance to Services



# Helping Customers

- What we do.... Go above and beyond to answer questions and offer options – empathize.
- Explain the difference between Dial-A-Ride and Paratransit (Medicaid clients) Service
- Reduce costs - Saturday shopping trips
- Provide expanded DAR service beyond FTA/ADA  $\frac{3}{4}$  mile requirement to Kala Point, Marrowstone and Cape George communities one day a week
- Jefferson County has an exceptional coordinated community volunteer service

# Amanda Park to Forks Loop



- Round trip loop is 128 miles
- Buses deviate for customers who cannot get to transit stop
- Mobility Coordinator has recently starting working with contact person in the area representing veterans



# How WSTC can help us help customers

- Establish one call system where one phone call provides all travel options, no matter what agency customer calls
- Google Transit is a success for some customers, others need printed information – offer options
- Funding for more technology
  - Smart phone applications showing real time bus service
  - ORCA card funding assistance

# Accessible Pathways to Transit Stops

“Among the number of those who reported difficulty in using public transit because of their disability. The single most frequently cited problem was difficulty in walking. Overall barriers in the pedestrian environment far outnumbered problems with transit or paratransit modes.” (U.S. National Center for Health Statistics, National Healthcare Survey on Disability 1994)



# Physical Needs

- Seating at bus stops and covered shelters are needed.
- Restrooms





**It's QUESTION TIME !!**