

# SAME DAY ON DEMAND TRANSPORTATION PROVIDED BY JOHNSON COUNTY SEATS



Q & A SESSION

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# BACKGROUND

With the support of the American Rescue Act Plan (ARPA) funds, Johnson County expanded access to transportation for residents throughout the county experiencing barriers. This new service, operated by Johnson County SEATS, offers same day accessible rides to those without access to an alternative form of transportation.



# SERVICE OVERVIEW



Monday – Friday

7:30am – 4:30pm

Anywhere within Johnson County

Rides are booked directly with driver  
319-381-2658

No service on County Holidays



# ELIGIBILITY

- Individuals who reside outside of or are traveling to areas unserved by fixed-route transit systems.
- Individuals applying for and awaiting paratransit approval
- Residents of North Liberty and unincorporated Johnson County without access to transportation
- Immigrant or limited English proficiency populations
- Any other individual experiencing a barrier to accessing transportation



# REFERRALS

[www.johnsoncountyiowa.gov/sameday](http://www.johnsoncountyiowa.gov/sameday)

## Same Day On-demand Transportation Service Operated By SEATS Referral Form

About the Board ▾ American Rescue Plan Act (ARPA) BOS Resources ▾ Historic Poor Farm Proclama

### Referring Agency Information

Referring Agency

Referring Agency Contact Name

Referring Agency Contact Telephone

Referring Agency Contact Email

[seatsarpa@johnsoncountyiowa.gov](mailto:seatsarpa@johnsoncountyiowa.gov)

Same Day On-Demand Transportation Service operated by Johnson County SEATS

### Referral Form

Referring Agency:

Referring Agency Contact Name/Phone/Email:

### Rider Information

Name:

Residential address (if applicable):

Phone Number (if applicable):

Birthdate:

Gender Identity:

Female

Male

Self-Describe:

Non-Binary

Transgender

Mobility Aids/Needs (e.g. wheelchair, walker, cane, visual impairment)?  Yes  No If yes, describe:

Race:

Asian

Black or African American

Latinx or Hispanic

Self-Describe:

Multi-racial

Native Hawaiian or Pacific Islander

White

What other transportation services do you use in Johnson County? (may select more than one option if applicable)

Automobile or motor vehicle

Public Transportation

Senior Volunteer Transportation Programs

Taxi or ride share service like Uber or Lyft

Other (Please Describe):

Why are you using this service? (may select more than one option if applicable)

Awaiting paratransit approval

Bus routes are inconvenient or no access to public transportation

Hospital Discharge

LEP and/or Immigrant

No ability to drive/No access to a car

Poor weather

Reside outside of /traveling to area with no public transit

Other:

Do you need an interpreter? If so, what is your preferred language?

It is difficult for you to pay for this service?  Yes  No

\*\*Please return completed form to: [seatsarpa@johnsoncountyiowa.gov](mailto:seatsarpa@johnsoncountyiowa.gov)

Once approved, call or text driver at: 319-381-2658

# REFERRALS

## How do I make a referral?

Answer: Complete the Same Day On Demand Referral form on behalf of the rider.

Form is available as a fillable PDF that is emailed to:

[seatsarpa@johnsoncountyiowa.gov](mailto:seatsarpa@johnsoncountyiowa.gov)

Or submit online at:

[www.johnsoncountyiowa.gov/sameday](http://www.johnsoncountyiowa.gov/sameday)

## How can our agency be added to the referring provider list?

Answer: Reach out to the Same Day On Demand Team at [seatsarpa@johnsoncountyiowa.gov](mailto:seatsarpa@johnsoncountyiowa.gov) to get added!



# REFERRALS

**What is the process like after a referral is made?**

Answer: You will receive a call or email letting you know the referral was received and whether or not the person was approved.

If approved, they can start booking rides immediately by contacting the driver at:

319-381-2658.

**How long does it take for an individual to get approved?**

Answer: We will answer phone calls and emails for referrals M-F 8-4:30. Notice is typically provided within an hour of the referral being submitted. In the event you are working with a rider with an urgent need please call the driver at 319-381-2658 and explain the trip need.

# REFERRALS

**What if there is an urgent referral and we do not hear back from the SEATS Team?**

Answer: Agencies can call the driver cell phone at 319-381-2658 and explain the trip need. Please send the referral form as soon as possible.

**How long is a rider approved for?**

Answer: This varies depending on how a rider qualifies for the service initially. Generally, riders are referred for the duration of the project which at this time is Mid 2025, assuming that the qualifying reason does not change.

Residents of North Liberty must renew annually to ensure they are still residents of North Liberty.

Riders awaiting paratransit approval are approved for 3 months.

If a riders approval has an expiration date, we will notify you when we approve the rider. If a riders situation changes (e.g. they move to a another area of town), then please contact the Same Day On Demand team to ensure they are still eligible.

# BOOKING



Monday – Friday

7:30am – 4:30pm

Anywhere within Johnson County

Rides are booked directly with driver at 319-381-2658

No service on County Holidays

# BOOKING

## What if the rider doesn't speak English?

Answer: Interpretation is available. Please let us know the riders preferred language when filling out the referral form. We have two interpretation options for those with limited English proficiency:

1- Drivers have access to Language Link interpretation service. This service requires the driver to know the language being spoken, so it is important that we have this information in advance. If the driver isn't available to answer the phone when a rider calls, they will return the call to the number a message was left from, so it is important that riders can receive a call back at that number and that they answer. If the driver is available to answer the phone when a rider calls, they will need to call the interpreter while the rider is on the phone, so it is important that riders know to stay on the line while the driver contacts the interpreter.

2- Google Translate is a great, free tool for those with texting capability, as the driver can easily copy and paste the text and translate it with no need to get an interpreter on the phone or know the language being texted.

# BOOKING

**How soon in advance does a ride request need to be made?**

Answer: Rides are booked the day of the trip in a first come first serve order. Riders are encouraged to make ride request as soon as they know they have a travel need. Calls or texts prior to 7am will not be responded to.

**How soon after a ride request is made will the driver arrive?**

Answer: This varies depending on many factors. It could be immediately, it could be hours if the driver isn't available. If a trip is needed at a specific time, we highly suggest calling right away in the morning.

# BOOKING

**Can a ride be made in advance for a medical appointment?**

Answer: Trips can be made starting at 7am the day of the trip. We do not take reservations prior to 7am.

**We are a referring provider, do we still need to fill out referral forms?**

Answer: Yes, each rider will need to complete the one time referral form. Form is used to collect aggregate data for the Department of Treasury for program funding, so a form is required for all riders. Riders are not, however, required to provide all information. If they feel uncomfortable answering a specific question, that is ok.



# BOOKING

## Can I make a ride request by text?

Yes, please provide the driver with your name, pick up address, drop off address, and desired pick up time. Driver will respond back letting you know if the ride was scheduled.

## What if I made a ride request and I did not hear back from the driver?

It may take a driver up to 30 minutes to respond to a request by phone or text if they are driving. If you don't hear back within 30 minutes, contact SEATS at 319-339-6128 and ask to speak to a supervisor.

# FARE

\$5

# FARE

## Is exact change required?

Yes. Exact fare is required each time you board the vehicle. We accept cash and agency purchased tickets.

## Can our agency distribute tickets?

Tickets can be purchase in advance by contacting Dawn Alam [dalam@johnsoncountyiowa.gov](mailto:dalam@johnsoncountyiowa.gov) or calling SEATS at 319-339-6128. If you require an invoice, we can create an invoice for you. You can pick up tickets at our office between 730AM and 4PM Monday-Friday. We currently only accept cash and checks.

# FARE

## Can we pay after the driver drops off a rider?

We will allow agencies who have pre-purchased tickets or are covering a riders fare in cash/check to give the tickets/exact change to the driver upon arrival. This will only be allowed when agencies call in a request on behalf of a rider.

# GUEST AND CHILDREN



## GUEST AND CHILDREN

**Are minors able to use the service?**

Yes, minors can ride as a guest and must pay \$5 fare. If a minor is the person being referred, we will require a guardian to ride with them (for free) if they are under the age of 7.

**My child is riding with me. Do I need to provide a car seat? Can the driver install it for me?**

Age appropriate car seats must be provided for the child and installed by the child's guardian. Our drivers are not trained on car seats installation.



## GUEST AND CHILDREN

**Can I bring a friend/guest with me?**

Answer: Yes, you can bring a guest, if space allows. Let the driver know at booking. Guest will also pay the \$5 fare.

**Can a person with a disability bring an attendant?**

Answer: Attendants are free for those using SEATS Paratransit service. Same Day On Demand service does not allow free 'attendants', however guests can ride along with a rider. All riders must pay a \$5 fare to board the vehicle. If a rider requires an attendant, we highly suggest applying to SEATS paratransit service, as it will better meet their needs.

# SERVICE INTERRUPTIONS



# SERVICE INTERRUPTIONS

**What if there is bad weather, how do I know if Same Day On Demand service is operating?**

Answer: We announce service cancellations via KCRG and Johnson County social media accounts. If SEATS rural service is cancelled, we will also not operate Same Day On Demand service in rural areas. You can also call or text the driver at any time between 7am-5pm. The phone is staffed 7-5 Monday to Friday, except for Johnson County holidays.

**What if I miss my ride?**

Answer: Call the driver to see if they are available to get you later. We cannot guarantee you an alternate ride if you miss your scheduled ride. Excessive missed rides may result in loss of service.

# SERVICE INTERRUPTIONS

## What if Same Day On Demand service is unable to fulfill my ride request?

Answer: Contact Kelly Schneider to discuss options. This may include private pay or alternative options such as:

- Accessible transportation business (Care Ambulance, Fast Trans)
- Local transportation services (CPS, Anaman Concierge Service)
- Public Transit (if applicable)
- Senior transportation programs (Aging Services, Trail, RSVP)
- Taxi
- Uber or Lyft

# OTHER





## OTHER

**Can I bring my groceries on to the van?**

Answer: Yes. However, we do have a carry on policy that limits allowable items. Any item that is too large to see around and/or too awkward for one person to carry through the vehicle doorway without continued readjustments will not be transported. We will transport only what the driver and the passenger (along with their companions or attendant) can carry on the vehicle in one trip with a maximum of eight bags and/or total twenty pounds.

**I have a wheelchair, is the van accessible?**

Answer: Yes, the minivan is accessible and drivers are trained to accommodate various mobility devices



# OPEN QUESTIONS





# THANK YOU!



[SEATSARPA@JOHNSONCOUNTYIOWA.GOV](mailto:SEATSARPA@JOHNSONCOUNTYIOWA.GOV)



[WWW.JOHNSONCOUNTYIOWA.GOV/SAMEDAY](http://WWW.JOHNSONCOUNTYIOWA.GOV/SAMEDAY)