

### System Information

Agency Code

Agency Name

Website

Address

TTY/TTD

Address 2

Phone

City  State  ZIP

Email

### -----Primary Contact Info-----

Primary Contact

[Change Password](#)

Contact Title

Contact Phone

Contact Email

Contact Fax

Contact TTY/TTD

**Operational Contacts**

**Trip Reservation Phone Numbers.**

**Is there a central reservation phone number for ADA trip reservations, or are there multiple different phone numbers for ADA trip reservations?**

Single central reservation number. That number is:

**Multiple trip reservation phone numbers. (Describe below):**

Phone number 1:

For service in:

Phone number 2:

For service in:

Phone number 3:

For service in:

Phone number 4:

For service in:

**TTD/TTY Phone Numbers.**

**Is there a central TTD/TTY phone number, or are there multiple TTD/TTY phone numbers?**

There is a central TTD/TTY number. That number is:

**There are multiple TTD/TTY numbers. (Describe below);**

TTD/TTY number 1:

For service in:

TTD/TTY number 2:

For service in:

TTD/TTY number 3:

For service in:

TTD/TTY number 4:

For service in:

**Dispatcher Phone Numbers:**

**Is there a central dispatcher phone number, or are there multiple dispatcher phone numbers?**

There is a single dispatcher phone number. That number is:

**There are multiple dispatcher phone numbers. (Describe below):**

Dispatcher number 1:

For service in:

Dispatcher number 2:

For service in:

Dispatcher number 3:

For service in:

Dispatcher number 4:

For service in:

**Population Served Before and After the ADA**

**Check the categories of persons served by your agency's paratransit program prior to passage of the ADA in 1990, and approximately what percentage of trips was provided to each group. (Total = 100%.) (Check all that apply.)**

- Persons with Disabilities  %  Number:
- Seniors  %  Number:  Age
- Human service agency clients  %  Number:
- General Public  %  Number:
- Others:  %  Number:
- We did not provide any paratransit service prior to the ADA.

**The information below is from your original 1991 ADA Plan. In the box next to the Plan data, indicate the actual year your system achieved ADA compliance and the actual number of ADA complementary paratransit eligible individuals, ADA trips, and ADA hours your agency provided in that FY. (revised 5/29)**

- Year ADA compliance anticipated:  Year ADA compliance achieved:
- ADA eligible individuals anticipated:  ADA eligible individuals at end of compliance year:
- ADA paratransit trips anticipated:  ADA paratransit trips provided:
- ADA service hours anticipated:  ADA service hours provided:
- Source of data on actuals (Please describe):

**Check the categories of persons served by your agency's paratransit program at the end of the Fiscal Year for which you are reporting data, and approximately what percentage of trips was provided to each group. (Total = 100%.) (Check all that apply.)**

- Persons who are determined ADA paratransit eligible:  %
- Other persons with disabilities not ADA paratransit eligible:  %
- Seniors not ADA complementary paratransit eligible:  %  Age limit of seniors:
- Human service agency clients not ADA complementary paratransit eligible:  %
- General public:  %
- Others (Please describe):  %

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**Service Design**

Please click in the circle that best describes how the service area is determined for your ADA complementary paratransit and for any other paratransit service you may provide. (Click the most applicable circle.)

ADA complementary paratransit service:

- 3/4-mile corridor around fixed routes
- Within City Limits
- Within County Borders
- Other (Please describe):

Other paratransit services (if applicable)

- Not Applicable
- 3/4-mile corridor around fixed routes
- Within City Limits
- Within County Borders
- Other (Please describe):

Does the ADA paratransit service area change by time of day or day of the week? (Click the most applicable circle.)

- No, the service area is the same at all times.
- Yes, ADA complementary paratransit is only provided in a corridor when fixed route is operating in that corridor.
- Yes, there are different defined areas for different times (e.g. weekdays, weekends, evenings, etc.). Please describe:

Is the ADA complementary paratransit service area divided into operating zones or subareas? (Click the most applicable circle.)

- No, there is a single zone
- Yes, there are different zones, subareas. The number of zones/subareas is:

Is it necessary for an ADA eligible passenger to transfer for long-distance trips? (Click the most applicable circle.)

- No, transfers are not required
- SOMETIMES, depends on the trip
- ALWAYS

What is the total general public population located within the ADA complementary paratransit service area?

Number of persons

Source of the information

What is the size of the ADA complementary paratransit service area?

Area in square miles:

Source of the information

What is the level of driver assistance provided for ADA complementary paratransit service? (Check all boxes that apply.)

- curb-to-curb
- door-to-door - The number of steps up and down for which we provide assistance is:
- Door-through-door - The number of steps up and down for which we provide assistance is:

What are the hours of service for ADA complementary paratransit service?

Weekdays:

Saturdays:

Sundays:

What is the full adult (non-discounted) one-way trip fare for fixed-route service and for ADA complementary paratransit service?

Non-discounted fixed-route "base" fare

ADA complementary paratransit fare:

Enter information about complex fare structures here:

Are "premium" fares used for paratransit service above and beyond ADA requirements? (Check all that apply.)

- No, premium fares are not used in ADA complementary paratransit service.
- Riders can pay a premium fare for trips outside the ADA paratransit service area.
- Riders can pay a premium fare for trips they could make on fixed route but prefer to make by paratransit.
- Premium fares are used for extra driver assistance (e.g. door-to-door rather than curb-to-curb).

Please describe

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**Operational Design**

For each of the following operational functions, please indicate if the function is performed by transit agency employees, by contracted broker employees, or contracted operator employees? (Check one box in each column.)

	Transit Agency Employees	Contracted Broker	Contracted Operator
a. Initial trip reservation/advance cancellations/changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Same day cancellations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. "Where's my ride?" calls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. "Will call" or "Call when ready" returns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Scheduling of trips to specific routes/runs/vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Customer comments/complaints.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Dispatching.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Vehicle operations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Routine Maintenance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you indicated that a contracted broker is providing any or all of your ADA paratransit functions, please indicate below how the broker is paid. (Check all that apply.)

- Not applicable.
- Negotiated cost.
- Per Hour
- Per trip
- Per mile
- Other (Please describe):

If you indicated that a contracted operator is providing any or all of your ADA complementary paratransit functions, please indicate below how the contractor, or contractors, are paid. (Check all boxes that apply.)

- Not applicable
- Negotiated Cost
- Per Hour
- Per trip
- Per mile
- Other (Please describe):

If you indicated that a contracted operator is providing any or all of your ADA complementary paratransit functions, please indicated below how many different entities/companies operate vehicles as part of the ADA complementray paratransit service? (Click the applicable circle.)

- The transit system operates all of the vehicles.
- There is one contractor operating vehicles throughout the whole service area.
- There is one contractor operating vehicles in each zone. The total number of operating contractors is:
- There are multiple contractors operating vehicles within the transit service area. The total number of operating contractors is:
- Other (Please describe):

Does your transit agency provide any of the following services? (Check all that apply.)

- None of the listed services.
- User-side Subsidy Program.
- Trip Planning/Mobility Manager.
- Travel Training.
- Route Deviation Service.
- Point Deviation Service.
- Service Route/Community Bus.
- Other (please describe):

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**Reservations and Scheduling Process**

Are any of the following technologies currently used in the reservations, scheduling, and/or dispatch functions? (Check all that apply)

- Automated trip reservation software.
- Automated trip reservations, scheduling, and dispatching.
- Mobile data terminals or computers.
- Mobile telephone technology.
- Automated vehicle location technology.
- Other (please describe):

Has a call-answering standard been established for reservations? (Check all that apply.)

- No, there is no formal call-answering standard.
- Yes, the goal is to keep the following percentage of calls: [ ] on hold less than the following number of minutes:
- Yes, the goal is to answer the following percentage of calls: [ ] by a the following number of rings:
- Yes, the goal is to have an average hold time of less than the following number of minutes:
- Other, please describe:

Which of the following best describes the trip reservation and scheduling process for your ADA complementary paratransit service for the initial trip reservation (not "will call" or "Call when ready" trips)? (Check all that apply)

- Trip requests taken and scheduled while the customer is in the phone.
- Trip requests are taken then scheduled off-line.
- Trip requests are taken and same-day dispatched.
- Other, please describe:

How far in advance may trip requests be placed (e.g. 1 day, 2-3 days, 14 days)?

The following is the maximum number of days in advance that we take trip requests:

What is the latest time that trip requests can be placed not counting "space available" trip requests (e.g. previous day, same day, one hour ahead)?

The following is the latest time that an advance trip request will be accepted:

When customers call to place trip requests, what times are accepted for the "going" or "outbound" trip? (Click the most applicable circle.)

- Customer tells us the requested pick-up time.
- Customer tell us the appointment or desired arrival time.
- Customer tells us either the pickup or appointment time.
- Other (Please describe):

How long before and after the negotiated or scheduled pick-up time are riders asked to be ready and waiting for the vehicle (i.e. what is the "pickup time window")?

The window for the number of minutes before the scheduled pick-up time is:

The window for the number of minutes after the scheduled pick-up time is:

Other (please describe):

How long are drivers required to wait for passengers at the pick-up location (i.e. the vehicle "wait time")?

If drivers arrive earlier than the pick-up window, they wait the following period (please describe):

If drivers arrive within the pick-up window, they wait the following number of minutes:

If drivers arrive after the pick-up window, they wait the following period (please describe):

Other situations (please describe):

Is there a maximum travel time for ADA complementary passenger trips?

- Yes, trips more than the following number of minutes are considered too long:
- Yes, maximum travel time is based on trip distance (please describe):
- Yes, the maximum travel time is set as a percentage of the time required for the same trip on fixed-route, and that percentage is as follows:
- Other (please describe):
- No, there is no formal travel time standard or policy.

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**No-show & Cancellation Policies**

**Do you have a written "no-show" policy for the ADA complementary paratransit service?**

**Yes, there is a written ADA complementary paratransit "no show" policy (please describe the policy):**

**In the space below, please describe the mechanism by which the ADA "no-show" policy is enforced, including progressive steps if applicable.**

- Not applicable.
- We have never needed to take a formal action to enforce the "no-show" policy.
- Our enforcement mechanism is currently on hold or being modified.

The ADA "no-show" policy is enforced in the following manner:

**Do you have a written "late cancellation" policy for the ADA complementary paratransit service?**

**Yes, there is a written ADA complementary paratransit "late cancellation" policy (please describe the policy):**

**In the space below, please describe the mechanism by which the ADA "late cancellation" policy is enforced, including progressive steps if applicable.**

- Not applicable.
- We have never needed to take a formal action to enforce the "no-show" policy.
- Our enforcement mechanism is currently on hold or being modified.

The ADA "no-show" policy is enforced in the following manner:

**Do you track "no-shows" and "late cancellations", and if so, how are they counted?**

- We do not track "no shows" or "late cancellations".
- "No-shows" are tracked and counted separately from "late cancellations".
- "No shows" and "late cancellations" are considered the same and counted together.

**How would you describe the enforcement of your no-show policy (and late-cancellation policy, if applicable) during the past year? (Check one of the following.)**

- There has been little action regarding no-shows/late cancels or enforcement.
- The no-show/late cancellation policy is enforced to some degree.
- No-shows and late cancels are tracked and efforts are made to address problems and work with customers who have problems, but penalties are not enforced.
- The no-show policy/late cancellation policy is actively enforced.

**Who monitors your no-show/late cancel policies? (Check all boxes that apply.)**

- Not applicable/not monitored.
- Transit agency staff.
- Broker
- Contractor/operator.

Other (please describe):

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**ADA Complementary Paratransit Eligibility Determination Information**

Indicate which of the following techniques are used in the ADA complementary paratransit eligibility determination process and what percentage of applicants complete or participate in each? (Check the applicable boxes and fill in the percentage boxes.)

% of Applicants Requested to Complete or Participate in Each

- Telephone Interview: 0
- Paper application form:
- In-person interview:
- In-person functional assessment of physical ability:
- In-person functional assessment of cognitive ability:
- In-person assessment of visual ability:
- Other (please describe):

If you do functional assessments, who performs them? (Check all boxes that apply.)

- Occupational therapist.
- Physical therapist.
- Certified rehab specialist.
- Orientation and mobility specialist (persons with visual impairments).
- Not applicable.
- Other (please describe):

Is verification of disability or additional information about functional ability requested from professionals familiar with the applicant? (Click the most applicable circle.)

- No, information is not requested from professionals.
- Yes, professionals are contacted in some cases.
- Yes, professionals are contacted in all cases.
- Other (please describe):

Please indicate who performs each of the following functions related to the determination of ADA eligibility. (Check one box in each of the four columns.)

	Transit Staff	Contractor Staff	Other	Not Applicable
Manage overall process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct telephone interview.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Review paper applications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct in-person interviews.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct in-person physical assessments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct in-person cognitive assessment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conduct in-person visual assessments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follow-up with professionals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make final determination of eligibility.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please describe):	<input type="text"/>			

Indicate the type of eligibility determination outcomes and the percentage of individuals in each category. (Check the applicable boxes and fill in the percentage boxes.)

- Unconditional eligibility (never able to use fixed route):
- Conditional eligibility (sometimes able to use fixed route):
- Transitional/temporary eligibility (use on an interim basis):
- Not eligible (able to use fixed route all of the time):
- Other (please describe):  0

Is eligibility determination used to check trip-by-trip eligibility? (Click the most applicable circle.)

- No, trip-by-trip eligibility determinations are not performed.
- Yes, for subscription trips only.
- Yes, for subscription and frequently made trips.
- Yes, for all trips.
- Other (please describe):

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**ADA Complementary Paratransit Service Statistics**

**Please provide as many of the following service statistics about your ADA complementary service as possible. (Please check the box next to the statistic if it was estimated from representative monthly totals or other sources.)**

**Paratransit passenger statistics. (Please check the box if the data is estimated.)**

Total number of registered ADA paratransit eligible customers at end of FY:

Number of ADA paratransit customers making at least one ride in FY:

**Has your ADA passenger database been updated through recertification or other review (click the most applicable circle.)**

- No.
- Yes, recertification or review is ongoing.
- Yes, a system-wide review or recertification was last completed (please indicate month and year):

**Paratransit Trip Statistics. (Please check the box if the data is estimated).**

Total one-way ADA trips requested:

Total one-way ADA trip requests scheduled:

Total one-way ADA trips denied:

Total ADA trips cancelled in advance:

Total ADA "late cancellations" (if applicable):

Total ADA no-shows:

Total one-way ADA trips provided:

**What percentage of total annual one-way trips are subscription/standing order? (Please check the box if the data is estimated)?**

Percent Annual Trips:  Estimate?

**Does the number of one-way trips provided include companion trips and/or personal care attendant trips as well as ADA eligible passenger trips? (Click the most appropriate circle.)**

- Yes  No

If Yes, please provide the number of those trips below. (Please check the box if the data is estimated.)

One-way trips by ADA eligible passengers:

One-way trips by personal care attendants:

One-way trips by companions:

One-way trips by ADA passenger guests:

Total annual one-way trips provided:

**Please indicate the number of completed ADA trips that were directly operated by the transit system and/or the number purchased through a third-party contractor. (Please check the box if the data is estimated.)**

Directly operated by the transit system.

Purchased by the transit system.

Total annual one-way trips provided.

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**Dedicated vs. Non-dedicated Vehicles**

Indicate what percent of the ADA complementary paratransit service is provided by "dedicated" vehicles (vehicles that do not provide other service when operated in ADA service) vs. "non-dedicated" vehicles (vehicles that provide other non-ADA service, e.g. taxicabs). (Please check the box if the data is estimated.)

- a. Approximate percentage of ADA service provided by "dedicated" vehicles:
- b. Approximate percentage of ADA service provided by "non-dedicated" vehicles:  Estimate?

**Provide the following information on the number of "dedicated" vehicles at the end of the FY. (Check the box if the data is estimated.)**

- Total number of dedicated vehicles in ADA service:
- Total number of dedicated vehicles owned by contractors:
- Total number of dedicated vehicles in the active ADA paratransit fleet with a lift or ramp:
- Average number of dedicated vehicles in typical peak-hour operation (peak hour pull out):
- Average number of dedicated vehicles in mid-day service (10am to 2 pm):
- Estimate?

**Provide the following information on the number of "non-dedicated" vehicles at the end of the FY. (Check the box if the data is estimated.)**

- Total number of non-dedicated vehicles in ADA service:
- Total number of non-dedicated vehicles owned by contractors:
- Total number of non-dedicated vehicles in the active ADA paratransit fleet with a lift or ramp:
- Average number of non-dedicated vehicles in typical peak-hour operation (peak hour pull out):
- Average number of non-dedicated vehicles in mid-day service (10am to 2 pm):
- Estimate?

**For both dedicated and non-dedicated vehicles, please provide the following statistics on VEHICLE MILES for the FY if available. (Check the box if the data is estimated.)**

- Dedicated vehicles, ADA trips, total vehicle miles for the FY:
- Dedicated vehicles, ADA trips, total revenue vehicle miles for the FY:
- Non-dedicated vehicles, ADA trips, total vehicle miles for the FY:
- Non-dedicated vehicles, ADA trips, total revenue miles for the FY:

**For both dedicated and non-dedicated vehicles, please provide the following statistics on VEHICLE HOURS for the FY if available. (Check the box if the data is estimated.)**

- Dedicated vehicles, ADA trips, total vehicle hours:
- Dedicated vehicles, ADA trips, revenue vehicle hours:
- Non-dedicated vehicles, ADA trips, total vehicle hours:
- Non-dedicated vehicles, ADA trips, revenue vehicle hours:

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**Cost Information**

**Please provide the total annual cost of providing ADA complementary paratransit service for the FY for the following categories. (Check the box if the data is estimated.)**

**Costs by categories for ADA Directly Operated Service, including transit oversight. (Please check the box if the data is estimated.)**

Contractual and Operational Oversight:

Management and Administrative Expense:

Eligibility Determination Expense:

Direct Service, Operator Related (Non-capital):

Direct Service, Maintenance Related (Non-capital):

Capital expenses:

Other expenses:  Please describe the "other" category:

Sub-total Directly Operated Costs.

Estimate?

**Cost Categories for ADA Purchased Service Expenses. (Please check the box if the data is estimated.)**

Management and Administrative Expense:

Eligibility Determination Expense:

Purchased Service, Operations and Maintenance (Non-capital):

Capital expenses:

Other expenses:  Please describe the "other" category:

Subtotal Purchased Services Costs.

Estimate?

**ADA Paratransit Cost Summary for FY:**

Total ADA Paratransit Operating Costs for FY.

Total ADA Paratransit Capital Costs for FY.

Total ADA Paratransit Costs for FY.

**Submit Information**

**Visitor Arrangements**

**ADA complementary paratransit visitor contact information. Please provide:**

A phone number for ADA complementary paratransit visitor reservations:

A TTD/TTY for ADA complementary visitor reservations:

An email address for ADA complementary visitor reservations:

**Please describe your method of verifying ADA Eligibility for visitors from other systems. (Check all boxes that apply.)**

- Verbal Self-Certification by Caller.
- Fax or copy of ADA Paratransit Eligibility Card.
- Fax or copy of ADA Eligibility Application from Transit System.
- Call confirming ADA eligibility from transit system.
- Other (please describe):

**Please describe how your system has implemented the 21 day visitor eligibility provision of the ADA. (Click the most applicable circle.)**

- Our policy is 21 contiguous days of eligibility in the calendar year.
- Our policy is 21 days of eligibility throughout the year as a visitor.
- Other (please describe):

**Please indicate whether the following are within the ADA service area. (Check all boxes that apply.)**

- The nearest major airport:
- The nearest train station:
- The nearest inter-state bus station:
- Other locations where an arriving ADA eligible visitor could be picked up (please describe):

**Can an ADA eligible visitor travel on paratransit throughout the service area without transfers? (Click the most applicable circle.)**

- Yes, because our system has only one zone.
- Yes, because we can make special arrangements for visitors.
- No, ADA eligible visitors traveling across zones may be required to transfer.
- Other (please describe):

**How many days before the ADA eligible individual's arrival date should the visitor contact your system for a trip request? (Check all boxes that apply.)**

- Visitor reservations are taken on a next day basis.
- Visitors should call a week ahead.
- Visitors must call two weeks in advance.
- Visitors should call a month before their trip to allow time for the receipt of eligibility verification from the home system.
- Other (please describe):

**If a visitor needs to use your system for longer than their 21-day eligibility, please describe your continued eligibility policy. (Check all boxes that apply.)**

- Continued ADA complementary paratransit eligibility is automatic on a reciprocal basis.
- The individual must apply for ADA complementary paratransit eligibility.
- The 21-day period can be extended as needed if the person will not be a permanent resident.
- Other (please describe):

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**Service Indicators**

**Measurements of Productivity:**

Productivity - Average of ALL one-way trips per hour:

Productivity - Average ADA only trips per hour:

Productivity - Average of ALL revenue miles per trip for all paratransit passengers:

Productivity - Average of ADA revenue miles per trip for only ADA trips:

Denials - Percent of ALL one-way trips denied:

Denials - Percent of ADA trips denied:

**Cancellations and No-shows.**

Percentage of ADA Advance Cancellations:

Percentage of ADA Late Cancellations:

Percentage of ADA no-shows:

**Cost Indicators.**

Total Cost/Total Paratransit Trips:

Total Cost/Total ADA Eligible Paratransit Trips:

Total Cost/Total ADA Revenue Hours:

Total Cost/Total ADA Revenue Miles:

**Cost Components.**

Administrative Cost as a Percentage of Total ADA Paratransit Cost:

Operating Cost as a Percentage of Total ADA Paratransit Cost:

Maintenance Cost as a Percentage of Total ADA Paratransit Cost:

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## Agency Profile

### Agency Profile

Name of Transit Agency: Sample Transit Agency  
City: gfds,  
Contact Person:  
Phone:  
E-mail Address:

### Service Area/Policies

Service area population: 0  
ADA service area: Other (Please describe):  
Size of service area (sq. mi):

### Level of service:

- Curb-to-Curb
- Door-to-Door
- Door-through-Door

### Number of days calls accepted in advance:

- No-show policy?
- Late cancellation policy?

### Operating Statistics for FY

Total annual ADA one-way paratransit trips provided: 0  
Total non-capital ADA operating expense: 0  
Percent of ADA paratransit service provided on dedicated vehicles:  
Percent of ADA paratransit service provided on non-dedicated vehicles:

### Performance Measures

Productivity- one-way trips per revenue hour: 0  
0  
Average revenue miles per ADA trip: 0  
Average cost per ADA trip: 0  
Average cost per revenue hour: 0  
Average cost per revenue mile: 0  
Administrative costs as a percentage of total costs: 0  
Operating costs as a percentage of total costs: 0  
Maintenance costs as a percentage of total costs: 0

Finish