ATBCB standards. Until you become familiar with a company’s product line, you also may want to review copies of the test results.

The regulatory requirement that you accommodate all types of mobility devices within certain size and weight limits suggests the use of floor-mounted belt securement systems. Several manufacturers presently make belt systems which meet the regulatory standards. Again, require that equipment be tested. In addition to the ADA standards, a common performance specification used is to require that securement systems be tested to meet the “30mph/20g standard” developed at the University of Michigan.

While belt systems are versatile and provide excellent securement, they will require special driver training. These systems can be unsafe if belts are not attached and tightened properly. Also, given the number of belts that are usually involved, it is recommended that your vehicles be equipped with belt cutters to facilitate emergency evacuation.

Revised “guideline specifications” for lifts and securement systems are being prepared by UMTA. These specifications, which will incorporate ADA standards, will be available in the fall of 1991.

There are many other good sources of technical assistance on vehicle and equipment specifications. Because the ADA standards are new, however, past reports and specifications should be carefully checked for compliance with Part 38 of the regulations. General vehicle specifications are available through the RTAP program.

The National Resource Center, cited above, maintains current copies of proven specifications for a variety of different sizes and types of vehicles. CTAA and APTA (see Appendix K for addresses and phone numbers) also can provide you with technical assistance about vehicles, lifts, and securement systems. A number of good publications on small transit vehicles are also available and are listed in Appendix K.

Section 4.

Ongoing Evaluation

Equally as important as developing a good initial paratransit plan is a process for monitoring and evaluating service and adjusting your original plan and estimates. Accurately forecasting demand for service is difficult. Much of this demand is unexpressed, latent demand. Baseline trip information on which to develop estimates may not exist. Adjustments in your estimates will need to be made using actual service information. Predictions about the actions of other transportation providers cited in your plan and the level of funding available for your service also will likely need to be adjusted as you implement your plan.

Table 9.2 suggests a number of service statistics that can help you monitor and evaluate your paratransit service. Those that are marked with an asterisk are more difficult to collect (unless your service data and client records are computerized). You may want to consider periodically sampling your records to develop estimates for these items. Appendix F includes a methodology for developing estimates that are statistically valid. Other statistics, not marked with an asterisk, should be collected monthly.

Tracking the number of trips denied, missed, or provided late will help you understand the level of capacity constraints that remain in your service. As explained in Section 2 of Chapter 5, you should develop definitions of “late trips”, “missed trips”, and trips that are “denied” in cooperation with your consumer advisory committee.
A detailed analysis of unmet trips requests, in particular, can be helpful. Tabulate unmet trips

**Table 9.2: Suggested Paratransit Service Statistics**

**Monthly Trip Statistics:**
- Total one-way trips requested
- Total one-way trips scheduled
- Total unmet trip requests
  - *Unmet ADA paratransit eligible requests
  - *Other unmet requests
- Total one-way trips canceled
- Total no-shows
- Total one-way trips provided
  - *Subscription trips
  - *Non-subscription trips
- Missed trips
- Late trips

**Monthly Service Statistics:**
- Total vehicle-hours of service
- Total vehicle-miles of service
- Productivity (trips provided/vehicle-hours)
- Average trip length (trips provided/vehicle-miles)

**Trips by Type of Rider:**
- Total one-way trips by ADA-eligible riders
- Total one-way trips by non-ADA riders:
  - Trips by elderly riders
  - Trips by agency clients
  - Trips by others

**Trips by Area:**
- Trips originating in community A
- Trips originating in community B
- Trips within ADA service area
- Trips outside the ADA service area

**Trips by Trip Purpose:**
- Employment
- Shopping
- Social/Recreational
- Personal Business
- Education
- Medical
- Nutrition
- Other

**Unduplicated Riders:**
- ADA-eligible riders Avg. trips/month
- Non-ADA riders Avg. trips/month
- Elderly Avg. trips/month
- Agency client Avg. trips/month
Others  _______  Avg. trips/month  _______

*Items that are difficult to collect manually and can be developed through sampling.
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.

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. Riders will be able to help you interpret these statistics and identify service design problems. Making this information available will help focus the meetings on important “system” issues and avoid discussions of individual
problems and complaints.