

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

January 27, 2005

TO: BOARD OF DIRECTORS
THRU: Larry Rubio, Chief Executive Officer
FROM: Scott Richardson, Director of Marketing
SUBJECT: Report on ADA Passengers Dropped from Eligibility

Summary:

At the December 8th meeting of the Board Administrative Committee, staff provided an update on the requirement for ADA applicants to provide a physician's verification form as a part of the certification process. During the discussion, the Committee members asked staff to report on the number of ADA-certified riders who have been dropped from the eligibility list because of non-renewal. Overall, during the past 12 months, the attrition rate of ADA riders whose eligibility has expired has been 74 percent.

Following are the ADA eligibility statistics for December 2003 through November 2004:

ADA riders whose eligibility expired <u>12/03-11/04</u>	ADA riders renewed <u>12/03-11/04</u>	ADA riders non-renewed <u>12/03-11/04</u>
1,275	334 (26%)	941 (74%)
Total ADA eligible riders as of <u>12/03</u>	New ADA riders added <u>12/03-11/04</u>	Total ADA eligible riders as of <u>11/04</u>
5,308	1,318	5,388 (2% increase)

A person's ADA certification is valid for up to four years (temporary disabilities are accordingly less) and can be renewed by the holder if they still qualify. Several months before a person's certification is about

to expire, RTA mails a notification to their last known address notifying them of the expiration and giving them a minimum of 60 days to respond. If the letter is returned to RTA because of no forwarding address or if no response is received after their expiration date, the person is dropped from the eligibility list. If they respond and wish to renew their certification, they are processed according to their ADA classification.

Fiscal Impact:

None

Recommendation:

This item was discussed at the Board Administrative Committee meeting of January 12, 2005. The Committee members unanimously approved recommending this item to the full Board of Directors for their consideration as follows:

- Receive and File.