

# Project ACTION UPDATE

ACCESSIBLE TRANSPORTATION  
IN OUR NATION



Creating solutions, changing lives.

SUMMER 2003

## Database Will Highlight Paratransit Characteristics

John Morrison, KETRON

Transit systems nationwide will be invited to contribute to a national picture of policy and operations that have evolved in these 13 years since passage of the landmark Americans with Disabilities Act.

As Easter Seals Project ACTION continues to build on the promise of ADA, it is sponsoring development of an in-depth database of the "Characteristics of ADA Paratransit Services in America" - also known as "CAPS." The CAPS database will be built from the voluntary contributions of 200 or more representative transit systems across the country.

Implementing the project is the KETRON Division of Bionetics Corporation, Boston, Mass. The project is under way as the nation celebrates the 13th anniversary of the Americans with Disabilities Act (ADA).

The CAPS database will pick up where the National Transit Database leaves off, explained John Morrison, director of Transportation Planning, Research and Operations at Ketrion. CAPS will provide more information that helps transit systems and passengers see and understand comparative policy, practice and cost issues across the transportation industry, he said.

"Data reported in the NTD can only sketch the broadest outlines of this important and complex transit mode," he said. "It is clear that the provision of 'demand responsive' services in urbanized areas will be a \$2 billion-a-year industry by 2004. Trip-wise and cost-wise, 'demand response' is the fastest growing transit mode on a percentage basis."

KETRON has developed an expertise in paratransit policy and operations, including web-based capabilities and database sophistication.

To date, KETRON has completed the expansion of the prototype CAPS database, brought it to the web, and is in the process of identifying 200 transit systems to populate CAPS with information. The database is housed and publicly available at <http://www.ketron.com/esp>. There will be links to it on the APTA, CTAA, FTA and other supporting home pages.

Transit systems will be receiving e-mail letters inviting them to check in at the web and input data describing their own systems' ADA policy and operations. Database coordinators from KETRON will be in contact and available to assist and answer questions. Information forms can be printed and data can also be entered into a spreadsheet and e-mailed back to KETRON.

"Then, in the early spring of 2004," Morrison said, "the CAPS database will go live to passengers, researchers and transit systems as a fully interactive, accessible, sortable, and searchable online system."

Transit systems, passengers and researchers wishing more information about the characteristics of ADA paratransit systems database can call Morrison at KETRON, 617-421-9005, or e-mail [JMorrison@ketron.com](mailto:JMorrison@ketron.com). ☛

### System Information

#### Operational Contacts

### Population Served

#### Service Design

### Operational Design

#### Scheduling & Reservations

### Cancellation Policy

#### ADA Eligibility Determinations

### Service Statistics

#### Vehicles

### Cost Information

#### Agency Profile

#### Visitor Arrangements

### Service Indicators

### Have you Read...

"Emergency Evacuation Preparedness: Taking Responsibility for Your Safety -- A Guide for People with Disabilities and Other Activity Limitations" is available in pdf, html and Microsoft Word formats at:

<http://www.cdihp.org/evacuationpdf.htm>.

## CAPS DATABASE USER MANUAL

### INTRODUCTION

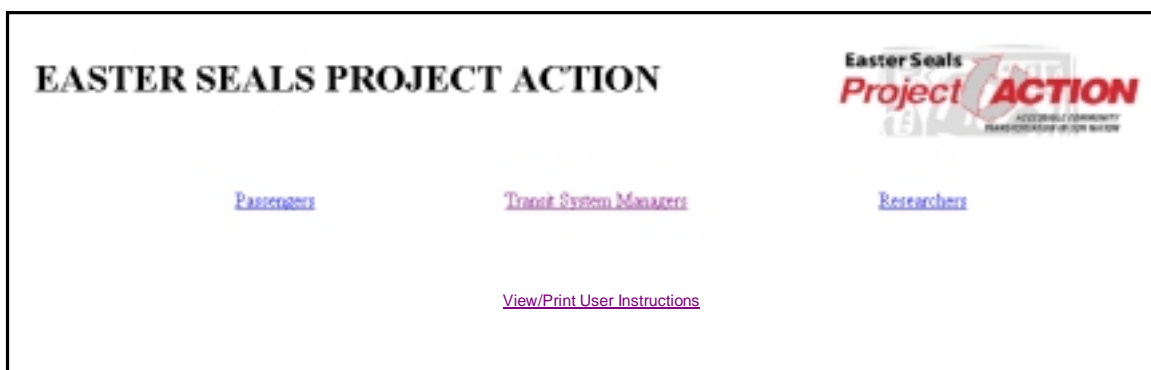
ADA Complementary Paratransit services are the fastest growing portion of the transit world. Assuming trends in the National Transit Database (NTD) continue, paratransit in urbanized areas will surpass \$2 billion annually in operating expenses in 2004.

Easter Seals Project ACTION (ESPA) is sponsoring the development of an in-depth database of the "**Characteristics of ADA Paratransit Services in America**" - also know as "**CAPS**". The KETRON Division of the Bionetics Corporation (KETRON) has programmed the database and is hosting it for Project ACTION.

Your transit system has generously responded to requests to contribute data voluntarily to the CAPS project. This short manual provides guidance for entering, editing and reviewing your transit system's data. The manual also explains how transit systems who contribute to the system can also view data of other transit systems.

As the project nears completion, in the winter of 2004, KETRON will add additional two important functions. 1) Visitors and passengers will be able to use the database to understand better how to ride the system most effectively. 2) Transit systems and researchers will be able to download data for peer review and further study.

### THE HOME PAGE



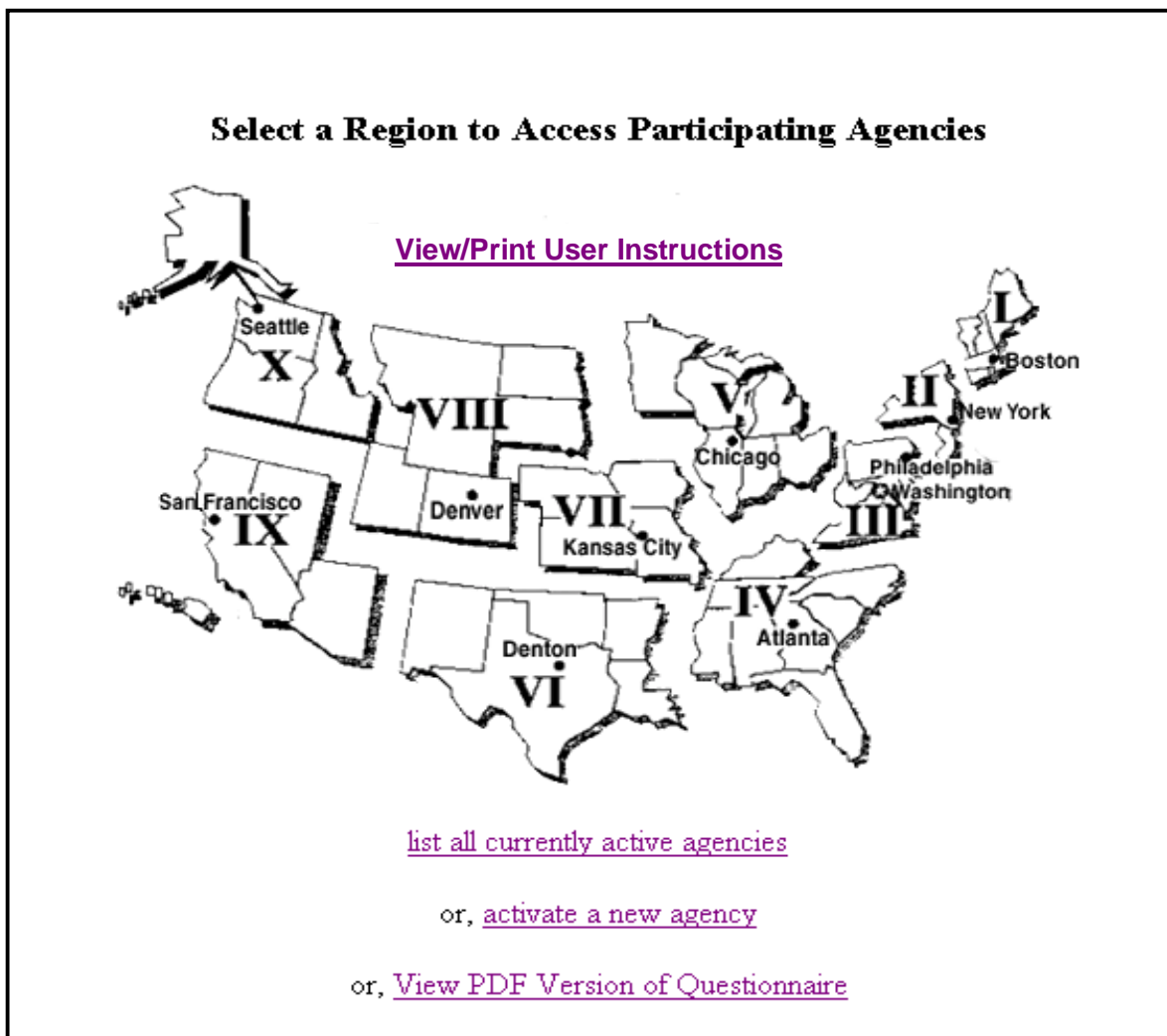
The box above shows the CAPS database home page at <http://www.ketron.com/espa>. It is as simple a layout as we could develop, so as to be uncluttered, readable and accessible for persons viewing this page with screen readers.

Transit system users may click the [Transit System Manager](#) link to enter the database, or they may click the [View/Print User Instructions](#) link to view and print this document. The links for "[Researchers](#)" and "[Passengers](#)" link will be activated later this winter.

## OPTIONS FOR TRANSIT SYSTEMS MANAGERS

There are four options for transit systems on the [Transit System Manager](#) page.

1. **Access Participating Agencies** - In most cases, transit systems will want to access their own data. If their system is "active" in the database, they get to the data by clicking on their home region from exploded map below. As a second option, the transit system can select its name from the [list all currently active agencies](#) link.
2. **View/Print User Instructions**, (view/print this manual);
3. **View PDF Version of the Questionnaire** (view/print the CAPS questionnaire);
4. **Activate a New Agency**.



## ACTIVATING A NEW AGENCY

In emails requesting their participation and describing this project, transit systems have each received a unique "Activation Code". This is a randomly generated three letter code. It is

used ONLY ONCE, when the transit system first activates itself to participate in the CAPS database.

As soon as the transit system "activates" itself, it will add a password for itself. Thereafter, the transit system will get to its data through one of the Access Current Data options (explained below) using its password as its access key.

However, first-time users must click the [activate a new agency](#) link and type the "Activation Code" transmitted in the email into the activation field, as shown below.

Enter the Activation Code from your CAPS Email:

Activation Code:

You will be asked to confirm that you are the system with that activation code. Click yes if the correct system is displayed, otherwise no.

Is this your Transit System?

Test System 3, Boston MA  [NO](#)

The CAPS database will confirm that your transit agency has been added. You will then be asked to enter and confirm a password for your system. **Do Not** use the three-letter activation code. That is a one-time-only code.

system added...

Please Create a Password for *Test System 3*:

Please confirm your new Password:

Having entered a password for your system, you will then be presented with the basic log-on screen, as below. The "**Choose Agency:**" field is a drop-down box that contains a list of all transit systems that are active in CAPS. Click the down-arrow, scroll down the list, and highlight your transit system. The transit system name will appear in place of the blue background in the "Choose Agency" box. Enter your password in the "**Enter Password:**" field.

Note that, if you instead click in the "**Or, Find Agency by State:**" or the "**Or by City:**" field, you can narrow the selections of agencies listed in the "**Choose Agency:**" field considerably.

# EASTER SEALS PROJECT ACTION

Choose Agency:

Enter Password:

Or, Find Agency by State:

Or by City:

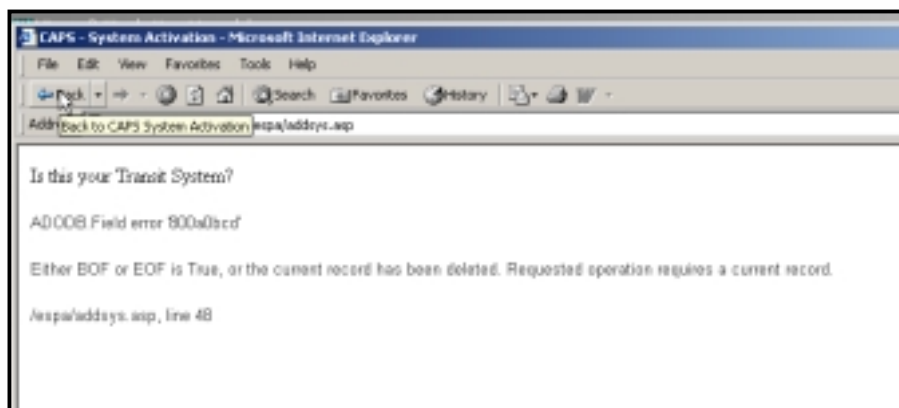
[\\*Regional Coordinator Login\\*](#) [\\*Activate New Agency\\*](#)

[Copyright 2003 KETRON Div. Bionetics Corporation](#)

## ERROR MESSAGES IN ACTIVATION

As noted above, the "Activation Code" is only used once. There are two circumstances where a transit system is already set-up, and rule is accidentally violated and the user gets an error message.

1. **Password in the Activation Code field.** The transit system has already been set up and a password has been entered. A user mistakenly or unknowingly selects the [activate a new agency link](#) and enters the **password** in the Activation Code field. The user gets an error message as follows:



The user should click the "Back" button as shown above, returning to the log-on screen. The database is entered by clicking on the exploded map or the [list all currently active agencies](#) link.

2. **Already Active Transit System enters an Activation Code.** If, instead, a transit system that has already been activated selects [activate a new transit agency](#) and reenters its **Activation Code** in the field, there is a different and somewhat more serious error message.



In this instance, the user can click on the "back" button and return to the log-on screen. However, the old password has been deleted by this error and the system has reverted to its default password, which is **"password"**.

If the user then enters the transit system's old password into the password field, an error message results indicating that this is not the correct password. The user must enter the default password **"password"** to get to the current data. **None of the existing data has been changed or deleted.**

**Choose Agency:**

**Enter Password:**

Or, Find Agency by State:

Or by City:

Password incorrect. Please [try again](#).

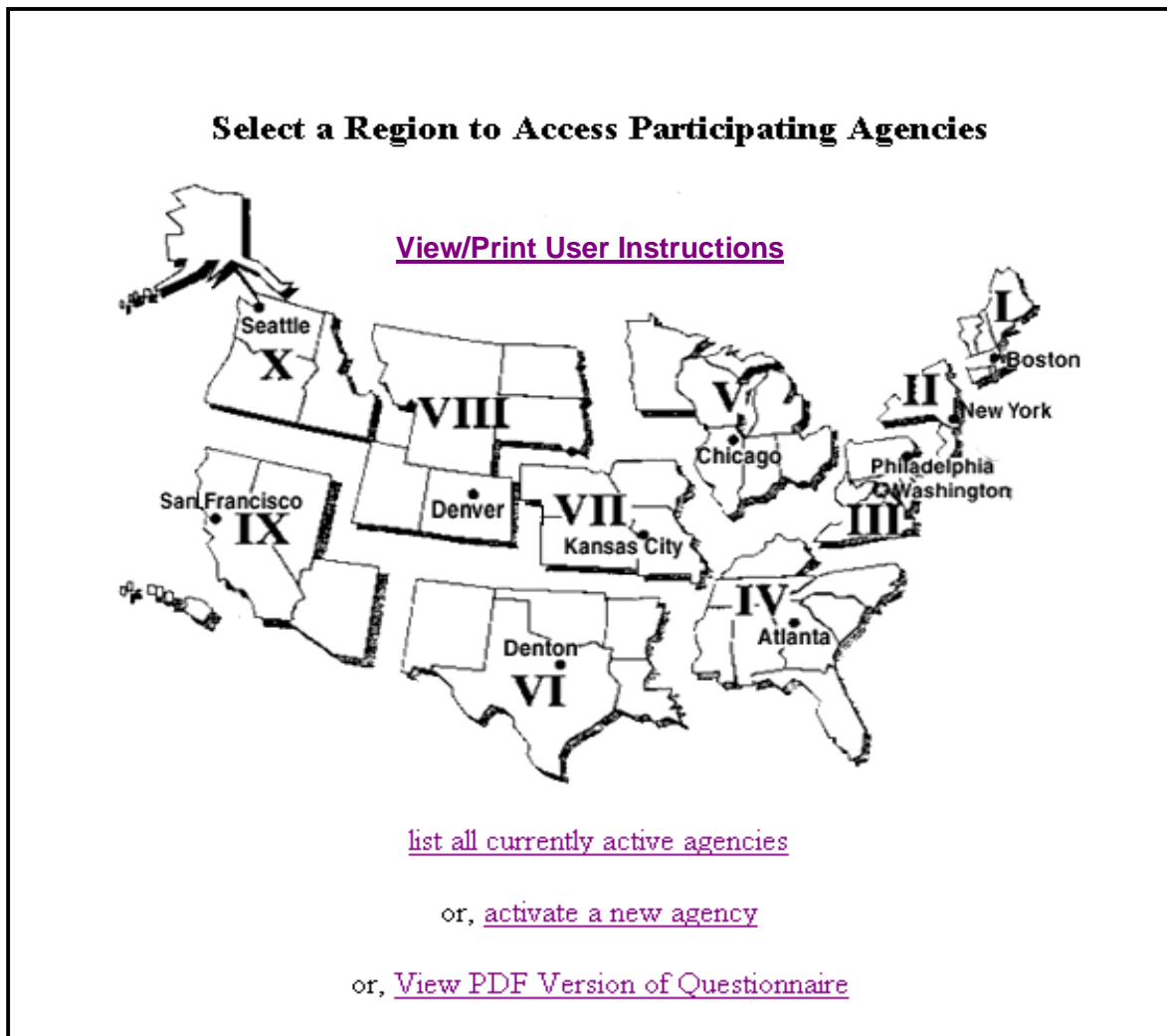
As explained below, from the "system Information" screen, the user will enter a new password and all will be well.

Alternatively, the user can call or email the CAPS database Regional Coordinator to restore the old password or establish a new password.

## THE LOG-ON SCREEN

Transit systems that have activated their record are able to add, edit and read their own data, and review information contributed to CAPS by other transit systems.

**Access Current Data** - In most cases, transit systems will want to access their own data. If their system is "active" in the database, they get to the data by clicking on their home region from exploded map below. As a second option, the transit system can select its name from the [list all currently active agencies](#) link.



Clicking on the exploded map brings up the normal log-in screen, where the drop-down list is confined to those activated transit systems in the selected region. Clicking on the [list all currently active agencies](#) link brings up the alternate log-on screen. On the alternate screen, the user can select a transit system from the whole list, or from a list sorted by state or by city.

The user is shown the Main Page of the CAPS database, as seen on the next page.

## EASTER SEALS PROJECT ACTION

### Denver Regional Transit District

<p><b>System Information</b> <input type="checkbox"/></p> <p><b>Operational Contacts</b> <input type="checkbox"/></p> <p><b>Population Served</b> <input type="checkbox"/></p> <p><b>Service Design</b> <input type="checkbox"/></p> <p><b>Operational Design</b> <input type="checkbox"/></p> <p><b>Scheduling &amp; Reservations</b> <input type="checkbox"/></p> <p><b>Cancellation Policy</b> <input type="checkbox"/></p> <p><b>ADA Eligibility Determinations</b> <input type="checkbox"/></p> <p><b>Service Statistics</b> <input type="checkbox"/></p> <p><b>Vehicles</b> <input type="checkbox"/></p> <p><b>Cost Information</b> <input type="checkbox"/></p> <p><b>Visitor Arrangements</b> <input type="checkbox"/></p> <p><b>Service Indicators</b> <input type="checkbox"/></p> <p><b>Agency Profile</b> <input type="checkbox"/></p> <p><a href="mailto:espa@ketron.com">espa@ketron.com</a></p>	<p>Choose any Category at left to begin the Paratransit Questionnaire.</p> <p>Categories do not need to be addressed in order.</p> <p>Checked Categories are Complete.</p> <p>*Do not use symbols (% , \$ , Commas , etc.) when entering data.*</p> <p><a href="#">View Other Agencies as Guest</a></p>
--	---

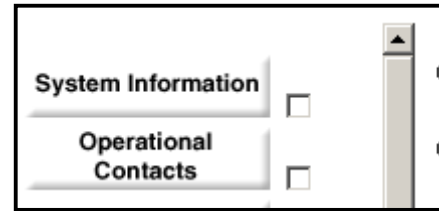
This is the Characteristics of ADA Paratransit Systems database Main Page. The buttons in the left column are the titles of the main subject areas of the database. A check-mark on a box to the right of a button indicates that all of the required questions have been completed. The instructions indicate that users can start anywhere in the database. However, users are warned to only enter numbers in number fields, not including symbols such as commas or dollar signs. The database fields are already formatted to receive and display the data correctly.

From the Main Page, users can also click the link [View Other Agencies as Guest](#). This will enable the user to select any other active transit system from the drop-down list, and view their data but not edit it. There is as yet no way to download data from the CAPS database for additional study. That feature will be added later when the "Researchers" link is enabled.

## ENTERING SYSTEM INFORMATION

A new user should first click the "**System Information**" button, the first of the CAPS subject area buttons.

Clicking the "System Information" button brings up the first page of the CAPS database, shown below. It requests the transit system to input basic contact information.

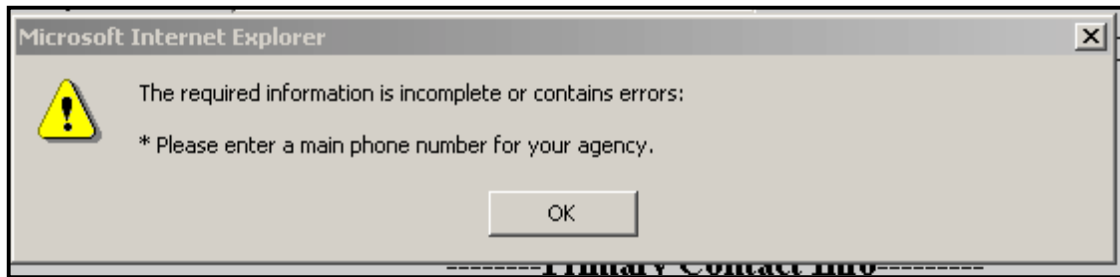


Users can also "Change Password" from the "System Information" page, or email their CAPS database coordinator, or users can view and print a PDF version of the whole questionnaire. Viewing and printing the whole questionnaire allows transit systems to gather the data needed for the database and perform the data-entry tasks most efficiently.

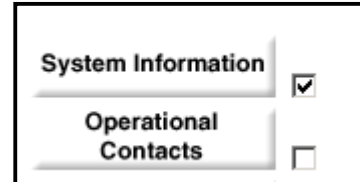
 A screenshot of a web browser displaying the "System Information" page for the Denver Regional Transit District. The page title is "EASTER SEALS PROJECT ACTION" and the subtitle is "Denver Regional Transit District". On the left side, there is a vertical menu with various system categories, each with a checkbox: System Information, Operational Contacts, Population Served, Service Design, Operational Design, Scheduling & Reservations, Cancellation Policy, ADA Eligibility Determinations, Service Statistics, Vehicles, Cost Information, Visitor Arrangements, Service Indicators, and Agency Profile. The "System Information" checkbox is checked. The main content area is titled "System Information" and contains a form with the following fields: Agency Code (8006), Agency Name (Denver Regional Transit District), Address (1600 Blake Street), Address 2, City (Denver), State (CO), ZIP (80202), Website (www.rtd-denver.com), TTY/TTD, Phone, Email, Primary Contact (Valerie Flores), Contact Title (Sr Manager of Contracted Svc), Contact Phone ((303) 289-2450), Contact Email (valerie.flores@rtd-denver.com), Contact Fax ((303) 289-2992), and Contact TTY/TTD. There are also links for "Change Password", "PDF Version", and "Coordinator: George Glatwick". A "Submit Information" button is located at the bottom right of the form.

Users who have entered as much data as they desire hit the "Submit Information" button to store the data. However, if all of the essential fields have not been completed, the user will get an error message identifying the remaining key fields on this page, with the message shown on the next page.

A rectangular button with a grey gradient and a black border, containing the text "Submit Information" in a black, sans-serif font.

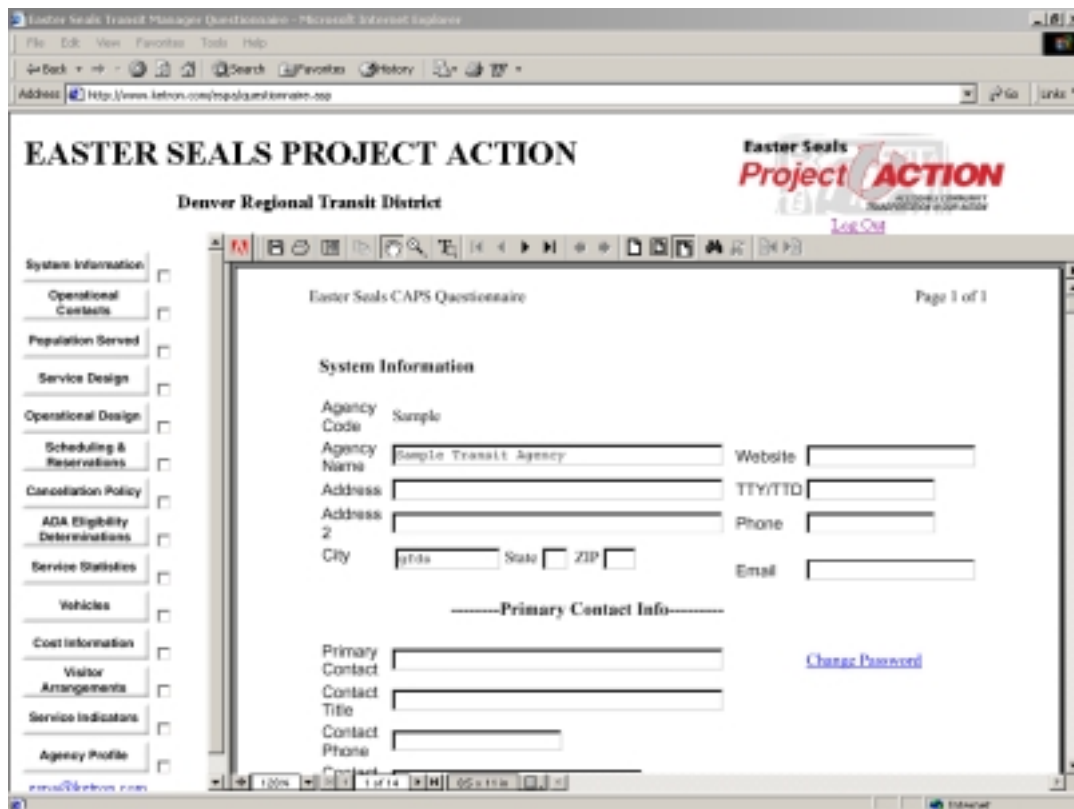


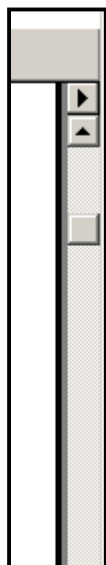
When a user keys in all of the essential information and hits the "Submit Information" button, the page closes and the Main Page is displayed with a check mark beside the subject area box. Information in that page of the database may be accessed whenever desired to input additional information or to modify existing information.



## PDF VERSION, AND VIEW PDF VERSION OF QUESTIONNAIRE

There are two locations in the CAPS database from which users can view and print a complete copy of the CAPS questionnaire in PDF format. The CAPS questionnaire can be view /printed from the Log-On screen or from the "System Information" screen. In either case, the user clicks the [View PDF Version of the Questionnaire](#) or the [PDF Version](#) link to start the process.





The screen above shows how the CAPS questionnaire opens a window in the "System Information" page and displays a portion of the CAPS questionnaire.

The scroll bar on the right of the CAPS window allows you to scroll through all of the pages of the CAPS questionnaire. You can scroll single pages by clicking on the hand icon, but not from page-to-page. You can click on the printer icon to print the document. You can click on the disc icon to save the PDF document on you computer for later printing.



However, this process only works if you have the Adobe PDF Reader installed on your computer. If that piece of important and free software is not installed on your computer, you will get a message indicating that you need to get and install that program. Then this process works automatically.

## **CONTACTING YOUR CAPS DATABASE REGIONAL COORDINATOR**

There are database coordinators who can help you with the tasks of planning and entering your transit system's ADA Complementary Paratransit Characteristics. You may call them or email them using the contact information below. They are there to help you; please take advantage of their services.

<b>CAPS DATABASE CONTACT INFORMATION</b>		
<b>CAPS Regions</b>	<b>Phone</b>	<b>Email</b>
1 + 2	David Rishel at 215-369-7778	DRishel@deltaservicesgroup.com
3 + 4	Herb Mallory at 617-421-9005	Herbt292@cs.com
5 + 7	Joe ZaVisca at 547-299-9173	Zavisol@aol.com
6 + 8	George Gilpatrick at 617-421-9005	GYGilpatrick@ketron.com
9 + 10	Steve Jaffe at 818-785-6532	Steve@transitaccess.com
Overall Coordination and Bug Notices	John Morrison at 617-421-9005 Joe Lofgren at 617-421-9005	Jmorrison@ketron.com Jlofgren@ketron.com