



F E D E R A L   T R A N S I T   A D M I N I S T R A T I O N

Capital Metropolitan Transportation Authority  
Paratransit Compliance Review Final Report  
November 12, 2014

FTA Report No. 0000  
Federal Transit Administration



U.S. Department of Transportation  
**Federal Transit Administration**

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- A FTA Notification Letter to Capital Metropolitan Transportation Authority
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## Executive Summary

### Purpose

This report reviews Capital Metropolitan Transportation Authority's (Capital Metro's) complementary paratransit service (MetroAccess) in the Austin, Texas metropolitan area. Its objective is to verify whether Capital Metro is meeting its obligations under the Americans with Disabilities Act (ADA) requirements to provide paratransit as a complement to its fixed route service.

This compliance review included three stages:

1. Preparation: compilation of information covering policies and procedures and interviews with eligible MetroAccess riders and local disability organizations
2. Site visit: a three-person review team's observation of how Capital Metro handles trip requests, scheduling and dispatching, examination of eligibility applications and related documents (including appeals), and interviews with Capital Metro and contractor employees
3. Analysis and reporting: identification of deficiencies requiring corrective actions and suggestions of effective practices in complementary paratransit service

### Key Findings

Capital Metro representatives are committed to providing quality paratransit service as a complement to its fixed route service. The review team also observed that:

- Capital Metro has no trip denials for MetroAccess service while maintaining on-time performance over 93 percent.
- Capital Metro provides a high level of assistance to its MetroAccess riders, including "hand-to-hand" service when appropriate.
- Capital Metro closely monitors most aspects of the daily operations of its MetroAccess private contractors.

The review identified the following deficiencies that Capital Metro can correct immediately:

- Reservationists for MetroAccess service improperly ask conditionally eligible riders to identify which condition applies to requested trips.
- Capital Metro's missed trip definition is incorrect.
- Capital Metro's monitoring reports for on-time drop-off performance do not separately track each contractor's on-time performance.

The review also identified the following deficiencies that Capital Metro must address:

- Capital Metro does not provide MetroAccess service to certain communities that have withdrawn from Capital Metro, but have areas that are within 3/4-mile of Capital Metro fixed route service.
- More than half of riders whose trip reservations include appointment times are dropped off more than 30 minutes early.

Please see Section 5 for a discussion of all 14 deficiencies and the Summary Table of Compliance Review Findings (following Section 5). Capital Metro must address all deficiencies within 60 days of receipt of this report.

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## 1 General Information

This chapter provides basic information concerning FTA’s compliance review of Capital Metro. Information on Capital Metro, the review team, and the dates of the review are presented below.

Grant Recipient:	Capital Metropolitan Transportation Authority
City/State:	Austin, TX
Grantee Number in NTD:	6048
Executive Official:	Ms. Linda S. Watson, President/CEO
On-site Liaison:	Aida B. Douglas, Manager, Office of Diversity
Report Prepared By:	the Collaborative, Inc.
Dates of Site Visit:	March 31–April 3, 2014
Review Team Members:	David Chia, the Collaborative, Inc. James Purdy, the Collaborative, Inc. Bill Schwartz, the Collaborative, Inc.

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## **2 Jurisdiction and Authorities**

Public entities that operate fixed route transportation services for the general public are required by the U.S. Department of Transportation (DOT) regulations implementing the Americans with Disabilities Act of 1990 (ADA) to provide complementary paratransit service for persons who, because of their disability, are unable to use the fixed route system. These regulations (49 CFR Parts 27, 37, 38, and 39) include eligibility requirements and service criteria that must be met by complementary paratransit service programs. Section 37.135(d) of the regulations required that complementary paratransit service meet these criteria by January 26, 1997.

The Federal Transit Administration (FTA) is responsible for ensuring compliance with the ADA and the DOT regulations implementing the ADA.

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### 3 Introduction to Capital Metro

The Capital Metropolitan Transportation Authority (Capital Metro) is a regional transportation authority that serves the Austin, Texas metropolitan area. Capital Metro operates fixed route bus, bus rapid transit (BRT), commuter rail, and MetroAccess, the complementary paratransit service, which is the subject of this compliance review. According to Capital Metro's [website](#), its FY 2013 service area is 529 square miles, with a population of 1,046,404.

Based on data from FY 2013, fixed route ridership is 33.6 million. Capital Metro's fleet includes 390 buses that cover over 70 local, express, and University of Texas shuttle routes. The fleet also includes six diesel trains, running along a 32-mile route with nine stations. All fixed route buses are accessible and rail car access is via level boarding

Capital Metro was established in 1985, initially providing fixed route bus service in Austin and surrounding jurisdictions in Travis and Williamson Counties. Commuter rail service (MetroRail) began in March 2010 and BRT service (MetroRapid) began in January 2014. A primary source of Capital Metro funding is a one-cent sales tax collected from participating jurisdictions.



MetroAccess vehicle and website [link](#)

#### 3.1 Introduction to Complementary Paratransit Services and Organizational Structure

When Capital Metro was established in 1985, it assumed control of the City of Austin's Special Transit Services established in 1976 to serve individuals with disabilities. From 1985 until August 2012, Capital Metro provided services to individuals with disabilities, first as Special Transit Services, and then (beginning in 2009) as MetroAccess.

Since August 2012, Capital Metro uses private contractors to drive and maintain its vehicles. At the time of the site visit, two private contractors employed MetroAccess drivers and maintained vehicles: MV Transportation and LeFleur Transportation. Since the site visit, Ride Right has succeeded LeFleur as the second contractor. MV Transportation uses Capital Metro's vehicles and its maintenance facility; the second contractor uses its own vehicles and maintenance facility.

Various components of MetroAccess activities take place at five separate facilities in Austin.

- Managers and analysts: Capital Metro Administrative Annex, 624 Pleasant Valley Road
- Eligibility center: 209 West Ninth Street
- Call center (also MV office and maintenance): 509 Thompson Lane
- Schedulers and dispatchers: Combined Transportation and Emergency Communications Center, 5010 Old Manor Road
- LeFleur office and vehicles: 1834 Ferguson Lane

Capital Metro's Director of Paratransit Operations indicated that Capital Metro has plans to consolidate all of its MetroAccess employees to 209 West Ninth Street, the current site of the eligibility center.

Capital Metro employees provide the following MetroAccess elements:

- Applicant eligibility interviews
- Reservations agents, dispatchers, schedulers
- Facilities for an office, vehicle parking, and vehicle maintenance for MV Transportation contract
- Vehicles for MV Transportation contract
- Paratransit software
- Telephone system
- Oversight of eligibility determination
- Marketing and publicity

Contractors provide the following MetroAccess elements:

- Drivers
- Facilities for an office, vehicle parking, and vehicle maintenance for 2nd contractor
- Vehicles for 2nd contractor
- Vehicle maintenance
- Training
- Employees for applicant functional assessments

As of February 2014, 4,485 individuals are certified for MetroAccess service. Table 3.1 summarizes MetroAccess ridership for the four most recent fiscal years. As shown, ridership has been increasing every year.

**Table 3.1 – MetroAccess Ridership**

<b>Fiscal Year</b>	<b>Completed Passenger Trips</b>
2010	523,341
2011	532,148
2012	570,279
2013	589,831

## 4 Scope and Methodology

The purpose of this review is to provide FTA with a tool for determining whether a public operator of a fixed route system complies with the complementary paratransit requirements under DOT ADA regulations. However, the deficiencies identified and findings made in this report are by necessity limited to the information available to and the observations made by the review team at the time of the site visit. A lack of findings in a particular review area does not constitute endorsement or approval of an entity's specific policies, procedures or operations; instead, it simply indicates that no deficiencies in the delivery of service were observed at the time of the site visit.

The scope of the review and the methodology employed by the review team is described in detail below.

### 4.1 Scope

The review focused on whether Capital Metro's complementary paratransit service, MetroAccess, operates according to the service criteria specified in 49 CFR § 37.131 of the DOT ADA regulations, and without capacity constraints prohibited under 49 CFR § 37.131(f)). The review examined the Capital Metro service area, response time, fares, and hours and days of service, as well as its policies, standards and procedures for monitoring service provision, including on-time performance, on-board travel time, telephone hold times, and avoiding trip denials and missed trips. The review seeks to ascertain whether service is being provided to eligible individuals within at least the minimum required service area on a next-day basis, during the same hours and days as the fixed route system, for not more than twice the fixed route fare for the same trip; whether there are patterns or practices that result in a substantial number of trip limits, trip denials, untimely pickups, and/or trips of excessive length; policies which cause riders to arrive late to appointments; or long telephone hold times, as defined by the transit system's established standards (or typical practices if standards do not exist).

Overall, the complementary paratransit compliance review included the following regulatory requirements:

- Complaint resolution and compliance information (49 CFR §§ 27.13(b) and 27.121(b))
- Nondiscrimination (49 CFR § 37.5)
- Service under contract (49 CFR § 37.23)
- Requirement for comparable complementary paratransit service (49 CFR § 37.121)
- ADA paratransit eligibility: Standards (49 CFR § 37.123)
- ADA paratransit eligibility: Process (49 CFR § 37.125 including:
  - Information is made available in accessible formats upon request
  - A decision is made within 21 days or presumptive eligibility is granted pending a decision
  - There is written notification of all decisions
  - All denials or conditional eligibility determinations are completed in writing with specific reasons for the decision
  - There is an administrative appeals process for denials and conditional eligibility determinations
  - Reasonable policies for suspending service to eligible riders who establish a pattern or practice of missing trips
- Complementary paratransit service for visitors (49 CFR § 37.127)
- Types of service (49 CFR § 37.129)
- Service criteria for complementary paratransit (49 CFR § 37.131) including:

- Service area
- Response time
- Fares
- Trip purpose restrictions
- Hours and days of service
- Capacity constraints
- Subscription service (49 CFR § 37.133)
- Training requirements (49 CFR § 37.173)

## 4.2 Methodology

FTA's Office of Civil Rights sent a notification letter to Capital Metro President/CEO Linda Watson on November 6, 2013, confirming the dates for the site visit and asking Capital Metro to send information to the review team in advance of the site visit. (See Attachment A.)

Prior to the site visit, the review team examined the following service information:

- Capital Metro's description of how it structures its complementary paratransit service
- Public information describing Capital Metro's complementary paratransit service
- Capital Metro's standards or goals for on-time performance, trip denials, missed trips, complementary paratransit trip length, on-time performance, and telephone hold times, and how it specifies all of these standards or goals in its contracts with contractors and in its rider's guide

As requested by FTA, Capital Metro made additional information available during the visit:

- Copies of completed driver manifests for recent months
- Thirty-six months of service data, including the number of trips requested
- Records of consumer comments and complaints related to capacity issues, including trip denials, on-time performance, travel time, and telephone access
- Procedures for passenger complaints and other incident reports
- Capital Metro's summary of complaints
- A fleet roster of MetroAccess vehicles
- A listing of complementary paratransit employees and their start dates
- Capital and operating budgets and cost data

The Capital Metro ADA paratransit compliance review site visit took place March 31–April 3, 2014. The visit began with an opening conference, held at 9 a.m. on March 31, 2014, at Capital Metro's administrative headquarters at 2910 East Fifth Street, Austin, TX. Attending the conference were:

- Linda Watson, President/CEO, Capital Metro
- Aida Douglas, Manager, Office of Diversity, Capital Metro
- Elaine Timbes, Deputy CEO/COO, Capital Metro
- Kerri Butcher, Chief Counsel, Capital Metro
- Dottie Watkins, Vice President, Bus and Paratransit Services, Capital Metro
- Chad Ballentine, Director of Paratransit, Capital Metro
- Caroline Beyer, Internal Audit, Capital Metro
- Gerardo Castillo, Senior Vice President and Chief of Staff, Capital Metro
- Paul Hamilton, Control Center Manager, Capital Metro

- Rafael Villarreal, Contract Performance Manager, Capital Metro
- Kris Turner, Business Systems Analyst, Capital Metro
- John Day, FTA Office of Civil Rights (by telephone)
- David Chia, Review Team Leader, the Collaborative
- Jim Purdy, Review Team Member, the Collaborative
- Bill Schwartz, Review Team Member, the Collaborative

Following the opening conference, the review team met with representatives from Capital Metro and one of its complementary paratransit contractors (MV Transportation) to discuss the information sent in advance, as well as the on-site information and material. In the afternoon, members of the review team visited 509 Thompson Lane, site of the MetroAccess call center and the MV Transportation operations center. The review team listened to calls from MetroAccess riders making trip reservations. Using data from a sample week of MetroAccess service (February 22–28, 2014), another review team member began analyzing operations at the MetroAccess administrative office at 624 Pleasant Valley Road.

On Tuesday, April 1, 2014, review team members again listened to trip reservation calls at 509 Thompson Lane and interviewed MetroAccess drivers. They began to analyze trip lengths. One team member visited the eligibility office at 209 West 9th Street, reviewed the eligibility determination process, interviewed employees, and reviewed sample eligibility determination files. In the afternoon, the review team continued to analyze data for on-time performance, trip lengths, and telephone performance at 624 Pleasant Valley Road. They also interviewed Capital Metro managers about staffing, monitoring, vehicles, and other resources. They met with Capital Metro employees to review rider complaints and discuss the complaint-resolution process.

On Wednesday, April 2, 2014, the review team observed dispatch operations and interviewed the lead scheduler at the Combined Transportation, Emergency, and Communications Center at 5010 Old Manor Road. Review team members continued data analysis and interviews with Capital Metro employees at 624 Pleasant Valley Road.

On Thursday, April 3, 2014, the review team continued to analyze and tabulate the various data they had gathered. They prepared for the exit conference, which took place at 2 p.m. at Capital Metro's administrative headquarters. Attending the conference were:

- Linda Watson, President/CEO, Capital Metro
- Aida Douglas, Manager, Office of Diversity, Capital Metro
- Elaine Timbes, Deputy CEO/COO, Capital Metro
- Kerri Butcher, Chief Counsel, Capital Metro
- Dottie Watkins, Vice President, Bus and Paratransit Services, Capital Metro
- Chad Ballentine, Director of Paratransit, Capital Metro
- Caroline Beyer, Internal Audit, Capital Metro
- Martin Kareithi, Accessible Transportation Specialist, Capital Metro
- Paul Hamilton, Control Center Manager, Capital Metro
- Rafael Villarreal, Contract Performance Manager, Capital Metro
- Kris Turner, Business Systems Analyst, Capital Metro
- Eric Bustos, Diversity Specialist, Office of Diversity, Capital Metro
- William Harrison, Region VI Civil Rights Officer, FTA (by telephone)
- Jeremy Furrer, FTA Office of Civil Rights (by telephone)
- David Chia, Review Team Leader, the Collaborative

- Jim Purdy, Review Team Member, the Collaborative
- Bill Schwartz, Review Team Member, the Collaborative

FTA provided Capital Metro with a draft copy of the report for review and response. A copy of Capital Metro's response to the draft report, dated October 23, 2014, is included as Attachment B.



## 5 Findings and Advisory Comments

This chapter details the findings for each of the areas pertinent to the regulations found in 49 CFR Parts 27, 37 and 38 outlined in the Scope and Methodology section above. For each area, an overview of the relevant regulations and a discussion of the regulations as they apply to Capital Metro's complementary paratransit system are provided below, with corrective actions and a timetable to correct deficiencies for each of the requirements and sub-requirements where necessary

Findings are expressed in terms of "deficiency" or "no deficiency." Findings of deficiency denote policies or practices found to be not in compliance with DOT ADA regulations or matters for which FTA requires additional reporting to determine whether an ADA compliance issue exists.

Findings of deficiency shall always require corrective action and/or additional reporting, and will always be expressed as:

- A statement concerning the policy or practice in question at the time of the review
- A statement concerning the DOT ADA requirements being violated or potentially being violated
- A statement concerning the required corrective action to resolve the issue

Advisory comments are statements detailing recommended or suggested changes to policies or practices to ensure effective practices under the ADA or otherwise assist the entity in achieving or maintaining compliance.

### 5.1 Comparable Complementary Paratransit Service

**Requirement:** Under 49 CFR § 37.121, transit agencies operating a fixed route system must provide complementary paratransit service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system.

**Discussion:** During this compliance review, no deficiencies were found with the requirement for Capital Metro to provide comparable paratransit service with the MetroAccess service.

### 5.2 ADA Paratransit Eligibility Process

#### Absence of Administrative Burdens

**Requirement:** Under 49 § CFR 37.125, transit agencies must establish an eligibility process for complementary paratransit. The process may not impose unreasonable administrative burdens on applicants, and, since it is part of the entity's nondiscrimination obligations under § 37.5(d), may not involve "user fees" or application fees to the applicant.

**Discussion:** During this compliance review, no deficiencies were found with the prohibition against unreasonable administrative burdens in Capital Metro's eligibility process for Metro Access service. An advisory comment is made regarding communicating the availability of free rides to and from in-person interviews.

In early 2012, Capital Metro implemented a new process for MetroAccess eligibility determinations. All new applicants and individuals who were recertifying went through this process. The major components of the revised eligibility determination process include:

- In-person interviews for all applicants
- Functional assessments for selected applicants based on information gathered from written applications, professional verifications, and in-person interviews

With its new process, Capital Metro now makes determinations of conditional eligibility. Previously, applicants were determined to be either unconditionally eligible or not eligible.

Potential riders may call or email MetroAccess to obtain an eligibility application form. When individuals express interest in the service, Capital Metro mails the form (Attachment C) to interested applicants and enters applicants' names into its paratransit database.

The application consists of the following:

- Introduction and instructions on the eligibility determination process
- Required information: contact information, current transportation modes, mobility devices used, and preferred communications mode
- Verification of eligibility that a qualified professional must complete

Capital Metro accepts verifications from a wide array of professionals, including physicians, psychiatrists, nurses, other certified or licensed health care providers, caseworkers, and social workers. Questions in the application form are appropriate and pertinent.

The instructions tell applicants to bring the entire completed form to their in-person interview and functional assessment. Capital Metro assists any applicants who need help completing applications. When scheduling applicant interviews, Capital Metro informs them of the availability of free MetroAccess rides for travel to and from interviews. However, the application form does not include information about the availability of these free MetroAccess rides.

During interviews, Capital Metro photographs applicants and uses the photographs for the ID cards it issues to eligible riders.

**Advisory Comment:** Although Capital Metro provides free transportation to and from eligibility interviews, this information could be better publicized. So as not to discourage riders from applying for eligibility, an effective practice is to publicize in application forms and other printed materials the availability of free transportation to and from the Eligibility Center.

## 5.3 Paratransit Eligibility Standards

**Requirement:** Under 49 CFR § 37.123(e)(1)–(3), a transit agency's eligibility processes, application materials and public information must be comprehensive enough to permit the transit system to determine that the following individuals are ADA paratransit eligible:

Any individual with a disability who is unable, as the result of a physical or mental impairment (including a vision impairment), and without the assistance of another individual (except the operator of a wheelchair lift or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable individuals with disabilities

Any individual with a disability who needs the assistance of a wheelchair lift or other boarding assistance device and is able, with such assistance, to board, ride and disembark from any vehicle which is readily accessible to and usable by individuals with disabilities

Any individual with a disability who has a specific impairment-related condition that prevents the individual from traveling to a boarding location or from a disembarking location

**Discussion:** During this compliance review, no deficiencies were found with Capital Metro's eligibility processes, applications, or public information for MetroAccess service.

Page 1 of the MetroAccess application reads:

MetroAccess Paratransit Service is for individuals with a disability or disabling health condition that prevents them from independently using the accessible Capital Metro fixed route bus and rail service either all of the time, temporarily, or under certain circumstances.

The MetroAccess page on Capital Metro's website reads:

As defined by the ADA, a disability is recognized, with respect to an individual, as a physical or mental impairment that substantially limits one or more major life activities. All persons who, by reason of disability, are unable to use Capital Metro's fully-accessible bus and rail services may be eligible for MetroAccess Service... Individuals interested in becoming a certified MetroAccess rider must go through an eligibility process.

As discussed above, Capital Metro began a new process for making MetroAccess eligibility determinations in early 2012. All new and recertifying applicants undergo an in-person interview; some applicants also receive a functional assessment. A Capital Metro employee conducts initial interviews and determines some applicants to be unconditionally eligible, eliminating the need for them to have a functional assessment.

Applicants whose eligibility is other than unconditional undergo a functional assessment, a process that Concentra, Capital Metro's contractor conducts. Depending on the nature of the applicant's disabilities, occupational therapists, social workers, and orientation and mobility specialists are available to perform a functional assessment. The assessments include an additional brief interview and appropriate tests and observations to gauge each applicant's abilities. The assessors apply the Functional Assessment of Cognitive Transit Skills (FACTS) test developed for Easter Seals Project ACTION. As appropriate, they also make use of the Tinetti Balance and Gait Test and apply specialized assessment components for applicants with cognitive, visual, psychiatric, and/or seizure disabilities.

After completing the assessment, the contractor documents the results and observations, drafts the determination letter, and submits a recommendation to Capital Metro. Capital Metro managers have final approval of all eligibility decisions.

In 2013, Capital Metro made 3,070 eligibility determinations, an average of 256 per month. This includes both new and recertifying applicants. Table 5.1 presents the distribution of the determinations. Note that the "Access to Independence" category is for individuals with visual impairments from throughout Texas who participate in an Austin-based training program. Capital Metro provides qualified participants with six months of unconditional eligibility.

**Table 5.1 – MetroAccess Eligibility Determinations: 2013**

Category	Number	Percent
Unconditionally eligible	1,489	48.5%
Conditionally eligible	604	19.7%
"Transitional" (temporary)	659	21.5%
Visitor	78	2.5%
Access to Independence	103	3.4%
Not eligible	137	4.5%
<b>Total</b>	<b>3,070</b>	<b>100%</b>

To assess the reasonableness of Capital Metro's decisions, the review team examined a sample of 21 eligibility determination files. This included five determinations that resulted in unconditional eligibility, ten determinations that resulted in conditional eligibility, and six determinations of not eligible. Based on an examination of the five sample files for unconditionally eligible applicants, the review team agreed with the determinations that these applicants could not reasonably be expected to use fixed route transit

service under any conditions. Based on an examination of the six sample files for ineligible applicants, the review team agreed the applicants' disabilities did not prevent them from using fixed route transit services.

Based on an examination of the ten sample files for conditionally eligible applicants, seven of the applicants were clearly conditionally eligible, as they stated that they use fixed route buses for some travel. For the three other conditionally eligible applicants, the review team agreed that Capital Metro also made a proper eligibility determination. Overall, Capital Metro's process making MetroAccess eligibility determinations seemed thorough and accurate.

As described in Section 5.4 below, Capital Metro also determines whether riders receive curb-to-curb, door-to-door, or hand-to-hand levels of service. The hand-to-hand service level requires that riders are not left unattended when outside the vehicle; either a personal care attendant or caretaker may accompany them or greet them at drop-off.

## Accessible Information

**Requirement:** Under 49 CFR § 37.125(b), transit agencies must make all information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility available in accessible formats, either as a rule or upon request.

**Discussion:** During this compliance review, no deficiencies were found with the requirement for Capital Metro to make all information about the process, materials necessary to apply for eligibility, and notices and determinations concerning eligibility available in accessible formats. An advisory comment is made about informing riders of the availability of accessible information on Capital Metro's website.

All Capital Metro meeting notices include the policy statement, "Capital Metro provides reasonable modifications and equal access to communications upon request." Public documents identify Capital Metro's accessibility specialist as the point of contact. Capital Metro has a formal policy for accessible website documents and offers MetroAccess documents in English, Spanish, braille (embossing on site), large print, and electronic media formats. Capital Metro arranges for sign language translation for public events or as needed and makes use of 711 Texas Relay service for the hearing impaired.

Capital Metro tracks each ADA paratransit eligible rider's preferred method of contact in its paratransit database. This includes language (English, Spanish, or other) as well as alternative formats, including braille, large print, and e-mail (or other electronic format).

**Advisory Comment:** An effective practice is for Capital Metro to promote on its website the availability of MetroAccess eligibility documents and other information in accessible formats. While Capital Metro will provide information in the preferred formats, riders may not be aware of this accommodation.

## Eligibility Determinations or Presumptive Eligibility Within 21 Days

**Requirement:** Under 49 CFR § 37.125(c), a transit agency that has not made a written eligibility determination by the 21st day following submission of a complete application must treat the applicant as eligible on the 22nd day and provide service until and unless the transit agency denies the application. The transit agency's process must communicate to applicants the right to this presumptive eligibility so they are aware of their rights to schedule and use the service beginning on the 22nd day.

**Discussion:** During this compliance review, deficiencies were found with the requirement for Capital Metro to communicate applicants' rights to presumptive eligibility for applications not processed within 21 days.

No deficiencies were found with the timeliness of communicating eligibility determinations. An advisory comment is made concerning Capital Metro's application recordkeeping process.

Page 1 of the MetroAccess application form states, "An eligibility determination will be made within 21 days from the date your application is complete which includes an in-person interview, a functional

assessment, and review of any additional information.” However, the form does not explain applicants’ rights to schedule and use the service beginning on the 22nd day if Capital Metro has not made a determination. The Riders’ Guide (page 12) states, “any applicant who does not receive notification from Capital Metro within 21 calendar days will receive ‘presumptive eligibility’ on the 22nd day which will be in effect until the applicant is given the eligibility determination from Capital Metro.”

Capital Metro maintains processing data on all MetroAccess applicants, both new and recertifications. An applicant’s record includes three dates:

- Date when applicant requests an interview and functional assessment
- Date of the interview and functional assessment
- Date that Capital Metro mails the determination letter

The database also includes a notes field containing comments related to the processing time and other pertinent information.

The review team examined the database for all 342 applications processed in January and February 2014 and found that Capital Metro processed all applications within 21 days of applicants requesting an interview and functional assessment, as shown in Table 5.2.

**Table 5.2 – Processing Time for 342 Eligibility Determinations: January–February 2014**

Days to Process	Number of Applications	Percent of Applications
0–7	293	85.7
8–14	44	12.9
15–21	5	1.5
<b>Total</b>	<b>342</b>	<b>100.0</b>

There were 13 applications that appeared to take longer than 21 days, all due to delays in Capital Metro receiving the required Verification of Eligibility information. Once Capital Metro received the missing information, the applications were then “complete” and the processing was timely. However, Capital Metro’s method of tracking MetroAccess applications in process does not account for recording dates when applications are not complete on the date of the interview.

**Corrective Action Schedule:** Within 60 days of the issuance of the final report, Capital Metro must revise its eligibility form to let applicants know of their right to receive MetroAccess service starting on the 22nd day if a determination has not been made within 21 days.

**Advisory Comment:** An effective practice for monitoring application processing time for incomplete applications is to separately track interview dates and dates when MetroAccess applications are complete. This would allow Capital Metro to track more accurately the processing times for all MetroAccess applications.

### **Written Eligibility Determinations Including Specific Reasons for Denials or Temporary or Conditional Eligibility Determinations**

**Requirements:** Under 49 CFR § 37.125(d), determinations of eligibility must be made in writing. The documentation must include the name of the eligible individual, the name of the transit provider, the telephone number of the entity’s paratransit coordinator, an expiration date for eligibility, and any conditions or limitations on the individual’s eligibility including the use of a personal care attendant (PCA). Under § 37.125(e), if applicants are found to be ineligible, the determination must state the specific reasons for the decision (a mere statement that the applicant has been found to be ineligible is not sufficient). If an individual has been determined to be conditionally or temporarily eligible, the determination must state the conditions under which eligibility is granted and the basis for that

determination. Information concerning the applicant's right to appeal under § 37.125(g) must also be provided.

**Discussion:** During this compliance review, no deficiencies were found with Capital Metro's written eligibility determination documents, or with how Capital Metro explains eligibility denials, places any limitations on eligibility or explains the right to appeal eligibility determinations. An advisory comment is made regarding the content of letters for eligibility determinations made without information from a qualified professional.

Capital Metro provided the review team with sample letters for the following:

- Unconditional eligibility
- Conditional eligibility
- Transitional eligibility
- Visitor eligibility
- Not eligible

As shown in Table 5.3, these letters properly include required elements.

**Table 5.3 – MetroAccess Eligibility Determination Letters: Required Elements**

	Unconditional	Conditional	Transitional	Visitor	Not Eligible
Name of applicant	✓	✓	✓	✓	✓
Name of transit agency	✓	✓	✓	✓	✓
Telephone number of agency coordinator	✓	✓	✓	✓	✓
Expiration date	✓	✓	✓	✓	*
Conditions on eligibility	*	✓	✓	✓	*
Specific reasons for not eligible	*	*	*	*	✓
Appeals information	*	✓	✓	✓	✓

\* Not required

Letters of eligibility (unconditional, conditional, and transitional) also include a plastic ID card, which riders must have in their possession when riding MetroAccess. The ID card also allows MetroAccess riders to pay reduced fare when riding fixed route services.

**Advisory Comment:** Capital Metro makes some eligibility determinations without the benefit of verification of eligibility from a qualified professional. For determinations other than unconditional, an effective practice is to explain that these decisions did not include such professional input. This enables applicants to obtain professional verification information for use in any potential appeals.

### Recertification of Eligibility at Reasonable Intervals

**Requirement:** Under 49 CFR § 37.125(f), transit agencies are permitted to require paratransit riders to recertify eligibility at reasonable intervals. As stated in Appendix D, a reasonable interval would be between one and three years.

**Discussion:** During this compliance review, no deficiencies were found with the recertification process or with how Capital Metro communicates recertification of eligibility to applicants. Approved applicants are typically eligible to ride MetroAccess for four years. Individuals certified for transitional (temporary) eligibility may receive terms of 3–12 months.

At the time of the site visit, Capital Metro required all MetroAccess riders to reapply for eligibility at the end of the four-year period, which follows the same process as for new riders. Capital Metro was



considering granting longer terms of eligibility for riders whose unconditional eligibility is unlikely to change.

### **Administrative Appeal Process for Denials or Decisions Granting Conditional or Temporary Eligibility**

**Requirements:** Under 49 CFR § 37.125(g), transit agencies must have a process for administering appeals through which individuals who are denied eligibility can obtain review of the denial. Transit agencies are permitted to require written notice, within 60 days of its written decision denying or limiting eligibility that the applicant wishes to exercise his or her right to an appeal hearing. Transit agencies cannot require the “filing of a written appeal.”

The appeal process must include an opportunity for the applicant to be heard and to present information and arguments, with appropriate separation of function (i.e., a decision by a person not involved with the initial decision to deny eligibility). Appeal decisions must be provided in writing and explain the reasons for denying the appeal. The appeal hearing must be scheduled within a reasonable amount of time, and if a decision has not been made within 30 days of the completion of the appeal process, the appellant must be provided complementary paratransit service from that time until and unless a decision to deny the appeal is issued, as required.

**Discussion:** During this compliance review, deficiencies were found under Title VI with Capital Metro’s requirement for appellants needing foreign language interpreters to pay for such services.

No deficiencies were found with the time requirements for filing an appeal, with the requirement to file written appeals, with the requirement for the process to have appropriate separation of function, to provide an opportunity to be heard in person, with the timeline for issuing written decisions, or with the requirement to provide specific explanations in written appeal decisions.

Capital Metro explains its appeals process for MetroAccess eligibility in its Riders’ Guide (pages 13-14). All determination letters not granting unconditional eligibility (conditional, temporary, not eligible) also describe the appeals process, as follows:

The Capital Metro Eligibility Department bases its decision on your functionality with your disability. If you disagree with this eligibility determination, you have the right to appeal this decision in writing within 60 days from the date of this letter. Please note the following:

- You may participate in an appeal evaluation, to which you will be provided transportation at no additional cost.
- An individual may accompany you. If you choose to bring a foreign language interpreter, legal counsel or other representative, you must do so at your own expense.
- You must present additional information regarding your functional ability and bring any documentation to support your claim.
- A final decision regarding your eligibility will be made within 30 days of your appeal evaluation. You will be notified in writing.
- You will be granted presumptive eligibility if a final decision is not made within 30 days. Presumptive eligibility will continue until the final decision is made and your appeal is closed.

Consistent with Title VI of the Civil Rights Act of 1964, DOT’s implementing regulations, and Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (65 FR 50121, Aug. 11, 2000), transit agencies must take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP). These requirements also apply to appeal hearings.

Requiring LEP appellants to pay for their own translation services does not comply with Title VI of the Civil Rights Act of 1964.

New applicants appealing eligibility determinations do not receive MetroAccess service while the appeal is pending. Current MetroAccess appealing determinations continue to receive the same level of service while the appeal is pending.

A three-person committee hears appeals. None of the committee members is involved in the initial determination or works directly above or below an individual who makes the determination. This panel includes:

- A Capital Metro representative not involved with the eligibility determination nor their supervisor
- A representative from the Capital Metro Access Committee
- A Board-appointed community representative

A member of the eligibility department and a functional assessor may attend the appeal hearing to provide information, but do not vote on the appeal.

The decision of the appeals panel is final. An applicant can reapply after 90 days.

The appeals panel meets once every two weeks. In 2013, the panel overturned 18 of 47 (38 percent) of the initial determinations decisions:

- Eight decisions: conditional to conditional with broader conditions
- Three decisions: not eligible to conditional
- Three decisions: not eligible to temporary
- Two decisions: three-month temporary to six-month temporary
- One decision: temporary conditional to temporary unconditional
- One decision: conditional to unconditional

**Corrective Action Schedule:** Within 60 days of the issuance of the final report, Capital Metro must revise its appeal policies and Riders' Guide to remove any requirement for LEP appellants to pay for language interpreters when attending appeal hearings.

### Complementary Paratransit for Visitors

**Requirements:** Under 49 CFR § 37.127(d)–(e), complementary paratransit service must be made available to visitors not residing in the jurisdiction(s) served by a transit agency for any combination of 21 days during any 365-day period, beginning with the visitor's first use of the service during the 365-day period. Transit agencies must treat as eligible all visitors who present information that they are eligible for complementary paratransit service in the jurisdiction in which they reside; for those who do not present such documentation, transit agencies may require documentation of the individual's place of residence and, if the individual's disability is not apparent, of his or her disability. In no case may transit agencies require visitors to apply for or receive eligibility certification for their own complementary paratransit service before providing service to eligible visitors.

**Discussion:** During this compliance review, no deficiencies were found with the documentation requirements for eligible visitors, or with how Capital Metro grants eligibility to those visitors who are ADA paratransit eligible in another transit system.

If a visitor seeking MetroAccess service is ADA paratransit eligible with another transit agency, Capital Metro contacts that agency to verify the visitor's eligibility status. Capital Metro also accepts a fax or scanned image of a visitor's paratransit service ID card.

When visitors seeking MetroAccess service have no documentation of paratransit eligibility, Capital Metro requires proof of residence and information about their disability. Capital Metro usually processes and provides visitor eligibility within two business days.



## 5.4 Types of Service

**Requirement:** Under 49 CFR § 37.129(a), transit agencies must provide complementary paratransit service on an origin-to-destination-basis. Transit agencies may determine, through their local planning process, whether to establish either door-to-door or curb-to-curb service as the basic mode of complementary paratransit service. Where the local planning process establishes curb-to-curb service as the basic complementary paratransit service mode, however, provision must still be made to ensure that the service available to each passenger actually gets the passenger from his or her point of origin to his or her destination point. To meet this origin-to-destination requirement, service may need to be provided to some individuals, or at some locations, in a way that goes beyond curb-to-curb service.

**Discussion:** During this compliance review, no deficiencies were found with the requirement to provide origin-to-destination service to ADA paratransit eligible riders or with how Capital Metro communicates its origin-to-destination service policies.

Capital Metro provides three service levels: curb-to-curb, door-to-door, and hand-to-hand. During the eligibility and recertification processes, Capital Metro works with each passenger to determine the appropriate level of service. This determination is based on an applicant's functional abilities and any environmental constraints or conditions related to their disability.

During the site visit, a review team member interviewed eight MetroAccess drivers, and, among other questions, asked, "Do you provide assistance beyond the curb (e.g., to the door) if needed?" All drivers stated they assist riders as needed at both origins and destinations.

## 5.5 Service Criteria for Complementary Paratransit

**Requirement:** As codified in 42 U.S.C. 12143, the ADA directed the Secretary of Transportation to issue regulations that establish minimum service criteria for determining the level of service provided by paratransit as a complement to fixed route service. These criteria are contained in 49 CFR § 37.131 and include service area, response time, fares, and hours and days of service, and prohibit restrictions on trip purpose and capacity constraints that limit the availability of service to eligible individuals. The review team assessed Capital Metro's complementary paratransit system using these criteria as described in this section.

### Service Area

**Requirement:** Under 49 CFR § 37.131(a)(1), all public entities operating a fixed route transit system must provide complementary paratransit service that covers, at a minimum, all areas within a 3/4-mile radius of all of its bus routes, and within a "core service area" that includes any small areas that may be more than 3/4 mile from a bus route, but are otherwise surrounded by served corridors. This includes any areas that cross political boundaries or taxing jurisdictions, but are within a 3/4-mile radius of a fixed route, unless the transit agency does not have the legal authority to operate in those areas. For transit agencies operating a light rail or rapid rail transit service, the complementary paratransit service area must also include a 3/4-mile radius around each station, with service provided from points within the service area of one station to points within the service area of another.

**Discussion:** During this compliance review, deficiencies were found with the requirement to provide complementary paratransit service to eligible individuals to and from origins and destinations within the service area. Deficiencies were also found with how Capital Metro communicates the service area in its printed system map.

The Capital Metro website describes the fixed route service area in narrative and map format. This includes a set of maps showing the service area boundaries at different times (peak and off-peak hours) and on different days (weekdays, Saturdays, Sundays, and holidays).

Capital Metro's Rider's Guide (see Appendix D) describes the complementary paratransit service area as follows:

Capital Metro provides paratransit transportation services within the Capital Metro ADA paratransit service area. The trip origin and trip destination must be within a 3/4-mile corridor surrounding regular fixed route service. The regular fixed route service area excludes express, flyer, dial-a-ride, flex routes commuter rail and limited service routes.

Interactive ADA Service Corridor maps are available on Capital Metro's website [www.capmetro.org](http://www.capmetro.org) and can be found by selecting the "Schedules & Maps" link from the main page. Please keep in mind that changes to fixed route service may directly affect the service area, service days, and service hours of MetroAccess service.

The Capital Metro service area both abuts and fully surrounds several communities that have withdrawn from Capital Metro territory, as permitted under Texas Transportation Code Section 451.601. Capital Metro no longer provides fixed route service to origins and destinations within these withdrawn communities.

Under Texas Transportation Code Section 451.610, Capital Metro is required to "continue to provide transportation for people with disabilities in a withdrawn unit of election" but only to "grandfathered" riders who resided in withdrawn communities prior to a specific date. Other provisions in the code lay out requirements for each withdrawn community to reimburse Capital Metro for service to/from the community.

With the exception of the grandfathered riders, Capital Metro does not provide Metro Access service to origins and destinations in withdrawn communities, even if these addresses are within 3/4 mile of fixed route service. However, Capital Metro is not legally barred from providing MetroAccess service to origins and destinations that fall in withdrawn communities. Therefore, when origins and destinations are within the required 3/4-mile corridors, Capital Metro must provide complementary paratransit service to these locations.

In addition to withdrawn communities, Capital Metro's service area surrounds certain jurisdictions that are outside of its taxation district boundaries, including the Turbine West neighborhood near West Howard Lane. Even though a jurisdiction may fall outside of taxation district boundaries, Capital Metro must provide Metro Access service to origins and destinations that fall within the required 3/4-mile corridors.

Capital Metro's printed system map groups routes into Local Service (Routes 1–37), Limited and Flyer Service (Routes 100–171), Feeders (Routes 201–275), Crosstown Service (Routes 300–392), Special Service (Routes 410–492), and Express Service (Routes 801–990). Capital Metro classifies its Limited and Flyer Service, Special Service, and Express Service routes as commuter routes not subject to complementary paratransit. However, one of the routes (Route 100 – Metro Airport) operates throughout the service day while the other routes in the Limited and Flyer Service category (Routes 103–171) operate during weekday peak periods only. Route 100 is improperly categorized as a commuter bus service and is subject to complementary paratransit.

Because other Capital Metro bus routes parallel all or portions of Route 100, MetroAccess service is available within 3/4 mile of Route 100 during the same service hours. Eligible riders wishing to use MetroAccess to travel between downtown Austin and the airport are able to do so. However, by including Route 100 in the Limited and Flyer Service category (a category that is not part of the regular fixed route service area), there is the potential for riders consulting the map—and not the Capital Metro website—to mistakenly conclude service to and from the airport is not available via MetroAccess.

**Corrective Action Schedule:** Within 60 days of the issuance of the final report, Capital Metro must provide MetroAccess service to all origins and destinations within a 3/4-mile radius of its fixed route service, regardless of taxing jurisdictions or withdrawals from its service area.

Capital Metro must also modify its public information materials (e.g., website, Riders' Guide, and system map) to no longer exclude Route 100 from its MetroAccess service area.

## Response Time

**Requirements:** Under 49 CFR § 37.131(b), transit agencies must schedule and provide complementary paratransit service to any ADA paratransit eligible person at any requested time on a particular day in response to a request for service made the previous day, including during times comparable to normal business hours on a day when the offices are not open before a service day. Reservations may be taken by reservation agents or by mechanical means. Under 49 CFR § 37.131(b)(2), while transit agencies may negotiate the pickup time with a caller prior to a trip being scheduled, they cannot require a rider to schedule trips to begin more than one hour before or after the rider's desired departure time. Any greater deviation would exceed the bounds of comparability. Negotiations should take into account riders' practical constraints. Transit agencies must have policies and procedures in place to ensure that schedulers and dispatchers do not adjust a rider's negotiated pickup time or pickup window without the rider's consent.

Under 49 CFR § 37.131(b)(4), if transit agencies propose to change their reservations system, they must comply with the public participation requirements equivalent to those of § 37.137 (b)–(c). Transit agencies may permit reservations to be made up to 14 days in advance of an eligible individual's desired trips, subject to the same trip negotiation requirements as next-day trips required under § 37.131(b)(2).

**Discussion:** During this compliance review, deficiencies were found with how reservationists negotiate trip requests.

No deficiencies were found with how Capital Metro schedules next-day service during normal business hours.

Pages 22–27 of the Riders' Guide cover MetroAccess trip reservations, including information to have available before making the reservation, options for reserving trips, and policies on subscription trips, group trips, attendants, companions and children, and trip cancellations or changes.

Capital Metro provides three options for trip reservations:

- Automated voice recognition phone system (up to six days in advance)
- Capital Metro's website (up to six days in advance)
- Reservations agent (up to three days in advance)

Reservationists answer trip request calls on weekdays between 8 a.m. and 6 p.m. and on weekends from 8 a.m. to 5 p.m. Capital Metro's regular office hours are weekdays from 8 a.m. to 5 p.m.

The review team confirmed that these times are consistent with telephone reports Capital Metro generated for both weekdays and weekends.

According to Page 22 of the Rider's Guide:

All trips will be scheduled within one (1) hour of the requested time (before or after) as required by ADA law. This means the exact requested time may not be available and thus is not guaranteed. Trips will be scheduled with a window of time called the 30-minute ready window. This 30-minute ready window will be the timeframe during which a passenger can expect the pick-up to occur.

As discussed in Section 5.2 above, Capital Metro instituted conditional eligibility in early 2012, resulting in some riders who previously received service for all requested trips to have conditions placed on some of the trips they requested. After implementing conditional eligibility, Capital Metro activated a feature in its paratransit software that generates a pop-up screen during the reservations call for riders with conditional eligibility. A typical pop-up screen states:

This client has the following Eligibility Restrictions

- CCU – Lack of curb cuts
- HIL – Hills present
- PEA – Peak hours only
- STP – Inaccessible bus stop
- W14 – Walk-wheel more than 1/4 mile

The review team observed telephone calls to the MetroAccess reservations line that yielded requests for 150 MetroAccess trips. Reservationists properly offered trips consistent with riders' requests. For 49 of the 150 trips, the paratransit software generated the conditional eligibility pop-up screen. Reservationists then informed riders of applicable restrictions on eligibility and asked them to indicate which conditions applied to the trips they were requesting. While transit agencies may apply conditions to certain trips and may discuss trip conditions during reservation calls, asking riders to provide this information is inappropriate. In other words, it is not up to riders to prove they are eligible for specific trips.

This practice was the subject of an FTA complaint; the review team's pre-trip interviews with MetroAccess riders included an interview with the individual who filed the complaint with FTA. This rider explained that when he declined to provide the information to a reservationist, Capital Metro denied the trip request. He further explained that to make sure he would receive his trips, he would specify the condition by stating, "curb cuts" or "1/4 mile."

During the site visit, the review team did not observe reservationists denying trip requests for callers that did not provide requested information.

**Corrective Action Schedule:** Within 60 days of the issuance of the final report, Capital Metro must ensure that reservationists no longer ask callers to identify any conditions that might apply to specific trip requests.

## Fares

**Requirement:** Under 49 CFR § 37.131(c), complementary paratransit fares must be no more than twice the fixed route fares for the same trip at the same time of day on the fixed route system, excluding discounts. Transit agencies must allow eligible riders to travel with at least one companion (with additional companions accommodated on a space-available basis). If personal care attendants (PCAs) accompany riders, transit agencies must provide service to one companion in addition to the PCA. Companions may be charged the same fare as the eligible rider; no fare may be charged for a PCA.

**Discussion:** During this compliance review, no deficiencies were found with MetroAccess fares or with how Capital Metro communicates fare information.

Riders may purchase single ride tickets or ten-ticket booklets at a cost of \$1.50 per trip or purchase monthly passes for \$40. The base fixed route bus fare is \$1 and 31-day passes are \$33. Eligible MetroAccess riders may use bus and rail services at one-half of the regular fare with a valid Capital Metro ID card and may use their monthly MetroAccess pass for bus and rail services. According to Page 19, of the Riders' Guide:

Companions are required to pay the same fare as the ADA paratransit eligible individuals they accompany, unless the companion is five (5) years of age or younger. Companions performing the duties of a Personal Care Attendant will not be charged for paratransit service. Emergency

personnel and military personnel in uniform ride all Capital Metro services, including MetroAccess, at no charge.

### No Trip Purpose Restrictions

**Requirement:** Under 49 CFR § 37.131(d), there can be no restrictions or priorities based on trip purpose. When a user reserves a trip, the entity will need to know the origin, destination, time of travel, and how many people are traveling. The entity does not need to know why the person is traveling, and should not even ask.

**Discussion:** During this compliance review, no deficiencies were found with the prohibition against imposing restrictions or priorities based on trip purpose.

The review team observed that Capital Metro reservationists did not ask riders for their trip purpose and did not enter any trip purpose data into the paratransit software.

### Hours and Days of Service

**Requirement:** Section 37.131(e) of the DOT ADA regulations requires that the complementary paratransit service be available during the same hours and days as the fixed route service. This means that if a trip can be taken between two points on a transit agency's fixed route system at a specific time of day, it must also be able to be taken on complementary paratransit. It also means that the service area may change depending upon the time of day or day of the week, when certain routes or areas may not be served. This requirement applies on a route-by-route basis. For example, an area that has fixed route bus service on weekdays but not weekends must have complementary paratransit service (provide trips) on weekdays but not necessarily on weekends; an area that has bus service from 5 a.m. until 9 p.m. must have complementary paratransit service, at minimum, from 5 a.m. until 9 p.m.

**Discussion:** During this compliance review, no deficiencies were found with the hours and days of MetroAccess service.

Capital Metro's paratransit software incorporates parameters that allow for pickups starting at 4 a.m. and ending at 12:30 a.m. The review team's analysis of Capital Metro's website and published bus schedules showed that MetroAccess service hours are accurately linked to Capital Metro service hours throughout the service area.

## 5.6 Absence of Capacity Constraints

**Requirement:** Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following: restrictions on the number of trips an individual will be provided; waiting lists for access to the service; or any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons. Such patterns or practices include, but are not limited to: substantial numbers of significantly untimely pickups for initial or return trips, substantial numbers of trip denials or missed trips, or substantial numbers of trips with excessive trip lengths.

### No Restrictions on the Number of Trips Provided to ADA Paratransit Eligible Individuals

**Requirement:** Under 49 CFR § 37.131(f)(1), transit agencies may not impose restrictions on the number of trips provided to ADA paratransit eligible riders.

**Discussion:** During this compliance review, no deficiencies were found with the prohibition against imposing restrictions on the number of complementary paratransit trips.

Capital Metro has no policy that limits the number of MetroAccess trips any individual may receive. During review team members' observations of reservations calls, there was no instance in which the number of trips requested was limited in any way.

### No Waiting List for Access to the Service

**Requirement:** Under 49 CFR § 37.131(f)(2), transit agencies are prohibited from establishing policies or engaging in practices and/or procedures that establish waiting list(s) for accessing the service.<sup>1</sup>

**Discussion:** During this compliance review, no deficiencies were found with the prohibition against waiting lists for non-subscription complementary paratransit service.

Capital Metro has a policy that prohibits waiting lists for MetroAccess service. During review team members' observations of reservations calls, there were no indications that a waiting list was being used.

### No Substantial Numbers of Significantly Untimely Pickups for Initial or Return Trips

**Requirement:** Under 49 CFR § 37.131(f)(3)(i)(a), transit agencies must provide complementary paratransit service without any substantial numbers of significantly untimely pickups for initial or return trips.

**Discussion:** During this compliance review, no deficiencies were found with the on-time pickup performance of MetroAccess or with how Capital Metro defines timely pickups for MetroAccess Service.

The window for a MetroAccess on-time pickup is 15 minutes prior to the scheduled pickup time to 15 minutes after the scheduled pickup time (-15/+15). The Riders Guide (page 29) explains this window, along with an explanation of early vehicle arrivals:

MetroAccess schedules rides using a 30-minute ready window for passenger pick-ups. Passengers should be ready to board the vehicle 15 minutes before or after their scheduled trip time. Passengers must be ready to board the vehicle within five (5) minutes after the vehicle arrives, but passengers may board early. Failure to board the vehicle within five minutes may result in a no-show occurrence. Passengers are not required to board a vehicle if it arrives before the 30-minute ready window begins, and the five-minute timeframe to board the vehicle does not start until the beginning of the designated 30-minute window.

Capital Metro has a goal of 95 percent of MetroAccess pickups taking place in or before the pickup window, measured on a monthly basis. Its service provider contracts include this standard. If a contractor's pickup performance falls below 92 percent, Capital Metro assesses liquidated damages for the month. In addition, when Capital Metro assigns overflow MetroAccess trips to Yellow Cab, it provides a 60-minute pickup window, i.e., Yellow Cab is on time if a driver picks up a rider within 60 minutes of receiving the trip assignment from Capital Metro.

Capital Metro's 2013 on-time performance reports showed MV Transportation with an overall performance of 93.9 percent, with months ranging from 91.6 to 96.4 percent. LeFleur had an overall performance of 94.9 percent, with months ranging from 94 to 97.1 percent.

Capital Metro employees monitor MetroAccess pickup performance on an ongoing basis and Capital Metro regularly reviews monthly pickup performance reports.

Dispatchers and supervisors have available real-time information about each vehicle's on-time status for its regular service providers. However, Capital Metro does not regularly monitor on-time performance for trips Yellow Cab provides as overflow; in 2013, these trips comprised 0.7 percent of all completed

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<sup>1</sup> Under § 37.133(c), waiting lists may only be established for participation in subscription service that may be offered as part of the transit agency's complementary paratransit system.



MetroAccess trips. (See Section 5.12 for a discussion of deficiencies with respect to monitoring service that private entities provide under contract.)

The review team analyzed all completed 10,484 MetroAccess trips provided by MV Transportation and LeFleur from the February sample week. The reporting data included negotiated pickup times and actual pickup times. As summarized in Table 5.4, 93.1 percent of pickups during the sample week were in the window or early, which falls below Capital Metro's 95 percent on-time standard. Only 1.2 percent of pickups were more than 15 minutes late. This rate of on-time performance does not represent a substantial number of significantly late pickups.

**Table 5.4 – On-Time Performance for MetroAccess Trips: February 22–28, 2014**

	Combined	MV	LeFleur
<b>Total Trips</b>	<b>10,484</b>	<b>7,942</b>	<b>2,542</b>
Early	20.1%	18.9%	24.0%
In window (-15/+15)	73.0%	73.6%	71.2%
<b>Early or in Window</b>	<b>93.1%</b>	<b>92.5%</b>	<b>95.2%</b>
All late	6.8%	7.4%	4.8%
1–15 minutes late	5.6%	6.1%	4.0%
16–30 minutes late	0.9%	0.9%	0.7%
>30 minutes late	0.3%	0.4%	0.1%

### No Substantial Numbers of Trip Denials or Missed Trips

**Requirements:** Under 49 CFR § 37.131(f)(3)(i)(b), transit agencies must provide complementary paratransit service without substantial numbers of trip denials or transit agency missed trips. A denial occurs whenever a transit agency is unable to provide a trip on a next-day basis as requested by an eligible passenger between points within the complementary paratransit service area, at a time when the fixed route system is operating, subject to the limitations on trip time negotiation. Under 49 CFR § 37.131(b), transit agencies may negotiate pickup times with a passenger, but cannot require the passenger to schedule a trip to begin more than one hour before or after his or her desired departure time. If the trip cannot be arranged within this timeframe, a denial has occurred whether or not the passenger accepts a departure time of more than one hour earlier or later. In addition, when a denied trip makes a subsequent requested trip impossible, as could occur in the case of an individual taking a round trip to and from a specific location, two trips have been denied.

**Discussion:** During this compliance review, deficiencies were found with Capital Metro's definition of a missed trip.

No deficiencies were found with number of trip denials or missed trips. In addition, no deficiencies were found with respect to denials in the reservations process.

According to its service provider contracts, Capital Metro's definition of a missed MetroAccess trip is "a trip that is not completed in its entirety, a trip that is completed to the incorrect drop off location, or is more than one (1) hour after the scheduled pick up time." Since the scheduled pickup time is the midpoint of the 30-minute window, this contract standard counts as missed trips only those attempted pickups that are 45 minutes or more after the end of the pickup window in which a rider did not board the vehicle. Based on Capital Metro's five-minute wait time standard, FTA considers any of the following as missed trips:

- Vehicle never appears at pickup address
- Vehicle arrives and leaves before the beginning of the pickup window; no contact with the rider
- Vehicle does not wait five minutes in pickup window; no contact with the rider

- Vehicle arrives after the end of the pickup window and rider is not there or chooses not to take the trip

Capital Metro's monthly service provider standard is that missed trips cannot exceed 0.05 percent of all trips (equivalent to one per 2,000 scheduled trips). Capital Metro tracks "missed but transported trips" in which the vehicle arrives more than one hour after the scheduled pickup time and the rider takes the trip.

While Capital Metro's missed trip definition is incorrect, the number of missed trips that occurred during the February sample week was not substantial. Applying a proper missed trip definition, the review team found that 0.7 percent of all scheduled trips were actual missed trips. As discussed in Section 5.8 below, Capital Metro's method of verifying no-shows properly accounts for missed trips.

Capital Metro's policy prohibits trip denials. In review team members' observations of the reservations process, reservationists accepted callers' trip requests without negotiation and entered requested times as the negotiated times into the paratransit software. According to Capital Metro employees and the MV general manager, schedulers do not make subsequent adjustments to trip times. If the software does not provide a solution, Capital Metro adds more runs to its schedule.

**Corrective Actions Schedule:** Within 60 days of the issuance of the final report, Capital Metro must revise its missed trip definition. Based on the use of a five-minute wait-time standard, this definition must encompass the following four events:

- Vehicle never appears at pickup address
- Vehicle arrives and leaves before the beginning of the pickup window; no contact with the rider
- Vehicle does not wait five minutes in pickup window; no contact with the rider
- Vehicle arrives after the end of the pickup window and rider is not there or chooses not to take the trip

Capital Metro must use this definition to track MetroAccess missed trips.

## No Substantial Numbers of Trips With Excessive Trip Lengths

**Requirement:** Under 49 CFR § 37.131(f)(3)(i)(c), transit agencies must provide complementary paratransit service without substantial numbers of trips with excessive trip lengths. Comparability is based on the length of time required to make a similar trip between the same two points using the fixed route system, including time spent traveling to and from a boarding point and waiting for the fixed route vehicle to arrive. FTA recommends basing complementary paratransit travel time on the comparable fixed route travel time, plus 20–30 minutes to allow for a reasonable estimate of time spent walking to and from a bus stop, waiting for the bus to arrive, and making any necessary transfers from one vehicle to another.

**Discussion:** During this compliance review, no deficiencies were found limiting the availability of Capital Metro service due to an operational pattern of trips with excessive trip lengths or with Capital Metro's travel time standard.

Capital Metro's standard for trip length is that the time of the paratransit trip should not exceed the time of the comparable fixed route trip. Capital Metro monitors adherence to this standard by taking a two-day sample each month for MetroAccess trips by its regular service providers. Capital Metro does not monitor trips lengths for trips Yellow Cab provides. (See Section 5.12 for a discussion of deficiencies with respect to monitoring service that private entities provide under contract.)

Capital Metro compares actual travel times for each sample MetroAccess trip with the travel time of the comparable fixed route trip using the same origins and destinations, days, and times. Employees use an itinerary-planning assistant in the paratransit software.

To verify the accuracy of Capital Metro's monitoring method, the review team analyzed ten MetroAccess trips of greater than 60 minutes from a December 2013 sample, which consisted of 551 total trips on



December 14, 2013, and 497 total trips on December 22, 2013. The analysis indicated that all but one of the trips were shorter on MetroAccess than on the fixed route system; the trip that was longer on MetroAccess was under ten minutes longer than via fixed route time.

The review team also examined the distribution of MetroAccess trip times for the February 2014 sample week. As shown in Table 5.6, of the 8,577 completed trips, 6.8 percent exceeded 60 minutes and less than one percent were longer than 90 minutes. In FTA's experience, this is a relatively small proportion.

**Table 5.6 – Trip Length Distribution for the Week of February 22–28, 2014**

<b>Trip time (minutes)</b>	<b>Number</b>	<b>Percent</b>
60 or less	7,993	93.2%
61–75	357	4.2%
76–90	149	1.7%
91–120	74	0.9%
> 120	4	< 0.1%
<b>Total</b>	<b>8,577</b>	<b>100%</b>

### **No Operational Patterns or Practices Limiting the Availability of Service to ADA Paratransit Eligible Individuals – Telephone Hold Times**

**Requirement:** Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any operational patterns or practices that significantly limit availability of service to ADA paratransit eligible people. Examples of such operational patterns or practices include insufficient capacity to take reservations, long telephone hold times, and untimely drop-offs for appointments.

**Discussion:** During this compliance review, no deficiencies were found with policies or practices limiting the availability of MetroAccess service due to long telephone hold times.

Capital Metro has appropriate policies and standards for telephone wait times and regularly monitors its telephone service performance. Capital Metro's monthly standards are:

- 95 percent of calls answered within five minutes
- 90 percent of calls answered within three minutes
- 80 percent of calls answered within one minute

Capital Metro reports indicate that its call center met the three-minute standard for the months of July–November 2013, and performance was nearly 90 percent in June 2013. Capital Metro met the five-minute standard the last six months of 2013.

Capital Metro also monitors telephone performance for shorter intervals during each day. The call center supervisor monitors the call response queue throughout the day and answers calls if the queue time surpasses five minutes. In addition, each day he reviews statistics from the previous day indicating in 15-minute increments the percent of calls that exceeded the three-minute and five-minute standards.

The review team analyzed telephone performance by 15-minute intervals for two days, including one of the days that review team members directly observed. On both of these days, Capital Metro met or exceeded its five-minute standard for all 15-minute intervals. In addition, Capital Metro met its three-minute standard for over 90 percent of the 15-minute intervals, and met its one-minute standard for 80 percent of the 15-minute intervals.

## No Operational Patterns or Practices Limiting the Availability of Service to ADA Paratransit Eligible Individuals – Untimely Drop-offs for Appointments

**Requirement:** Under 49 CFR § 37.131(f), transit agencies may not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any operational patterns or practices that significantly limit availability of service to ADA paratransit eligible people. Examples of such operational patterns or practices include insufficient capacity to take reservations, long telephone hold times, and untimely drop-offs for appointments.

**Discussion:** During this compliance review, deficiencies were found with the prohibition against operational practices related to untimely drop-offs for appointments.

Capital Metro's written standard for on-time drop-off performance is 93 percent. Capital Metro provided the review team with historical monthly drop-off performance reports that showed combined results (i.e., without a breakdown by individual contractor). In addition, Capital Metro's service provider contracts do not include written standards for drop-off performance. (See Section 5.12 for a discussion of deficiencies with respect to monitoring service that private entities provide under contract.)

Riders may provide a drop-off (appointment) time when requesting trips, which reservationists enter into the paratransit software. MetroAccess schedulers incorporate appointment times into schedules and provide drivers and dispatchers with requested drop-off times. Capital Metro managers stated that its schedulers try to adhere to a 30-minute window for requested drop-offs (-30/0). While schedulers stated that they emphasized on-time drop-offs, in practice they appeared to place a low priority on avoiding drop-offs that occur before the beginning of the drop-off window.

In its 2013 on-time performance reports, Capital Metro's service providers had an overall on-time drop-off performance of 97 percent, including all drop-offs before known appointment times. Capital Metro does not monitor on-time drop-off performance for trips Yellow Cab provides. (See Section 5.12 for a discussion of deficiencies with respect to monitoring service that private entities provide under contract.)

For the February sample week, the review team analyzed the 3,121 MetroAccess trips that had requested drop-off times comparing both requested and actual drop-off times. As summarized in Table 5.7, 45.8 percent of trips with drop-off times were within the -30/0 window, 50.8 percent were earlier than the window, and 3.4 percent of trips were late. Of the late trips, only 0.6 percent were more than 15 minutes late. The proportion of late drop-offs does not significantly limit the availability of service to ADA paratransit eligible riders.

However, just over one-half of the drop-offs with a requested time, occurred more than 30 minutes before the requested drop-off time, with 5.6 percent of drop-offs occurring more than 60 minutes before the requested drop-off time. Extremely early drop-offs are a potential concern for riders with early morning appointments, since such drop-offs may take place before a facility opens.

**Corrective Action Schedule:** Within 60 days of the issuance of the final report, Capital Metro must begin monitoring each contractor separately for on-time drop-off performance, paying particular attention to late drop-offs and to very early drop-offs. Capital Metro must work with its schedulers, dispatchers, and contractors to improve drop-off performance, particularly the high proportion of drop-offs more than 30 minutes prior to requested drop-off times.

**Table 5.7 – On-Time Drop-off Performance for MetroAccess Trips: February 22–28, 2014**

	<b>Combined</b>	<b>MV</b>	<b>LeFleur</b>
All trips with requested drop-off times	3,121	2,236	885
<b>On time (0-30 minutes before appointment time)</b>	<b>45.8%</b>	<b>46.8%</b>	<b>43.5%</b>
<b>All early</b>	<b>50.8%</b>	<b>49.6%</b>	<b>53.8%</b>
31–60 minutes early	45.2%	44.9%	45.9%
> 60 minutes early	5.6%	4.7%	7.9%
<b>All late</b>	<b>3.4%</b>	<b>3.6%</b>	<b>2.6%</b>
1–15 minutes late	2.8%	3.0%	2.1%
16–30 minutes late	0.4%	0.4%	0.3%
>30 minutes late	0.2%	0.2%	0.2%

## 5.7 Subscription Service

**Requirement:** Under 49 CFR § 37.133, transit agencies are permitted (but not required) to provide subscription service (pre-arranged trips at a particular time not requiring individual trip reservations for each trip). If provided, however, subscription service may not comprise more than 50 percent of the available trips at any given time unless the system is experiencing no capacity constraints.

**Discussion:** During this compliance review, no deficiencies were found with Capital Metro’s subscription service.

Capital Metro offers subscription service to MetroAccess riders who travel between the same origin and destination at the same time at least once a week for 90 days. During the February sample week, 42 percent of MetroAccess trips were subscription trips. Except for the hours of 5–9 a.m. and 2–3 p.m. on weekdays, subscription trips comprised less than 50 percent of all trips provided. The review team found no evidence of capacity constraints during any hours, so Capital Metro does not have to limit the proportion of subscription trips.

## 5.8 Reasonable Policies for Proposed Service Suspensions for Missing Scheduled Trips and the Right to Appeal

**Requirements:** Section 37.125(h) of the DOT ADA regulations states that transit agencies “may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.” FTA has permitted transit agencies to regard late cancellations as no-shows if and only if they have the same operational effect on the system as a no-show, generally within less than 1–2 hours of the scheduled trip time. If riders do not show up for the outgoing portions of round trips, transit agencies cannot automatically assume that the return trip is not needed.

Under 49 CFR § 37.125(h)(1), trips missed by riders for reasons beyond their control, including trips missed due to operator or transit agency error, must not form a transit agency’s basis for determining that such a pattern or practice exists. The transit agency’s policies must therefore distinguish between no-shows that are within the rider’s control and those that are not, and propose sanctions only on the basis of the former. In order to establish whether a rider has engaged in a pattern or practice of missing scheduled trips, the transit agency must also account for a passenger’s frequency of use. The appeal process required under § 37.125(g) must be available to an individual on whom sanctions have been imposed, and the sanction must be stayed pending the outcome of the appeal.

**Discussion:** During this compliance review, deficiencies were found with Capital Metro's written policies for service suspensions for missing scheduled trips.

No deficiencies were found with Capital Metro's practices or procedures related to service suspensions or with its appeal process. An advisory comment is made regarding methods of proving that drivers appeared at pickup locations when no-shows occur.

Pages 37–41 of the Riders' Guide explain Capital Metro's policy and procedures for suspending riders who miss scheduled trips. The no-show policy (page 37) considers the following actions as no-shows and late cancellations:

- When a vehicle arrives for a passenger inside the trip window and the passenger does not board the vehicle within five (5) minutes
- When a passenger refuses a scheduled trip at the door (also known as a Cancel at the Door)
- Late cancellations that occur one (1) hour or less from the beginning of the 30 minute window trip time (also known as a Late Cancel)

While in practice Capital Metro does not count no-shows and late cancellations beyond a rider's control, the Rider's Guide does not state this policy.

Before charging riders with no-shows, Capital Metro employees carefully review trip records to confirm that drivers arrived at the proper pickup location, waited the appropriate time within the trip window, and recorded the no-shows at the proper time. This procedure results in Capital Metro dismissing 10–20 recorded no-shows each day.

In the middle of each month, Capital Metro calls riders who have accumulated three no-shows to warn them that one additional no-show in the same month may potentially trigger a suspension. The threshold for a suspension is a combination of four no-shows in a calendar month when the number of no-shows is at least 11 percent of a rider's requested trips in that calendar month. For example, four no-shows out of 40 requested trips in a month would not meet the threshold, since four out of 40 yields 10 percent. Capital Metro also notifies riders of each subsequent no-show that month. This notification process is scheduled to change in July 2014, when Capital Metro will begin contacting riders by telephone each day they accumulate a no-show.

Capital Metro receives approximately 7–12 calls from notified riders disputing their no-shows. During these calls, Capital Metro employees review notes from the paratransit software as well as verification information that drivers record when at a pickup address. This verification includes three pieces of information that prove that the driver was at a pickup location (e.g., white house with red door and three steps in front).

The review team analyzed the trip data for late cancellations and no-shows and determined that because of Capital Metro's no-show coding review process, all of the trips ultimately designated as no-shows were correctly coded.

Capital Metro suspends approximately 30 riders per month. Suspensions (per calendar year) are as follows:

- First suspension occurrence for a MetroAccess rider will result in a four-day suspension penalty
- Second suspension occurrence will result in a seven-day suspension penalty
- Third suspension occurrence will result in a 14-day suspension penalty
- Fourth suspension occurrence will result in a one-month suspension penalty

With respect to additional occurrences, Page 38 of the Riders' Guide states, "Fifth through twelfth suspension occurrence will be reviewed by the Appeals Committee. The Appeals Committee will determine an appropriate action for each account up to and including long-term suspension from service."

FTA considers suspensions longer than one month to be excessive.

No-show suspension letters properly include detailed information on the dates of the suspension, data on which trips were either no-show trips or late cancellations, and how to file an appeal. Similar to the appeals hearings for eligibility determinations, a three-person committee hears appeals. This committee includes:

- A representative from Capital Metro
- A MetroAccess representative not involved with the no-show review or suspension process nor a supervisor
- A representative from the Access Committee

In the past year, only one rider appealed a no-show suspension.

**Corrective Actions Schedule:** Within 60 days of the issuance of the final report, Capital Metro must revise its Riders' Guide to explain that no-shows or late cancellations beyond a rider's control are excluded from the no-show suspension policy. In addition, Capital Metro must revise its suspension policy for riders who accumulate more than four suspensions in one calendar year.

**Advisory Comment:** During instances of rider no-shows, MetroAccess drivers are required to obtain three pieces of information about the pickup address and communicate this information with a dispatcher. According to drivers the review team interviewed, dispatchers are not always available during busy times to record this information, which can result in drivers waiting even longer than the minimum five minutes before departing. When other riders are in the vehicle, this increases their travel time. Further, when more time is required to reach a dispatcher, this can diminish on-time performance. An effective alternative or supplement to Capital Metro's practice is to provide drivers with doorknob hang tags or stickers as notifications. These are similar to notices that delivery services use to notify customers of a delivery attempt.

## 5.9 Complaint Resolution and Compliance Information

**Requirements:** Under 49 CFR § 27.13(b), transit agencies must have administrative procedures in place that incorporate appropriate due process standards and provide for the prompt and equitable resolution of complaints. Under 49 CFR § 27.121(b), transit agencies must keep all complaints of noncompliance on file for one year and a record of all such complaints (which may be in summary form) for five years.

**Discussion:** During this compliance review, no deficiencies were found with how Capital Metro maintains complaint records or with the procedures for resolving complaints.

The Riders' Guide and Capital Metro's website provide information on submitting complaints and comments. The website includes a form for this purpose as well as the customer service telephone number. Capital Metro customer service representatives enter complaints with full detail into a computer database. The MetroAccess call center supervisor investigates specific complaints involving the reservations process. Service providers have access to the database and Capital Metro contractually requires them to record detailed descriptions of investigations and resolutions within five business days.

In its complaint resolution process, Capital Metro contacts complainants to explain how each complaint is resolved, which employees document in the database. Complaints are not closed until the Capital Metro employee in charge of complaints approves the way complaints are resolved and communicated.

Capital Metro maintains indefinitely the detailed complaint documentation. At the time of the site visit, entries in the database dated back at least five years.

The review team examined the 96 MetroAccess complaints from the last six months of 2013 and found the resolution and responses to be prompt and appropriate.

The review team interviewed MetroAccess riders and rider advocates by telephone to see how Capital Metro handles complaints. Some riders stated that while Capital Metro employees are polite and respectful, the riders were not always satisfied with the responses they received. Other riders said that they were satisfied with the complaint resolution process.

## 5.10 Nondiscrimination

**Requirement:** Under 49 CFR § 37.5, transit agencies are prohibited from discriminating against an individual with a disability in connection with the provision of transportation service, or deny any individual with a disability the opportunity to use the transportation services it provides to the general public. Discriminatory practices include and are not limited to requiring the use of alternate transportation services, requiring persons with disabilities to be accompanied by an attendant, imposing user fees or special charges upon people with disabilities and requiring people with disabilities to use designated priority seating.

**Discussion:** During this compliance review, no deficiencies were found with Capital Metro's policies related to persons with disabilities.

A review of the Riders' Guide did not indicate any policies that are discriminatory. The review team also did not note any policies that imposed discriminatory user fees, required use of alternative services, excluded people with disabilities from using general public transportation services, or required use of priority seating.

## 5.11 Training Requirements

**Requirement:** Under 49 CFR § 37.173, each public or private entity which operates a fixed route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the difference among individuals with disabilities.

**Discussion:** During this compliance review, no deficiencies were found with the requirement to train personnel to proficiency.

All employees the review team spoke with during the site visit (including drivers) were professional and appeared trained appropriate to their responsibilities. In addition, the review team examined the training curriculum and interviewed MV Transportation's training manager.

New driver trainees receive 225 hours of training with 80 hours of classroom time, including 24 hours on ADA topics with hands-on practice boarding of wheelchairs and scooters, and role playing with other trainees on serving individuals with disabilities. A Capital Metro employee with a visual disability and a representative from a local organization serving people with cognitive disabilities participate in the training.

During the final "cadetting" phase of training, trainees board and interact with riders during revenue service under the supervision of an experienced driver.

MV provides eight hours of refresher training each year and holds monthly safety meetings. After any incident, MV provides drivers with four hours of retraining.

## 5.12 Service Under Contract with a Private Entity

**Requirements:** Under 49 CFR § 37.23, transit agencies must ensure that any private entity with which it has entered into a contract or other arrangement to provide complementary paratransit service meets all



the obligations of the DOT ADA regulations, including those for service provision and vehicle acquisition, that the transit agency would be required to meet, if it provided the service directly.

Transit agencies must have policies and procedures in place to monitor contractors' performance and ensure that contractors meet the requirements. Transit agencies are not permitted to neglect monitoring or to limit their monitoring to the terms and conditions of contract or other arrangements with the private entity or entities.

**Discussion:** During this compliance review, the following deficiencies were found with how Capital Metro monitors its service providers:

- Capital Metro's contracts with its service providers do not include on-time drop-off performance standards. (See Untimely Drop-offs for Appointments discussion above.)
- Capital Metro does not monitor on-time performance for trips Yellow Cab provides as overflow. (See Untimely Pickups discussion above.)
- Capital Metro does not monitor the trip lengths for Yellow Cab trips. (See Excessive Trip Lengths discussion above.)

**Corrective Actions Schedule:** Within 60 days of the issuance of the final report, Capital Metro must:

- Establish written contractor standards for the maximum rate of late drop-offs and very early drop-offs
- Begin monitoring Yellow Cab trips for on-time performance and trip lengths

## 5.13 Service Provided by Another Public Entity

**Requirements:** 49 CFR Part 37 applies to any public entity that provides designated public transportation or intercity or commuter rail transportation. Under 49 CFR § 37.21(b), for entities receiving Federal financial assistance from the Department of Transportation, compliance with the applicable requirements of 49 CFR Part 37 is a condition of § 504 of the Rehabilitation Act of 1973 and of receiving financial assistance. Where a transit agency relies on another public entity to provide complementary paratransit service on its behalf, the transit agency remains responsible for meeting the requirements of 49 CFR Part 37. In other words, a transit agency must ensure that the service provided on its behalf meets all of the requirements that the transit agency would be required to meet, if the transit agency provided the service directly.

Transit agencies must have policies and procedures in place to monitor the performance of such service to ensure that these requirements are met; transit agencies are not permitted to defer to the public entity operating the service.

**Discussion:** During this compliance review, no deficiencies were found with how Capital Metro monitors another public entity to provide complementary paratransit service on its behalf. Capital Metro does not contract with or have an agreement with another public entity to provide complementary paratransit service on its behalf.

## 5.14 Coordination of Service

**Requirement:** Under 49 CFR § 37.139(g), public transit operators were required to address efforts to coordinate service with other fixed route operators with overlapping or contiguous service areas or jurisdictions when developing their complementary paratransit plans. Coordination is an ongoing process; while these efforts are likely to have evolved over time, it is expected that such transit systems will have a mechanism in place to ensure that complementary paratransit riders have an ability to make interjurisdictional trips on a comparable basis to individuals using the fixed route system.

**Discussion:** During this compliance review, no deficiencies were found with efforts to coordinate service with other fixed route operators with overlapping or contiguous service areas or jurisdictions. There is no fixed route operator whose service area or jurisdiction overlaps with or is contiguous with Capital Metro's service area.



## Summary Table of Compliance Review Findings

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
1	Comparable complementary paratransit service	37.121	No deficiencies		
2	Absence of administrative burden	37.125 & 37.5	No deficiencies 1 advisory comment		
3	ADA paratransit eligibility standards	37.123(e) (1)-(3)	No deficiencies		
4	Accessible information	37.125(b)	No deficiencies 1 advisory comment		
5	Eligibility determinations within 21 days	37.125(c)	1 deficiency 1 advisory comment	The MetroAccess eligibility form does not explain rights to schedule and use the service beginning on the 22nd day if Capital Metro has not made a determination	60/1-1-15
6	Written eligibility determinations including specific reasons for denials or temporary or conditional	37.125(d)(e)	No deficiencies 1 advisory comment		
7	Recertification of eligibility at reasonable intervals	35.125(f)	No deficiencies		

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
8	Administrative appeals process for denials and conditional eligibility	37.125(g)	1 deficiency	Capital Metro's appeals policies improperly require appellants with limited English proficiency (LEP) to pay for translation services at appeal hearings (prohibited under Title VI)	60/1-1-15
9	Complementary paratransit for visitors	37.127	No deficiencies		
10	Types of service	37.129	No deficiencies		
11	Service area	37.131(a)	3 deficiencies	<p>Because Route 100 (Airport Flyer) effectively operates as a local bus route, Capital Metro cannot exclude this route from Metro Access service</p> <p>Capital Metro does not provide MetroAccess service to certain communities that have withdrawn from Capital Metro, but have portions that are within 3/4 mile of fixed route service</p> <p>Capital Metro does not provide MetroAccess service to certain communities that are outside of its taxation district boundaries, but have portions that are within 3/4 mile of fixed route service</p>	60/1-1-15
12	Response time	37.131(b)	1 deficiency	Reservationists improperly ask conditionally eligible riders to identify the condition that applies to a requested trip	60/1-1-15
13	Fares	37.131(c)	No deficiencies		
14	No trip purpose restrictions	37.131(d)	No deficiencies		

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
15	Hours and days of service	37.131(e)	No deficiencies		
16	Absence of capacity constraints	37.131(f)	(See items 17–22 below)		
17	No restrictions on the number of trips provided to an individual	37.131(f)(1)	No deficiencies		
18	No waiting list for access to the service	37.131(f)(2)	No deficiencies		
19	No substantial numbers of significantly untimely pickups for initial or return trips	37.131(f)(3)(i)(a)	No deficiencies		
20	No substantial numbers of trip denials or missed trips	37.131(f)(3)(i)(b) 37.131(3)(1)(b)	1 deficiency	<p>Capital Metro's definition of a MetroAccess missed trip is incorrect by not accounting for vehicles that:</p> <ul style="list-style-type: none"> <li>• Do not appear at the pickup address</li> <li>• Arrive and depart before the beginning of the pickup window; no contact with the rider</li> <li>• Do not wait five minutes in pickup window; no contact with the rider</li> <li>• Arrive after the end of the pickup window and rider is not there or chooses to not take the trip</li> </ul>	60/1-1-15

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
21	No substantial numbers of trips with excessive trip lengths	37.131(f) (3)(i)(c)	No deficiencies		
22a	No operational patterns or practices significantly limiting service availability (telephone hold times)	37.131(f)	No deficiencies		
22b	No operational patterns or practices significantly limiting service availability (untimely drop-offs)	37.131(f)	2 deficiencies	Capital Metro's service provider contracts do not include on-time drop-off performance standards More than half of MetroAccess drop-offs were more than 30 minutes before riders' requested drop-off times	60/1-1-15
23	Subscription Service	37.133	No deficiencies		
24	No-show, late cancel and reasonable service suspension & appeal policies	37.125(h) (1)-(3)	2 deficiencies 1 advisory comment	Capital Metro's Riders' Guide does not explain that no-shows or late cancellations beyond a MetroAccess rider's control are not counted Capital Metro's policy of considering MetroAccess suspensions longer than 30 days for fifth through twelfth violations of its no-show policy in one calendar year is excessive	60/1-1-15
25	Complaint Resolution & Compliance Information	27.13(b) & 27.121	No deficiencies		

Item	Part 27 or 37 or 38 Requirement	Reference	Site Visit Finding deficiency/no deficiency or advisory comment	Finding(s) of Deficiency	Response Days/Date
26	Non-discrimination	37.5	No deficiencies		
27	Training	37.173	No deficiencies		
28	Service under contract with a private entity	37.23	3 deficiencies	Capital Metro does not monitor <ul style="list-style-type: none"> <li>• Yellow Cab's on-time pickup performance</li> <li>• Yellow Cab's trip lengths</li> </ul> Capital Metro does not monitor on-time drop-off performance separately for each contractor	60/1-1-15
29	Service provided by another public entity	37.21(b)	No deficiencies		
30	Coordination of service	37.139(g)	No deficiencies		

**Attachment A**  
**FTA Notification Letter to Capital Metro**



U.S. Department  
Of Transportation  
**Federal Transit  
Administration**

Headquarters

East Building, 5<sup>th</sup> Floor, TCR  
1200 New Jersey Ave., SE  
Washington, D.C. 20590

November 6, 2013

Ms. Linda Watson  
President/CEO  
Capital Metropolitan Transportation Authority  
2910 East 5th Street  
Austin, TX 78702

Dear Ms. Watson:

The Federal Transit Administration (FTA) is responsible for ensuring compliance with the Americans with Disabilities Act of 1990 (ADA) and the Department of Transportation's (DOT) implementing regulations at 49 CFR Parts 27, 37, 38 and 39 as they apply to public transportation. As part of its ongoing oversight efforts, FTA through its Office of Civil Rights conducts a number of on-site ADA compliance reviews of grant recipients. The Capital Metropolitan Transportation Authority (Capital Metro) has been selected for a review of its MetroAccess complementary paratransit service to take place during the week of March 31, 2014.

The purpose of this review will be to determine whether the Capital Metro is meeting its obligations to provide paratransit service as a complement to its fixed route bus service in accordance with the service criteria and eligibility requirements contained in Subpart F of 49 CFR Part 37, and other related requirements contained in 49 CFR Parts 27, 37 and 38.

The review process includes data collection prior to the on-site visit, an opening conference, an on-site analysis of the MetroAccess complementary paratransit service, and an exit conference. The entire on-site portion of the review will be completed within four days. FTA has engaged the services of the Collaborative, Inc. (the Collaborative), of Boston, MA, to conduct this compliance review. The Collaborative team and FTA representatives will participate in the opening and exit conferences, with FTA participating by telephone.

We request an opening conference at **9 a.m. on Monday, March 31, 2014**, to introduce the Collaborative team and FTA representatives to Capital Metro, including you or your designee, the paratransit service manager, the ADA coordinator, and other key staff. During the opening conference, the review team members will present an overview of the on-site activities.

Because review team members will spend considerable time on site during the week, please provide them with temporary identification and a workspace within or near the MetroAccess offices for the duration of their visit. Please let us know if you will designate a member of your staff to serve as Capital Metro's liaison with the review team and will coordinate the on-site review and address questions that may arise during the visit.



So that we may properly prepare for the on-site visit, we request that you provide the information described in Enclosures 1 and 2. Enclosure 1 consists of items that must be received within 21 calendar days of the date of this letter. These materials should be forwarded to:

David Chia  
the Collaborative, Inc.  
122 South Street  
Boston, MA 02111  
617-338-0018, x17  
[dchia@thcollaborative.com](mailto:dchia@thcollaborative.com)

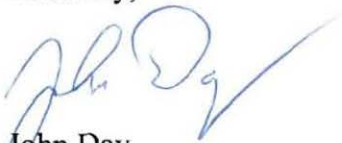
Enclosure 2 consists of items that the Collaborative team will review on-site beginning on March 31, 2014, after the opening conference.

We request the exit conference be scheduled for **2 p.m. on Thursday, April 3, 2014**, to afford an opportunity for the reviewers to discuss their observations with you and your agency. We request that you or your designee, the MetroAccess paratransit service manager, the ADA coordinator, and other key staff attend the exit conference. The FTA Office of Civil Rights will make findings and will provide them to you in a draft report. You will have an opportunity to comment on the draft before FTA finalizes the report. The Final Report, when issued to Capital Metro, will be considered a public document subject to release under the Freedom of Information Act, upon request.

Capital Metro and MetroAccess representatives are welcome to accompany the review team during the on-site activities, if you so choose. If you have any questions or concerns prior to the opening conference, please contact Susan Clark, Program Manager for this compliance review, at 202-493-0511 or at her e-mail address: [sue.clark@dot.gov](mailto:sue.clark@dot.gov)

Thank you in advance for your assistance and cooperation as we undertake this process. We look forward to working with Capital Metro and MetroAccess staff.

Sincerely,



John Day  
ADA Team Leader

cc: Robert C. Patrick, FTA Region VI Administrator  
Rebecca Tanrath, FTA Region VI Civil Rights Officer (acting)  
Aida Douglas, Manager, Office of Diversity, Capital Metro  
Chad Ballentine, Director of Paratransit, Capital Metro



**The following information must be submitted to the Collaborative within 21 calendar days from the date of this letter.**

1. A description of how complementary paratransit service is structured and provided, including:
  - How trip requests/reservations are handled (by the contractors?) and the address(es) where reservations are taken
  - How trips are scheduled (by the contractors?) and the address(es) where scheduling is done
  - How dispatching is handled (by the contractors?) and the address(es) of the central dispatch offices

Note that the Collaborative may contact you in advance to discuss this first question.
2. A copy of the current operator and any joint operating agreements for complementary paratransit with other public entities.
3. A copy of the complementary paratransit "Operator Manual," and copies of the "Rider Handbook," service brochure, or other documents that explain to the public and eligible riders how trips are requested and how service is provided
4. A description of the complementary paratransit service standards, including:
  - The on-time performance standards (how is "on-time" defined and what is the goal for the percentage of trips to be provided within the standards?)
  - What standards have been set regarding acceptable numbers or percentages of ADA trip denials?
  - The travel time standards, including maximum travel time (if applicable) (what travel time is considered comparable to fixed route and what travel time is considered too long? What are the goals for the percentages of trips to be provided within the standards?)
5. Telephone call-handling performance standards for calls to reservation and dispatch (what are the standards for hold time (and/or call pickup) and abandoned calls? What are the goals for the percentages of calls to be handled within these standards?)
6. Samples of driver manifests (described in Item #1 of Enclosure 2 attached) and samples of records, reports, or tabulations of the complementary paratransit information (described in Item #2 of Enclosure 2 attached)
7. Capital and operating budget and expenditures for complementary paratransit service for the four most recent fiscal years, including the current fiscal year
8. The number of complementary paratransit trips scheduled and provided, and trips denied for the four most recent fiscal years, including the current fiscal year
9. Three copies of the fixed route system map

We request that the following information and/or assistance be available at the **beginning of the on-site visit**:

1. Copies of completed driver manifests for the most recent six-month period
2. The following complementary paratransit data, by month, for the last six months (paper copies as well as in electronic format, if available):
  - Trips requested
  - Trips scheduled
  - Trips denied
  - Canceled trips
  - Passenger no-shows
  - Carrier missed trips
  - Trips provided
  - An itemization of trips requested, scheduled, and provided
  - A listing of trips denied each month showing customer's name, origin, requested destination, day and time, and if the person was ambulatory or used a wheelchair
  - On-time performance information
  - A listing of trips that exceeded 60 minutes showing the customer name, origin, destination, day and time, if the person was ambulatory or used a wheelchair, and the total time on-board
  - A listing of passenger no-shows and carrier missed trips for last month with negotiated pickup times and actual vehicle arrival and departure times
  - Telephone call management records (if available) showing hold times by hourly or half-hourly periods and day, total call volume, calls answered and abandoned
3. A list of complaints related to or alleging capacity constraints in complementary paratransit service in the past year. The list should include all complaints related to trip denials, missed trips, wait lists, trip caps, trip restrictions or limits, on-time performance, lengthy trips, phone capacity issues, etc. showing the customer's name, trip origin, date and type of complaint, and transit system resolution (any corrective actions requested and taken)
4. The following ADA paratransit eligibility information:
  - Copy of a blank application form
  - Copies of eligibility guidelines and policies and any assessment or interview forms
  - Sample letters of all types of determination (unconditional, conditional, temporary, trip eligible (if applicable) and
  - Other letters related to receipt of applications, incomplete applications, eligibility appeals and other eligibility issues
  - Total number of ADA paratransit eligible individuals



## Capital Metro Complementary Paratransit Compliance Review

- For the most recent 12 months:
    - Number of applications received
    - Number of completed applications considered and processed
    - Number of applications determined incomplete
    - Number of people determined unconditional eligible
    - Number of people determined conditionally eligible
    - Number of people determined temporarily eligible
    - Number of people determined ineligible
  - Any documentation, policies, procedures and correspondence related to service suspensions for passenger no-shows
  - Access to eligibility files and appeals records
5. Work shift assignments for reservationists (call-takers), schedulers, dispatchers, and drivers
  6. Access to personnel records showing hire and termination dates for reservationists (call-takers), schedulers, dispatchers, drivers, and road supervisors
  7. Current complementary paratransit fleet roster with vehicle type, make and model year and odometer reading, (designating whether the vehicles are accessible or inaccessible), numbers of accessible and inaccessible spares. For each accessible vehicle, please include the design load of the lift or ramp
  8. Run structure (vehicles in service by hour of day)
  9. Access to the most recent six months of daily vehicle pullout records showing late pullouts and closed runs
  10. Vehicle availability reports for most recent six months
  11. Copies of vehicle pre-trip inspection and preventative maintenance form(s)
  12. Assistance with viewing and capturing parameters used in the scheduling software
  13. Assistance with viewing and collecting data on vehicle run structures and peak pullout requirements
  14. Subscription trips by hour
  15. Training curricula for each type of complementary paratransit employee
  16. Procedures for providing information and communication in accessible formats

**Attachment B**  
**Capital Metro Response to Draft Report**



October 23, 2014

Anita Heard  
Equal Opportunity Specialist  
Federal Transportation Administration  
Office of Civil Rights  
1200 New Jersey Ave  
Washington, DC 20590

Ms. Heard,

Capital Metro has reviewed the draft report, conducted by The Collaborative, Inc., on behalf of the Federal Transit Administration, following the March 2014 ADA Paratransit Compliance Review of the Capital MetroAccess ADA paratransit program. Attached to this letter is our response to the draft report provided to us. The first section addresses simple edits while the next section addresses more substantive issues.

On April 3, 2014 a closing meeting was conducted onsite at Capital Metro with representatives from the onsite review team in person and representatives from the Federal Transit Administration via telephone. During the exit review there were only 6 deficiencies identified by the review team and a comment by the team lead that they were “generally very impressed”. During the conclusion of the meeting the representatives from the FTA stated that they too were “pleased with these preliminary findings”. We appreciate the affirmation of the hard work Capital Metro has done to provide the best paratransit service possible in this region.

Capital Metro was surprised to see several of the items in the report as they were either not identified by the reviewers at the time of their site visit or they were items that were addressed immediately following the site visit. The reviewers represented to Capital Metro that the minor items addressed prior to their submission of a draft report to the FTA would not be reflected in the report. There are a number of items identified below that are not consistent with that representation. Capital Metro made the requested adjustments and provided documentation to the reviewers of those items in April, immediately following their visit.

Capital Metro looks forward to collaborating with the FTA to address the items identified below that remain in question. Should you have any questions regarding our response, please contact my office at (512) 389-7425 or email me at [linda.watson@capmetro.org](mailto:linda.watson@capmetro.org).

Sincerely,

*Elaine Timbes for Linda S. Watson*

Linda Watson  
President/Chief Executive Officer  
Capital Metropolitan Transportation Authority

cc: Kerri Butcher, Chief Legal Counsel  
Elaine Timbes, Deputy Chief Executive Officer/Chief Operating Officer  
Dottie Watkins, Vice President, Bus and Paratransit Services  
Chad Ballentine, Director of Paratransit

**Please note the following typos and errors in the draft report:**

- Pg 7 – “...first as Special Transit Services, and then (beginning in 1992) as MetroAccess.” (This began in 2009, not 1992)
- Pg 7 – Last bullet point on the page, LeFleur is misspelled.
- Pg 8 – Need to add a bullet to “Capital Metro employees provide the following...” stating “Applicant eligibility interviews.”
- Pg 8 – The last bullet of “Contractors provide the following...” should read “Employees for functional assessments.” (CMTA does the interviews; a contractor does the functional assessments)
- Pg 8 – Table 3.1. The dates are in reverse order. Ridership has gone up, not down, each year.
- Pg 20 - There is no MetroAccess representative on the panel rather the panel consists of: a Capital Metro representative not involved in the eligibility determination, a member of the Capital Metro Access Advisory Committee and a Board-appointed community representative.
- Pg 39 – The table is missing an advisory comment on #24. See pg 33 for further details.

**Under compliance review item #2 (Advisory Comment), reviewers stated:**

Although Capital Metro provides free transportation to and from eligibility interviews, this information could be better publicized. So as not to discourage riders from applying for eligibility, an effective practice is to publicize in application forms and other printed materials the availability of free transportation to and from the Eligibility Center.

**Capital Metro response:**

Capital Metro has updated its paratransit application, pre-screen form, and website to reflect this.

Please see attachments: A, B, and C

**Under compliance review item #4 (Advisory Comment), reviewers stated:**

An effective practice is for Capital Metro to promote on its website the availability of MetroAccess eligibility documents and other information in accessible formats. While Capital Metro will provide information in the preferred formats, riders may not be aware of this accommodation.

**Capital Metro response:**

This has been added to the Capital Metro website.

Please see attachment: D

**Under compliance review item #5 (Deficiency), reviewers stated:**

The MetroAccess eligibility form does not explain rights to schedule and use the service beginning on the 22nd day if Capital Metro has not made a determination.

**Capital Metro response:**

This item was resolved immediately and documentation was provided to the reviewers on April 25, 2014 per Capital Metro's understanding of the resolution of items for removal from the report.

Please see attachments: A and E

**Under compliance review item #5 (Advisory Comment), reviewers stated:**

An effective practice for monitoring application processing time for incomplete applications is to separately track interview dates and dates when MetroAccess applications are complete. This would allow Capital Metro to track more accurately the processing times for all MetroAccess applications.

**Capital Metro response:**

Trapeze CERT (Capital Metro's paratransit client database) does not currently have an additional date field which can be used for this purpose. A request was sent to Capital Metro's IT department asking to have the Trapeze software company add it. Once complete, custom reporting will be developed and it will become part of MetroAccess' monthly reporting metrics.

**Under compliance review item #6 (Advisory Comment), reviewers stated:**

Capital Metro makes some eligibility determinations without the benefit of verification of eligibility from a qualified professional. For determinations other than unconditional, an effective practice is to explain that these decisions did not include such professional input. This enables applicants to obtain professional verification information for use in any potential appeals.

**Capital Metro response:**

Capital Metro Eligibility personnel request clarification on this recommendation. The MetroAccess Eligibility Department and our third-party contractor do not make eligibility determinations without, at a minimum, a completed initial professional verification on the application. Professional verification is required for a completed application to begin review and assessment.



**Under compliance review item #8 (Deficiency), reviewers stated:**

Capital Metro's appeals policies improperly require appellants with limited English proficiency (LEP) to pay for translation services at appeal hearings (prohibited under Title VI).

**Capital Metro response:**

The sample eligibility letter referenced by the reviewers is the only location where this incorrect statement was made. This was not the practice of the Authority and was not part of our Rider Guide. The letter has been corrected.

Please see attachments: F and G

**Under compliance review item #11 (Deficiency 1 of 3), reviewers stated:**

Capital Metro improperly classifies bus route 100 as one of its Limited and Flyer Service routes on its printed system map, which can potentially mislead riders that airport service is not available via MetroAccess

**Capital Metro response:**

Capital Metro disagrees with this deficiency. The name, Airport Flyer is to coincide with its purpose of serving the airport. Regardless of classification of the Route 100, ADA service to the airport is based on Crosstown Route 350, not on "Airport" Flyer Route 100. The service hours of the Route 350 are inclusive of the Route 100 service hours. Additionally, please note that the Capital Metro website used by customers to determine where and when ADA service is available shows the service area exclusive of specific routes, including service to the airport. We find that the customer is not generally cognizant of limitations based on limited stop or commuter routes.

**Under compliance review item #11 (Deficiency 2 of 3), reviewers stated:**

Capital Metro does not provide MetroAccess service to certain communities that have withdrawn from Capital Metro, but have portions that are within 3/4 mile of fixed route service

**Capital Metro response:**

Capital Metro disagrees with this deficiency. The reviewers did not take into account the limitations placed on Capital Metro by the state legislature in providing service outside its authorized boundaries in areas that have withdrawn from the service area.

**Under compliance review item #11 (Deficiency 3 of 3), reviewers stated:**

Capital Metro does not provide MetroAccess service to certain communities that are outside of its taxation district boundaries, but have portions that are within 3/4 mile of fixed route service

**Capital Metro response:**

Capital Metro disagrees with this deficiency. The reviewers did not take into account the prescribed authority in state legislation to provide service within the service area only or by contract with a political subdivision.

**Under compliance review item #12 (Deficiency), reviewers stated:**

Reservationists improperly ask conditionally eligible riders to identify the condition that applies to a requested trip

**Capital Metro response:**

This item was resolved immediately and documentation was provided to the reviewers on April 25, 2014 per Capital Metro's understanding of the resolution of items for removal from the report.

Please see attachments: H and I

**Under compliance review item #20 (Deficiency), reviewers stated:**

Capital Metro's definition of a MetroAccess missed trip is incorrect by not accounting for vehicles that:

- Do not appear at the pickup address
- Arrive and depart before the beginning of the pickup window; no contact with the rider
- Do not wait five minutes in pickup window; no contact with the rider
- Arrive after the end of the pickup window and rider is not there or chooses to not take the trip

**Capital Metro response:**

At the time of the review, this was looked at and no issues were raised with Capital Metro's missed trip definition. Capital Metro received notice of this expanded "Missed Trip" definition on 10/14/2014. Revised reporting is in progress.

**Under compliance review item #22b (Deficiency 1 of 2), reviewers stated:**

Capital Metro does not have a standard for MetroAccess drop-off performance

**Capital Metro response:**

Capital Metro's standard for drop off performance is 93%. This metric has been tracked and monitored for scheduled service providers since (at least) October 2009 and for overflow taxi service since July 22, 2014. This information was provided to the contractors at the time of the review.

**Under compliance review item #22b (Deficiency 2 of 2), reviewers stated:**

A high proportion of MetroAccess trips with requested drop-off times are very early

**Capital Metro response:**

Capital Metro disagrees with this deficiency. The regulations do not address appointment times and the reviewers are imposing a requirement that does not exist in the regulations.

**Under compliance review item #24 (Deficiency 1 of 2), reviewers stated:**

Capital Metro's Riders' Guide does not explain that no-shows or late cancellations beyond a MetroAccess rider's control are not counted

**Capital Metro response:**

Capital Metro disagrees with this deficiency. Capital Metro follows the regulations requiring that no-shows or late cancellations beyond a MetroAccess rider's control are not counted; however, we are not aware of a requirement in the regulations or best practices to state this in the guide. Addition of a "no fault" procedure for excusing no shows was part of public outreach prior to the No Show policy's adoption, is in daily practice with additional monthly audits performed to excuse no shows based on Capital Metro errors, No Show letters to customers state that customers may contact us about "the accuracy of reported no shows", and no fault statistics have been part of publically reported metrics since December 2009.

**Under compliance review item #24 (Deficiency 2 of 2), reviewers stated:**

Capital Metro's policy of a one-month suspension from MetroAccess service for a fourth suspension in one calendar year is excessive

**Capital Metro response:**

Capital Metro does not agree with this deficiency. Peer benchmarking and guidance from the best practices of Easter Seals Project ACTION does not indicate Capital Metro's no show policy is excessive. A one-month suspension is only an option after a customer has violated the no-show policy and received progressive suspensions four times in a calendar year.

**Under compliance review item #24 (Advisory Comment), reviewers stated:**

During instances of rider no-shows, MetroAccess drivers are required to obtain three pieces of information about the pickup address and communicate this information with a dispatcher. According to drivers the review team interviewed, dispatchers are not always available during busy times to record this information, which can result in drivers waiting even longer than the minimum five minutes before departing. When other riders are in the vehicle, this increases their travel time. Further, when more time is required to reach a dispatcher, this can diminish on-time performance. An effective alternative or supplement to Capital Metro's practice is to provide drivers with doorknob hang tags or stickers as notifications. These are similar to notices that delivery services use to notify customers of a delivery attempt.

**Capital Metro response:**

The following procedure has been in place at MetroAccess since May 23, 2011 to address instances where a vehicle operator cannot make contact with a customer after 5 minutes:

- Remain at the p/u point.
- Dispatch must now answer your 10-21 request within four (4) minutes.
- If not, press RTT and wait one (1) more minute.
- If still no response, write down the three (3) items and continue on your route.

Please see attachment: J

Additionally, please note that Capital Metro considered a (printed and Braille-embossed) door hanger or sticker as a notification, but found this process impractical.

**Under compliance review item #28 (Deficiency 1 of 3), reviewers stated:**

Capital Metro does not monitor: Yellow Cab's on-time pickup performance

**Capital Metro response:**

As of July 22, 2014, all mile, hour, and rider information for MetroAccess ADA overflow service (operated by Yellow Cab) is entered directly into the Trapeze scheduling/dispatch software, allowing for on time performance monitoring. This is now part of our regular metric reporting.

Reporting stats are as follows:

Service Period	On Time To Pickup	On Time To Appointment
July 2014 (22 <sup>nd</sup> – 31 <sup>st</sup> )	96.39%	100.00%
August 2014	99.22%	99.65%
September 2014	OTP not yet available. Contractually, data entry for these trips must be completed within 30 days of the end of the service month.	

Please see attachment: K

**Under compliance review item #28 (Deficiency 2 of 3), reviewers stated:**

Capital Metro does not monitor: Yellow Cab's trip lengths

**Capital Metro response:**

As of July 22, 2014, all mile, hour, and rider information for MetroAccess ADA overflow service (operated by Yellow Cab) is entered directly into the Trapeze scheduling/dispatch software, allowing for paratransit-to-fixed-route ride time compliance monitoring.

Capital Metro monitors adherence to trip length standards by taking a two-day sample each month. Monitoring for sample dates as of 7/22/14 was generated with Yellow Cab and our two schedule service providers (MV and Ride Right) together in one unified report. This is now part of our regular metric reporting.

Reporting stats for sample days as of 7/22/14 are as follows:

Sample Date	Paratransit +/- Fixed Route Ride	Result
7/29/14	-16.27%	Paratransit Less than Fixed Route
8/4/14	-10.76%	Paratransit Less than Fixed Route
8/22/14	-14.61%	Paratransit Less than Fixed Route
September 2014 sampling cannot be completed yet. Contractually, data entry for overflow taxi trips must be completed within 30 days of the end of the service month.		

Please see attachment: L

**Under compliance review item #28 (Deficiency 3 of 3), reviewers stated:**

Capital Metro does not monitor: On-time drop-off performance for any MetroAccess contractor

**Capital Metro response:**

Please clarify what reviewers meant in this item. Capital Metro has tracked and monitored on time drop off (appointment time) performance for scheduled service providers since (at least) October 2009 and for overflow taxi service since July 22, 2014. If this deficiency is meant to correspond with item 22b, Capital Metro reserves the right to address this item consistent with the resolution of that item.



**Attachment C**  
**MetroAccess Application**





Thank you for inquiring about eligibility for Capital Metro ADA Paratransit Service. MetroAccess Paratransit Service is for individuals with a disability or disabling health condition that prevents them from independently using the accessible Capital Metro fixed route bus and rail service either all of the time, temporarily, or under certain circumstances. Enclosed are the ADA Paratransit Application and information on completing the MetroAccess Eligibility Process. If you need an alternative format of this application or additional information please contact **(512) 389-7501** or [eligibility@capmetro.org](mailto:eligibility@capmetro.org).

**STEPS IN THE ELIGIBILITY PROCESS ARE:**

1. Complete the Paratransit Application that follows this page. If you need help in filling out the application, we can assist you.
2. Have a qualified professional that is familiar with your disability and functional abilities complete the attached professional verification.

**3. Once all paperwork is complete, call the Eligibility staff at (512) 389-7501 to set up appointment for an in-person eligibility review & functional transit assessment.**

**PLEASE DO NOT MAIL OR FAX THE APPLICATION – YOU WILL BRING THE ORIGINAL TO YOUR APPOINTMENT.**

4. Complete the in-person review and orientation with a functional assessment as deemed necessary at the Eligibility & Mobility Training Center. Directions to the Center and information about the Eligibility Review are provided in this packet.
5. An eligibility determination will be made within 21 days from the date your application is complete which includes an in-person interview, a functional assessment, and review of any additional information.

**OKAY LET'S GET STARTED!**



## APPLICATION

If you have a **physical or functional disability, as defined by the Americans with Disabilities Act (ADA), which limits you from using Capital Metro's fixed-route accessible buses**, you may be eligible for **MetroAccess**. The information obtained in this certification process will be used by Capital Metro to determine your eligibility for MetroAccess. The information may be shared with other transit providers to facilitate your travel in other areas.

This application must be **filled out completely**, including the verification of eligibility by a qualified professional. Incomplete applications will be returned to applicants.

NAME \_\_\_\_\_  
First MI Last

BIRTHDATE (Month / Day / Year) \_\_\_\_\_

HOME ADDRESS \_\_\_\_\_  
Street Apt#  
City State Zip

APARTMENT COMPLEX NAME \_\_\_\_\_  
Bldg # / Letter

SECURITY GATE CODE (if applicable) \_\_\_\_\_

HOME PHONE \_\_\_\_\_ WORK PHONE \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_  
Street Apt # City State Zip

### Neighborhood Environment

How would you describe the area where you live (e.g., very steep hill; long, gradual hill; flat; etc.)?

Are there sidewalks at your residence? \_\_\_\_ Yes \_\_\_\_ No

Is there a ramp at your residence? \_\_\_\_ Yes \_\_\_\_ No Is one needed? \_\_\_\_ Yes \_\_\_\_ No

How many steps are there at the entrance to your residence? \_\_\_\_\_

Do you live on the ground floor? \_\_\_\_ Yes \_\_\_\_ No

### Current Transportation

Do you use the regular Capital Metro buses now? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

If no or sometimes, what limits or prevents you from using the buses? (e.g. no sidewalks)

\_\_\_\_\_

What is the most difficult part of riding the bus for you? \_\_\_\_\_

\_\_\_\_\_

What bus routes serve your neighborhood? \_\_\_\_\_

\_\_\_\_\_

What is the closest bus stop to you home? (Please give location.) \_\_\_\_\_

\_\_\_\_\_

Can you get to this bus stop by yourself? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

If not, why not? \_\_\_\_\_

Can you board the bus by yourself? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

If not, why not? \_\_\_\_\_

\_\_\_\_\_

Have you ever received any training to use the fixed route bus service? \_\_\_\_ Yes \_\_\_\_ No

If not, would you like to participate in training? \_\_\_\_ Yes \_\_\_\_ No

If you do not ride Capital Metro buses: how do you currently travel? (For example, family, friends) \_\_\_\_\_

\_\_\_\_\_

### Assistive Devices Used

(Check all that apply)

\_\_\_\_ **Manual Wheelchair**  
(check one)

\_\_\_\_ Foldable; passenger must be able to transfer to 4-door sedan without driver assistance

\_\_\_\_ Passenger is not able to transfer to a 4-door sedan without driver assistance

\_\_\_\_ High Wheelchair

\_\_\_\_ Cane/White Cane

\_\_\_\_ Walker (Foldable)

\_\_\_\_ Long Wheelchair

\_\_\_\_ Crutches

\_\_\_\_ Walker (non-foldable)

\_\_\_\_ Electric Wheelchair

\_\_\_\_ Wide Wheelchair

\_\_\_\_ Oxygen Tank

\_\_\_\_ Stroller-Type Chair

\_\_\_\_ Power Scooter

\_\_\_\_ Other \_\_\_\_\_

\_\_\_\_ Certified Service Animal

\_\_\_\_ Braces

\_\_\_\_\_

\_\_\_\_ Communication Device

\_\_\_\_ Prosthetics

Preferred Media/Communication Type		
<input type="checkbox"/>	Regular Print	<input type="checkbox"/> Large Print
<input type="checkbox"/>	Cassette Tape	<input type="checkbox"/> Braille
<input type="checkbox"/>	Computer Diskette	<input type="checkbox"/> TDD/Texas Relay
<input type="checkbox"/>	Other (Please specify) _____	<input type="checkbox"/> Espanol
<input type="checkbox"/>	Email (please give address) _____	

<b>METROACCESS APPLICANT AGREEMENT</b>				
<p>I agree that if I am certified for <b>MetroAccess</b>, I will pay the exact fare, if required, for each trip. I agree to notify the MetroAccess office of any changes in my status which may affect my eligibility to use the service. I also understand that failure to adhere to the <b>MetroAccess</b> policies and procedures will be grounds for revoking my application and the right to participate in the program.</p> <p>I understand and agree to hold <b>MetroAccess</b> harmless against all claims or liability for damages to any person, property, or personal injury occurring as a result of my failure to equip or maintain the safety of the adaptive equipment or certified guide/service animal that I require for mobility. I have read and fully understand the conditions for service outlined in the MetroAccess Policies and Procedures and agree to abide by them.</p> <p>I hereby authorize the release of verification information and any additional information to Capital Metro for the purpose of evaluating my eligibility to participate in the <b>MetroAccess</b> Program.</p> <p>I certify that the information provided in this application is true and correct.</p>				
Signature		Date		
<p><b>The following information is to be filled out if the application was completed by a person other than the applicant:</b></p>				
NAME		DAYTIME PHONE		
ADDRESS				
Street	Apt #	City	State	Zip
Signature		Date		

Emergency Contact				
NAME	Relationship		Phone Number(s)	
ADDRESS	Street	Apt #	City	State Zip

**This page and the following 2 pages must be completed by a Qualified professional (PLEASE PRINT).**

# METROACCESS

## Verification of Eligibility

Please note: All information for verification of eligibility must be provided by a **qualified** professional. Examples of qualified professionals are:

Caseworker	Chiropractor	Optometrist	Physician
Psychiatrist	Psychologist	Registered Nurse	Social Worker
Licensed Medical Professional		Qualified Intellectual Disabilities Professional	
Orientation & Mobility Specialist		Counselor from an Established Agency	

PERSON COMPLETING VERIFICATION \_\_\_\_\_

PROFESSIONAL TITLE \_\_\_\_\_

AGENCY/AFFILIATION \_\_\_\_\_

STATE OF TEXAS CERTIFICATION ID# \_\_\_\_\_

BUSINESS ADDRESS \_\_\_\_\_  
 Street Apt # City State Zip

BUSINESS TELEPHONE \_\_\_\_\_

**\*\*\*IF YOU MARK NO OR SOMETIMES TO ANY ITEM BELOW, PLEASE EXPLAIN\*\*\***

1. What is the medical diagnosis that causes the disability (e.g., intellectual disability, epilepsy)?

Is this condition temporary? \_\_\_\_\_ Yes \_\_\_\_\_ No

If yes, expected duration-until: \_\_\_\_\_  
Date of Duration

2. Does the applicant's disability require that he or she travel with an attendant?

\_\_\_\_ Yes    \_\_\_\_ No    \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

3. Is there any other medical information MetroAccess should know in the event of an emergency? (e.g. Hepatitis, Tuberculosis) \_\_\_\_\_

4. If the client has a disability affecting mobility, is he or she:

able to travel a distance of 200 feet without assistance? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

able to travel a distance of 3 blocks (1/4 mile) without assistance over different types of terrain? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

able to climb three 12-inch steps without assistance? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

able to wait outside without support for 15-30 minutes in different weather conditions?

\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes Explain: \_\_\_\_\_

able to cross: \_\_\_\_ 2-way stop \_\_\_\_ 4-way stop

able to cross traffic light-controlled intersection in the following areas:

\_\_\_\_ residential \_\_\_\_ semi-business \_\_\_\_ business

5. If vision-impaired, what is the Best Corrected Acuity? Right \_\_\_\_ Left \_\_\_\_

Field Restriction: Right \_\_\_\_ Left \_\_\_\_

If legally blind, is he or she:

able to travel a distance of 200 feet without assistance? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

able to travel a distance of 3 blocks (1/4 mile) without assistance over different types of terrain? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

able to client three 12-inch steps without assistance? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

able to wait outside without support for 15-30 minutes in different weather conditions?

\_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes Explain: \_\_\_\_\_

able to cross: \_\_\_\_ 2-way stop \_\_\_\_ 4-way stop

able to cross traffic light-controlled intersection in the following areas:

\_\_\_\_ residential \_\_\_\_ semi-business \_\_\_\_ business

6. If the person has a cognitive disability, is he or she able to:

give name, address, and telephone numbers upon request? \_\_\_\_ Yes \_\_\_\_ No

\_\_\_\_ Sometimes Explain: \_\_\_\_\_

recognize a destination or landmark? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

deal with unexpected situations or unexpected changes in routine? \_\_\_\_ Yes \_\_\_\_ No

\_\_\_\_ Sometimes Explain: \_\_\_\_\_

ask for, understand, and follow directions? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

safely and effectively travel through crowded and/or complex facilities? \_\_\_\_ Yes \_\_\_\_ No

\_\_\_\_ Sometimes Explain: \_\_\_\_\_

7. If the person is speech impaired, is he or she able to:

communicate verbally? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

communicate with an augmentative device? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

communicate in writing? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

communicate over the telephone? \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_ Sometimes

Explain: \_\_\_\_\_

I verify that the information provided above for verification is true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature of Qualified Professional

\_\_\_\_\_  
Date

## **What do I bring to the Eligibility Review?**

- Photo ID
- Current medication list. (We would be glad to make a copy of your list for you)
- Bring the completed application, professional verification and signed consent form attached. Do not mail or fax the application.
- Bring all of the mobility aid(s) you use for traveling outside your home (manual wheelchair, power wheelchair, scooter, walkers, cane or portable oxygen).
- If you have vision impairment, please bring a VISUAL ACUITY STATEMENT from your doctor.
- If you do not bring your statement from your healthcare provider which describes how your disability prevents you from using the accessible fixed route bus and/or rail services, the eligibility process will be delayed. All provided information will remain confidential and protected.
- Do not forget to sign the AUTHORIZATION FOR RELEASE OF INFORMATION at the bottom of page 3. This is for you to sign, DO NOT HAVE YOUR HEALTH CARE PROVIDER SIGN THE FORM.
- When you are traveling to the assessment center, you may want to bring a snack, book, medications, enough oxygen, etc as the review may take up to two hours plus your travel time.

**All power wheelchairs, manual wheelchairs and scooters must be assessed to use on the paratransit service. Make sure you bring all power wheelchairs, manual wheelchairs or scooters with you when you come to your appointment if you wish to use them on the paratransit Service.**

## **What will happen at the Eligibility Review?**

1. An Eligibility Specialist will sit down with you to review your application and ask you additional questions regarding your ability to use the bus system.
2. You may be required to participate in a functional assessment in the community so we can further evaluate your functional abilities. Your assessment may be conducted outside, so please come dressed in appropriate attire for the weather that day, including shoes and/or a hat. For safety purposes, MetroAccess does not recommend children on the functional transit assessment course.
3. We will take your photograph which will be used for your identification card if you are determined eligible for any Capital Metro services.
4. You may bring someone of your choosing with you to the Eligibility Review. If you are traveling with children, please bring someone to supervise them while you are participating in the review.



## **MetroAccess Services Assessment Informed Consent and Health Information**

I understand that part of the functional assessment occurs indoors and outdoors (please dress accordingly).

I may be asked to perform several activities:

- Physical tasks such as walking or using mobility aid to travel several city blocks or a distance equal to the average street length within a specific time, going up and down curbs and/or curb cuts, and getting on and off a simulated public transit bus;
- Cognitive tasks such as recognizing bus route numbers, finding the way to a specific place, and obtaining public transit information.
- Obtaining a weight and measurement of me with my mobility aid.
- Having a digital photo taken (for the purpose of providing Access services only).

I understand that information from the evaluations will be kept confidential. It will be reviewed by Capital Metro staff and those performing the evaluations, and used to help determine my eligibility for MetroAccess Accessible Services. I have read this form and I understand the evaluation procedures, and agree to assume the risks and take responsibility for injury or property damage suffered by me during the evaluations, not caused by negligence on the part of MetroAccess.

\_\_\_\_\_

Date\_\_\_\_\_

(Signature of Applicant or Guardian if Applicable)

**Attachment D**  
**Riders' Guide**



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2910 E. 5th Street | Austin, Texas 78702 | 512.474.1200 | [capmetro.org](http://capmetro.org)

Capital Metropolitan  
Transportation Authority  
**MetroAccess**  
Riders' Guide



**METROACCESS**



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**Please note:** MetroAccess Policies and Procedures are subject to change. Passengers will be notified of changes through passenger notices and/or other Capital Metro public announcements. Please make sure MetroAccess always has the passenger's current address, phone number and e-mail address (if applicable).

A digital version of this guide may be viewed and downloaded at [capmetro.org](http://capmetro.org). Accessible formats and reasonable modifications are available upon request. An accessible format may be requested by contacting Capital Metro:

**Phone:** 512-389-7501

**Email:** [eligibility@capmetro.org](mailto:eligibility@capmetro.org)

## OVERVIEW OF SERVICES

In order to receive services, all MetroAccess passengers must be certified through the in-person eligibility review outlined in this manual. A person is likely to receive some level of paratransit service eligibility if his/her functional ability to use Capital Metro's accessible fixed route service is impaired due specifically to a disability. Persons with disabilities who can use the regular bus service are expected to when it is reasonable to do so. Specific details on eligibility requirements and how to apply may be found in Section 1 of this manual.

MetroAccess is a shared-ride paratransit service providing origin to destination service for eligible passengers seven (7) days a week. "Shared ride" means that multiple passengers may receive service on the same vehicle at the same time. MetroAccess uses a mix of vehicle types and service providers to provide the best service possible.

MetroAccess provides paratransit service to complement Capital Metro's fixed route bus system with comparable hours, days, and service area. The MetroAccess service area is the area within  $\frac{3}{4}$  of a mile from Capital Metro's regular fixed route bus service.

Fixed route service changes that impact the service area, days of service or hours of service will directly affect MetroAccess' service area, service days and service hours.

**NOTE:** Public school districts are responsible for providing transportation for (grade K – 12) students during regular school hours and days.



# INTRODUCTION

## ADA PARATRANSIT SERVICE

The Americans with Disabilities Act (ADA) is a civil rights law that was passed in 1990. An important part of this law ensures civil rights protection and access to public transit services for qualified persons with disabilities. The ADA established regulations requiring that jurisdictions provide the same public transportation opportunities to people with disabilities as to those without disabilities. To accomplish this the ADA requires that a complementary or parallel, transit service (called paratransit) be provided to those with disabilities who are unable to use fixed route service either some or all of the time (under ADA law and its implementing regulations at 49 CFR Part 37). MetroAccess is Capital Metro's paratransit service.

ADA complementary service applies to "standard" or "regular" fixed route bus lines. It does not include commuter bus, dial-a-ride, limited stop routes, express service, flex route service or commuter rail service.

The ADA defines a disability, with respect to an individual, as a physical or mental impairment that substantially limits one or more major life activities (caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working). The mere presence of a disability does not make a person eligible for MetroAccess paratransit service.





# SECTION 1: Eligibility and Certification

## WHO IS ELIGIBLE?

Paratransit eligibility is defined by the ADA (49 CFR PART 37.123) and includes three categories:

### **ADA Category 1:**

A person who is unable to board, ride, or exit any vehicle independently on the fixed route system that is readily accessible to and usable by persons with disabilities.

### **ADA Category 2:**

A person who needs the assistance of a wheelchair lift and one is not available on the fixed route service during the time the individual wishes to travel. (All Capital Metro fixed route vehicles are fully accessible).

### **ADA Category 3:**

A person who has an impairment-related condition that prevents getting to or leaving a bus stop.

## TYPES OF ELIGIBILITY

MetroAccess assigns various types of eligibility categories to passengers based on functional abilities. These eligibility categories are outlined within this section. Passengers certified for MetroAccess will be granted eligibility for service up to four (4) years, depending on the type of eligibility granted.

Passengers are required to provide new or additional information related to their mobility any time the passenger's mobility level or disability significantly changes, even if it is not yet time to recertify for service.

### **Unconditional Eligibility**

Individuals may qualify as unconditionally eligible if they are unable to access or ride any aspect of the fixed route system. Individuals who meet the ADA criteria for full unconditional paratransit service eligibility may schedule rides from any origin to any destination within the ADA service area during service hours comparable to fixed route service. Unconditional eligibility will be granted for up to four years.

Unconditionally eligible passengers will be required to recertify through the standard in-person eligibility process after their eligibility periods end.

Passengers who have a disability or condition which permanently prevents them from using the fixed route system now or at any point in the future and who have already attended an in-person interview at least once may be allowed to bypass the standard eligibility recertification process. These qualifying passengers will be notified that they are not required to undergo an in-person eligibility review to recertify for service; instead they will be required to update their information on an ongoing basis.

### **Conditional Eligibility**

Some applicants are able to use the fixed route system at least some of the time, under certain conditions. Conditionally eligible passengers include persons who are eligible for paratransit only when certain conditions exist including, but not limited to: seasonal (cold, heat, dark, light), pathway (uneven, curb cuts, incline, inaccessible bus stop, complex traffic, and distance), navigational or other applicable conditions. Accommodation for conditionally eligible passengers may also include transportation between an inaccessible location and the accessible fixed route.

Conditionally eligible passengers are only authorized to use MetroAccess when the conditions are present. An example would be when a person designated "Extreme heat only" needs to ride in the middle of a hot summer day in Austin they can use MetroAccess, but on a cool fall day they would be required to ride the regular fixed route bus. The simple rule to remember if a passenger is determined conditionally eligible is:

**If I am able to take the trip on the regular fixed route bus,  
then I must take my trip on the fixed route bus.**

A functional assessment may be used to determine the conditions under which a person is eligible for paratransit service. The details of these travel conditions will be included in the eligibility decision letter the applicant receives by mail.

### **Transitional Eligibility**

Passengers who have temporary disabilities or conditions which prevent them from accessing fixed route service may qualify for transitional eligibility. Passengers will be eligible to receive services for a length of time determined by a qualified transportation professional, with information provided to them through eligibility documentation. The length of time eligibility is granted will be based on the unique needs of the passenger. Passengers will be notified by Capital Metro at least 45 days before the transitional eligibility expires, as long as the eligibility period they have been granted exceeds this time frame.

If the temporary situation lasts longer than originally anticipated, the individual may be required to repeat the verification process and submit a new application. Transitional eligibility is granted for up to two (2) years.

### **Eligibility for Children ages 5 and under**

Children five (5) years of age and younger will be considered for paratransit eligibility based on the functional ability of both the accompanying adult and child (as a team) to use fixed route bus service. When an eligible child is traveling with an adult (who is serving as a Personal Care Attendant), a fare must be paid for the child and the adult attendant rides free.

### **Presumptive Eligibility**

Applicants who have completed the eligibility process for MetroAccess paratransit service but have not received communication from Capital Metro within 21 days from receipt of the application automatically receive presumptive eligibility. This entitles the applicant to Unconditional Eligibility automatically beginning on the 22nd day and ending when official notification of the eligibility decision from Capital Metro has been received by the applicant.

Presumptive Eligibility does not apply in cases where more documentation is requested or when the applicant does not complete the eligibility process.

### **Out-of-Town Visitors with Disabilities**

Visitors to the Capital Metro service area may be eligible to receive temporary paratransit services from MetroAccess without the need to apply through the Capital Metro application process. This also applies to MetroAccess passengers who wish to travel to other cities that offer their own paratransit services. The temporary time period is limited to 21 days of paratransit service in a year.

Visitors with disabilities should contact the Eligibility office at 512-389-7501 as far in advance as possible to receive service. Visitors must provide current ADA eligibility for paratransit service from the city or region in which they reside or documentation of place of residence and nature of their disability. Visitors who require more than 21 days of service in the year will be required to apply for and complete the full MetroAccess eligibility process.

## **LEVELS OF SERVICE**

Capital Metro provides three service levels: curb-to-curb, door-to-door, and hand-to-hand. Capital Metro works with each passenger during the eligibility and recertification processes to determine what level of service is most appropriate. This determination is based on a person's functional abilities and any environmental constraints or conditions related to the passenger's disability.

### **Curb-to-Curb Service**

Passengers are required to meet the vehicle at the pick-up location. The vehicle operator will assist the passenger on and off the vehicle. Curb-to-curb service is the most appropriate level of service for MetroAccess passengers who do not require assistance outside of the vehicle.

Some locations may be coded curb-to-curb for all passengers, due to certain conditions where the MetroAccess operator is unable to safely provide door-to-door service.

Passengers may still wait inside their home or building for the vehicle to arrive. Once the vehicle arrives, the passenger will have five (5) minutes to leave the area where they were waiting, travel to the waiting vehicle and board. It is recommended that passengers wait in a location where they or their companion/assistant can clearly identify the vehicle when it arrives.

Advance call notification of arrival may be available as a helpful tool for customers to receive notification that their ride is nearby but accuracy and availability are not guaranteed.

A higher level of service (door-to-door or hand-to-hand) is available when requested at the time of the reservation or at the time of the drop off for any passenger who was certified for a lower assistance level during the eligibility process. The higher level of service is not guaranteed and will only be provided if that service does not pose a safety risk to other passengers, Capital Metro property, or the vehicle operator as defined under the Service Level Exceptions section on the next page.

### **Door-to-Door Service**

Passengers designated as door-to-door will receive assistance from a MetroAccess Operator beginning from the departure point of the passenger's location of origin and ending at the entrance point of the passenger's destination. MetroAccess vehicle operators are required to escort the passenger between the vehicle and the door at both origin and destination for all trips. MetroAccess Operators are permitted to escort passengers through the first doorway at both the trip's origin

and destination (public establishments only, no residential locations) as long as there are no safety concerns as defined under the Service Level Exceptions section below.

## **Hand-to-Hand Service**

Hand-to-hand is the highest level of service MetroAccess provides. This service is provided to those passengers who have a demonstrated need to not be left alone at any point in time. Determination of this service level must be based on a passenger's need for a high degree of dependency on others to achieve basic mobility based on their level of function.

MetroAccess vehicle operators providing this level of service must make contact with an appropriate person when meeting the passenger at the trip origin and dropping that passenger off at the trip destination. **Under no circumstances is a hand-to-hand passenger allowed to be left alone.** If the MetroAccess vehicle operator is unable to locate an appropriate person for hand-to-hand service at the drop off location within 5 minutes the vehicle operator will retain the passenger on board until an appropriate person can be located by MetroAccess dispatchers or supervisors. If an appropriate person is not present to receive the passenger upon arrival of the MetroAccess vehicle to the destination it will be considered a service delay that is equivalent to a no show. For this reason the rider will be charged with a "no-show" and will be subject to the rules and regulations of the no-show policy. The vehicle may continue in service with the passenger onboard.

## **Service Level Exceptions**

Vehicle operators shall not provide service that exceeds curb-to-curb service if the vehicle operator is required to:

- Leave the direct proximity of the vehicle for lengthy periods of time (beyond five minutes)
- Lose sight of the vehicle
- Take actions that would be clearly unsafe (back a vehicle more than a car length, enter a narrow drive, cross a street, etc.)
- Leave other passengers unattended
- Go beyond the ground floor of a building
- Assist a wheelchair over more than one step
- Unlock a building door

- Pass the threshold of a door at any residential location
- Any other prohibited activities listed in Section 5 “Vehicle operator responsibilities”

Passengers who require a higher level of service than curb-to-curb, but for whom service cannot be provided at their origin or destination address due to any of the conditions listed above, will need to work with MetroAccess to identify alternative options that will ensure safety for passengers and vehicle operators at all times.

## APPLICATION FOR PARATRANSIT SERVICE

Passengers who meet ADA criteria for paratransit service eligibility and wish to apply for MetroAccess may request an application in the accessible format of their choice by contacting Capital Metro in one of the following ways:

- **Phone:** 512-389-7501
- **Email:** [eligibility@capmetro.org](mailto:eligibility@capmetro.org)
- **Mail:** Capital Metro Accessible Service  
2910 E. 5th St.  
Austin, TX 78702

## The MetroAccess Application has two sections:

### Section 1 — Applicant Questionnaire

The applicant or their designated representative must provide contact information such as a current home address, phone number, emergency contact, e-mail, etc. The applicant or their designated representative will also provide information related to the applicant’s functional abilities.

### Section 2 — Professional Verification

A qualified healthcare professional with specific knowledge of the applicant’s disability or medical condition must complete section two (2) of the form. **Section two should NOT be completed by the applicant.** The qualified professional may be a physician, physical therapist, psychologist, psychiatrist, social worker, qualified mental health professional, counselor from an established agency or other similar professional. The professional must: **1)** Verify that the applicant is an individual who has at least one disability or medical condition; and **2)** Identify from a medical perspective how the applicant’s disability (or disabilities), disabling health condition(s) and any related medications affect the applicant’s functional abilities.



Once the application is complete, call Eligibility at 512-389-7501 to schedule your in-person eligibility review meeting. The completed application and professional verification must be brought with the applicant to the in-person eligibility review.

## IN-PERSON ELIGIBILITY REVIEW

All applicants for Capital Metro's ADA paratransit service must come into the Eligibility and Mobility Training Center at least once for an in-person eligibility review. **The Applicant Questionnaire and Professional Verification documents must be completed before calling to schedule an eligibility review.** It is essential that applicants bring all completed application documents to the review appointment. Incomplete documentation brought to the Eligibility Review will further delay the application process. Applicants are also encouraged to bring any additional documentation that may assist the Eligibility Team in getting a more complete understanding of each applicant's specific functional abilities. Applicants are also required to bring with them all mobility aids that they plan to use on the service.

Reviews may be scheduled during regular business hours by contacting Capital Metro's Eligibility Team at 512-389-7501 or at [eligibility@capmetro.org](mailto:eligibility@capmetro.org).

MetroAccess will, upon request, provide free transportation to and from the in-person interview so long as the origin/destination addresses are within the ADA service area. If this assistance is needed, the applicant should notify the Eligibility Team when scheduling an appointment.

Eligibility interviews may take up to two (2) hours to complete. Applicants are encouraged to plan accordingly by bringing medications, water, snacks or anything else that may be needed for this length of time away from the home. Applicants should also bring some form of photo identification with them.

In some cases, the application and interview do not clearly reflect how an applicant's disability affects his or her functional ability to ride (board/de-board, navigate) fixed route services. In those cases an applicant may be asked to complete a functional assessment immediately following the in-person interview. A functional assessment is a simple process used to determine what transit-specific tasks an applicant can or cannot reasonably perform.



Capital Metro considers an application submitted and complete when:

- 1) Section #1 - The applicant questionnaire and informed consent are complete and signed
- 2) Section #2 - The professional verification portion of the application is complete and signed
- 3) The in-person interview with the applicant is concluded
- 4) A functional assessment (if needed) has been concluded.
- 5) Optional - Any additional forms and documents that the applicant wishes to have considered with the application.

The applicant will be notified of the eligibility decision in writing within 21 calendar days of the Eligibility Review or upon receipt of all necessary documentation.

After all the necessary information is gathered, any applicant who does not receive notification from Capital Metro within 21 calendar days will receive “presumptive eligibility” on the 22nd day which will be in effect until the applicant is given the eligibility determination from Capital Metro.

Eligibility reviews are scheduled in the order in which the requests are received. A limited number of Capital Metro in-person eligibility review appointments are available each day. MetroAccess does not assign a higher priority to any applicant over another.

To check on the status of an application, please contact the MetroAccess Eligibility Department at 512-389-7501.

If the applicant will be unable to make the appointment, please cancel prior to 4pm the day before. This allows other applicants the chance to use the time slot. Applicants that no-show or cancel after 4pm the day before an in-person eligibility review appointment will have a no-show applied to their record (as defined in this guide), should the person be deemed eligible for any level of MetroAccess service. Applicants who do not become eligible for MetroAccess service will not be penalized for a no-show or a late cancel. Applicants who cancel or no-show their free eligibility evaluation trip after the second scheduled review will not be granted a third free eligibility evaluation trip on MetroAccess unless the no-show is demonstrated to be outside the control of the passenger.

## **ELIGIBILITY DETERMINATION**

### **Approved Eligibility**

If the application for service is approved, Capital Metro will send a notification letter and welcome packet in an accessible format within 21 calendar days. The welcome packet will provide an overview of the service and include:

- A MetroAccess photo ID card
- Information on the Reduced Fare program for riding other Capital Metro services
- Information about the date range of service eligibility
- Explanation about the type of eligibility for which the applicant qualifies
- Explanation of the service level for which the applicant has been approved
- Information concerning free travel training services to all passengers
- Any other additional information requested by the applicant during the eligibility review and orientation process

### **Denied Eligibility**

If an application for service is denied, Capital Metro will send a letter to the applicant within 21 calendar days that lists the specific reason(s) for the denial. The letter will tell the applicant how to proceed if he or she wishes to appeal the decision or to clarify any information that might have caused an erroneous denial.

### **Travel Training**

All applicants, whether approved or denied for MetroAccess, are encouraged to take advantage of Capital Metro's free travel training program. This program provides individualized training to passengers on how to confidently navigate the accessible MetroBus and MetroRail systems.

### **Appeal of Eligibility Determination**

An appeals process is available for any applicant who would like to dispute an eligibility determination.

An applicant may file an appeal of an eligibility determination within 60 calendar days from the date of a denial or eligibility status change by contacting the Eligibility Department. This may be done by mail, e-mail, fax or phone call. All passengers appealing their eligibility determination who have NOT completed a full functional assessment during their initial interview will be required to complete a full functional assessment before the appeal hearing.

Capital Metro's eligibility appeal decision is made by persons not involved in any part of the original eligibility decision. An observer to the process is allowed if the applicant is in agreement. New passengers applying for paratransit service will not receive services during the appeals process. If the eligibility process determines a different eligibility status for a passenger who was previously approved for paratransit, the passenger will retain his or her previous level of service while awaiting the appeal panel's decision. If the appeal appointment is not shown or rescheduled by the customer, the appellant will return to his or her level of service as the previous level of service will only be valid for 30 days from the original appeal request.

An Eligibility Department staff member and functional assessor may be in attendance at the appeal. Their role is to provide information at the appeal but NOT to vote on the final appeal determination. The applicant also has the ability to bring an advocate to the hearing to assist in the process. Appeals will be held at an accessible Capital Metro facility or a passenger may request an accommodation to conduct the hearing over the phone. The applicant is strongly encouraged to bring forth additional information for consideration if any is available. This will be the last opportunity for the applicant to provide additional information before the final decision is made.

The final decision will be provided to the appellant within 30 calendar days after the completion of the appeals process. The decision will be available to the applicant in an accessible format as needed. Should the appeal decision not be provided within 30 days of the completion of the appeal process, Capital Metro will continue to provide the previous level of paratransit service to the recertification applicant and new applicants will receive unconditional presumptive eligibility. Presumptive or continuing eligibility will remain in place until Capital Metro has notified the applicant of the final appeal decision. The formal appeal hearing is the last step in the process and the appeal decision is therefore final.

## **RECERTIFICATION OF ELIGIBILITY**

Passengers are required to recertify their MetroAccess eligibility every four (4) years or sooner, depending on the type of eligibility granted and potential changes of circumstances. Most passengers will be required to come back to MetroAccess to participate in the in-person eligibility review upon the expiration of eligibility. If a passenger's disability or mobility improves to the point where paratransit is no longer needed before recertification, he or she must notify MetroAccess.

A paratransit eligibility recertification application will be mailed by Capital Metro 60 days before eligibility expires. Passengers should call MetroAccess to schedule their assessment appointment at least 21 calendar days in advance of their eligibility expiration date to avoid an interruption of service. Passengers who do not complete the recertification process before their eligibility expires may have a lapse in service until an eligibility determination is made. Passengers who choose not to recertify at the time their service expires may still choose to re-apply for the service at any time in the future.

Capital Metro reserves the right to review eligibility on an as-needed basis for registered MetroAccess passengers. This is needed to ensure that registered passengers continue to meet eligibility criteria and to determine if or how the passenger's transportation needs have changed.



## SECTION 2: Service Area, Hours and Fares

### SERVICE AREA

#### ADA Paratransit Service

Capital Metro provides paratransit transportation services within the Capital Metro ADA paratransit service area. The trip origin and trip destination must be within a  $\frac{3}{4}$  mile corridor surrounding regular fixed route service. The regular fixed route service area excludes express, flyer, dial-a-ride, flex routes, commuter rail and limited service routes.

Interactive ADA Service Corridor maps are available on Capital Metro's website [www.capmetro.org](http://www.capmetro.org) and can be found by selecting the "Schedules & Maps" link from the main page. Please keep in mind that changes to fixed route service may directly affect the service area, service days, and service hours of MetroAccess service.

### OPERATIONAL HOURS

#### MetroAccess Transit Service

ADA Paratransit service is only provided during hours and days in which the fixed route bus service is provided.

#### Regular Business Office Hours

Monday through Friday 8am – 5pm

#### Call Center Hours

Monday through Friday 7am – 6pm

Saturday and Sunday 8am – 5pm

### HOLIDAY SERVICE

MetroAccess provides paratransit service every day of the year. Abbreviated/reduced service is provided during the holidays listed below and is subject to change.

New Year's Day	Labor Day
MLK, Jr. Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

**Subscription Service is automatically cancelled on Capital Metro holidays.**

Passengers with subscription trips must call MetroAccess Reservations in advance of the holiday to avoid having a subscription trip automatically cancelled. Holidays that fall on a weekend but are observed on a Friday or a Monday will result in the cancellation of subscription trips on the observed holiday AND the actual holiday. For more details on subscription service please refer to Section 4 of this guide.

MetroAccess observes the same holidays as the Capital Metro fixed route services. For current information on holiday service, visit Capital Metro's Holiday Calendar at [www.capmetro.org](http://www.capmetro.org).

**FARES**

- Current fare information is always available at [www.capmetro.org](http://www.capmetro.org) or by calling (512) 474-1200
- MetroAccess customers must present their MetroAccess ID card when purchasing a fare or pass.
- MetroAccess certified individuals may ride fixed route bus and rail services at the reduced rate.
- To receive reduced fare on bus or rail, tap the MetroAccess ID card at the target area on the fare box when you board the vehicle, then pay a cash fare or insert a stored value card.
- MetroAccess monthly passes are valid for use on all Capital Metro bus and train services, but fixed route bus passes do not apply to travel on MetroAccess.

MetroAccess paratransit vehicle operators do not accept cash fares. Passengers are required to present either a valid fare ticket, smart phone ticket or monthly pass upon boarding a vehicle. Per ADA law, MetroAccess fares will not exceed twice the fare of the fixed route service.

Before entering the vehicle, passengers must have their MetroAccess photo identification card available for verification by the vehicle operator. Upon entering the MetroAccess vehicle, the passenger must provide the ticket or show the pass for each trip. Passes are not transferable between passengers.



MetroAccess passengers must provide the appropriate fare to receive service. This is consistent with passengers riding Capital Metro's fixed route bus system. Companions are required to pay the same fare as the ADA paratransit eligible individuals they accompany, unless the companion is five (5) years of age or younger. Companions performing the duties of a Personal Care Attendant will not be charged for paratransit service. Emergency personnel and military personnel in uniform ride all Capital Metro services, including MetroAccess, at no charge.

Note: Using, producing or distributing fraudulent fare media as well as using other passengers' passes are grounds for service suspension, and may result in service termination and possible prosecution.

MetroAccess Operators are not allowed to accept tips and/or gifts for services. If you wish to show your gratitude you may always share a kind word with them or submit a formal compliment through our customer feedback agents at 512-385-0190.

## PURCHASING TICKETS

MetroAccess ticket books, MetroAccess monthly passes, and all other Capital Metro tickets/passes are sold the following ways:

- **In person:** Capital Metro Transit Store at 209 W 9th St (located at the corner of W 9th and Lavaca St)
- **Online:** Capital Metro website: <http://www.capmetro.org>
- **Various Retail Outlets:** MetroAccess tickets and passes are also sold in person at a limited number of retail outlets including HEB, Fiesta and Randall's grocery stores. For a complete list please visit [www.capmetro.org](http://www.capmetro.org) or call the GO Line at 512-474-1200.







## SECTION 3: MetroAccess Trip Reservations

Passengers may start using MetroAccess paratransit service immediately upon approval of eligibility for service. The first step is to make a reservation (or book a trip) for a ride. Eligibility belongs to the passenger and therefore only the passenger or the authorized caregiver may make reservations. If another party other than the passenger or the authorized caregiver wants to make trip reservations on behalf of a rider, the MetroAccess agent may ask title and name of person making the reservation on behalf of the passenger.

Passengers should allow plenty of time for travel to and from their destination. Ride times are not comparable to those of a taxi or a private vehicle. MetroAccess is a shared ride service that provides comparable ride times to those of Capital Metro's fixed route services. This should be kept in mind when making a reservation to allow passengers some extra time to get to the destination stress-free.

Requests for a specific vehicle operator or service provider are not accommodated. Individual vehicle requirements are determined during the eligibility process and may not be requested at the time of reservation. This allows MetroAccess to utilize a mixed fleet of vehicles through various service providers.

### BEFORE MAKING A RESERVATION

Prior to making a reservation, passengers should gather the following information about their trips:

- Passenger name and MetroAccess I.D. number
- Complete street addresses of pick up and drop off locations (for example, 1234 East Main Street, Suite 102)
- Date(s) and time(s) of travel
- Appointment time or any other time constraint (if applicable)
- Information about any individuals who will be traveling with the passenger
- Information about any mobility devices the passenger will be using
- Additional information about the pick up and drop off locations (business name, building #, gate code, apartment complex name, office building, grocery store, etc.)
- Any other information that will help the vehicle operator locate the passenger

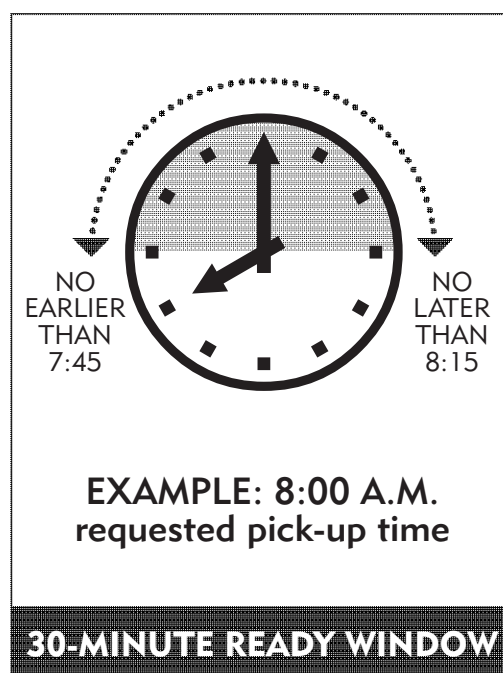
MetroAccess is a shared ride service that may also be transporting other passengers at the same time on the same vehicle, so passengers should always allow extra travel time between trips.

## MAKING A RESERVATION

Registered MetroAccess passengers may make a reservation (book a trip) through the following methods:

- IVR automated phone system
- Online (capmetro.org)
- Call Center (live agent)

All trips will be scheduled within one (1) hour of the requested time (before or after) as required by ADA law. This means the exact requested time may not be available and thus is not guaranteed. Trips will be scheduled with a window of time called the 30-minute ready window. This 30-minute ready window will be the timeframe during which a passenger can expect the pick-up to occur.



## IVR SYSTEM

The IVR (Interactive Voice Response) automated telephone system is available 24-hours a day, seven days a week at 512-478-9647. Calling into the automated IVR is a fast and convenient way to manage MetroAccess trips 24 hours a day. **Passengers choosing to use the IVR may book a reservation up to six (6) days in advance.** The IVR allows registered MetroAccess passengers to:

- Make a trip reservation
- Cancel trips
- Confirm scheduled trips
- Other account management functions

## ONLINE SERVICES

Registered MetroAccess passengers have the option to manage their MetroAccess trips and account information online 24-hours a day, 7 days a week from any computer or web-enabled phone. The online service including detailed instructions can be located on the Capital Metro website at [www.capmetro.org](http://www.capmetro.org). **Passengers using this option may book a reservation up to six (6) days in advance.** This convenient system allows registered MetroAccess passengers to:

- Make a trip reservation
- Cancel trips
- Confirm scheduled trips
- Other account management functions

## CALL CENTER

Registered MetroAccess passengers may call directly into the Call Center and speak with a live agent to schedule a ride, cancel a ride and/or receive other assistance regarding their MetroAccess service. The Call Center may book a reservation **up to three (3) days in advance**. The steps for contacting a live agent to schedule or cancel a ride include:

1. Call 512-478-9647.
2. The IVR automated phone system will make some important announcements and then ask what you would like to do. At this time say: "Operator" and hold for the next available agent.
3. The agent will come on the line and walk the caller through the process.
4. Before hanging up, the agent will confirm the trip reservation and repeat the travel information.
5. The agent will also help determine the best location to wait for the ride.

## SUBSCRIPTION TRIPS

If passengers travel to the same location at least once a week for 90 days (on the same day and at the same time) they may be eligible to receive subscription service. If they are eligible and approved, this service will provide passengers with a standing reservation for their trip. Subscription trips may help to increase the consistency of a passenger's schedule but it will not be a guarantee of an exact ride time, a regular vehicle operator or a specific vehicle type.

Subscription ride services may not always be available when a request is submitted. Requests will be kept on file for up to three months and may be fulfilled as space becomes available.

Subscriptions are automatically cancelled on Capital Metro holidays. Passengers who still need their rides on a Capital Metro holiday must call no later than 5pm the day before service to schedule a replacement trip for the cancelled subscription trip.

Current subscription trips will be permanently cancelled in cases where:

- 50% or more subscription trips are cancelled within a 90 day period
- Excessive no-shows or late cancellations occur
- Subscription service has not been used in 90 days or more
- A service suspension is imposed due to major service disruption

These passengers will need to re-apply for new subscription service if they feel it is still needed at a later point in time.

Subscription passengers have the option to temporarily place subscription rides on hold for a maximum period of 30 days. Passengers who leave their subscription on hold for longer than 30 days will lose their subscription.

Any changes needed in a subscription schedule (for example, time change, address changes, etc.) may result in the loss of the subscription due to that change. The resulting schedule "slot" will then be made available to other passengers.

## STANDBY REQUESTS

A Standby is a request to travel made after 5pm the day before the passenger wishes to travel. Trips that are changed at the passenger's request after 5pm the day before service will become a standby trip. **Standby requests are NOT a guaranteed ride and requests will be approved only when excess capacity exists within the system.** Trip priority is given to stranded passengers and passengers who experience service delay due to a MetroAccess error.

MetroAccess does not provide emergency transportation. Passengers in need of emergency transportation should call 911.

## OPEN RETURNS

An open return provides a bit more flexibility than a standard MetroAccess trip. Passengers may request an open return in specific cases when unsure of the exact time he or she will be ready for their return trip. Open returns go beyond what is required by the ADA. Passengers are never required to disclose the purpose for their trips except for when they choose to schedule these optional open return trips. Open returns are limited to the following three trip types:

- Return from a medical appointment
- Return from jury duty
- Return from out-of-town travel.

Passengers must provide an estimated return pick up time when scheduling the trip. Open returns allow MetroAccess passengers to receive an updated pickup time that better suits their needs.

If the scheduled trip time was estimated correctly by the passenger then the vehicle will be dispatched automatically without any action needed from the

passenger. If the passenger needs to amend the estimated pickup time, call 512-385-1271 to let MetroAccess know and the trip and pickup time will be updated accordingly when possible.

If the vehicle arrives before the passenger is ready, the passenger will not be charged with a no show and the vehicle will be sent back to their location once they are ready. If the vehicle has left and the passenger still needs to be picked up, they will simply call the Open Return line at 512-385-1271 to notify MetroAccess that he or she needs to get home.

**MetroAccess will not leave a passenger stranded.** Please note that the 30-minute ready window still applies to open return trips.

## **GROUP TRIPS**

MetroAccess passengers who wish to travel with any combination of four (4) or more additional non-registered passengers must submit a request for a group trip at least a week before the anticipated travel date. Group trips are based on space availability and subject to capacity limitations.

Passenger notification of the group trip confirmation or denial will occur no later than two calendar days before the trip is scheduled to be taken.

To request a group trip request form, please call a live agent in the MetroAccess Call Center at 512-478-9647.

The completed group trip request must be submitted by fax, e-mail, or USPS mail:

- **Fax:** 512-369-7779
- **E-mail:** [grouptrip@capmetro.org](mailto:grouptrip@capmetro.org)
- **Mail:** Capital Metro Accessible Services  
2910 E. 5th Street  
Austin, TX 78702



## **ATTENDANTS, COMPANIONS, AND CHILDREN**

Each registered MetroAccess passenger may ride with

- One (1) Personal Care Attendant (PCA) who provides individual assistance to the MetroAccess passenger. Attendants are limited to one (1) per passenger and will not be charged for the trip. Attendants must board and exit the vehicle at the same time and location as the passengers they are assisting.
- One (1) companion. Additional companions may also travel with the passenger on a space available basis. Each companion must pay the same rate as the registered MetroAccess passenger.

Children of a registered MetroAccess passenger may ride with the passenger as a companion. Additional children will be accommodated on a space available basis. Reservations for all riders must be made in advance and children six (6) years of age or older must also pay the same fare as the MetroAccess passenger. Children five (5) years of age or younger who are registered MetroAccess passengers must pay the MetroAccess fare and must be accompanied by an adult.

MetroAccess passengers traveling with a child or children under the age of eight (8) years old and shorter than 57 inches are encouraged to provide and secure a child safety seat for each child matching this criteria. This is not required and is therefore not a basis for denying a trip. MetroAccess will not provide child safety seats for any passengers. The passenger is solely responsible to ensure the seat is safe and can be secured safely.

## **CANCELLING TRIPS**

Cancellations are a large source of system inefficiency for this valuable community resource. Please cancel trips with as much advance notice as possible so that rides can be made available to other MetroAccess passengers. Passengers may cancel trips through the IVR, by speaking to a live agent, or submitting an online request at [www.capmetro.org](http://www.capmetro.org).

Passengers who need to cancel a trip on the day of service must do so at least one (1) hour prior to the beginning of the 30-minute ready window to avoid a late cancellation penalty. Late cancellation penalties are equivalent to no-shows and are outlined in detail under the no-show section of this guide in section 7.

Online cancellations can be done one at a time for any trips that are scheduled. Trip cancellations are subject to the rules and guidelines listed in this user guide. Only trips that are explicitly cancelled through the web cancellations service will

be cancelled. Neither return trips nor any other subsequent trips for the day will be cancelled unless individually requested.

## CHANGING TRIPS

Previously scheduled trips may be changed at any time-without penalty-up to 5pm on the day before service. Changes of location or time on a previously scheduled trip after 5pm will cause the trip to be converted to a standby trip request. **Standby trips are NOT guaranteed trips.** MetroAccess vehicle operators are not authorized to make trip changes for any current or future trips.







## SECTION 4: Taking a MetroAccess Trip

### PICK-UP AND DROP-OFF TIMES

MetroAccess schedules rides using a 30-minute ready window for passenger pick-ups. Passengers should be ready to board the vehicle 15 minutes before or after their scheduled trip time. Passengers must be ready to board the vehicle within five (5) minutes after the vehicle arrives, but passengers may board early. Failure to board the vehicle within five minutes may result in a no-show occurrence.

**Passengers are not required to board a vehicle if it arrives before the 30-minute ready window begins, and the five-minute timeframe to board the vehicle does not start until the beginning of the designated 30-minute window.**

Passengers who have not been picked up after the 30-minute ready window has expired are encouraged to call the “Where’s my Ride?” line at 512-389-2767.

MetroAccess is a shared ride paratransit service that provides comparable ride times to those of Capital Metro’s fixed route service.

### PICK-UP AND DROP-OFF LOCATIONS

MetroAccess Operators are only authorized to pick-up or drop-off passengers at the location for which the ride was scheduled. Passengers must wait for their ride at the agreed upon location or risk being counted for a no-show. MetroAccess Operators are not allowed to lose sight of the vehicle or use stairs (indoor or outdoor) beyond the 1st floor of a building when assisting a passenger. Capital Metro does not allow operators to enter a passenger’s home or lock/unlock the door.

### MOBILITY DEVICES

MetroAccess vehicles are able to safely accommodate a wide range of mobility devices. Mobility devices are noted on all passenger accounts, and passengers should always update the Eligibility Department when there is a change and/or addition of a mobility device. This allows MetroAccess to send the appropriate vehicle type for the trip as well as reserve enough space on board for passengers and their mobility devices.

MetroAccess will guarantee transportation for passengers with wheelchairs no more than 30 inches wide, 48 inches long, and weigh no more than 600 pounds total while occupied. Wheelchairs that fall outside of these guidelines might still be accommodated, but will be evaluated on an individualized basis to ensure MetroAccess vehicles and lifts will be able to physically transport them safely. MetroAccess may weigh and measure wheelchairs to make sure they fit within the maximum size and weight requirements. All wheelchairs must be secured facing forward while being transported.

Equipment that is not permitted on any MetroAccess vehicle includes, but is not limited to: hospital beds, stretchers, Hoyer lifts, large shopping carts or any other device that poses a safety risk.

Mobility devices must be secured every time they ride on a MetroAccess vehicle. Operators are responsible for ensuring that mobility devices are properly secured. MetroAccess requires the use of a lap belt or seatbelt at all times during transport for all passengers. MetroAccess recommends but does not require the use of a shoulder harness for passengers traveling in a mobility device.

MetroAccess passengers who acquire a new or larger type of mobility device must notify the MetroAccess Eligibility Department before making a reservation or taking a trip with the new mobility device. Passengers may need to be reassessed based on their new device.

## **FREE TETHER STRAP PROGRAM**

Capital Metro offers a voluntary service that provides free yellow tethers (nylon loops) or yellow identification tape for wheelchairs that are challenging to secure on our Fixed Route or MetroAccess vehicles. This program is not limited only to MetroAccess registered passengers and is therefore open to all Capital Metro customers free of charge. Trained professionals will evaluate your wheelchair to determine the best location to place the tethers or tape. In order to receive this service, reservations must be made by calling 512-369-6083.

## **SERVICE ANIMALS**

Service animals are defined as any guide dog, signal dog or other animal individually trained to perform tasks directly related to assisting an individual with a disability. Animals that are not individually trained to perform such tasks, including animals used purely for emotional purposes, are not considered service animals. When scheduling a trip, passengers should inform the MetroAccess reservation agent that they will be traveling with a service animal.

## **PASSENGER ATTENDANT/AID REQUIREMENTS**

Passengers will be required to travel with an attendant or aide under the following conditions:

- Passengers five (5) years of age or younger
- Professional determination that a passenger should have an attendant/aide at all times because he or she poses a danger to herself/himself
- Passengers identified by MetroAccess transportation professionals as requiring an attendant/aide for safety reasons

- Passengers with temporary or unexpected occasional need for assistance that can't be met by the MetroAccess vehicle operator
- Passengers who cannot be left unattended or who qualify for hand-to-hand service and are traveling to a drop-off location where no one will be present to receive them

MetroAccess passengers who require medical care during transit due to a medically unstable condition may not be eligible for service during the period of medical instability. MetroAccess is a public transit agency that does not provide emergency medical transportation services.

Passengers who will need to travel with a personal care attendant or aide will need to have this information documented with MetroAccess during the eligibility determination process. Professional verification for the need of a personal care attendant should be included.

## **DESIGNATED LOADING AREAS**

Large facilities such as hospitals, malls, or office buildings typically have predetermined MetroAccess passenger pick-up and drop-off designated areas. The designated area will be explained to passengers at the time they make a reservation for one of these large facilities. These facilities are routinely evaluated for maximum safety and accessibility and are the only authorized designated areas at these facilities. Consistent designated areas allow passengers to have a reliable, safe, comfortable, and efficient place to wait for their MetroAccess rides.

## **UNSAFE LOCATIONS**

Some locations within the service area present a significant safety risk to passengers, operators, vehicles or property. In these rare cases MetroAccess might not be able to provide services beyond curb-to-curb; however, MetroAccess will work with the passengers to find safe alternatives that will allow service to remain accessible to everyone. This may include designating a location as curb-to-curb only.

Each of these locations will be assessed individually and in person by a member of the MetroAccess staff. Standardized evaluation criteria will be used to evaluate each location in question. Affected passengers are encouraged to be involved in the location review if possible.

## **TIPS FOR OTHER PICK-UP LOCATIONS**

Not all locations are the same, so MetroAccess has created a simple list to help determine the best place to wait for a ride when there is not a predetermined MetroAccess loading area:

- Passengers living in a single family home need to wait at the front door.

- Passengers living in an apartment complex need to wait at a location where the vehicle operator can find them.
- Passengers in an office building (high rise, hospital, etc.) need to wait on the ground level at the main designated entrance.
- Passengers in a building such as a hospital where there are two sets of doors (a foyer) need to wait in an area where the paratransit vehicle operator can see them.
- Passengers in a location that is not accessible to the vehicle operator need to wait outside. Passengers should remain as close to the entrance as possible.

## **BOARDING THE VEHICLE**

Upon the arrival of the MetroAccess vehicle, passengers must show their ID card, pay the fare and board the vehicle. The operator will assist with mobility device (wheelchair, walker, etc.) securement and the passenger seat belt.

## **USING THE LIFT**

Many of the vehicles in the MetroAccess fleet are equipped with a lift to assist passengers into and out of the vehicle. Some vehicles have the ability to secure a transferable wheelchair to the rear of the vehicle. Vehicle lifts are not limited only to people who use mobility devices, so if a passenger would like to board the vehicle using the lift, he or she must let the MetroAccess Operator know.

Please follow these simple safety steps when using the lift:

- Power off any electric mobility device off before the lift moves.
- Lock the wheels of any mobility device equipped with brakes.
- Standing passengers should hold both railings if able to do so.
- MetroAccess Operators are not authorized to ride with passengers on the lift.

MetroAccess vans have passenger lifts that are equipped to safely handle a wide range of mobility devices. MetroAccess will transport any mobility aid and occupant if the lift and vehicle can safely accommodate them.

## **RULES FOR RIDING METRO ACCESS**

Please follow these simple tips for a happy and safe ride:

- Children five years and under must be accompanied by an adult.
- Smoking or eating on board is not permitted.
- Drinks on board are allowed, but only if they're in spill-proof containers, like water bottles or travel mugs with lids.

- Drinks that are NOT permitted include open cans, bottles without caps, and disposable cups with lids and straws.
- Please wear shoes and shirts if you want to ride.
- Passengers who fall asleep on board the bus are at risk of being injured from unexpected movements or stops. Please stay alert for the best possible experience.
- Please ride quietly. Playing a radio or musical instrument is not appropriate on the bus.
- Passengers with disabilities who have health-related open sores and wounds need to ensure that all sores and wounds are properly covered. Any passenger, including passengers with disabilities, may be refused access to public transportation if visible body fluid leakage or dripping is occurring.

## **TRANSPORTING PASSENGER ITEMS**

MetroAccess Operators are primarily responsible for the safety of the passenger. MetroAccess Operators are required to carry up to four (4) bags with a combined weight of no more than 20 pounds. Any items exceeding this limit will be the responsibility of the passenger to transport to and from the vehicle without the assistance of the operator. Passengers must be able to maintain control of all packages or see that they have been secured properly while on the vehicle during transport.

Passengers needing additional assistance are encouraged to bring a PCA (Personal Care Attendant) or a companion for these trips. Any large, oversized items (i.e. large boxes, bags, etc) that cannot be held by the passenger or properly secured will not be transported.

All bags, luggage, large boxes, etc. must have handles for the operator to hold. The carrying of packages by the vehicle operator between the passenger origin/destination and the vehicle must be done in one trip. The vehicle operator is not permitted to make multiple trips to or from the vehicle.

Operators will handle all belongings with care, but Capital Metro will not be responsible for broken, damaged, spoiled, lost or stolen items.

## **REACHING THE DESTINATION**

Passengers must remain seated until the vehicle comes to a complete stop and the vehicle operator has indicated it is safe to prepare to exit the vehicle. The MetroAccess Operator will assist the passenger from the vehicle.





## SECTION 5: Vehicle Operator Responsibilities

### **Passengers can expect the operator to:**

- Operate the vehicle safely under all circumstances
- Wear the proper uniform, including identification
- Get out of the vehicle and announce his or her arrival, except when it is curb-to-curb service and/or not at ground level
- Verify the identity of the passenger being transported by visually inspecting their MetroAccess ID card
- Offer assistance to the passenger by pushing a wheelchair or offering an arm for guidance
- Collect the proper fare before assisting passengers into the vehicle
- Operate the lift: safety is the top priority
- Transport the passenger only to the pre-scheduled location unless directed otherwise from a supervisor or dispatch
- Be courteous and respectful at all times

### **Operators are prohibited from:**

- Entering past the front entrance of a public building
- Entering a passenger's residence
- Leaving vulnerable passengers unattended in a vehicle
- Losing sight of their vehicle
- Maneuvering a wheelchair up more than one (1) step
- Manually lifting or carrying passengers
- Taking trip reservations or cancellations from a passenger
- Using a personal cell phone while operating a vehicle or providing passenger assistance
- Accepting monetary tips or gifts
- Locking/unlocking building doors
- Operating the controls of an electronically operated mobility device.





## **SECTION 6: MetroAccess Passenger Policies**

### **DISRUPTIVE BEHAVIOR AND RULE VIOLATIONS**

Service disruptions, rule violations or dangerous behavior while traveling on a MetroAccess vehicle may result in suspension of paratransit service. When a rule violation occurs, Capital Metro shall make every effort to work toward resolution by identifying the problem and, if appropriate, working with the passenger to find an alternative solution to suspension.

### **NO-SHOW AND LATE CANCELLATION POLICY**

Passengers that frequently fail to properly cancel a trip or do not show up in time for their scheduled ride will be subject to a progressive penalty that may lead to service suspension. The following actions are considered no-show occurrences for the purpose of this policy:

- When a vehicle arrives for a passenger inside the trip window and the passenger does not board the vehicle within five (5) minutes
- When a passenger refuses a scheduled trip at the door (also known as a Cancel at the Door)
- Late cancellations that occur one (1) hour or less from the beginning of the 30 minute window trip time (also known as a Late Cancel)

### **NO-SHOW SUSPENSION POLICY**

Once a passenger reaches 4 no shows in one calendar month and if these no-show total 11% or more of their trips in that calendar month, the MetroAccess suspension policy will take effect. No passenger shall be suspended under this policy for having 3 or less no show occurrences in one month.

The 11% no show tolerance in effect for 2013 was determined by multiplying the regular no show rate of the previous Capital Metro fiscal year by 3. In Fiscal Year 2012, the No Show rate was 3.66%. ( $3.66\% \times 3 = 11\%$ ). The tolerance rate will be adjusted accordingly each year and was established according to industry best practices. To find the current no show tolerance percentage rate for the current year, visit [capmetro.org](http://capmetro.org) or call 512-389-7480.

The progressive suspension policy is as follows:

**First** suspension occurrence will result in a 4 day suspension penalty.

**Second** suspension occurrence will result in a 7 day suspension penalty.

**Third** suspension occurrence will result in a 14 day suspension penalty.

**Fourth** suspension occurrence will result in a 1 month suspension penalty.

**Fifth through twelfth** suspension occurrence will be reviewed by the Appeals Committee. The Appeals Committee will determine an appropriate action for each account up to and including long-term suspension from service.

The timeframe for the progressive suspension policy is one (1) calendar year beginning on January 1st of every year. Passengers with four or more no shows and whose no shows also exceed 11% or more of their trips in one month will be notified by mail with a letter containing:

- A listing of the dates when the no shows occurred
- The dates of the pending suspension
- Instructions on how to make an appeal.

## **NO-SHOW PASSENGER NOTIFICATION**

Each passenger's occurrences are reviewed at the end of each calendar month for excessive no-show violations. Suspension notification letters are sent to all passengers in violation of the policy. Each letter clearly identifies the dates of each violation from the previous month as well as the future dates when the passenger's service will be suspended. All appeals related to the no-show policy are reviewed through the appeals process as outlined in the following "NO-SHOW APPEAL PROCESS" section.

## **NO-SHOW APPEAL PROCESS**

Before no show suspension may take place, Capital Metro will notify the passenger by mail of the intention to suspend service. This notification shall inform the passenger of the reason(s) for the proposed no show suspension and shall state that the passenger has a right to appeal.

Passengers must request a no show suspension appeal hearing within fifteen (15) calendar days after receipt of the No Show Policy violation suspension letter. The passenger may call 512-389-7480 to request a suspension appeal hearing over the phone or in writing by contacting MetroAccess at the following address:

**Capital Metro**

**Attn: MetroAccess No Show Appeals**

**2910 E. 5th St**

**Austin TX 78702**

The passenger will be notified by mail of the suspension and the effective day of the suspension. Should the passenger request a suspension appeal hearing concerning the suspension of existing service, an appeal committee consisting of a three (3) person panel of individuals not involved in the original decision will be formed. This appeal procedure is unrelated to eligibility and will not be used for contesting established Capital Metro policies.

The appeal committee will:

- Conduct a hearing within 30 calendar days of the passenger's request to affirm or rescind the suspension decision
- Only meet to address suspension of service
- Affirm or rescind the decision within 30 working days after the hearing

Unrestricted service will continue until the committee renders its decision. If the appeal appointment is no showed without notification or rescheduled by the customer beyond 30 days from the original request date then the original suspension will be upheld. The decision of the appeals committee is final.





## SECTION 7: Service Suspension Appeal Procedures

This appeal process applies to service suspensions resulting from ongoing behavioral issues or other ongoing policy violations. This process is unrelated to the eligibility process and it also does not apply to no show appeals.

Before suspension or termination may take place, Capital Metro must notify the passenger by certified mail of the intention to suspend service. This notification shall inform the passenger of the reason(s) for the proposed suspension and shall state that the passenger has a right to appeal.

The passenger may call or write Capital Metro's MetroAccess Department at 512-389-7480 to request a suspension appeal hearing within five (5) working days of receipt of notice at the following address:

**Capital Metro**  
**Attn: MetroAccess**  
**2910 E. 5th St**  
**Austin TX 78702**

**If the passenger does not request a suspension appeal hearing within five (5) working days, service will be suspended on the 6th day.** The passenger will be notified by certified mail of the suspension/termination and the effective day of the suspension.

Should the passenger request a suspension appeal hearing concerning the suspension of existing service, an appeal committee consisting of a three (3) person panel of individuals not involved in the original decision will be formed. **This appeal procedure is unrelated to eligibility and will not to be used for contesting established Capital Metro policies.**

The appeal committee will:

- conduct a hearing within 30 working days of the passenger's request to affirm or rescind the suspension decision
- only meet to address suspension of service
- affirm or rescind the decision within 30 working days after the hearing

Service will not be provided to the passenger during this appeal process.

**The decision of the appeals committee is final.**



## SECTION 8: Passenger Service Questions, Comments and Complaints

MetroAccess wants to hear what you have to say. For compliments about MetroAccess staff members, concerns about the service, complaints, general questions or suggestions please contact Capital Metro Customer Service:

- **Phone:** 512-385-0190
- **E-mail:** [customer.service@capmetro.org](mailto:customer.service@capmetro.org)
- **Mail:** Capital Metro Customer Service  
2910 E. 5th Street  
Austin, TX 78702



# GLOSSARY

**30-minute Ready Window:** The time frame when a passenger can expect to be picked up. Passengers must be ready to board the vehicle within 5 minutes after the vehicle arrives.

**Actual Vehicle Arrival Time:** The time that the vehicle arrives at the ride origin and is ready to be boarded.

**Actual Vehicle Departure Time:** The time that the vehicle departs the ride origin.

**Actual Vehicle Drop-Off Time:** The time that the vehicle arrives at the ride destination and is ready for deboarding.

**ADA:** The Americans with Disabilities Act of 1990.

**ADA Paratransit Eligible:** The status given to a person who has been determined to be eligible to use MetroAccess transportation under the ADA Paratransit Program.

**Attendant:** May also be referred to as a Personal Care Attendant (PCA). A person traveling as an aide, such as a Personal Care Attendant, requested by a person with a disability to facilitate travel and having the same origin and destination as the person with a disability.

**Companion:** A person (who may or may not be not registered with MetroAccess) other than a PCA traveling with an ADA eligible passenger and having the same origins and destinations as the eligible person.

**Conditional Eligibility:** When an ADA eligible person can use fixed route unless certain conditions are present that prevent them from getting to or from or navigating fixed route service.

**Curb-to-curb:** Vehicle operators assist passenger into and out of the vehicle only. Operators must not leave the direct vicinity of the vehicle and are not required to provide assistance beyond the curb of the origin or destination.

**Demand Trips:** Eligible riders who call in ride requests for non-routine rides at least one (1) day and up to six (6) days in advance of the desired ride.

**Destination:** The location where a rider de-boards a vehicle at the completion of a ride.

**Dispatching:** The act of issuing instructions and receiving communications to and from vehicle operators via radio contact and electronic manifests.

**Door-to-door:** Vehicle operators assist passengers to the door of the origin and to the door of the destination but are not permitted to cross the threshold of either location.

**Driver:** An individual operating a vehicle to transport riders and any attendants and companions. Used interchangeably with "vehicle operator."

**Eligibility Evaluation Trip:** Trips that are provided free of charge upon request by the applicant to and from an appointment where Eligibility staff will determine eligibility for ADA transportation.

**Eligible Rider:** A person registered with Capital Metro as eligible to use MetroAccess.

**Fare:** Capital Metro determined cost to the rider for a ride on any mode of Transportation provided by Capital Metro.

**Fixed Route Services:** Bus or train service operated or subcontracted by a transit agency in which a vehicle is operated along a prescribed route according to a fixed schedule.

**Hand-to-hand:** Passengers who, due to a disability related condition, cannot be left alone and must be delivered to the care of a responsible party (i.e. caretaker, guardian).

**IVR:** Interactive Voice Response system. Automated telephone system allowing passengers to manage their trips.

**Individual Subscription Ride:** A ride in which a single individual goes between the same origin and destination a minimum of one (1) time per week.

**Manifest:** Written record of information required for the vehicle operator's transportation delivery and drop-off instructions, including scheduled and actual times.

**MetroAccess:** Capital Metro's paratransit transportation service operated under the policies set forth in Capital Metro's ADA Paratransit Service Plan.

**MetroAccess ID number:** The unique passenger number assigned by Capital Metro and appearing on the MetroAccess photo ID card.

**MetroAccess Monthly Pass:** Pass issued or recognized by Capital Metro as valid tender for the fare.

**On Time:** Within fifteen (15) minutes before to fifteen (15) minutes after the scheduled time of the trip.

**Origin:** The location where a rider boards a vehicle at the beginning of a ride.

**Personal Care Attendant (PCA):** A person designated specifically to help an individual with a disability meet his or her personal needs.

**Registered Passenger:** A person registered with Capital Metro as eligible to use MetroAccess.

**Reservation Agent:** May also be referred to as a MetroAccess Call Center Agent. An individual who responds to requests for transportation and informs a rider of the disposition of the ride request.

**Return Trip:** Second leg of a round trip.

**Round Trip:** When a passenger returns to the point of origin from a single destination within the same day (counted as two trips).

**Scheduled Pick-up Time:** Time that serves as the middle of the 30-minute ready window (15 minutes before and after the scheduled time).

**Service Animals:** Any animal that a passenger identifies as a trained animal and is needed by the rider, their Personal Care Attendant or companion to help with daily activities.

**Shared Ride Service:** Transportation service where multiple passengers may be transported at the same times on the same vehicle with varied ride times, and non-sequential pick-ups and drop-offs.

**Vehicle Operator:** Synonymous with Driver. Employees who operate vehicles transporting passengers.

# CONTACT INFORMATION

## PARATRANSIT

MetroAccess Reservations & Information .....	512-478-9647
Comments, Compliments or Complaints.....	512-385-0190
Cancellations .....	512-385-1268
Where's My Ride .....	512-389-2767
Open Returns.....	512-385-1271
MetroAccess Eligibility (eligibility@capmetro.org) .....	512-389-7501
MetroAccess FAX .....	512-369-7779

## OTHER CAPITAL METRO NUMBERS

Lost and Found .....	512-389-7454
Travel Training & Tether Strap Program .....	512-369-6083
Bus & Rail Schedules & Information (Fixed Route) .....	512-474-1200
RIDEFINDERS (commuter carpool/vanpool) .....	512-477-RIDE (7433)
Capital Metro Administrative Offices .....	512-389-7400

## OTHER SERVICES

Capital Area Rural Transportation System (CARTS).....	512-478-RIDE (7433)
Emergency Transportation .....	911
Relay Texas .....	711
(for persons with hearing disabilities)	
Speech-to Speech Relay Service.....	1-877-826-6607
(for persons with speech disabilities)	

NOTES

