

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.

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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	_____	Education	_____
Shopping	_____	Medical	_____
Social/Recreational	_____	Nutrition	_____
Personal Business	_____	Other	_____

****Unduplicated Riders:***

ADA-eligible riders	_____	Avg. trips/month	_____
Non-ADA riders	_____	Avg. trips/month	_____
Elderly	_____	Avg. trips/month	_____
Agency client	_____	Avg. trips/month	_____

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Others _____

Avg. trips/month _____

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

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for ADA paratransit eligible and non-ADA paratransit eligible riders. Review unmet trips by time of day, by day of the week, and by area. This will help you identify when and where the most serious capacity constraints exist. It will also help you identify times when subscription trips may be causing the schedule to be “closed” to other requests.

Recording the number of cancellations and no-shows will help you evaluate the effectiveness of your scheduling system. As discussed previously in this chapter, certain types of scheduling procedures can increase the number of cancellations and no-shows. Recording this information also will let you know if the incentives and disincentives you use to reduce no-shows are effective.

Delineate between subscription trips and non-subscription trips provided to ADA paratransit eligible riders. Periodically review the mix of trips by time of day to determine if subscription service exceeds 50% of the total.

Collecting information on trips by type of rider is important for two reasons. It can help you adjust your demand estimates. It also will enable you to calculate those costs associated with the provision of ADA-required service. This information will be important if you have to apply for an undue financial burden waiver.

Determining the number of trips wholly within the ADA-service area is only necessary if you may need to request an undue financial burden waiver and have elected to provide service in a larger area than that defined by the regulation.

Trip purpose information can help with demand projections. Social, recreational, and personal

business trips will increase as response time is reduced and as capacity constraints or trip purpose limitations are removed. The number of employment trips also can be expected to increase as the provisions of the ADA are implemented. The mix of trips by purpose will tell you if advance reservations are too large a percent of your service. If a relatively small number of trips for social, personal business, or other such needs are being provided, you may need to examine your advance reservation policy.

Finally, periodically counting the number of unduplicated riders by type and calculating the average number of trips per registered rider can again help you with your demand estimates. It can help you revise your estimates of “market penetration” (the percent of eligible persons registered for your service) and the “mode split” (the number of trips made on your paratransit service versus other means).

Fixed route service information also should be collected. If you plan to operate a Call-A-Lift-Bus service, track requests by route to help you determine which routes to make 100% accessible when additional buses are purchased. Paratransit service information also can be used to plan accessible routes and to design service routes or route deviation systems.

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

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problems and complaints.