ADA Service Criteria:
Measuring Compliance
with Capacity Requirements
for ADA Complementary Paratransit

June 1998

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1. Report No. NUTI4-USF-7	2. Government Accession No. (NTIS)	3. Recipient's Catalog No. UMTRiSFTA Section
4. Title and Subtitle ADA SERVICE CRITERIA: MEASURING COMPLIANCE WITH CAPACITY REQUIREMENTS FOR ADA COMPLEMENTARY PARATRANSIT		5. Report Date June 1998
		6. Performing Organization Code
7. Author(s) Mathias, Rosemary G., and Lachance, Laura C.		8. Performing Organization Report No.
9. Performing Organization Name and Address National Urban Transit Institute Center for Urban Transportation Research, College of Engineering, University of South Florida, 4202 E. Fowler Ave., CUT 100, Tampa, FL 33620		10. Work Unit No. (TRAIS)
		11. Contract or Grant No. DTRS93-G-0019
12. Sponsoring Agency Name and Address Research & Special Programs Administration U.S. Department of Transportation 400 7th Street, SW, DUR-1, Room 8417 Washington, DC 20590-0001		13. Type of Report and Period Covered
		14. Sponsoring Agency Code

15. Supplementary Notes
Supported in part by a grant from the U.S. Department of Transportation University Research Institute Program

16. Abstract
This report assesses the extent to which transit agencies, particularly in Florida, measure and monitor compliance with service capacity constraint requirements associated with the complementary paratransit provisions of the Americans with Disabilities Act of 1990 (ADA). In particular, this study examines four types of service indicators, as suggested by the *ADA Paratransit Handbook* published in 1991: (1) travel time, (2) missed trips, (3) trip denials, and (4) on-time performance. The report also includes information about passenger policies with respect to no-shows, trip cancellations, and ADA eligibility determination. The results show that most systems in Florida self-report they meet the ADA complementary paratransit requirements. However, of the four measures analyzed, on-time performance emerges as an area of potential concern. Specifically, some systems report they measure on-time performance as a function of pick-up times, while others use drop-off or appointment times. In practice, the best approach is to measure both pick-up and drop-off times to ensure that passengers are being picked up within the established pick-up window AND dropped off on-time for appointments. Additional work needs to be done to ensure that service compliance is measured on an ongoing basis and that the appropriate data are being collected to document compliance.

17. Key Words ADA, paratransit, capacity constraints	18. Distribution Statement Report available to the public through the National Technical Information Service (NTIS) 5285 Port Royal Road Springfield, Virginia 22161 (703) 487-4650		
19. Security Classif. (of this report) unclassified	20. Security Classif. (of this page) unclassified	21. No. of pages 70	22. Price (NTIS)

Form DOT F 1700.7 (B-72)   **Reproduction of completed page authorized**

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Overview

The Americans with Disabilities Act (ADA) was passed in 1990 (42 U.S.C. 12101-12213). One year later, the U.S. Department of Transportation (USDOT) issued its final rule implementing the transportation provisions of the ADA (49 CFR Parts 27, 28, and 38), which, among other things, required that each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system (§37.121). The regulations established ADA eligibility standards for complementary paratransit service (§37.123), and a process for determining ADA eligibility (§37.125).

Further, the ADA regulations required that (by January 26, 1997) complementary paratransit be provided according to six service criteria including: (1) service area, (2) response time, (3) fares, (4) trip purposes, (5) hours and days of service, and (6) capacity constraints (§37.131). With respect to capacity constraints, the ADA states:

> The entity shall not limit the availability of complementary paratransit services to ADA paratransit eligible individuals by any of the following: (1) Restrictions on the number of trips an individual will be provided, (2) Waiting lists for access to the service, or (3) Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons (§37.131(f)(1)-(3)).

This research project was aimed at addressing the issue of operational patterns and practices that might limit service availability, which includes capacity constraints resulting in (A) Substantial numbers of significantly untimely pickups for initial or return trips, (B)

Substantial numbers of trip denials or missed trips, (C) Substantial numbers of trips with excessive trip lengths   (§37.131(f)(3)(A-C))[1].

This report includes the results of research conducted to determine the extent to which transit agencies, particularly those operating in Florida, are measuring and monitoring their compliance with ADA complementary paratransit service provisions, particularly capacity constraints. This research was viewed as a pilot study, which could be refined and adapted for national-level use later. This report includes a brief literature review, and a documentation of the findings from interviews conducted with all of Florida s public transit agencies to assess how they track and report compliance with ADA service criteria requirements, particularly capacity constraints. It also includes a discussion of ADA eligibility determination procedures being used throughout the state, along with recommendations for future research.

Appendix A contains excerpts from the *ADA Implementation Handbook* (Thatcher and Gaffney 1991), which pertains to capacity constraints. Appendix B shows a copy of the discussion guide used to gather information from Florida s transit properties. Appendix C includes excerpts from the *ADA Paratransit Handbook* (Thatcher and Gaffney 1991), which pertain to ongoing evaluation.

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[1]The regulations do not define the term,   substantial.

Background

During the first six years following passage of the ADA, much of the attention was focused on developing and implementing ADA complementary paratransit plans. The *ADA Paratransit Handbook* (Thatcher and Gaffney 1991), published by the U.S. Department of Transportation (USDOT) Urban Mass Transportation Administration (UMTA), provides a detailed interpretation of the ADA regulations and has been widely used and cited by transit agencies when developing their ADA plans during the 1990s. The *Handbook* continues to be used as a resource document and served as a logical starting point for this research project.

Now that the deadline has passed for reaching full compliance with the ADA paratransit service requirements (January 26, 1997), many transit systems are turning their attention toward refining service delivery and finding ways to stretch limited resources to provide as much service as possible, given available funding. The *ADA Paratransit Handbook* includes a description of service capacity constraints and suggests measures and standards that could be used to monitor adherence to service capacity requirements. Excerpts from the *Handbook* are included in Appendix A, and were provided to the transit agencies before the interviews were conducted for this study.

Another study, conducted by the Disability Rights Education and Defense Fund (DREDF), included an early evaluation of how well transit agencies were complying with the ADA (DREDF 1996). The DREDF study included surveys of key stakeholders, including transit agencies, disability organizations, and consumers. It also contained information based on a review of ADA Plans to assess their effectiveness in describing the level of compliance with ADA requirements. With respect to capacity constraints, DREDF reported:

> The Plan comparisons found that many service problems are not reported in the Plans, including service-related issues that are difficult to quantify, and those that are not explicitly prohibited by the ADA, but that nevertheless have a dramatic impact on the riders experience of the paratransit system . . . The

issues . . . while not flagrant violations of the ADA regulations, indirectly have a potentially significant impact on the cost difficult area of ADA compliance, that of capacity constraints. The cumulative effect of these user-unfriendly practices is that a substantial proportion of the registrants may become discouraged riders.   Since it is very difficult, if not impossible, to quantify the levels of discouraged ridership, this factor calls into question the reliability of reported compliance with the capacity constraint service criterion. [DREDF 1996:viii]

Summary of Findings

Florida has 20 public transit agencies (see Figure 1 and Table 1). Three systems were not included in this study (Bay, Indian River, and Tri-Rail) because they are not operated as traditional fixed-route systems. This section summarizes the findings from the responses provided by the 17 transit agencies and community transportation coordinators (CTC) involved in the provision of ADA complementary paratransit service with the 3/4 mile corridor surrounding its fixed-routes.

With this observation in mind, this study set out to examine how Florida's public transit agencies measure and monitor compliance with the capacity constraint criterion of the ADA. The study included telephone interviews with each transit agency and community transportation coordinator (CTC) involved in the provision of ADA complementary paratransit service. Along with a review of ADA plans for each transit agency. Besides documenting whether transit agencies say they met ADA capacity constraint requirements, the purpose of this study was to look at how transit agencies track and monitor their compliance and to suggest possible best practices for tracking these important service standards.

FLORIDA'S FIXED-ROUTE TRANSIT SYSTEMS

(Map labels: ECAT, TALTRAN, BAY, JTA, RTS, VOTRAN, LYNX, SCAT (Brevard), HART, LAMTD, PSTA, INDIAN RIVER, MCAT, SCAT (Sarasota), Lake Okeechobee, PALMTRAN, LEETRAN, BCT, TRI-RAIL, MDTA, KWDOT)
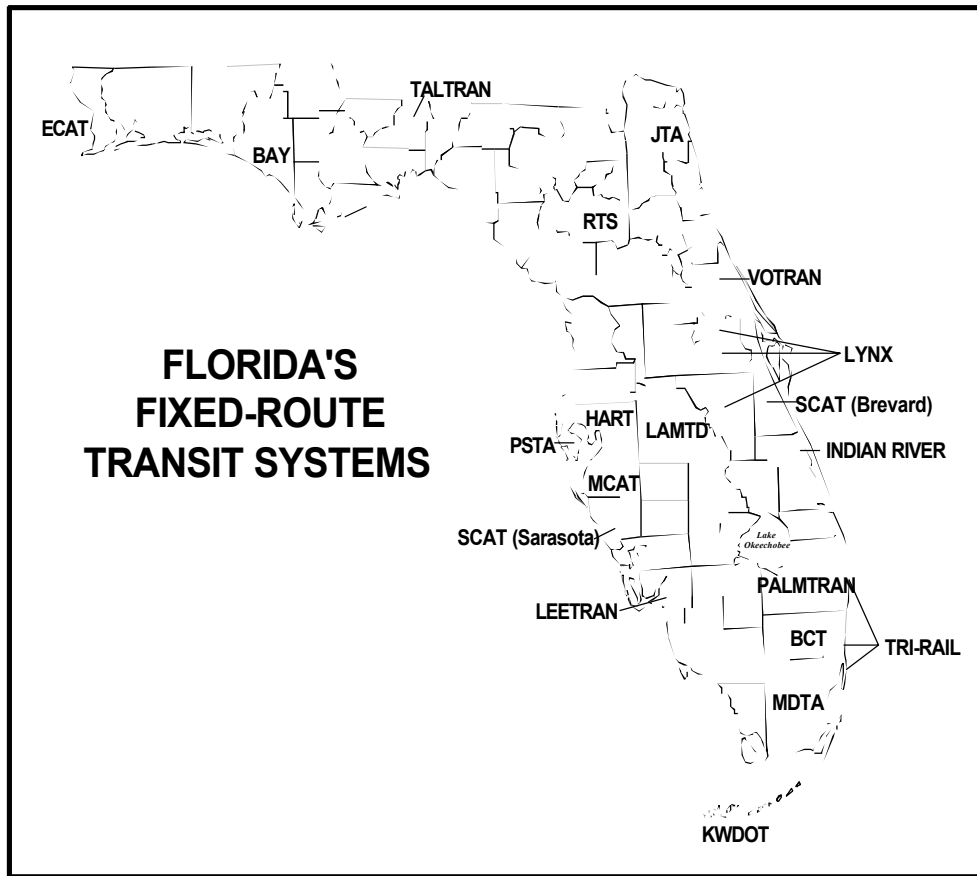
Figure 1   Florida s Fixed-Route Transit Systems

Table 1
Florida s Public Transit Agencies

Map Abbreviation	Transit Agency
Bay*	Bay County Council on Aging Transportation
BCT	Broward County Transit
ECAT	Escambia County Area Transit
HART	Hillsborough Area Regional Transit
Indian River*	Indian River County Council on Aging
JTA	Jacksonville Transit Authority
KWDOT	Key West Department of Transportation

Map Abbreviation	Transit Agency
LAMTD	Lakeland Area Mass Transit District
LeeTran	Lee County Transit
Lynx	Central Florida Regional Transit Authority
MCAT	Manatee County Area Transit
MDTA	Miami-Dade Transit Agency
Palm Tran	Palm Beach County Transportation
PSTA	Pinellas Suncoast Transit Authority
RTS	Regional Transit System (Gainesville)
SCAT	Sarasota County Area Transit
SCAT	Space Coast Area Transit
TalTran	Tallahassee Transit
Tri-Rail*	Tri-County Commuter Rail
VOTRAN	County of Volusia
* Not included in this study.	

All but one of Florida s transit agencies reported they were in compliance with the ADA by January 26, 1997, as required by the ADA regulations. One system   Hillsborough Area Regional Transit Authority   asked the Federal Transit Administration (FTA) for a waiver for undue financial burden and was denied. HART is currently operating under a Voluntary Compliance Agreement (VCA), negotiated with FTA. HART reports it is now meeting the ADA complementary paratransit requirements.

Service Characteristics

Each of Florida s 67 counties has a designated community transportation coordinator, which is responsible for overseeing the coordination of services for persons who are transportation disadvantaged (TD) in each of their service areas. There are 53 CTCs (some CTCs include multiple county service areas). Typically, the CTC also coordinates ADA complementary paratransit services, along with other services for the TD population (e.g., Medicaid transportation and transportation provided under the Work and Gain Economic Self-sufficiency (WAGES) program).

All 17 transit agencies provide ADA complementary paratransit service. About two-thirds (11) of them provide this service through the coordinated transportation system. The other one-third provide ADA complementary paratransit service that is not coordinated with the local CTC. The breakdown is as follows:

- Six transit agencies coordinate their own ADA complementary paratransit service and serve as the local CTC

  - Broward County Transit
  - Central Florida Regional Transit Authority (LYNX)
  - Manatee County Area Transit
  - Miami-Dade Transit
  - Space Coast Area Transit
  - Volusia County (VOTRAN)

- Five transit agencies contract with the local CTC to coordinate their ADA complementary paratransit services

  - Escambia County Area Transit contracts with Intelitran/COMSIS Mobility Services
  - Hillsborough Area Regional Transit Authority contracts with Hillsborough County
  - Jacksonville Transit Authority contracts with Intelitran/COMSIS Mobility Services
  - Lee County Transit contracts with Intelitran/COMSIS Mobility Services
  - Sarasota County Area Transit contracts with Senior Friendship Centers

- Six transit agencies are the ADA service coordinators, but not the CTC

  - Gainesville Regional Transit System (although initial call intake is through the CTC)
  - Key West Department of Transportation
  - Lakeland Area Mass Transit District
  - Palm Tran
  - Pinellas Suncoast Transit Authority
  - TalTran

This distribution suggests that using the existing CTC to provide ADA complementary paratransit services may be advantageous for transit agencies. This observation is not surprising, given the potential overlap between the ADA-eligible and TD-eligible passengers (i.e., persons with disabilities who cannot use fixed-route transportation services, even if they are accessible). By combining programs, greater operating efficiencies may be realized, and there may be less duplication and fragmentation of service.

Usually, paratransit service is only offered in the 3/4-mile service area surrounding fixed routes, the minimum required by the ADA. A few transit agencies have expanded the service area to include the entire county (e.g., Sarasota County Area Transit) or within the entire urban area (e.g., MDTA and TalTran).

Eligibility

The importance of developing and adhering to sound ADA eligibility procedures cannot be overemphasized. Proper eligibility determination is the key to a system s ability to manage demand and provide all needed ADA complementary paratransit trips. The ADA regulations list standards for determining who is eligible for ADA complementary paratransit service (§37.123) and the process for determining eligibility (§37.125).

In Florida, all transit agencies have a written application process used to determine a passenger s eligibility to use ADA complementary paratransit service. However, there is considerable variation in the application form and whether additional certifications are needed from medical or social services professionals. At least one system Escambia County is in the process of recertifying its ADA-eligible passengers. Another Volusia County recently revised its ADA application procedure to reflect more stringent eligibility guidelines. Most transit agencies perform the ADA certifications themselves, although a few allow the CTC to certify ADA-eligibility (e.g., Jacksonville Transit Authority).

Beyond the simple determination of whether a person is eligible to use ADA complementary paratransit, transit agencies may develop conditional or trip-by-trip eligibility for those passengers who can use fixed-route service for some trips, but require paratransit for other trips (EG&G Dynatrend 1993). For example, a person who is blind may be able to ride a fixed-route bus to and from work, but may not be able to use bus service for shopping trips because of environmental barriers (such as the need to cross a busy street without traffic signals). By including a mechanism for determining trip-by-trip or conditional eligibility, transit agencies can optimize use of the paratransit service for those who really need the trips. Some transit agencies (e.g., Miami-Dade Transit Agency) provide free fixed-route bus service for persons who are eligible for ADA complementary paratransit service as an incentive to use the bus. Other transit agencies said that trip-by-trip or conditional eligibility

was not needed because it was too burdensome given the relatively small numbers of trips involved.

Capacity Constraints

Besides eligibility requirements, the ADA regulations establish six service criteria for ADA complementary paratransit service (§37.131): (a) service area, (b) response time, (c) fares, (d) trip purpose restrictions, (e) hours and days of service, (f) capacity constraints. Of interest here is the last criterion:

> *(f) Capacity Constraints.* The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following: (1) Restrictions on the number of trips an individual will be provided; (2) Waiting lists for access to the service; or (3) Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.
>
> (i) Such patterns or practices include, but are not limited to, the following: (A) Substantial numbers of significantly untimely pickups for initial or return trips; (B) Substantial numbers of trip denials or missed trips; (C) Substantial numbers of trips with excessive trip lengths.

Thus, the ADA requires transit agencies to accommodate virtually all trips requested by ADA paratransit eligible patrons that fall within the complementary paratransit service standards. Any patterns or practices that discriminate against ADA complementary paratransit patrons will be deemed a violation of the ADA and could result in litigation.

The purpose of this study was to discover how transit agencies in Florida are tracking and monitoring adherence to the capacity constraints requirements of the ADA. To answer that question, CUTR interviewed ADA coordinators from each of the 17 transit agencies included in this study. When appropriate, CTC managers also were interviewed. In preparation for the interviews, CUTR provided information from the *ADA Paratransit Handbook*, published in 1991, to each ADA coordinator (see Appendix A). The materials included excerpts from the *Handbook* relating to measuring and monitoring capacity constraints.

Table 2 shows the suggested criteria for analyzing possible paratransit capacity constraints. These criteria were selected because they are widely circulated, and relatively easily measured and monitored. Included in the table are level of service indicators (i.e., travel time, missed trips, trip denials, and on-time performance), suggested measures for each, and a comparative fixed-route standard. This table formed the basis for the interviews with ADA coordinators and CTCs.

Overall, Florida transit agencies report they believe they are in compliance with the capacity constraints provision of the ADA. However, based on the interviews conducted for this study, many systems do not routinely monitor their adherence to the service standards set forth in the ADA, which could lead to problems in the future. If transit agencies do not have adequate documentation or the means to retrieve information about ongoing service provision, they could be at a distinct disadvantage. For example, if a passenger files a grievance that he or she has consistently been denied trips to a certain destination or at a particular time of day, the transit agency will need to be able to document the occurrence of any trip denials and prove there has been no pattern or practice of discrimination.

Besides the need to be able to respond to individual grievances, by monitoring and tracking compliance with these and other service measures, transit agencies will be better able to respond proactively to service problems before they become an issue for customers.

Table 2
Possible Paratransit Capacity Constraint Indicators

Level of Service Indicator	Measure	Standard
Travel time	Time between pick-up and drop-off	Compare to fixed route travel time (same, twice, etc.)
Missed trips	Percent of one-way trips canceled by the provider plus trips provided too late for a rider to meet appointment.	Compare to percent of fixed route runs canceled.
Trip denials	Number of one-way trips unable to be scheduled	Compare to unmet fixed route need; potential trips on routes that could be justified by projected fare recovery but are unfunded.

Level of Service Indicator	Measure	Standard
On-time performance	Percent of trips provided within a given window of time (± 15 minutes, ±30 minutes, etc.)	Compare to fixed route schedule adherence, or define the window as a percent of fixed route headway (e.g., half the headway).
Source: *ADA Paratransit Handbook* (Thatcher and Gaffney 1991): p. 5-9.		

Travel Time   The measure for travel time is the elapsed time from when a passenger is picked up and dropped off. The suggested standard is to consider the travel time required for fixed-route service from the same origin to the same destination to determine whether the paratransit service travel time is comparable. The definition of comparable is left up to local systems (i.e., whether travel time should be the same as for fixed-route, twice as long or another length of time).

In Florida, more than half (9) the transit agencies use a maximum ride time standard, which ranges from one hour (ECAT, LAMTD, MCAT, Space Coast Area Transit, TalTran) to two hours (Palm Tran). Several others use a combination of times. For example, Sarasota County Area Transit has a one-hour standard for urban area trips and allows up to 1.5 hours for rural trips). VOTRAN allows one hour for local trips and two hours for cross county trips. HART allows for up to 1.5 hours or the length of time it would take by fixed route, whichever is longer.

Three other systems base their travel times on the time the same trip would take on fixed-route transit (e.g., JTA). Others use a multiplier based on fixed-route trip length. For example, BCT allows the paratransit trip to be twice as long as the same trip on fixed-route; LeeTran allows a paratransit trip to be 1.5 times as long as the equivalent fixed-route trip. Finally, two systems   LYNX and MDTA   base their travel times on the average system speed (12 mph) used for fixed-route. Three transit agencies   RTS, KWDOT, and PSTA   do not have standards for travel time. Most transit agencies indicated that travel time in comparison to fixed-route service is not usually an issue for paratransit because of the relatively large, low density service areas, which have slow fixed-route service.

Measuring travel times is typically based on arrival and departure times reported by drivers on daily manifests. If these data are reconciled into the computer each day, the transit

agency will have the data needed to generate travel time statistics. All but one system
KWDOT   have computerized scheduling software; however, most agencies reported they
were not able to generate this type of report. Newer software programs can generate these
reports. Sometimes, the data may be present, but not formatted for automatic report
generation. In these cases, transit agencies should consider running periodic reports to track
travel time for trips during different days and hours of service to spot check for problems
that could result in patterns of excessive travel times. Schedule adjustments or additional
vehicles may be needed to remedy these types of problems. Those systems that do not have
standards for travel time should establish them and monitor adherence regularly.

On-time Performance -- On-time performance refers to a system s ability to pick-up and
drop-off passengers within prescribed windows of time. The pick-up window is based on
the scheduled pick-up time, plus or minus a predetermined number of minutes. Another
aspect of on-time performance is whether the passenger arrived on-time to his or her
destination. Thus, on-time performance measures and standards should consist of both
pick-up and drop-off times.

In Florida, more than half the transit agencies (9) have established a 30- or 60-minute pick-
up window surrounding the scheduled pick-up time. For example, BCT, LYNX, Lee Tran,
Manatee, Space Coast Area Transit, and VOTRAN have defined a pick-up window as 15
minutes before or after the scheduled pick-up time; ECAT, RTS, and Palm Tran use a
window of 30 minutes before or after. Six other agencies allow pickups after the scheduled
pick-up time, but not before. For example, KWDOT has a 5-minute pick-up window after
the scheduled pick-up time; LAMTD has a 10-minute window; MDTA and PSTA have a
15-minute window; TalTran has a 30-minute window, and Sarasota has a 60-minute
window. One other system   HART   allows pickups within 90 minutes of the
scheduled pick-up time for 95% of the time. This standard does not appear to meet the
intent of the ADA, with respect to the 60-minute negotiated pick-up time or the built-in
standard of less than 100% compliance. JTA does not have an established pick-up window,
but requires on-time drop-offs based on appointment times 95% of the time. Again, the
95% drop-off standard may be problematic.[2]

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[2]It may be that ADA coordinators were responding to contractual requirements for liquidated damages
(i.e., liquidated damages are assessed to carriers if the 95% on-time performance standard is not met. This is
not the same as setting a 95% standard for performance; however, systems may wish to be sure they are

With respect to on-time drop-offs, only a few systems have stated standards for drop-offs. This may be because there is an implication that trips should be dropped off on or before the scheduled appointment/drop-off time. However, this distinction is not clear from the interviews. RTS allows for a 40-minute drop-off window — 20 minutes before or after the scheduled drop-off time. HART allows passengers to be dropped off up to 10 minutes after their scheduled drop-off time. JTA considers a trip on time as long as the passenger is dropped-off on or before the scheduled drop-off time, regardless of when the passenger was picked-up.

Again, these data may be easily tracked, particularly by more sophisticated software packages. Although many systems do not appear to track these statistics on a regular basis, the information is critical when considering adherence to ADA requirements, as well as good management practice. Tracking both a passenger s on-time pick-up and on-time drop-off is necessary. It does not matter if a passenger was picked up on time, but missed a doctor s appointment because of a late arrival.

Missed Trips -- Missed trips refer to trips that are not delivered by the paratransit operator or are canceled by the operator. These trips are not the result of a passenger no-show. Most Florida transit agencies reported few missed trips and no patterns of missed trips. Missed trips are tracked in a variety of ways. Some transit agencies do not track them at all (e.g., RTS, KWDOT, LAMTD, Lee Tran, MCAT). Others do not have missed trips because they will pick-up the passenger even if it is very late (e.g., Lynx). Several define a missed trip as occurring when a driver is more than 60 minutes late for a pick-up (e.g., ECAT, Palm Tran, PSTA, and VOTRAN). HART defines a missed trip (for carrier contracts) as whenever a passenger arrives more than 10 minutes after the scheduled appointment time. Both HART and Sarasota County Area Transit have trouble distinguishing between canceled and missed trips because of software limitations or because some missed trips are reassigned to another vehicle and the original missed trip is wiped out of the system. JTA has a standard that 95% of trips must be on-time; again, such a standard may be problematic for ADA capacity constraint documentation.

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clear about what is a standard and how liquidated damages area assessed.

Trip Denials -- Trip denials occur when a trip cannot be scheduled. Most of the systems reported they do not have any ADA complementary paratransit trip denials. Only a few systems reported sporadic trip denials, but said they had not observed a pattern of trip denials or the service request had been beyond the ADA service area or outside normal operating hours.

Cancellations and No-shows

Passenger cancellations and no-shows can waste valuable system resources and diminish service capacity. Most Florida transit agencies have published cancellation and no-show policies; however, the degree to which these policies are enforced varies. With respect to cancellations, 11 Florida transit agencies permit passengers to cancel a trip up to 1 or 2 hours in advance without penalty. LYNX requires cancellations 4 hours prior to the scheduled trip, and two (Space Coast Area Transit and VOTRAN) require 24 hours notice. Two transit agencies allow a cancellation within 10 minutes of the start of the pick-up window (LAMTD and Sarasota County Area Transit); one allows passengers to cancel anytime before a vehicle arrives (LeeTran).

Most transit agencies have a progressive discipline policy consisting of verbal warning(s), written warning(s), and service suspension if passengers have repeated no-shows or late cancellations. Most base their no-show sanctions on the number of no-shows during a specified period of time. Some systems have policies, but do not enforce them. One system found that no-shows were significantly reduced once it sent written warnings to passengers that the policy would be enforced in the near future.

Conclusions

Overall, Florida s transit agencies appear to be complying with the spirit of the ADA. The analysis suggests, however, that more work needs to be done to document and monitor service performance characteristics, particularly those related to service capacity constraints. Some transit agencies already collect the data, but do not analyze it on an ongoing basis. Others do not collect the data and would be at a distinct disadvantage if they were challenged by a disgruntled passenger. The newer scheduling and dispatching software contain many standard reports that capture these types of statistics. Older versions of the

larger software packages can usually be customized to produce ad hoc reports that would provide similar information.

These results suggest four other activities that should be undertaken to ensure that good quality service is provided to ADA complementary paratransit riders.

Performance measures   The *Paratransit Handbook* suggests a number of service statistics that should be monitored on an ongoing basis (see excerpts included in Appendix C). These performance measures may be used to monitor service quality and as a tool for service planning. Most are readily available   such as one-way trips requested, one-way trips scheduled, total one-way trips provided total one-way trips canceled, total no-shows, etc. Others require more detailed analysis   for example, trips originating in a certain community, trips by trip purpose, etc. Statistics that are more difficult to collect can be done periodically on a sampling basis.

Public involvement   The *Paratransit Handbook* reminds readers to include the public: It is important that you include consumers in the monitoring and evaluation of service. Provide a monthly operations report, including the above suggested statistics, to your consumer advisory committee   (Thatcher and Gaffney 1991:9-10). Consumers can be a system s best allies or its worst nightmare. Well-informed advisory committees that are actively included on an ongoing basis will not be as likely to overreact if there are service problems, and will help the transit agency to find solutions when problems arise.

Contractor compliance   Transit agencies that contract with operators to provide or broker ADA services should not rely solely on performance reports generated by their contractors. Transit agencies should monitor their contractors to ensure that information being recorded is important for the transit agency and is accurate, consistent with policies, and reflects what is really happening with service.

ADA and TD Trips   In Florida, most of the transit agencies coordinate ADA complementary paratransit services with transportation disadvantaged services, often using the same vehicles. It was beyond the scope of this project to analyze the interaction of these programs; however, it may be useful to review how eligibility criteria and funding mechanisms overlap and how the two programs and their funding agencies interact. It also

would be useful to determine how service characteristics compare for each program (i.e., fares, days and hours of service, service area, etc.), and whether adjustments in either program would benefit the provision of transportation services for persons who are TD and/or ADA eligible.

Florida Transit System Profiles

Most of the information for this report was gathered through semi-structured interviews with 17 of the transit systems ADA coordinators in Florida. A copy of the discussion guide is included in Appendix B. Before the interviews, the researchers faxed a memo to each transit agency to confirm the name of the appropriate person to be interviewed and to provide background information about the interviews. Copies of relevant pages from the *ADA Paratransit Handbook* (Thatcher and Gaffney 1991:5-8 - 5-10) were included with the original fax (see Appendix A).

Each interview lasted from 30 to 60 minutes, depending on the complexity of the system and the types of methods being used to track capacity constraints. Transit agencies were asked to provide documentation of their policies, and some were contacted a second time for clarification. The findings from each interview are summarized in this section. Each ADA coordinator was offered an opportunity to review the writeups before publication of this report. A synthesis and analysis of the findings follow.

Broward County Transit (BCT)

Transit System: Broward County Transit (BCT)

    Contact: Sylvia Smith

ADA Service Coordinator: BCT

    Contact: Ed Wisniewski

Community Transportation Coordinator: Broward County

    Contact: Ray Borlie

ADA Network Type:	partial brokerage	**1997 Fixed-route Trips:**	25,638,291
ADA Service Providers:	6	**1997 ADA Paratransit Trips:**	825,333
ADA Service Area:	3/4 mile	**1997 CTC Paratransit Trips:***	1,532,442
ADA Eligible Registrants:	19,000	**1997 % Accessible Fleet:**	97%

* Includes ADA complementary paratransit trips.

System Description

Broward County Transit (BCT) is a county department providing fixed-route transit. In addition to BCT, some smaller communities operate their own route or point deviation systems. Broward County Board is the community transportation coordinator (CTC). The CTC is responsible for eligibility and administration of ADA complementary paratransit services.

Broward County Paratransit Services operates TOPS (which stands for transportation options) for qualified persons with physical, cognitive or visual disabilities who are functionally unable to use the regular fixed-route bus service. The delivery of paratransit service is contracted to five for-profit companies and one nonprofit agency. ADA complementary paratransit service is provided within the required 3/4-mile corridor around BCT s fixed-routes.

In 1997, more than half (54%) of the paratransit trips coordinated by the CTC were for ADA complementary paratransit passengers. At that time, 97% of the fixed-route fleet was lift-equipped.

Eligibility Process

When someone calls for information about ADA complementary paratransit services, that person is sent an application form to determine eligibility. This application includes a medical verification requiring the signature of a physician. The completed form is returned to the County, and an in-person functional assessment is scheduled with the applicant. The evaluation procedure is contracted out to a local rehabilitation center, and the County pays for the trips to and from the facility. If approved, conditional eligibility may be granted for an applicant to use the ADA

paratransit services. Conditional eligibility may be granted for a variety of circumstances including certain destinations, times of day, etc. Temporary eligibility may also be granted.

Scheduling and Dispatching

Broward County currently uses MIDAS software (Multisystems, Inc.) to schedule ADA complementary paratransit trips. Each day, all trip data recorded by the transportation contractors are downloaded into this software program. From this information, monthly performance reports are produced and reviewed by County staff.

Capacity Constraint Indicators

Travel Time   Broward County s standard for travel time on ADA complementary paratransit trips is not more than twice the travel time for an equivalent fixed-route trip. This indicator is tracked by review of the monthly performance reports. Broward County has not experienced any constraints with travel time.

On-Time Performance   The pick-up window for the ADA complementary paratransit service is 15 minutes before or after the scheduled pick-up time (30 minutes total). This information is tracked by the scheduling software and is included in a monthly performance report that is reviewed to identify trends and patterns. To date, Broward County reports it has no pattern of failing to meet on-time performance.

Missed Trips   Broward County defines a missed trip as when the vehicle fails to show up to pick-up a customer. This information is tracked by the scheduling software and is included in a monthly performance report, which is reviewed to identify trends.

Trip Denials   Broward County defines a denied trip as a reservation that cannot be accommodated. Broward County reports that no ADA complementary paratransit trips have been denied.

Cancellations and No-Shows

Passengers must call two hours before the scheduled pickup time to cancel a trip. Any trip canceled after that time is considered a no-show. Broward County employs a progressive no-show policy using the following progression: telephone warning, written warning, and suspension.

Central Florida Regional Transit Authority (Lynx)

Transit System:		Central Florida Regional Transit Authority (LYNX)	
Contact:	Ron Jones		
ADA Service Coordinator:		LYNX	
Contact:	Ron Jones		
Community Transportation Coordinator:		LYNX	
Contact:	Dennis Dee		
ADA Network Type:	brokerage	**1997 Fixed-route Trips:**	16,843,468
ADA Service Providers:	4	**1997 ADA Paratransit Trips:**	132,498
ADA Service Area:	three counties	**1997 CTC Paratransit Trips:***	918,064
ADA Eligible Registrants:	2,578	**1997 % Accessible Fleet:**	89%

* Includes ADA complementary paratransit trips.

System Description

The Central Florida Regional Transit Authority (LYNX) provides fixed-route and paratransit service throughout the tri-county Orlando area (Orange, Osceola, and Seminole counties). LYNX also serves as the local community transportation coordinator (CTC), and coordinates, schedules, and dispatches trips provided in the ADA complementary paratransit system. These trips are provided by four service providers.

In 1997, approximately 14% of the paratransit trips provided through the CTC were for ADA complementary paratransit passengers. A that time, 89% of the fixed-route fleet was lift-equipped.

Eligibility Process

Eligibility for individuals using the ADA paratransit service is determined by LYNX. When a citizen calls LYNX to inquire about ADA paratransit services, that person is sent an application form. This application form must also be certified by a social service agency. The completed form is sent back to LYNX for eligibility determination. LYNX does not have a policy of conditional eligibility for ADA paratransit services, however, temporary eligibility is granted for tourists.

Scheduling and Dispatching

LYNX uses CTPS as its scheduling and dispatching software. This software was developed by Intelitran/COMSIS Mobility Services, Inc.

Capacity Constraint Indicators

Travel Time   LYNX standard for travel time on its ADA paratransit service is based on the average speed of the fixed-route service (12 miles per hour). Travel time has not been an issue for the paratransit services.

On-Time Performance   LYNX window for on-time performance is 15 minutes before and 30 minutes after the scheduled pick-up time. This information is monitored by taking a one-week sample of trips every three to four months and manually examining on-time performance. LYNX has not identified any patterns of late trips.

Missed Trips   LYNX does not have missed trips. The individual is always picked up even if the trip is very late.

Trip Denials   LYNX does not deny any ADA paratransit trips.

Cancellations and No-Shows

A passenger on the ADA complementary paratransit system must call four hours before the appointment time to cancel a scheduled trip. Any trip canceled after that time point is considered a no-show. LYNX employs a progressive no-show policy: after the first and second no-shows, the passenger is issued verbal warnings; after the third no-show, the passenger receives a written warning; after the fourth no-show, the service is suspended for two weeks.

Escambia County Area Transit (ECAT)

Transit System:		Escambia County Area Transit (ECAT)	
Contact: Ramona Covasas			
ADA Service Coordinator:		Intelitran/COMSIS Mobility Services, Inc.	
Contact: Les Solberg			
Community Transportation Coordinator:		Intelitran/COMSIS Mobility Services, Inc.	
Contact: Les Solberg			
ADA Network Type:	brokerage	**1997 Fixed-route Trips:**	1,553,496
ADA Service Providers:	1	**1997 ADA Paratransit Trips:**	36,544
ADA Service Area:	3/4 mile	**1997 CTC Paratransit Trips:***	367,096
ADA Eligible Registrants:	1,471	**1997 % Accessible Fleet:**	92%

*   Includes ADA complementary paratransit trips.

System Description

Escambia County Area Transit (ECAT) contracts with Intelitran/COMSIS Mobility Services, Inc., for ADA complementary paratransit service. The service is scheduled by Intelitran, but is provided by another transportation contractor, Paratransit Services of West Florida.

In 1997, 10% of the paratransit trips provided by the CTC were for ADA complementary paratransit passengers. A that time 92% of the fixed-route fleet was lift-equipped.

Eligibility Process

Intelitran determines eligibility for individuals using the ADA complementary paratransit service. When a potential passenger calls to inquire about ADA paratransit services, that person is sent an application form. This form includes a professional medical assessment, which must be completed. The completed form is sent back to Intelitran and a personal interview is scheduled with the individual to determine eligibility. An applicant may be granted full or conditional eligibility. Conditional eligibility may be based on weather, or trip origins and destinations. Intelitran is in the process of re-certifying everyone on the ADA paratransit rolls. The re-certification process includes a personal interview.

Scheduling and Dispatching

Intelitran uses its own customized software for scheduling and dispatching trips.

Capacity Constraint Indicators

Travel Time   ECAT s standard for travel time on ADA complementary paratransit trips is up to one hour. This performance measure is not tracked in the scheduling and dispatching software.

On-Time Performance   ECAT s ADA complementary paratransit service pick-up window is 30 minutes before or after the scheduled pick-up time. If an individual is picked up outside of this window, but not later than one hour on either side of the pick-up time, then the trip is considered late (or early). This information is tracked as an efficiency measure, which is produced by Intelitran in monthly performance reports. ECAT has not identified any patterns in late trips.

Missed Trips   If a vehicle arrives more than one hour after the scheduled pick-up time, the trip is considered a missed trip. This information is also tracked as an efficiency measure, which is produced by Intelitran in monthly performance reports.

Trip Denials   ECAT reports that it does not experience patterns of trip denials for ADA paratransit services. Trips are only denied when they are out of the service area or service time schedule, or if the trip is booked in the same day as travel and is not an emergency.

Cancellations and No-Shows

A passenger must call two hours before the scheduled pick-up time to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. ECAT employs a progressive no-show policy: after the second no-show, a letter of warning is sent to the rider; if a third infraction occurs within 60 days, the passenger is sent notification of suspension of service for 30 days. ECAT s current no-show rate for ADA complementary paratransit services is 2%.

Gainesville Regional Transit System (RTS)

Transit System:		Regional Transit System (RTS)	
Contact:	Brian Pessaro		
ADA Service Coordinator:		RTS (calls are brokered through CTS)	
Contact:	Brian Pessaro		
Community Transportation Coordinator:		Coordinated Transportation System (CTS)	
Contact:	Marion Mark		
ADA Network Type:	brokerage	**1997 Fixed Route Trips:**	2,169,183
ADA Service Providers:	1	**1997 ADA Paratransit Trips:***	5,657
ADA Service Area:	3/4 mile	**1997 CTC Paratransit Trips:****	195,348
ADA Eligible Registrants:	110	**1997 % Accessible Fleet:**	29%

*   Data for five months only; statistics were not separated from motor bus (fixed-route) prior to May 1997.
** Includes ADA complementary paratransit trips.

System Description

The Regional Transit System (RTS) operates fixed-route service in the Gainesville area. ADA complementary paratransit service is provided within the 3/4-mile corridor surrounding RTS fixed-routes. Coordinated Transportation System (CTS) is the designated community transportation coordinator (CTC) for Alachua County. CTS brokers paratransit trips for the transportation disadvantaged (TD) program and the ADA complementary paratransit service. CTS faxes a list of ADA complementary paratransit trip requests to the Regional Transit System. RTS then calls individuals requesting trips to schedule the pick-up times. RTS provides ADA complementary paratransit service using its own minibuses.

In FY 1997, CTS coordinated nearly 200,000 paratransit trips in Alachua County (Gainesville area), including 5,657 ADA complementary paratransit trips (ADA data are for five months only).

Eligibility Process

RTS determines eligibility for the ADA complementary paratransit services and provides that information to CTS for call-intake purposes. When someone calls to inquire about ADA complementary paratransit services, RTS sends the potential passenger an application form, which includes a professional verification section. The applicant contacts the Center for Independent Living, where a counselor schedules an appointment for an in-person assessment. The Center for Independent Living makes a recommendation to RTS regarding the applicant s eligibility. In addition to full eligibility, RTS grants conditional eligibility for a variety of circumstances including heat, allergies, etc. Temporary eligibility also may be granted. In 1997, of the 110 people registered for ADA complementary paratransit services in Alachua County, 13 (12%) were granted conditional eligibility.

Scheduling and Dispatching

RTS currently uses Dispatch Manager software to schedule ADA complementary paratransit trips. This software does not provide reports of summary data.

Capacity Constraint Indicators

Travel Time   RTS does not track travel time for its ADA complementary paratransit service.

On-Time Performance   The pick-up window for ADA complementary paratransit service is 30 minutes before or after the scheduled pick-up time (60-minute window), and 20 minutes on either side of the scheduled drop-off time (40-minute window). This information is tracked manually through a daily log, which is reviewed by RTS supervisors. To date, RTS reports that it has met on-time performance requirements.

Missed Trips   RTS does not have a definition for a missed trip ; all trips are picked up.

Trip Denials   RTS reports that it has not experienced any trip denials for ADA complementary paratransit service.

Cancellations and No-Shows

An ADA complementary paratransit passenger must call two hours in advance to cancel a scheduled trip. Any trip canceled within two hours of the scheduled pick-up is considered a no-show. After three no-shows in a 60-day period, a rider is suspended for 15 days.

Hillsborough Area Regional Transit Authority (HART)

Transit System:		Hillsborough Area Regional Transit Authority (HART)	
Contact:	Elba Lopez		
ADA Service Coordinator:		HART	
Contact:	Elba Lopez		
Community Transportation Coordinator:		Hillsborough County Board of County Commissioners	
Contact:	Edgar Martinez/Karen Smith		
ADA Network Type:	partial brokerage	**1997 Fixed-route Trips:**	7,924,075
ADA Service Providers:	2	**1997 ADA Paratransit Trips:**	12,826
ADA Service Area:	3/4 mile	**1997 CTC Paratransit Trips:***	848,440
ADA Eligible Registrants:	313	**1997 % Accessible Fleet:**	100%

*   Includes ADA complementary paratransit trips.

System Description

Hillsborough Area Regional Transit Authority (HART) operates fixed-route transit in Tampa, Temple Terrace, and in unincorporated areas of the County. The Board of County Commissioners (BOCC) is the designated local community transportation coordinator (CTC). The County operates service as a partial brokerage and provides ADA complementary paratransit service under a contract to HART. Service is provided through Share-A-Van (the County system) and National Medivan (a private operator). ADA complementary paratransit service is provided within the 3/4-mile service area.

In 1997, less than 2% of the paratransit trips coordinated by the CTC were for ADA complementary paratransit passengers. At that time, 100% of the fixed-route fleet was lift-equipped.

Eligibility Process

HART determines eligibility for ADA complementary paratransit service. When contacted by telephone, HART s ADA coordinator provides information about the program and sends out an ADA application guide with the eligibility certification form. At the same time, callers are counseled about other services available, such as HART s fixed-route bus service. A physician, social worker, or other professional must sign the ADA eligibility form to certify the nature of the person s disability. Conditional eligibility may be granted on a trip-by-trip basis; however, passengers are allowed to determine when they can and cannot use ADA complementary paratransit service. HART issues an identification card and notifies the County of the person s eligibility.

Scheduling and Dispatching

The County uses Intelitran s scheduling and dispatching software.

Capacity Constraint Indicators

The County tracks capacity constraint and other service characteristics on a sampling basis. Each month, schedulers review a week s worth of manifests to assess average travel time, on-time performance, and passenger no-shows and cancellations. Passenger complaints are directed to HART for resolution. HART works with the County on an ongoing basis to ensure that the system is compliant with ADA complementary paratransit requirements. The County prepares a monthly performance report for the Transportation Disadvantaged Local Coordinating Board, which includes performance measures on a systemwide basis.

Travel Time   The County s standard for travel time for all paratransit trips is 90-minutes or the time it would take to complete a trip via a fixed-route bus, whichever is longer. The County tracks travel time according to pick-up and drop-off times recorded by drivers on daily manifests, that are reconciled with the scheduled. On a monthly basis, schedulers scan the data for trips in excess of 90 minutes. They also check for travel time based on passenger complaints.

On-Time Performance   Ninety-five percent of the passengers must be picked up within 90 minutes of their scheduled pick-up times, and dropped off no later than 10 minutes after their scheduled drop-off times. The County tracks on-time performance according to pick-up and drop-off times recorded by drivers and reconciled into the scheduling program. Each month the scheduler reviews a week s worth of data to determine whether carriers have met the on-time performance requirement. Schedulers also check for on-time performance based on passenger complaints.

Missed Trips   In the past, missed trips were defined as trips that were not picked up between 30 minutes before and 30 minutes after the scheduled pick-up time. Since March 1998, missed trips are based on a carrier s failure to pick-up a passenger or the passenger arriving at his or her destination more than 10 minutes after the scheduled appointment time. Missed trips are recorded based on complaints received from passengers. In practice, it is sometimes difficult to distinguish between a missed trip and a late trip because the trip may have been reassigned to another driver, making it a late trip.

Trip Denials   Currently, there are approximately 70 ADA complementary paratransit trips per day; therefore, there are virtually no trip denials. In the event a trip is denied because of high demand during a particular time, the reservationist would record the trip denial in a log.

Cancellations and No-Shows

To be considered a cancellation, a paratransit passenger must call the system two hours before the pick-up window. A passenger who cancels with less than two hours notice will be credited with a no-show if the vehicle is already en route; otherwise, the trip will be credited as a cancellation. No-

shows and cancellations are noted on the drivers manifests and a no-show/cancellation report is run each month.

Jacksonville Transit Authority (JTA)

Transit System:		Jacksonville Transit Authority	
Contact: Phil Pumphrey			
ADA Service Coordinator:		Intelitran/COMSIS Mobility Services, Inc.	
Contact: Gerald Mauney			
Community Transportation Coordinator:		Intelitran/COMSIS Mobility Services, Inc.	
Contract: Joyce O Brien			
ADA Network Type:	brokerage	**1997 Fixed-route Trips:**	8,482,710
ADA Service Providers:	3	**1997 ADA Paratransit Trips:**	125,223
ADA Service Area:	3/4 mile	**1997 CTC Paratransit Trips:***	740,342
ADA Eligible Registrants:	9,040	**1997 % Accessible Fleet:**	46%
* Includes ADA complementary paratransit trips.			

System Description

Jacksonville Transit Authority (JTA) operates fixed-route service in Duval County. Intelitran/COMSIS Mobility Services, Inc., is the designated community transportation coordinator (CTC) for Duval County and brokers paratransit services--including ADA complementary paratransit services--to three transportation providers. ADA complementary paratransit service is provided within the 3/4-mile buffer around the fixed-route system. Passengers outside the 3/4-mile service area who used service before the initiation of ADA complementary paratransit service, are still served by the system.

In 1997, approximately 17% of the paratransit trips coordinated by the CTC were for ADA complementary paratransit passengers. At that time, 46% of the fixed-route fleet was lift-equipped.

Eligibility Process

Intelitran determines eligibility for using the ADA complementary paratransit service. When a citizen calls Intelitran to inquire about ADA complementary paratransit services, that person is sent an application form, which includes a medical certification that must be completed. The completed form is sent back to Intelitran and the applicant is either granted or denied ADA paratransit service. All approved applicants receive full eligibility to use paratransit services. JTA and Intelitran do not grant conditional eligibility.

Scheduling and Dispatching

Intelitran s customized software is used for scheduling and dispatching.

Capacity Constraint Indicators

Travel Time   JTA and Intelitran s standard for travel time for ADA complementary paratransit trips is the travel time that the trip would take on the fixed-route system. Measurement of this indicator is accomplished by tracking the complaints received. These complaints are noted by the recipients of the calls.

On-Time Performance   The standard for this measure is 95% on-time (i.e., no more than 5% of the trips may be late). If a client arrives at his or her appointment   on-time,   the trip is considered on-time, no matter when the passenger was picked up in relation to the scheduled pick-up time. However, if the client is picked up more than 30 minutes after the scheduled pick-up time for a return trip, the trip is considered late. The number of late trips is tallied monthly and compared to total trips provided. The results are published in the monthly report to the Local Board.

Missed Trips   The standard for this measure is 95% completed trips (i.e., no more than 5% of trips may be missed). A missed trip is defined as a trip that is not picked up at all. This indicator is measured by customer complaint. However, complaints for missed trips are infrequent.

Trip Denials   JTA and Intelitran define a trip denial as an eligible trip request that is not allowed because of funding (keeping in mind that ADA complementary paratransit trips are provided along with non-ADA trips). For FY 1997, the overall trip denial rate for Duval County was 6%. This information is tracked monthly in Intelitran s scheduling and dispatching software. There is no pattern to trip denials for ADA complementary paratransit trips.

Cancellations and No-Shows

A rider on Intelitran s ADA paratransit system must call one hour before the scheduled pick-up time to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. Intelitran has a progressive no-show policy, however, it does not enforce this policy due to difficulties of determining whether a trip is a no-show or a missed trip.

Key West Department of Transportation (KWDOT)

Transit System:		Key West Department of Transportation (KWDOT)	
Contact:	Myra Hernandez		
ADA Service Coordinator:		KWDOT	
Contact:	Myra Hernandez		
Community Transportation Coordinator:		Guidance Clinic of the Middle Keys, Inc.	
Contact:	Ray Frey		

ADA Network Type:	sole source	**1997 Fixed-route Trips:**	279,301
ADA Service Providers:	1	**1997 ADA Paratransit Trips:**	55
ADA Service Area:	Key West & Stock Island	**1997 CTC Paratransit Trips:***	11,329
ADA Eligible Registrants:	13	**1997 % Accessible Fleet:**	90%

* Does <u>not</u> include ADA complementary paratransit trips.

System Description

The City of Key West provides both the fixed-route and ADA complementary paratransit service (Special Transportation Outreach Program or STOP) for Key West and Stock Island. The ADA complementary paratransit service is provided with Key West Department of Transportation (KWDOT) vehicles.

Of all the paratransit trips provided in Monroe County during 1997, less than 1% were for ADA complementary paratransit service.

Eligibility Process

Eligibility for individuals using the ADA paratransit service is determined by the Key West Department of Transportation. When a citizen calls KWDOT to inquire about ADA paratransit services, that person is sent an application form. This form includes a professional assessment that must be completed. After the form is completed, the individual is instructed to call the KWDOT to schedule an appointment for an in-person interview. Eligibility is determined following the interview, and the individual, if eligible, is given an ID Card. KWDOT does not grant conditional eligibility for ADA complementary paratransit services.

Scheduling and Dispatching

KWDOT currently schedules all ADA paratransit trips manually. (Only 55 trips were provided in 1997.)

Capacity Constraint Indicators

Travel Time   Travel time is not tracked by KWDOT.

On-Time Performance   A trip is considered late if the vehicle is five minutes later than the scheduled pick-up time. On-time performance has not been a problem.

Missed Trips   KWDOT does not define a missed trip.

Trip Denials   KWDOT does not deny any ADA paratransit trips.

Cancellations and No-Shows

A rider must call one hour in advance to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. KWDOT employs a progressive no-show policy as follows: for the first no-show the rider is given a verbal warning, for the second no-show the rider is mailed a warning that they are violating program rules.

Lakeland Area Mass Transit District (LAMTD)

Transit System:		Lakeland Area Mass Transit District (LAMTD)	
Contact:	Kim Stopiak		
ADA Paratransit Coordinator:		LAMTD	
Contact:	Kim Stopiak		
Community Transportation Coordinator:		Polk County Board of County Commissioners	
Contact:	Donna Wulff		
ADA Network Type:	sole source	**1997 Fixed-route Trips:**	1,241,702
ADA Service Providers:	1	**1997 ADA Paratransit Trips:**	10,800
ADA Service Area:	transit district	**1997 CTC Paratransit Trips:***	354,644
ADA Eligible Registrants:	not reported	**1997 % Accessible Fleet:**	59%

* Does <u>not</u> include ADA complementary paratransit trips.

System Description

The transit agency in Polk County, Lakeland Area Mass Transit District (LAMTD), schedules, coordinates, and provides its own ADA complementary paratransit service. The Polk County Board of County Commissioners (BOCC) is the designated community transportation coordinator (CTC).

In 1997, 3% of the paratransit trips provided in Polk County were for ADA complementary paratransit passengers. At that time, 59% of the fixed-route fleet was lift-equipped.

Eligibility Process

Eligibility for individuals using the ADA complementary paratransit service is determined by Lakeland Area Mass Transit District. When someone calls the transit agency to inquire about ADA paratransit services, that person is sent an application form. The application includes a professional verification that must be completed by a physician, social worker or other professional. The completed form is sent back to the transit agency and eligibility is either granted or denied. LAMTD does not issue conditional eligibility.

Scheduling and Dispatching

LAMTD uses Intelitran/COMSIS Mobility Services , Inc., software to schedule ADA paratransit services.

Capacity Constraint Indicators

Travel Time LAMTD s standard for travel time on ADA paratransit trips is one hour. Information about travel time is included in reports produced by its scheduling software.

On-Time Performance   The pick-up window for LAMTD s ADA paratransit service is within 10 minutes of the scheduled pick-up time. A pick-up outside of this window is considered late. On-time performance is tracked by the scheduling software and is included in performance reports.

Missed Trips   LAMTD defines a missed trip as a trip in which the vehicle could not for whatever reason gets to a scheduled pickup (e.g., mechanical failure, mistake in scheduling, etc.). However, missed trips hardly ever happen. Information about missed trips is not tracked in its scheduling software.

Trip Denials   Occasionally, LAMTD denies ADA paratransit trips. However, there is no reported trend to the trip denials.

Cancellations and No-Shows

A passenger must call 10 minutes before the pick-up window to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. LAMTD employs a progressive no-show policy. Three no-shows in a six-month period will result in a 30-day suspension of service.

Lee County Transit (LeeTran)

Transit System:		Lee County Transit Division (LeeTran)	
Contact: Rebecca Garry			
ADA Service Coordinator:		Intelitran/COMSIS Mobility Services, Inc.	
Contact: David Hope			
Community Transportation Coordinator:		Intelitran/COMSIS Mobility Services, Inc.	
Contact: David Hope			
ADA Network Type:	brokerage	**1997 Fixed-route Trips:**	1,474,106
ADA Service Providers:	3	**1997 ADA Paratransit Trips:**	52,343
ADA Service Area:	3/4 mile	**1997 CTC Paratransit Trips:***	202,876
ADA Eligible Registrants:	300	**1997 % Accessible Fleet:**	61%

* Includes ADA complementary paratransit trips.

System Description

ADA complementary paratransit service is coordinated and brokered for LeeTran by Intelitran/COMSIS Mobility Services, Inc. Intelitran brokers the service to five transportation providers, including Lee County, which provides group ADA complementary paratransit trips using mid-sized buses. ADA complementary paratransit service is provided within the 3/4 mile buffer around the fixed-route system.

In 1997, 26% of the paratransit trips coordinated by the CTC were for ADA complementary paratransit passengers. At that time, 61% of the fixed-route fleet was lift-equipped.

Eligibility Process

Eligibility for individuals using the ADA complementary paratransit service is determined by LeeTran. When a citizen calls LeeTran to inquire about ADA paratransit services, that person is sent an application form. After returning the form, LeeTran may decide to send a similar form, an authorization form, to a physician to verify the information contained in the application. (In special circumstance, the applicant may also be required to have an in-person assessment to verify information.) After receiving both forms, LeeTran will decide either to grant or deny eligibility. If eligibility to use the ADA complementary paratransit service is granted, then the person is sent an identification card. Usually, the approved applicant will receive full eligibility for service; however, conditional eligibility may be granted on a case by case basis. Examples of conditional eligibility include service for wheelchair users in which they feel comfortable using the fixed-route service for most trips but will use paratransit for some specific trips. In this case they would receive a free fixed-route bus pass as an incentive to use the fixed-route system.

Scheduling and Dispatching

Intelitran s customized software is used for scheduling and dispatching.

Capacity Constraint Indicators

Travel Time   LeeTran and Intelitran s standard for travel time on ADA paratransit trips is 1.5 times the travel time of the same trip on the fixed-route system. Travel time is tracked by Intelitran through the scheduling software. It is not tracked as a separate characteristic but as a factor of on-time performance. To analyze this data, Intelitran annually performs an evaluation of the paratransit system and extracts multiple random days for analysis of on-time performance.

On-Time Performance   The pick-up window for Intelitran s ADA paratransit service is 15 minutes before the scheduled pick-up time and 15 minutes after the return time. If an individual is picked up outside of this window, the trip is considered late. This information is tracked in an annual evaluation report produced by Intelitran. Information in this report is obtained from comparing the scheduled pick-up time with the actual pick-up time for all trips within a random number of days. The systemwide goal is to achieve 85% on-time performance. In the last evaluation the system achieved 89% on-time performance.

Missed Trips   Intelitran does not define missed trips.

Trip Denials   Trips on the ADA paratransit system are not denied due to capacity constraints.

Cancellations and No-Shows

A rider on the ADA complementary paratransit system must call before the vehicle arrives to cancel a scheduled trip. Any trip canceled after the vehicle arrives at the pick-up point is considered a no-show. Intelitran uses door hangers to inform riders when they have logged a no-show. However, Intelitran does not enforce a punitive no-show policy for persons who have multiple no-shows.

Manatee County Area Transit (MCAT)

Transit System:		Manatee County Area Transit (MCAT)	
Contact: Peter Gajdjis			
ADA Service Coordinator:		MCAT	
Contact: Peter Gajdjis			
Community Transportation Coordinator:		MCAT	
Contact: Peter Gajdjis			
ADA Network Type:	sole source	**1997 Fixed-route Trips:**	650,454
ADA Service Providers:	1	**1997 ADA Paratransit Trips:**	6,365
ADA Service Area:	3/4 mile	**1997 CTC Paratransit Trips:***	258,413
ADA Eligible Registrants:	136	**1997 % Accessible Fleet:**	100%

* Includes ADA complementary paratransit trips.

System Description

Manatee County Area Transit (MCAT) is the coordinator, scheduler, dispatcher, and provider of ADA paratransit service in Manatee County. MCAT also serves as the local community transportation coordinator (CTC) and functions as a partial brokerage. The ADA complementary paratransit service is provided within a 3/4 mile buffer around MCAT s fixed-routes.

In 1997, 2% of the paratransit trips coordinated by the CTC were for ADA complementary paratransit passengers. At that time, 100% of the fixed-route fleet was lift-equipped.

Eligibility Process

MCAT is the first point of contact for individuals in Manatee County requesting ADA paratransit service eligibility. When a citizen calls MCAT to inquire about ADA paratransit services that person is sent an application form. After completing the form, MCAT sets up an in-person assessment for the applicant with Easter Seals. MCAT provides transportation to Easter Seals at no charge to the applicant. Easter Seals performs the evaluation and recommends eligibility for MCAT.

Scheduling and Dispatching

MCAT uses EMTRAK scheduling and dispatching software; however, MCAT is issuing a Request for Proposal for a new software package that will include an automated scheduling feature.

Capacity Constraint Indicators

Travel Time MCAT s standard for travel time on the ADA complementary paratransit service is one hour. This standard is monitored by the dispatchers. MCAT s dispatching

software does not formally track this information. If there is a problem it is tracked on a case by case basis.

On-Time Performance   MCAT s window for on-time performance is 15 minutes before and after the scheduled pick-up time. This information is tracked by taking a random sample of trips and manually checking the on-time performance. The current software system captures the scheduled pick up time, the recorded pick up time, the recorded drop-off time, and the appointment time. This information can be printed out; however, someone must look through the data manually. The current software does not generate summary reports of this information. The current on-time performance record for MCAT s ADA paratransit service is approximately 90%; MCAT has not identified any patterns of late trips.

Missed Trips   MCAT does not have a written definition of a missed trip. Missed trips rarely happen and they are always due to error.

Trip Denials   MCAT does not currently have any trip denials for ADA complementary paratransit service.

Cancellations and No-Shows

A rider on MCAT s ADA paratransit system must call two hours in advance to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. Individuals who have a pattern or practice of no-shows will be notified in writing about their practice. If this misuse of service continues, the person may lose his or her transportation privileges.

Miami-Dade Transit Agency (MDTA)

Transit System:		Miami-Dade Transit Agency (MDTA)	
Contract:	Christina Sizemore		
ADA Service Coordinator:		Intelitran/COMSIS Mobility Services, Inc.	
Contact:	John Nardini		
Community Transportation Coordinator:		MDTA	
Contact:	Sheila Winitzer		
ADA Network Type:	brokerage	**1997 Fixed-route Trips:**	62,013,539
ADA Service Providers:	5	**1997 ADA Paratransit Trips:**	746,948
ADA Service Area:	urban area	**1997 CTC Paratransit Trips:***	3,586,256
ADA Eligible Registrants:	13,051	**1997 % Accessible Fleet:**	37%
* Includes ADA complementary paratransit trips.			

System Description

Miami-Dade Transit Agency (MDTA) provides fixed-route bus service throughout the urban areas in Dade County. ADA complementary paratransit service is provided within the entire urban area. ADA complementary paratransit service is provided by five operators, including MDTA. The service is coordinated and scheduled by Intelitran/COMSIS Mobility Services, Inc., under contract to MDTA.

In 1997, 21% of the paratransit trips coordinated by the CTC were for ADA complementary paratransit passengers. At that time, 37% of the fixed-route fleet was lift-equipped.

Eligibility Process

MDTA determines eligibility for using the ADA complementary paratransit service. When a potential customer calls the County to inquire about ADA complementary paratransit services, that person is sent an application form. This form includes a professional medical assessment. The form is returned to MDTA, and an in-person interview is scheduled. This interview takes place at MDTA. Applicants may be granted conditional eligibility, which is based on individual circumstances. To encourage the use of fixed-route transit, service is provided free on the fixed-route system for customers who are eligible for ADA complementary paratransit service.

Scheduling and Dispatching

Intelitran/COMSIS Mobility Services uses its own customized software for scheduling and dispatching.

Capacity Constraint Indicators

Travel Time   MDTA s standard for travel time for ADA paratransit trips is the bus system average speed or 12 miles per hour. Compliance with this standard is based on complaints received by MDTA. An average of 15 travel time complaints per month is logged; however, no patterns have been identified by MDTA.

On-Time Performance   MDTA s pick-up window for trips is within 15 minutes of the scheduled pick-up time (a 15-minute window); anything after this window is considered late. On-time performance is tracked by Intelitran and the County through customer complaints and is included in MDTA s monthly reports. No patterns of late trips have been identified by MDTA.

Missed Trips   The standard for missed trips is zero. If a driver is excessively late to a pick-up a passenger, Intelitran will dispatch a second vehicle so that the trip is not missed.

Trip Denials   Trip denials are not allowed by MDTA s ADA complementary paratransit service contract.

Cancellations and No-Shows

A rider on MDTA s ADA complementary paratransit system must call one hour in advance to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. MDTA employs a progressive no-show policy for paratransit services. Sanctions start with the third verified no-show in any given month. The progressive sanctions are as follows:

1. Written warning
2. Suspension: 1 week
3. Suspension: 2 weeks
4. Suspension: 1 month
5. Service termination

Palm Tran

Transit System:		Palm Tran	
Contact:	Ron Brooks		
ADA Service Coordinator:		Palm Tran	
Contact:	Ron Brooks		
Community Transportation Coordinator:		Palm Beach County Metropolitan Planning Organization	
Contact:	Randy Whitfield		

ADA Network Type:	brokerage	**1997 Fixed-route Trips:**	4,500,000
ADA Service Providers:	3	**1997 ADA Paratransit Trips:**	131,000
ADA Service Area:	core service area	**1997 CTC Paratransit Trips:***	804,320
ADA Eligible Registrants:	4,000	**1997 % Accessible Fleet:**	100%

* Does <u>not</u> includes ADA complementary paratransit trips.

System Description

The transit agency in Palm Beach County, Palm Tran, schedules and coordinates its own ADA complementary paratransit service. The service is brokered out to three providers that provide service within the fixed-route service area. The Palm Beach County Metropolitan Planning organization serves as the Community Transportation Coordinator.

In 1997, 14% of the paratransit trips provided in Palm Beach County were for ADA complementary paratransit passengers. At that time, 100% of the fixed-route fleet was lift-equipped.

Eligibility Process

Eligibility for individuals using the ADA paratransit service is determined by Palm Tran. When a citizen calls the transit agency to inquire about ADA paratransit services, that person is sent an application form. The application includes information on reasons for not riding the bus, functional abilities, and a professional verification. The completed form is sent back to Palm Tran and eligibility is determined. Once approved, conditional eligibility may be placed upon an applicant s use of the ADA paratransit services, although only 10 percent of the persons eligible for paratransit service in Palm Beach County are conditionally eligible.

Scheduling and Dispatching

Palm Tran uses PASS software to schedule and dispatch ADA paratransit trips.

Capacity Constraint Indicators

Travel Time   Palm Tran s standard for maximum travel time on its ADA complementary paratransit system is two hours. This information is not tracked for all trips. If there is a specific complaint, travel time for that trip is analyzed against the fixed-route service.

On-Time Performance   Palm Tran s pick-up window for ADA complementary paratransit trips is 30 minutes before and after the scheduled pick-up time. A trip is considered late if the individual is picked-up between 30 minutes and 60 minutes after the scheduled pick-up time. Information about on-time performance is tracked from the manifest and entered into PASS for invoice verification.

Missed Trips   A missed trip is defined as an actual pick-up time more than 60 minutes after the scheduled pick-up time.

Trip Denials   Palm Tran does not have any trip denials for ADA paratransit service.

Cancellations and No-Shows

A rider on Palm Tran s ADA paratransit system must call one hour in advance to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. Palm Tran employs a progressive no-show policy. After three no-shows in a 30-day period, service is suspended for the rider.

Pinellas Suncoast Transit Authority (PSTA)

Transit System:		Pinellas Suncoast Transit Authority (PSTA)	
Contact:	Bill Steele		
ADA Service Coordinator:		PSTA	
Contact:	Bill Steele		
Community Transportation Coordinator:		Pinellas County Metropolitan Planning Organization	
Contact:	David McDonald		

ADA Network Type:	brokerage	**1997 Fixed-route Trips:**	8,400,295
ADA Service Providers:	2	**1997 ADA Paratransit Trips:**	183,000
ADA Service Area:	core service area	**1997 CTC Paratransit Trips:***	2,072,896
ADA Eligible Registrants:	12,000	**1997 % Accessible Fleet:**	85%

*   Does <u>not</u> include ADA complementary paratransit trips.

System Description

Pinellas Suncoast Transit Authority (PSTA) contracts with two companies to provide ADA complementary paratransit service. One provides ambulatory service and the other wheelchair service. Service is scheduled and dispatched individually by each provider.

In 1997, 8% of the paratransit trips provided in Pinellas County were for ADA complementary paratransit passengers. At that time, 85% of the fixed-route fleet was lift-equipped.

Eligibility Process

PSTA determines eligibility for the ADA complementary paratransit service. When a citizen calls the transit agency to inquire about ADA paratransit services, that person is sent an application. The application includes a professional verification, which must be completed by a medical professional. The completed form is sent back to PSTA and either eligibility is granted, denied, or an in-person assessment is scheduled. The in-person assessment is performed at the person s home by a coordinator. PSTA has a current arrangement with an individual on a volunteer basis. The volunteer is reimbursed for mileage only. Approval may be for full or conditional eligibility. The only condition that PSTA places upon ADA complementary paratransit use is that the rider must use paratransit routes that feed into the fixed-route service if the person is able to use the fixed-route at that point. In addition, PSTA sends bus passes to individuals seeking eligibility. PSTA reports that many individuals realize they can effectively use the system after they try to take a trip on a fixed-route.

Scheduling and Dispatching

Scheduling and dispatching is performed by the individual contractors for the services that they provide. Trip manifests are given to PSTA daily. These manifests contain information on pick-up time for trips provided, trip denials, and explanations of trip denials. PSTA is investigating the possibility of using the PASS system for both contractors. Then performance measures could be produced in weekly or monthly reports.

Capacity Constraint Indicators

Travel Time   The standard for travel time on ADA complementary paratransit services in not defined by PSTA. According to PSTA, the travel time is not an issue for paratransit service in comparison to fixed-route services and is sometimes quicker than fixed-route trips.

On-Time Performance   PSTA defines on-time performance as within 15 minutes after the scheduled pick-up time. A late trip is a pick-up between 30 and 60 minutes after the scheduled pick-up time. A goal of 95% on-time performance is written into the contracts with the service providers. There is a penalty for the contractors if they do not meet this goal. Information about on-time performance is obtained by PSTA from the contractors manifests. PSTA has not identified any patterns related to on-time performance.

Missed Trips   A missed trip is defined as a pick-up more than 60 minutes after the scheduled pick-up time. Information on missed trips is examined from manifests received by PSTA from their contractors. PSTA has not identified any patterns related to missed trips.

Trip Denials   None reported.

Cancellations and No-Shows

A rider on PSTA s ADA paratransit system must call two hours in advance to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. PSTA employs a progressive no-show policy. After the first no-show, the rider receives a written warning and must pay the fare for the trip not taken. Service is suspended if the rider has three consecutive no-shows or six no-shows in a six-month period.

Sarasota County Area Transit (SCAT)

Transit System:		Sarasota County Area Transit (SCAT)	
Contact:	Mildred Heady		
ADA Paratransit Coordinator:		Senior Friendship Centers, Inc.	
Contact:	Beverly Kent		
Community Transportation Coordinator:		Senior Friendship Centers, Inc.	
Contact:	Beverly Kent		

ADA Network Type:	partial brokerage	**1997 Fixed-route Trips:**	1,918,177
ADA Service Providers:	7	**1997 ADA Paratransit Trips:**	58,557
ADA Service Area:	Sarasota County	**1997 CTC Paratransit Trips:***	194,712
ADA Eligible Registrants:	5,700	**1997 % Accessible Fleet:**	70%

* Includes ADA complementary paratransit trips.

System Description

ADA complementary paratransit service is coordinated and scheduled for Sarasota County Area Transit (SCAT), the transit agency, by Senior Friendship Centers. Seven transportation providers are used to operate this service, which operates throughout the county.

In 1997, 30% of the paratransit trips coordinated by the CTC were for ADA complementary paratransit passengers. At that time, 70% of the fixed-route fleet was lift-equipped.

Eligibility Process

Eligibility for individuals using the ADA complementary paratransit services is determined by SCAT. When a citizen calls the transit agency to inquire about ADA paratransit services, that person is sent an application form. The application includes a professional verification, which must be filled out by a physician. The completed form is then sent back to SCAT and the transit agency evaluates the application. At this point the application is either approved or denied. If approved, the individual is issued an identification card. SCAT does not grant conditional eligibility, therefore, all ADA registrants have full eligibility.

Scheduling and Dispatching

Senior Friendship Centers uses Trapeze s PASS system for scheduling and dispatching. This software can be used to produce monthly performance reports.

Capacity Constraint Indicators

Travel Time   Senior Friendship Centers standard for travel time on ADA complementary paratransit trips is 60 minutes for non-rural trips and 90 minutes for rural trips. The scheduling software produces travel time information in regular reports. Senior Friendship Centers has not identified any patterns of excessive travel time.

On-Time Performance   Passengers are picked up within 60 minutes of their requested appointment time. Return trips may be done on a will-call basis. The vehicle will arrive within one hour of the will-call request. On-time performance is tracked by the scheduling software and is included in a monthly performance report that is reviewed to identify trends. To date, Senior Friendship Centers has not experienced a pattern of failing to meet on-time performance.

Missed Trips   A missed trip is a trip where the rider either failed to get to their appointment on time or was not picked up at all. Currently, a missed trip is recorded in the scheduling software as a cancellation. Therefore, there is no way to track the number of missed trips or patterns associated with the missed trips. Senior Friendship Centers is planning to fix this problem by adding a designation for missed-trips in the scheduling software.

Trip Denials   Sarasota does not experience any trip denials for ADA paratransit service.

Cancellations and No-Shows

A rider of Sarasota s ADA paratransit system must call 10 minutes before the pick-up window to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. Senior Friendship Centers employs a progressive no-show policy. After three no-shows staff advises the passenger that suspension is a possibility with the next occurrence. The schedule of consequences is as follows:

4th occurrence	30 days suspension
5th occurrence	60 days suspension
6th occurrence	90 days suspension
7th occurrence	6 months suspension

Space Coast Area Transit (SCAT)

Transit System:		Space Coast Area Transit (SCAT)	
Contact: James Liesenfelt			
ADA Service Coordinator:		SCAT	
Contact: James Liesenfelt			
Community Transportation Coordinator:		SCAT	
Contact: James Liesenfelt			
ADA Network Type:	sole source	**1997 Fixed-route Trips:**	215,697
ADA Service Providers:	1	**1997 ADA Paratransit Trips:**	6
ADA Service Area:	3/4 mile	**1997 CTC Paratransit Trips:***	559,912
ADA Eligible Registrants:	106	**1997 % Accessible Fleet:**	52%

*   Includes ADA complementary paratransit trips.

System Description

Space Coast Area Transit (SCAT) coordinates all of the public transportation services provided in Brevard County. Fixed-route service is generally available from Titusville in the north to Melbourne in the south. SCAT also serves as the community transportation coordinator (CTC) for the transportation disadvantaged (TD) program, and handles all aspects of ADA complementary paratransit service provided in Brevard County. SCAT provides ADA complementary paratransit service within the 3/4-mile corridor surrounding its fixed-routes. ADA complementary paratransit trips are scheduled by Space Coast, and are provided using Space Coast vehicles. SCAT provides all of the TD paratransit trips, except Medicaid trips, which are provided by a private carrier under contract to the CTC.

In 1997, only 6 ADA complementary paratransit trips were provided. One reason for the low number of ADA eligible registrants and the small number of ADA complementary paratransit trips is that Space Coast has a long history of providing service to its residents and many passengers are counted in other TD paratransit program statistics.

Eligibility Process

Space Coast Area Transit determines eligibility for individuals using the ADA complementary paratransit services. When an applicant calls to inquire about ADA complementary paratransit services, that person is sent an application form, which includes a professional verification section that must be completed. The form is sent back to Space Coast where it is either approved or denied. Space Coast does not have a policy of conditional eligibility for ADA paratransit services.

Scheduling and Dispatching

Space Coast currently uses PASS software to schedule its paratransit trips. The software does not currently produce reports from trip data; however, starting in May 1998, Space Coast is planning to produce monthly reports that will contain information on trip denials, no-shows, cancellations, and other performance measures. These reports will be reviewed on an ongoing basis.

Capacity Constraint Indicators

Travel Time   Space Coast s standard for travel time on ADA complementary paratransit trips is one hour for all trips. Space Coast does not compare actual travel times with the standard. If there is a complaint about travel time, the record is checked for this information. Starting in May 1998, this information will be contained in a monthly report produced from information entered in its scheduling software. Space Coast has not observed any systematic capacity constraints about travel time.

On-Time Performance   The pick-up window for Space Coast s paratransit service is 15 minutes before and 15 minutes after the scheduled pick-up time. Similar to travel time, Space Coast does not currently track this information, but starting in May this information will be included in monthly reports.

Missed Trips   Space Coast does not currently have any reported missed trips. If a trip is missed by a driver Space Coast will send another vehicle.

Trip Denials   Space Coast does not deny any ADA complementary paratransit trips.

Cancellations and No-Shows

A rider of Space Coast s ADA complementary paratransit system must call 24 hours in advance to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. Space Coast employs a progressive no-show policy, which includes: (1) after one no-show, a door hanger will be attached to the client s door noting the vehicle attempted to pick-up the passenger; (2) after two no-shows a door hanger will be left and the customer will receive a phone call; and (3) after three no-shows, the individual will receive written notification and Space Coast may elect to suspend service for a short time. Space Coast s current paratransit cancellation rate is 12% and its no-show rate is between 2% and 4%.

Tallahassee Transit (TalTran)

Transit System:		Tallahassee Transit (TalTran)	
Contact: Donna Peacock			
ADA Paratransit Coordinator:		TalTran	
Contact: Donna Peacock			
Community Transportation Coordinator:		Intelitran/COMSIS Mobility Services, Inc.	
Contact: Bob Kelly			
ADA Network Type:	sole source	**1997 Fixed-route Trips:**	3,822,281
ADA Service Providers:	1	**1997 ADA Paratransit Trips:**	47,318
ADA Service Area:	city limits	**1997 CTC Paratransit Trips:***	138,529
ADA Eligible Registrants:	1,600	**1977 % Accessible Fleet:**	94%

*   Does <u>not</u> include ADA complementary paratransit trips.

System Description

TalTran is the scheduler, dispatcher, and provider of ADA complementary paratransit service in Leon County. Service is provided within the city limits of Tallahassee.

In 1997, 25% of all the paratransit trips provided in Leon County were for ADA complementary paratransit passengers. At that time, 94% of the fixed-route fleet was lift-equipped.

Eligibility Process

TalTran determines eligibility for individuals using the ADA complementary paratransit service. When a person calls TalTran to inquire about ADA paratransit services, that person is sent an application form. This form includes a professional assessment, which must be filled out. The completed from is sent back to TalTran for eligibility determination. TalTran does not have a policy of conditional eligibility for ADA paratransit services, however, it does grant temporary eligibility.

Scheduling and Dispatching

TalTran uses CTS scheduling software.

Capacity Constraint Indicators

Travel Time   TalTran s standard for travel time on ADA complementary paratransit is one hour.

On-Time Performance   TalTran s window for on-time performance is 30 minutes within the scheduled pick-up time.

Missed Trips   TalTran s definition of a missed trip is a trip where the rider could not be found and did not ride.

Trip Denials   TalTran does not deny any ADA paratransit trips.

Cancellations and No-Shows

A rider on TalTran s ADA complementary paratransit system must call one hour in advance to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. TalTran tracks no-shows on a monthly basis. After three no-shows for an individual they must pay the full cost of the missed trip.

Volusia County Transportation (VOTRAN)

Transit System:		Volusia County Transportation (VOTRAN)	
Contact:	Yvonne Caraway		
ADA Paratransit Coordinator:		VOTRAN	
Contact:	Yvonne Caraway		
ADA Paratransit Coordinator:		VOTRAN	
Contact:	Yvonne Caraway		

ADA Network Type:	partial brokerage	**1997 Fixed-route Trips:**	3,105,534
ADA Service Providers:	3	**1997 ADA Paratransit Trips:**	69,022
ADA Service Area:	transit service area	**1997 CTC Paratransit Trips:***	296,501
ADA Eligible Registrants:	3,061	**1997 % Accessible Fleet:**	85%

* Includes ADA complementary paratransit trips.

System Description

The transit agency in Volusia County, VOTRAN, also serves as the community transportation coordinator (CTC). VOTRAN schedules and coordinates its ADA complementary paratransit service. It is also one of three providers of the paratransit service. VOTRAN provides approximately 55% of the trips. VOTRAN provides ADA complementary paratransit service within the 3/4-mile corridor surrounding its fixed-routes.

In 1997, 23% of the paratransit trips coordinated by the CTC were for ADA complementary paratransit passengers. At that time, 85% of the fixed-route fleet was lift-equipped.

Eligibility Process

VOTRAN s current eligibility process was implemented in September 1997. When a citizen calls the transit agency to inquire about ADA paratransit services, that person is sent an application form. The application includes information on reasons for not riding the bus, functional abilities, frequent destinations, and professional verification. The completed form is sent back to VOTRAN and the transit agency evaluates the application. At this point, the application is either approved, denied, or sent on to a contracting organization for an in-home functional assessment of the applicant. Conditional eligibility may be granted for a variety of circumstances including certain destinations, times of day, etc. Temporary eligibility may also be granted.

Scheduling and Dispatching

VOTRAN uses Intelitran/COMSIS Mobility Services, Inc., software for scheduling and dispatching trips. This software produces performance reports.

Capacity Constraint Indicators

Travel Time   VOTRAN s standard for travel time on ADA paratransit trips is one hour for local trips and two hours for trips across the county (e.g., east to west). VOTRAN does not compare actual travel times with the standard. If there is a complaint about travel time, the manifest containing that trip will be examined. In addition, the travel time standards established by VOTRAN are included in the contracts with both of the private operators. VOTRAN has not observed any systematic capacity constraints about travel time.

On-Time Performance   The pick-up window for VOTRAN s paratransit service is 15 minutes before or after the scheduled pick-up time. This information is tracked by the scheduling software and is included in a monthly performance report, which is reviewed to identify trends. To date, VOTRAN has not experienced a pattern of failing to meet on-time performance. It also receives monthly customer service reports from its contractors, who are required to maintain an 85% on-time performance for pickups.

Missed Trips   VOTRAN s definition of a missed trip is an arrival one hour past the scheduled pick-up time. As stated above, contractors submit a monthly customer service report, which contains statistics on missed trips.

Trip Denials   VOTRAN reports it has not experienced any trip denials.

Cancellations and No-Shows

A rider of VOTRAN s paratransit system must call 24 hours in advance to cancel a scheduled trip. Any trip canceled after this point is considered a no-show. VOTRAN employs a progressive no-show policy where after three incidents the rider receives a letter and after four no-shows receives a three-day suspension. Recently, VOTRAN performed a letter-writing campaign informing riders that it is going to enforce both the cancellation and no-show policies. Since then, both cancellations and no-shows have decreased. The current cancellation and no-show rates are 5.1% and 2.7%, respectively.

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Appendix A

Excerpts from the *ADA Paratransit Handbook*
Capacity Constraints

(Thatcher & Gaffney 1991: 5-8 - 5-10)

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Appendix B

**ADA Capacity Constraints
Telephone Interview Guide**

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ADA Capacity Constraints
Telephone Interview Guide

Name: _____   Agency: _____

Interviewer: _____   Date: _____

In the *ADA Paratransit Handbook*, on page 5-9, Table 5.1 lists possible paratransit capacity constraints. The indicators listed are: **travel time, missed trips, trip denials, and on-time performance**.

1. How does your agency define these indicators in regards to the ADA complementary paratransit service that you provide?

2. Are these definitions written down?

3. Are the riders of complementary paratransit service aware of the definitions of these indicators?

4. If you have definitions for the indicators listed in Question #1:

    A. How do you measure these indicators?

    B. What are the standards by which you measure whether these indicators show a capacity constraint?

    C. How are these measures and standards documented?

    D. How are individual patterns of potential capacity constraints identified?

5. Are you able to meet the capacity constraint requirements of the ADA?

6. Do you monitor your ADA complementary paratransit service to determine if any capacity constraints are occurring?

7. If you do monitor, what method do you use to monitor (e.g., look at a sampling of past trip data)?

8. How do you schedule ADA complementary paratransit trips? Do you have a scheduling software program is use? What is the program?

9. Do you have a no-show policy? If yes, what is it? How does your no-show policy compare with your definition of a missed trip ?

10. Finally, a few questions about how you determine ADA complementary paratransit eligibility:

    A. What procedures do you use for determining eligibility for ADA complementary paratransit?

    B. Would you send us an application form?

    C. How is information taken   written, over the phone, in person?

    D. What verification process is used   professional assessment, functional assessment, self-assessment?

    E. Do you certify ADA passengers for conditional eligibility for certain trips?

        S   If so, what types of conditional eligibility are offered (trip-by-trip, seasonal, etc.)?

Appendix C

Excerpts from the *ADA Paratransit Handbook: Ongoing Evaluation*

(Thatcher & Gaffney 1991: 9-8 9-10)

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