

Riverside Transit Agency

Riverside, California

**ADA Complementary Paratransit Service
Compliance Review**

February 2-5, 2004

Summary of Observations

Prepared for

**Federal Transit Administration
Office of Civil Rights
Washington, DC**

Prepared by

**Planners Collaborative, Inc.
with
TranSystems Corporation**

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FOREWORD

This report reflects the observations of FTA's compliance review team at the time of the on-site review, and information submitted by RTA in response to findings made at that time. It is not intended to address RTA's current state of overall compliance with DOT ADA regulations, which may be affected by factors beyond the scope of this review.

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I. Purpose of the Review

Public entities that operate fixed route transportation services for the general public are required by the U.S. Department of Transportation (USDOT) regulations implementing the Americans with Disabilities Act of 1990 (ADA) to provide ADA 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, and 38) include six service criteria, which must be met by ADA complementary paratransit service programs. Section 37.135(d) of the regulations requires that ADA complementary paratransit services meet these criteria by January 26, 1997.

The Federal Transit Administration (FTA) is responsible for ensuring compliance with the ADA and the USDOT regulations. As part of its compliance efforts, FTA, through its Office of Civil Rights, conducts periodic reviews of fixed route transit and ADA complementary paratransit services operated by grantees.

The purpose of these reviews is to assist the transit agency and the FTA in determining whether capacity constraints exist in ADA complementary paratransit services. The reviews examine policies and standards related to service capacity constraints such as those measured by on-time performance, on-board travel time, telephone hold times, trip denials, and any other trip-limiting factors. The reviews consider whether there are patterns or practices of a substantial number of trip limits, trip denials, early or late pickups or arrivals after desired arrival (or appointment) times, long trips, or long telephone hold times as defined by established standards (or typical practices if standards do not exist). The examination of patterns or practices includes looking not just at service statistics, but also at basic service records and operating documents, and observing service to determine whether records and documents appear to reflect true levels of service delivery. Input also is gathered from local disability organizations and customers. Guidance is provided to assist the transit operator in monitoring service for capacity constraints.

An on-site compliance review of ADA complementary paratransit service provided by Riverside Transit Agency (RTA) of Riverside, California, was conducted from February 2 to 5, 2004. Planners Collaborative, Inc., located in Boston, Massachusetts, and TranSystems Corporation, located in Medford, Massachusetts, conducted the review for the FTA Office of Civil Rights. The review focused on compliance of RTA's ADA complementary paratransit service with one specific regulatory service criterion: the "capacity constraints" criterion. Section 37.131(f) of the regulations requires that ADA complementary paratransit services be operated without capacity constraints.

This report summarizes the observations and findings of the on-site review of RTA's ADA complementary paratransit service. First, a description of the approach and methodology used to conduct the review is provided. Then, a description of key features of transit services provided by RTA – fixed route, and ADA complementary paratransit service – is provided. All of the findings of the review are summarized in Section IV. Observations and findings related to each element of the capacity constraint criteria are then presented in Sections V through XI. Recommendations for addressing some of the findings are also provided.

RTA was provided with a draft copy of the report for review and response. A copy of the correspondence received from RTA on July 27, 2011, documenting their response to the draft report, is included as Attachment A.

II. Overview

This review focused on compliance with the ADA complementary paratransit capacity constraints requirements of the DOT ADA regulations. Several possible types of capacity constraints are identified by the regulations. These include “wait listing” trips, having caps on the number of trips provided, or recurring patterns or practices that result in a substantial number of trip denials or missed trips, untimely pickups, or significantly long trips. Capacity constraints also include other operating policies or practices that tend to significantly limit the amount of service to persons who are ADA complementary paratransit eligible.

To assess each of these potential types of capacity constraints, the review focused on observations and findings regarding:

- Trip denials and “wait listing” of trips
- Trip caps
- On-time performance
- Travel times

Observations and findings related to two other policies and practices that can affect ADA complementary paratransit use also are provided, including:

- Determinations of ADA complementary paratransit eligibility
- Telephone capacity

ADA complementary paratransit eligibility determinations were assessed to ensure that access to service was not adversely impacted by inappropriate denials of eligibility for the service or unreasonable delays in the eligibility process. Telephone capacity was assessed because access to reservations and customer service staff is critical to the effective use of any ADA complementary paratransit service.

Pre-Review

The review first involved the collection and examination of key service information prior to the on-site visit. This information included:

- A description of how the ADA complementary paratransit service is structured
- Public information describing the ADA complementary paratransit service
- A description of the Riverside Transit Agency’s (RTA) standards for on-time performance, trip denials, travel times, and telephone service

RTA was requested to make additional information available during the on-site visit. This information included:

- Copies of completed driver manifests for the most recent six month period (for each carrier)

- Six months of service data, including the number of trips requested, scheduled, denied, canceled, no-shows, missed trips, and trips provided by RTA
- A breakdown of trips requested, scheduled, and provided
- Detailed information about trips denied in the last six months including origin and destination information, day and time information, and customer information
- On-time performance information
- Detailed information about trips identified in the last six months with excessively long travel times
- Telephone call management records
- Records of recent customer comments and complaints related to capacity issues (trip denials, on-time performance, travel time, and telephone access)

On-Site Review

An on-site review of the service was conducted from February 2 to 5, 2004. The on-site review began with an opening conference, held at 9:00 AM on Monday, February 2, 2004. RTA representatives attending the meeting included: Grant Bradshaw, Chief Operating Officer; Judylynn Gries, Operations Manager; Doyle Glancy, Quality Control Analyst; and Ileen Matute of RTA. Don Kidston and David Chia of Planners Collaborative, and Russell Thatcher of TranSystems Corporation represented the FTA review team. David Knight of FTA's Office of Civil Rights in Washington, DC, also participated in the opening conference via telephone.

Mr. Knight opened the meeting by thanking the RTA for their cooperation in the review. He described the purpose of the review and emphasized that it was intended to assist the RTA in providing effective ADA complementary paratransit service. Mr. Knight outlined the steps in the review process:

- Preliminary findings and an opportunity to respond would be provided at a closing meeting on Thursday, February 5
- A draft report would be provided to the RTA for review and comment
- RTA's comments would be incorporated into a final report, which would then become a public document

Don Kidston described the objective of the review to identify significant impediments, if any, to people with disabilities receiving the service to which they are entitled under the ADA, and to assist RTA in improving service, if warranted. He described the scope of the review as including review of policies, procedures, practices, and performance that can affect availability of effective service. The areas to be addressed include eligibility; telephone access; reservations and scheduling; operating procedures, practices and performance; and adequacy of resources. Mr. Kidston went on to present the schedule for the on-site review, including the parts of the operation that would be observed by day. A copy of the review schedule is provided as Attachment B. The review team conducted the review generally in accordance with the review schedule.

Following the opening conference, the review team met with RTA managers to review RTA.

An exit conference was then held at 3:30 PM on Thursday, February 5, 2004. Attending the exit conference for RTA were: Larry Rubio, Chief Executive Officer; Grant Bradshaw, Chief Operating Officer; Judylynn Gries, Operations Manager; Doyle Glancy, Quality Control Analyst; and Ileen Matute. Attending for the review team were Don Kidston and David Chia of Planners Collaborative, and Russell Thatcher of TranSystems. David Knight of FTA participated in the closing conference by telephone.

Mr. Knight opened the exit conference by thanking the RTA staff for their cooperation in the review.

The review team members then presented an overview of the assessment and initial findings in each of the following areas:

- Consumer input
- Service design parameters
- Eligibility determinations
- Telephone access
- Handling of trip requests and trip denials
- Trip scheduling
- On-time performance and service delivery
- Trip duration
- Operations
- Resources (vehicles, manpower, and financial resources)

The review team again thanked RTA for their cooperation during the field review.

III. Background

The Riverside Transit Agency (RTA) was established as a Joint Powers Agency on August 15, 1975, under authority of the State of California. RTA is governed by a board of directors comprised of 18 elected officials from 14 cities in western Riverside County and four members of the County Board of Supervisors. The member jurisdictions include the Cities of Banning, Beaumont, Calimesa, Canyon Lake, Corona, Hemet, Lake Elsinore, Moreno Valley, Murrieta, Norco, Perris, Riverside, San Jacinto, Temecula, and the unincorporated areas of Riverside County Supervisorial Districts I, II, III, and V.¹ The Riverside County Transportation Commission provides funding for RTA services and other transit service providers in Riverside County.

RTA began operating its first bus route on March 16, 1977. Since then, RTA has grown to provide both local and regional services throughout the service area with 374 employees operating more than 40 fixed-routes as well as demand-responsive services. RTA's service area spans more than 2,500 square miles in western Riverside County, providing bus service to approximately one million residents.²

Description of Fixed Route Service

RTA operates 40 fixed bus routes, 6 commuter routes, and 2 trolley services in a service area of 2,500 square miles. RTA's fleet includes 124 compressed natural gas (CNG) buses, 6 trolleys, and 36 fixed route vans. In Fiscal Year (FY) 2002-3, RTA provided 405,359 hours of service over 6,885,019 bus miles. RTA reported 6,925,559 annual fixed route passenger trips in FY2003.

Service Area – Fixed route services generally operate throughout western Riverside County with service focused in the member communities. Service is also provided to destinations outside of the county including: the Oceanside Transit Center in San Diego County, the Montclair Transcenter in San Bernardino County, Loma Linda in San Bernardino County, and the Mall of Orange in Orange County.

Service Description – The RTA operates both express and local fixed route service. RTA's system map identifies four commuter link routes: 202, 204, 206 and 208. Two of these routes operate beyond the county border. Route 202 operates from Murrieta and Temecula to the Oceanside Transit Center in San Diego County. Route 204 operates between the Riverside Bus Terminal and the Montclair Transcenter in San Bernardino County. RTA officials indicated that Route 149 is also an express route operating between the Riverside Bus Terminal and the Mall of Orange in Orange County.

RTA's system map identifies 27 local fixed route services. Four of these routes operate outside of Riverside County. Route 25 operates between the Riverside Bus Terminal and Loma Linda in San Bernardino County. Routes 21 and 49 also operate into San Bernardino County for the

¹ Source: RTA Web Site

² Id.

purpose of reversing direction on Marlay and Cabernet Roads. According to RTA officials, routes 21 and 49 make no passenger stops in San Bernardino County. Route 36 operates in Yucaipa in San Bernardino County where limited fixed route service is provided. On this route segment, customers may only disembark from Yucaipa-bound buses and board Calimesa-bound buses. Calimesa is an RTA member community in Riverside County.

Some routes operate closed door to transfer points in communities within Riverside County that provide their own fixed route service. For example, Route 35 operates closed door between Moreno Valley and the K-Mart in Banning where passengers can transfer between RTA bus service and bus service provided by the municipalities of Banning and Beaumont. Route 36 operates closed door between the K-Mart in Banning and Desert Lawn in Calimesa. In Calimesa, between Desert Lawn and the San Bernardino County Line, Route 36 provides local fixed route service. The route continues into Yucaipa in San Bernardino County and provides service as described above. Route 31 also operates without stops between the K-Mart to a point south of Beaumont on Highway Route 79.

Local fixed route service is focused on six transfer points:

- Riverside Downtown Terminal – 13 Routes (*1, 10, 12, 13, 14, 15, 16, 22, 25, 29, 49, 149, 204*)
- Riverside at Galleria at Tyler – 9 Routes (*1, 10, 12, 13, 14, 21, 27, 149*)
- Moreno Valley Mall - 8 Routes (*16, 17, 18, 19, 20, 35, 99, 208*)
- Riverside at Brockton Arcade – 7 Routes (*1, 10, 12, 13, 14, 15, 20*)
- Perris at 4th and Wilkerson – 6 Routes (*19, 22, 27, 30, 74, 208*)
- Hemet Valley Mall – 6 Routes (*27, 31, 32, 33, 74, 79*)

Many of the routes (listed in *italics*) serve more than one of the transfer points. However, travel between many of the areas served by RTA requires passengers to transfer from one route to another.

Service Hours – Fixed route service operates from 3:51 AM (Route 27) to 10:19 PM (Route 1) on weekdays and from 5:30 AM (Routes 3 and 19) to 9:53 PM (Route 16) on Saturday and Sunday.

RTA does not operate fixed route service on Thanksgiving or Christmas Day. Sunday service is operated on New Year's Day, Memorial Day, July 4, and Labor Day.

Fares – RTA offers four alternative methods of fare purchase for four fare categories, as shown in Table III.A.

Table III.A – Fixed Route Fares

Category	Base (Cash) Fare	10 Tickets	Day Pass	31-Day Pass
General	\$1.00	\$9.00	\$2.50	\$34.00
Youth (Grade 1-12)	0.75	\$7.00	\$2.50	\$26.00
Senior and Disabled	0.50	\$5.00	\$1.25	\$16.00
Child (Age 5 and under)	Free for 2 children, then 0.25	N/A	N/A	N/A

If there are more than 2 children under 5 accompanying an adult, there is a fare of 25 cents for each additional child. All passes are good for use on all fixed route services except Routes 149 and 202. Passes may not be used on dial-a ride services. The fare for Route 202, a Commuter Link service, which operates from Murrieta and Temecula to the Oceanside Transit Center in San Diego County, is \$4.00 each way. Route 149 operates between the Riverside Downtown Terminal and the Mall of Orange in Orange County. The cash fare for trips on Route 149 within Riverside County are as described in the Table III.A. Fares between Riverside and Orange counties are:

- \$2.65: General
- \$2.50: Youth
- \$0.75: Senior and Disabled

Description of the ADA Complementary Paratransit Service

RTA provides ADA complementary paratransit service with five local Dial-A-Ride services: Hemet, Jurupa, Norco, Riverside, and Temecula. RTA also provides intercity ADA complementary paratransit service connecting these local services and four other municipal services. The Riverside County communities of Banning, Beaumont, Corona, and Riverside provide their own municipal Dial-A-Ride services and also operate their own fixed route bus services. As described above, RTA does not operate local fixed route bus service in the Communities of Banning and Beaumont and has no requirement to provide ADA complementary paratransit service in these communities. The municipal Dial-A-Ride services provided by the Cities of Corona and the Riverside are intended to serve as ADA complementary paratransit service for RTA fixed route service, as well as serving the same function for municipally operated fixed route service. Outside of Riverside County, RTA provides no local ADA complementary paratransit service.

The ADA intercity services are limited to trips between designated transfer points in each city. Local Dial-a-Ride (DAR) services are limited to local trips. People who want to travel between cities, who begin or end their trip using local service, must transfer to intercity services at these designated transfer points. All local service operates from curb-to-curb and is provided in response to reservations. Customers who are eligible for ADA complementary paratransit service are given priority in reserving trips.

RTA Operated ADA Complementary Paratransit Services

RTA provides services to three categories of customers, including people who are eligible for ADA complementary paratransit:

- **ADA Services** – These services are provided exclusively for people who are eligible for ADA complementary paratransit services. They consist of four intercity routes, that are limited to intercity travel only and “after hours” service, which is service provided after the operating hours of local DARs.
- **Senior or Disabled Services** – These services are for seniors age 60 and above and people carrying an RTA-issued Disabled ID card. These DAR services are operated in Jurupa, Lake Elsinore, Moreno Valley, and Murrieta/Temecula.
- **General Public DAR Services** – These services are available to the general public in Calimesa, Hemet/San Jacinto/Homeland/Romoland, Perris, and Sun City.

According to information provided by RTA, RTA operates 15 Dial-A-Ride “Routes” including four intercity ADA Dial-A-Ride services. In FY2003, RTA operated 112,110 annual Dial-A-Ride service hours over 2,039,050 vehicle miles with 62 vans. In the same period RTA served 221,121 annual Dial-A-Ride passenger trips.

Reservations, scheduling, dispatching, and other customer service functions for ADA complementary paratransit service operated by RTA are provided by RTA staff at a centralized call center located at 700 Scaramella Circle in Hemet, California.

Call center hours are 7:00 AM to 6:00 PM on weekdays and 8:00 AM to 5:00 PM on weekends. An after hours line is staffed from 6:00 PM to 10:00 PM and 5:00 AM to 7:00 AM. Trip reservations are accepted from one to seven days in advance of the travel day. Same-day requests are accepted only if space is available. An automated reservation line is operated on Holidays. Reservation agents confirm reservations made on holidays with a callback to the customer on the day following the holiday. Regular trips that are made between the same origin and destination at the same time on the same day each week can be scheduled once for an unlimited period into the future and do not require the traveler to schedule each trip individually. Such trips are called “standing orders” or “subscription trips.” Standing orders are not honored on holidays. Customers must call to reserve their trip if they wish to make it on a holiday. Upon negotiation of trip times with customers, reservationists enter trip times into the Midas scheduling software.

RTA maintains a toll-free telephone line and TDD access to take information requests and reservations at the call center. RTA also provides a dedicated cancellation line and an estimated time of arrival (ETA) line for customer convenience.

Schedulers complete the next day runs and fax them to the transportation operators on the night before the scheduled service.

RTA dispatchers direct the drivers in completing their runs including trip cancellations, no show authorizations, and added trips. Operator dispatchers are responsible for assigning drivers and equipment.

At the time of the review team's on-site visit, RTA was transitioning to use of a contractor to provide scheduling and dispatch functions at the call center. The contract, which is with MV Transportation, was scheduled to become effective on July 1, 2004. The contract is for a period of two years with three additional option years. In conjunction with this shift in responsibilities, RTA was also changing its reservation, scheduling, and dispatching software from Midas to Trapeze-Pass. At that time, the call center is to be relocated to 110 G Street in Perris.

Three operators were under contract to RTA to provide transportation service. The contract transportation providers were:

- Transportation Concepts
3750 Wentworth Drive
Hemet
- McDonald Transit Associates, Inc.
650 E. Parkridge Avenue
Corona
- MV Transportation, Inc.
110 G Street
Perris

Transportation Concepts was awarded a contract for the period January 1, 2002, through December 31, 2003, with three additional option years. Amendment Number 7 to this contract extended the period of operation to June 30, 2004. Transportation Concepts is responsible for providing intercity service in the Banning, Beaumont, Hemet, Homeland, Murrieta, Perris, Romoland, San Jacinto, Sun City, and Temecula service areas; and DAR in the Calimesa, Hemet/San Jacinto/Homeland/Romoland, Perris and Sun City areas.

The contract with McDonald Transit Associates, Inc. was originally executed on June 24, 1999, to Trans Mobile Solutions and reassigned to McDonald on January 5, 2002. It was extended to June 30, 2004. McDonald Transit is responsible for providing DAR service in the Norco service area.

The contract with MV Transportation was executed on January 5, 2004, and remains effective until December 31, 2005, with options for annual extensions. MV Transportation is responsible for providing DAR service in the Jurupa service area, and intercity Dial-A-Ride service in the Corona, Norco, Riverside, Loma Linda, Moreno Valley, Perris, Sun City and Lake Elsinore areas.

RTA provides the transportation contractors with vehicles for use on RTA services. Contractors are responsible for vehicle maintenance and storage. RTA provides fuel through its vendors. Contractors are responsible for hiring and training vehicle operators.

According to the operators' contracts, RTA is responsible for scheduling and dispatching of each contractor's drivers. Drivers are required to call RTA dispatch at least once an hour to report their status. According to the Paratransit Rider's Guide, drivers are to ask the RTA dispatcher to attempt to contact customers who are not at the pickup location by telephone.

Each contractor, using a base station provided by RTA, has the ability to communicate with drivers in case of an incident and is required to monitor the radio communications with the drivers. Response to incidents, such as accidents or other emergencies is the responsibility of the transportation contractor. RTA is also responsible for providing and maintaining vehicle radios and, if available, mobile data terminals (MDTs).

Contractors are responsible for receiving and documenting customer complaints and forwarding reports to RTA.

ADA Complementary Paratransit Services operated by the Cities of Riverside and Corona

The Cities of Riverside and Corona provide ADA complementary paratransit for RTA fixed route service during the days and hours that the cities' services operate. This arrangement is documented in Memoranda of Understanding (MOU) between the cities and RTA (Attachments C and D). The MOUs provide that the Cities agree to comply with the following service criteria established by the Americans with Disabilities Act:

- A. Service Area – Shall be no less than 3/4-mile on either side of the current (April 16, 2003) RTA fixed route system.
- B. Response Time – ADA certified passengers will be provided ADA priority level service with “next day” or better response time.
- C. Fares – No more than twice the fixed route base fare. Personal care and attendants will ride at no charge.
- D. Trip Purpose – No restrictions or priorities based on trip purpose.
- E. Hours and days of service – City will provide ADA services 8 AM to 6 PM, Monday through Friday, and 9 AM to 4:30 PM Saturday and Sunday.
- F. Capacity Constraints – Meet regulation requirements of having no capacity constraints. Future service expansion will give first priority to capacity constraint issues.

The RTA and the Cities also agree to cooperate in the provision of service and each party agrees to fund its own service. RTA is responsible for certifying people as eligible for ADA complementary paratransit service and the associated costs.

Although RTA is responsible for providing ADA Complementary service for fixed route service that it operates in Corona and Riverside, the MOU provides no mechanism for monitoring the

services provided by the Cities or implementing corrective action if the service fails to meet the requirements of the ADA.

ADA Complementary Paratransit Services in San Bernardino County

RTA has a Non-Monetary Cooperative Service Agreement with Omnitrans, which provides transit service in San Bernardino County (Attachment E). The Agreement addresses provision of transit services by each operator in the other operator's service area or county. With respect to provision of ADA complementary paratransit service, Item 10 of the agreement states that:

Each party shall be solely responsible for complying with the Americans with Disabilities Act of 1991 (ADA) as amended, including provision of parallel ADA demand response service along fixed bus routes operated in the other party's service area.

As per this agreement, RTA is responsible for providing ADA complementary paratransit service in San Bernardino County within 3/4-mile of Bus Routes 25 and 36.

Comparability to Fixed Route Service

Service Area – The USDOT ADA regulations require that ADA complementary paratransit service be available within 3/4-mile of all bus routes, and within 3/4-mile of all rail stations (49 CFR §37.131(a)). Consistent with this regulation, RTA indicated that its ADA complementary paratransit Implementation Plan specifies that ADA complementary paratransit service be provided for all origins and destinations within corridors three-fourths of a mile on each side of all local and intercity fixed routes, exclusive of commuter express services.

As described above RTA operates two fixed route services, Routes 25 and 36, that make local stops in San Bernardino County but provides no local ADA complementary paratransit service outside of Riverside County. It appears that RTA provides no ADA complementary paratransit service to ADA eligible individuals who wish to travel to or from locations within 3/4-mile of Routes 25 and 36 in San Bernardino County, thereby failing to comply with the above cited regulation.

The ADA services provided by the Cities of Riverside and Corona are addressed in an MOU between RTA and the Cities. The ADA complementary paratransit services provided by Banning and Beaumont are also addressed in MOUs, although RTA's paratransit service only consists of transfers to/from these service areas.

Service Hours – The USDOT ADA regulations require that ADA complementary paratransit service be available during the same hours and days as fixed route service (49 CFR §37.131(e)).

As described above, some fixed route services operate between 3:51 AM and 10:19 PM on weekdays and from 5:30 AM to 9:53 PM on Saturday and Sunday. The Dial-A-Ride brochure describes Dial-A-Ride service hours as 5:00 AM to 10:00 PM on weekdays, 6:00 AM to 7:30 PM on Saturday, and 6:00 AM to 9:30 PM on Sunday.

According to the Scope of Work in the MV Transportation contract, service hours are 3:45 AM to 10:00 PM, Monday through Friday, 5:30 to 10:00 PM on Saturday, and 6:00 AM to 9:30 PM on Sunday. Service is not operated on Thanksgiving and Christmas. Sunday hours are operated on New Year's Day, Memorial Day, July 4, and Labor Day. The Transportation Concepts contract service hours are 5:00 AM to 10:00 PM, Monday through Friday, 6:00 AM to 7:30 PM on Saturday, and 6:30 AM to 9:30 PM on Sunday. The McDonald's contract indicates that service will be provided 24 hours a day on Monday through Friday and eight hours on Saturdays, Sundays and Holidays.

Service hours in each operator's contract should be adjusted as needed to assure that individuals eligible for ADA complementary paratransit service are able to get service during the same hours as fixed route services in areas where those fixed route services operate. Specifically, Routes 1, 15, 16, and 19 provide passenger service after 10:00 PM on weekdays, according to RTA's Ride Guide. Routes 1, 16, 18A, 19, 20, 27, and 49 operate before 6:30 AM on Sundays, and Routes 1, 16, and 18A operate after 9:30 PM on Sundays.

In addition, the presentation of service hours in the Dial-A-Ride brochure, which are more limited than those of fixed route service, would lead people to believe that service is not available earlier or later in the day. This could discourage customers from requesting service earlier or later in the day in areas where fixed route service is operating during those hours.

Fares – The USDOT ADA regulations require that the fare for ADA complementary paratransit service be no more than two times the base fare for a comparable fixed route trip (49 CFR §37.131(c)). The base fare for RTA services is \$1.00. According to RTA's Ride Guide (effective 1/18/04) the base fare for "Disabled" customers is \$1.00 for Dial-A-Ride service and \$1.50 for ADA Intercity service. Children age five and under ride for free. According to RTA's Dial-A-Ride brochure, an additional fare is required for customers who are transferring to ADA Intercity service. A customer using intercity fixed route service can complete the trip for \$1.00 if no transfer is required. Since most intercity ADA complementary paratransit trips require one and possibly two transfers, the paratransit fares for a person making a comparable intercity trip could be \$2.50 or \$3.50. For example a fixed route rider traveling from Valle Vista to Riverside on Route 27 would pay a fare of \$1.00. A person using the ADA complementary paratransit service could be required to take the following trips:

1. Dial-a-Ride service, Valle Vista to Hemet;
2. Intercity service, Hemet to Perris;
3. Intercity service, Perris to Riverside; and
4. Riverside Dial-A-Ride service to reach a final destination near Route 27 in Riverside.

The entire one-way linked trip by the ADA complementary paratransit rider would cost \$5.00. For such trips, the paratransit fare is more than two times the base fare for a comparable fixed route trip and not in compliance with the regulation.

RTA ADA Complementary Paratransit Performance Standards

RTA has established the following service performance standards for ADA complementary paratransit service:

- **Telephone response time:** answer calls with hold times of less than five minutes 98 percent of the time.
- **Trip denials:** 0 percent.
- **On-time performance:** 90 percent, with an on-time trip defined as a trip that originates within 15 minutes before or after the scheduled pickup time.
- **Travel time:** ADA complementary paratransit travel times that are no more than two times comparable fixed route travel.

Consumer Input

Prior to and during the on-site visit, the review team gathered input from the perspective of consumers to assist the reviewers in identifying compliance issues of concern to them. Input was collected from review of complaints on-file with FTA, consumer interviews, and review of customer complaints on file with RTA.

Formal ADA Complaints Received by FTA

There were four open complaints and two closed complaints relating to RTA's ADA complementary paratransit service on file with FTA. Two of the open complaints were filed in 2003 and two in 2002. The two closed complaints were filed in 2000.

Issues raised in the four open complaints were:

- Trip denials on the RTA and Corona DAR services;
- Missed trips from drivers going to wrong locations and no calls to the customer;
- Late pickups;
- All four complainants cited changes in schedule times without customer notification;
- Fares more than double the fixed route fare;
- Wheelchair securement failures;
- Three of the four complainants cited excessively long trips of two to three hours: both trips with one-seat rides and transfers; and
- RTA's DAR call-takers did not accept telephone complaints.

Issues raised in the two complaints that were closed were:

- Trip denials,
- Change in schedule times without customer notification,
- Late pickups,
- Excessively long trips of up to three hours,
- Missed trips,

- Use of service animals,
- Wheelchair securement failures,
- Complaint process, and
- Administrative appeal process.

Many of the issues raised in the closed complaints appear to have been addressed. In summary, major issues raised in complaints to FTA and not yet fully addressed are:

- Trip denials,
- Missed trips,
- Late pickups,
- Change in schedule times without customer notification,
- Wheelchair securement failures, and
- Excessively long trips with trip times of two to three hours.

Customer Interviews

During the week of January 31, 2004, a team member conducted telephone interviews of eight users of RTA's ADA complementary paratransit. Of the eight people interviewed, four have visual impairments, three have developmental disabilities, and one is a dialysis patient. Issues raised during the interviews are as follows:

Trip Reservations. Most respondents reported that there were no significant barriers to calling to make a reservation, although one respondent said that she experiences long delays if she is calling to check on a late pickup. All respondents were able to get reservations on their first call to Dial-A-Ride. Some emphasized the importance of calling a week in advance in order to do so. Responses were split as to whether callers were able to get the pickup time they desired. Half said they were able to, while the others said they had to schedule much earlier pickup times than they needed in order to avoid long trips.

On-Time Performance, Six of eight respondents reported some problems with on-time performance. Although some described situations where they were picked up after the 20-minute pickup window had elapsed, the larger problem reported was late drop-offs. Consumers cited the recent change in contractors, and the associated addition of new drivers, as the primary cause of late drop-offs. New drivers have had difficulty learning the best routes and address locations in the large service area. Several consumers felt that scheduling too many passengers on one trip was the cause for longer trips and late drop-offs.

Long Trips. Two respondents said they had trips lasting longer than 90 minutes on multiple occasions. Although several others also identified one or two incidents of long trips, they attributed them to new drivers being unfamiliar with the area during the contract transition.

Eligibility. All respondents recalled the eligibility process being efficient and without problems.

Driver Friendliness. All respondents described Dial-a-Ride operators as being courteous and respectful.

Rider Comments on File at RTA

RTA receives consumer comments for all of its services through three media: telephone calls, letters, and comment cards provided on vehicles. Most are called in to the general telephone number of the RTA Information Center. Complaints that Call Center staff cannot resolve at the time of the call are referred to RTA's chief operating officer, who then routes each complaint to the appropriate manager. For ADA complementary paratransit service and other Dial-A-Ride issues, the complaints are directed to RTA's quality control analyst.

If the complaint involves the activities of one of the contractors, RTA forwards the complaint to the contractor and requests a response within two days. For most Dial-A-Ride complaints, a member of the RTA staff calls the individual who filed the complaint to respond. RTA usually also sends a response in writing. RTA has an internal goal of responding to all complaints within five working days.

During calendar year 2003, RTA received 21 complaints related to its ADA complementary paratransit service. Table III.B lists categories of complaints (some complaints covered more than one topic). The most frequent complaint topic involved late buses; 12 of the 21 complaints involved a single instance or multiple late buses.

Table III.B – ADA Complementary Paratransit Service Complaints Reported to RTA, Calendar Year 2003

Topic	Number of Complaints
Bus late	6
Long ride time	5
Bus late constantly	4
Rude Driver	4
Reservation time changed	2
Missed trip (bus, taxi)	2
Late drop-off	1
Long telephone hold time	1
Subscription trip cancelled on holiday	1

Of the 21 complaints, 12 were directed at Transportation Concepts (TC) Hemet, seven at TC Riverside, two at the RTA Call Center, and one at a taxi operator (one complaint was directed both at TC Hemet and the RTA Call Center).

In summary, principal concerns of consumers appear to be:

- High fares,
- Administrative appeals process,
- Trip Denials,
- No notification of changed schedule times,
- Late Trips,

- Missed Trips, and
- Long Trips.

Findings

1. The DOT ADA regulations at 49 C.F.R. § 37.131 requires that entities shall provide complementary paratransit service to origins and destinations within corridors with a width of 3/4-mile on each side of each fixed route. The corridor shall also include an area with a 3/4-mile radius at the ends of each fixed route. RTA does not provide ADA complementary paratransit service within 3/4-mile of fixed route services that it operates in San Bernardino County.
2. The DOT ADA regulations are 49 C.F.R. § 37.121 requires that public entities operating a fixed-route system provide 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. It appears that RTA may not provide service during the same days and hours as fixed route service. Some fixed route services operate between 3:51 AM and 10:19 PM on weekdays and from 5:30 AM and 9:53 PM on Saturday and Sunday. The scope of one of the operating contracts limits service hours to 5:00 AM to 10:00 PM Monday through Friday, 6:00 AM to 7:30 PM on Saturday and 6:30 AM to 9:30 PM on Sunday.
1. Fares for trips made between two points near an intercity fixed route could require two transfers using Dial-A-Ride services resulting in a maximum fare of \$9.00 per on-way trip. This would exceed the twice the fixed route fare of \$1.50 for the same trip. The DOT ADA regulations at 49 C.F.R. § 37.131(c) require that the fare for ADA complementary paratransit service be no more than two times the base fare for a comparable fixed route trip.
3. Although RTA is responsible for providing ADA complementary paratransit service for fixed route service it operates in Corona and Riverside, the MOUs provide no mechanism for monitoring the services provided by the Cities or implementing corrective action if the service fails to meet the requirements of the ADA.

Recommendations

1. RTA must provide service to areas within 3/4-mile of fixed bus routes it operates in San Bernardino County and inform its customers of the availability of this service through its public information materials. The service could be provided directly by RTA through its contractors, by Omnitrans through modification of the cooperative agreement, or by other means.
2. RTA should review its operating contracts and modify them as needed to ensure that ADA complementary paratransit service is available during the same days and hours that fixed route service operates.
3. The DAR brochure, and other public information as applicable, should be revised to clarify availability of DAR service during the same days and hours as RTA fixed route service. The

Dial-A-Ride brochure describes Dial-A-Ride service hours as 5:00 AM to 10:00 PM on weekdays, 6:00 AM to 7:30 PM on Saturday, and 6:00 AM to 9:30 PM on Sunday. The presentation of service hours, which are more limited than those of fixed route service, would lead people to believe that service is not available earlier or later in the day. This could discourage customers from requesting service earlier or later in the day in areas where fixed route service is operating during those hours.

4. RTA should review and revise its DAR fares to ensure that fares for ADA complementary paratransit trips do not exceed twice the fixed route fares. Some options for accomplishing this are eliminating transfer fares for DAR trips or providing free or reduced transfer fares for DAR riders.
5. RTA should work with the Cities of Corona and Riverside to provide reports on service performance, including denials, missed trips, on-time performance, and trip length, in addition to those provided for the County and the National Transit Database, so that RTA can effectively monitor service for which it is responsible. RTA should also consider means of implementing corrective action if the City services fail to meet the requirements of the ADA.

IV. Summary of Findings

This chapter summarizes the findings made as a result of the review. Findings denote deficiencies in ADA compliance or topics on which FTA requires additional reporting to ensure an ADA compliance issue does not exist. Findings shall always require corrective action and/or additional reporting. Recommendations are statements detailing suggested changes to policy or practice to ensure best practices under the ADA. The basis for findings and recommendations are detailed in Chapters 3 through 11.

A. Service Criteria

1. The DOT ADA regulations at 49 C.F.R. § 37.131 requires that entities shall provide complementary paratransit service to origins and destinations within corridors with a width of 3/4-mile on each side of each fixed route. The corridor shall also include an area with a 3/4-mile radius at the ends of each fixed route. RTA does not provide ADA complementary paratransit service within 3/4-mile of fixed route services that it operates in San Bernardino County.
2. The DOT ADA regulations are 49 C.F.R. § 37.121 requires that public entities operating a fixed-route system provide 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. It appears that RTA may not provide service during the same days and hours as fixed route service. Some fixed route services operate between 3:51 AM and 10:19 PM on weekdays and from 5:30 AM and 9:53 PM on Saturday and Sunday. The scope of one of the operating contracts limits service hours to 5:00 AM to 10:00 PM Monday through Friday, 6:00 AM to 7:30 PM on Saturday and 6:30 AM to 9:30 PM on Sunday.
3. Fares for trips made between two points near an intercity fixed route could require two transfers using Dial-A-Ride services resulting in a maximum fare of \$9.00 per on-way trip. This would exceed the twice the fixed route fare of \$1.50 for the same trip. The DOT ADA regulations at 49 C.F.R. § 37.131(c) require that the fare for ADA complementary paratransit service be no more than two times the base fare for a comparable fixed route trip.
4. Although RTA is responsible for providing ADA complementary paratransit service for fixed route service it operates in Corona and Riverside, the MOUs provide no mechanism for monitoring the services provided by the Cities or implementing corrective action if the service fails to meet the requirements of the ADA.

B. ADA Complementary Paratransit Eligibility Determinations

1. To request an appeal, RTA instructs individuals to write a brief letter making the request and indicating why they feel the decision was unsatisfactory or incorrect. DOT ADA regulations at 49 C.F.R. § 125(g)(2) state that while RTA may require that the individual appealing make the request in writing, RTA can request but not require the appellant to provide documentation of the basis for the appeal. RTA must allow the individual (and/or a representative) an opportunity to be heard based on either an oral or written request.

C. Telephone Access

1. There are no findings noting deficiencies or requiring additional reporting in this section of the report.

D. Reservations and Scheduling

1. Confirmation of the outcome of call-backs to riders to inform them of changes in pickup times did not appear to be recorded on the hold/call-back lists. One of the recurring complaints of customers was that they did not receive notification of schedule changes. Changing pickup times without notifying customers can result in missed or late trips based upon the time negotiated with the customer.

E. Service Performance

1. Trips complying with RTA's goal for trip length could be excessively long compared to fixed route trips between the same origin and destination. For example, if an ADA complementary paratransit trip were three hours long and the fixed route trip from the same origin to the same destination were 1-1/2 hours, the trip would comply with RTA's goal. However, such an ADA complementary paratransit trip would not provide a comparable level of service to fixed route, as is required under DOT ADA regulation 49 C.F.R. § 37.121, and would be considered an excessively long trip.

F. Transportation Operations

1. There are no findings noting deficiencies or requiring additional reporting in this section of the report.

G. City Services

1. The DOT ADA regulations at 49 C.F.R. § 37.131(b)(2) permit transit providers to negotiate pickup times with riders, but cannot require an ADA eligible individual to schedule a trip to begin more than one hour before or after their desired pickup time. The current reservations and scheduling system does not retain the pickup times requested by riders. Other than first-hand observation of the service, there is no way to ensure that negotiated ride times are within an hour of the requested times as required by the ADA regulations.
2. The DOT ADA regulations at 49 C.F.R. § 37.131(b)(1) states that entities shall make reservation service available during times comparable to normal business hours, on a day when the entity's offices are not open before a service day. Riverside STS currently accepts only trip reservations on Saturdays, Sundays, and holidays from 9:00 AM until 2:30 PM.

3. The current driver-training program does not appear to include adequate disability awareness training and training in assisting passengers with various types of disabilities, as is required by the DOT ADA regulations at 49 C.F.R. § 37.173.

H. Resources

1. There are no findings noting deficiencies or requiring additional reporting in this section of the report.

V. ADA Complementary Paratransit Eligibility

The process used to determine ADA complementary paratransit eligibility was reviewed to ensure that determinations are being made in accordance with the regulatory criteria and in a way that accurately reflects the functional ability of applicants. The timeliness of the processing of requests for eligibility was also assessed. The review was completed as follows:

- Input about the eligibility determination process was obtained through interviews with riders and advocates and a review of rider comments on file at the RTA.
- An understanding of the handling and review of applications was developed through an assessment of current eligibility materials and interviews of eligibility determinations staff.
- Eligibility decisions were reviewed for 326 determinations made between October 1, 2003 and December 31, 2003.
- The application files of 25 recent applicants who had been granted conditional eligibility or who had been denied ADA paratransit eligibility were reviewed.
- The time required to process 79 requests for eligibility in December 2003 and January 2004 was reviewed.

Consumer Comments

As noted in Section III of this report, none of the riders and agency staff contacted as part of the review had issues with the eligibility determination process. All indicated that the determinations were timely and that the outcomes were thorough and appropriate.

None of the internal complaints on file with the RTA for the period during 2003 were about the eligibility determination process.

Overview of the RTA's Paratransit Eligibility Determination Processes and Materials

As described in Section III of this report, the RTA provides several different kinds of paratransit service to individuals who qualify under several different guidelines. In some communities, local Dial-a-Ride service is provided to seniors (60 or older) as well as to persons who are considered "disabled" based on the same guidelines used by the RTA for reduced fixed route fare eligibility. In other communities, local Dial-a-Ride service is also provided to the general public, including seniors and persons with disabilities. ADA paratransit service is provided region-wide to individuals who meet the regulatory eligibility criteria for this service. Individuals eligible for ADA paratransit service receive priority on local Dial-a-Ride programs, can travel region-wide as well as locally, and receive service during all hours that fixed route service is provided (local Dial-a-Ride services have much more limited hours of operation). ADA paratransit service is therefore sometimes described in RTA public information as "Intercity Service" or "ADA Priority Service." The following paragraphs describe the public

information used to explain these different services and eligibility for each, as well as the processes used to determine each type of eligibility.

Public Information

The RTA uses three brochures to explain the various types of “Dial-a-Ride” service that the agency provides, and one brochure to explain how to apply for ADA paratransit eligibility. All four brochures are provided in Attachment F. The three service brochures all display the “Dial-a-Ride” service name and then describe a particular type of Dial-a-Ride service.

Dial-A-Ride – Senior or Disabled - This brochure lists the nine communities within which local Dial-a-Ride service is provided to seniors and persons who are “disabled.” The brochure provides days and hours of operation in each community, answers common questions about service policies, and provides phone numbers and information about calling and making trip reservations. The brochure also details the RTA’s No-Show policy.

On the first fold out page of the brochure, Dial-a-Ride service is described as “curb-to-curb reservation based transportation service” and there is a prominent statement that Dial-a-Ride service “gives priority service to individuals who are certified under the Americans with Disabilities Act (ADA).” The three different types of Dial-a-Ride service (“Intercity Service,” “Senior or Disabled” service, and “General Public DAR” service) are described. The brochure indicates that Intercity Service “is strictly for persons certified under the Americans with Disabilities Act (ADA). The only stipulation with this service is that you must be traveling between cities. You cannot travel within a single city.” The “Senior or Disabled” and “General Public DAR” services are then described as local services. At the end of the description of the three different types of services, there is a statement that “For all of the DAR services, reservation priority is given to ADA certified passengers.”

The brochure describes “Senior or Disabled” service eligibility to be for persons “aged 60 and above and anyone carrying an RTA Disabled ID card.” The brochure does not provide information about how to apply for eligibility as a senior, or how to apply for a RTA Disabled card or ADA paratransit eligibility.

Dial-a-Ride – General Public - This brochure is very similar in design and content to the “Senior or Disabled” brochure except it lists on the cover the eight communities within which local Dial-a-Ride service is provided to the general public. Days and hours of operation in each of these communities are listed, common questions and answers about service policies are included, and phone numbers and information about calling and making trip reservations are provided. The brochure also details the RTA’s No-Show policy. As in the “Senior or Disabled” brochure, the three different types of Dial-a-Ride service are described and the same statements noted above are included. Again, information about applying for ADA paratransit eligibility or a RTA Disabled ID card is not provided.

Dial-A-Ride – Intercity ADA - This brochure is again very similar except it lists the 22 communities within which intercity service is provided. The communities in the three intercity sub-regions (Intercity #1, Intercity #2 and Intercity #3) are listed and the days and hours of basic

versus “after hours” service are provided. The rest of the information is the same as in the other two brochures. Again, no information on applying for eligibility for the services is provided.

Instructions to Apply for ADA Priority Service - This brochure provides detailed information about ADA paratransit eligibility and how to apply. The regulatory categories of ADA paratransit eligibility are explained. Step-by-step instructions for applying are provided. The types of ADA paratransit eligibility granted (Unrestricted, Restricted, and Temporary) are explained. Information about the appeals process is provided. The brochure also describes in detail the benefits of ADA paratransit eligibility – region-wide service, priority in local service, and longer hours.

Eligibility Processes for “Senior,” “Disabled,” and “General Public” Dial-a-Ride Services

As noted above, the three main service brochures that describe the different Dial-a-Ride services do not provide information about how to apply for each service. As a result, most people interested in these services first call the toll-free reservation phone number provided in the brochures. RTA’s Paratransit Rider’s Guide advises prospective applicants for ADA complementary paratransit Service to telephone RTA’s business office to initiate the application and certification process. The call center reservationists then handle the calls.

Persons who are not seniors or do not have a RTA Disabled ID card and who are seeking to use the service as a general public rider do not need to go through any kind of eligibility process. They can simply be entered into the system by a reservationist and can immediately begin requesting service.

Individuals who indicate that they are 60 years of age or older also are able to begin requesting service without going through an eligibility process. RTA staff indicated that callers’ ages are accepted on good faith. It was noted that drivers might sometimes be asked to check a rider’s ID on a first ride, but that this is not done consistently.

Individuals who call and inquire about eligibility as a person with a disability are typically informed that they can use the service either as a “disabled” rider or as an “ADA paratransit eligible” rider. The benefits of ADA eligibility are also typically explained. If callers indicate that they would like to apply for ADA paratransit eligibility, they are told that information will be sent (one or more of the brochures noted above) and are told that once they get the information, they will need to arrange for an in-person interview and assessment.

If callers indicate an immediate need for service, or indicate that they do not want to apply for ADA paratransit eligibility, they are allowed to register as “disabled” by phone and immediately begin requesting trips. Information about the caller is entered into the reservations and scheduling system and the person is sent a “Disabled Identification Card” application form (see Attachment G). Eligibility for a Disabled ID Card is granted based on the longstanding definition of disability used by the RTA for fixed route reduced-fare benefits. Riverside’s criteria for the half-fare program are detailed in the “Disabled Identification Card” application in Attachment G. The criteria include vision disabilities, Medicare card holder, etc. and appear to

be consistent with the standard FTA criteria. Eligibility is based on the existence of a disability – not on a functional ability to use fixed route service. Therefore, it is broader than ADA paratransit eligibility criteria.

While the formal policy is that a “disabled” rider must complete the application form and have a RTA Disabled ID card, RTA staff indicated (and it was observed) that common practice is not to refer these callers to the RTA main office to apply for an ID card, but instead to register them by phone. Call center staff indicated that they enter information about the caller by phone and may then send the person information about the RTA Disabled ID card. The person may then file an application for an ID card with the main RTA office. It was noted, however, that trips are scheduled immediately and that there is no cross check with the RTA office to ensure that a Disabled ID card is ever obtained. It is therefore likely that some riders remain in the system and continue to use the service under the “disabled” eligibility category without going through an eligibility determination process.

ADA Paratransit Eligibility Determination Process and Materials

Initial Determination Process

Since August 2002, the RTA has contracted with the UCLA Orthopaedic Hospital of Los Angeles for assistance with ADA paratransit eligibility determinations. The materials and process used were developed by Orthopaedic Hospital and are currently used in several transit systems in California. The process requires all applicants to participate in both an in-person interview and a functional assessment. Orthopaedic Hospital staff members conduct the interviews and assessments and then make recommendations of eligibility to the RTA’s eligibility coordinator. Following is a detailed description of the process.

The public brochure, which describes ADA paratransit eligibility, “Instructions to Apply for ADA Priority Service,” provides two points of contact for individuals interested in pursuing this type of eligibility. The back page of the brochure instructs persons to call the toll-free Hemet Call Center number (800-795-7887) for “information regarding the ADA certification process.” The first inside page of the brochure also indicates that “Step 1” in the process is to arrange for an in-person interview and functional assessment. The RTA’s main office number in Riverside (909-656-5000) is listed as the number to call to arrange for an interview.

Inquiries about ADA paratransit eligibility therefore are received at both locations. If individuals call the call center, a call center reservationist serves them. If individuals call the main RTA number, they are transferred to the RTA’s Customer Service Specialist who coordinates the ADA paratransit application process. Staff members at both locations answer questions about ADA paratransit eligibility as well as other types of eligibility for services provided by RTA or local communities. If callers do not already have a copy of the “Instructions to Apply for ADA Priority Service” brochure, this is the process:

- RTA sends a brochure.
- Callers read the brochure and complete the brief “Applicant Information Sheet.”
- Callers call to arrange an interview and assessment.

If callers already have the brochure and have completed the “Applicant Information Sheet,” an interview/assessment date and time is set. If individuals already have brochures when they call the Hemet Call Center, they are referred to the main RTA number to arrange for an interview.

The “Applicant Information Sheet” included in the public brochure is very brief and requests some basic, general information. This includes:

- Name, address, and phone number of the applicant;
- Name of a person to be contacted in emergencies;
- General description of the applicant’s disability; and
- Types of mobility aids used by the applicant.

A copy of the “Instructions to Apply for ADA Priority Service” brochure, which includes the brief information sheet, is provided in Attachment F.

The Customer Service Specialist at the RTA manages the interview schedule. Interviews are conducted at three different locations in the service area as follows:

- Hemet – Monday and Wednesday afternoons;
- Riverside – Tuesdays and Thursdays; and
- Lake Elsinore – Wednesday mornings.

One Orthopaedic Hospital employee who is dedicated full-time to the RTA contract travels between these sites.

Interview appointments are scheduled on the half-hour and are typically scheduled for the following week. During busy times, the appointment may be two weeks from the time of the call, but this is the exception and RTA staff noted that they could accommodate all requests for interviews within a two-week period. At the time that the interview is set, the applicant is offered transportation. Transportation to and from the interview is arranged by the RTA Customer Service Specialist through the call center on the Dial-A-Ride service and is provided free of charge. Staff noted that a high percentage of applicants (about 90 percent) request and receive transportation.

The assessment starts with a brief interview. ADA paratransit eligibility is explained and general information from the completed “Applicant Information Form” (which applicants bring to the assessment) is collected. Applicants are also asked to identify the environmental, structural (architectural), and disability-related (e.g., limited endurance or walking distance) barriers that prevent use of fixed route service. Finally, applicants are asked about abilities to perform other non-transportation tasks, such as paying their own bills, using a computer or typewriter, cleaning their house, and shopping on their own.

Following the interview, staff assesses cognitive ability by having the applicant perform certain standardized tasks and responding to certain questions. For example, applicants are asked to count coins needed to pay a transit fare, to show that they could remember a phone number to

call for transit information, to be oriented to time and place, to recognize information on a bus head sign, and to recognize specific destinations.

Next, a physical assessment is conducted. This involves observing applicants as they negotiate curbs and ramps, crossing a street, and traveling along a set route. Balance and gait are observed and ability to sit and stand from a seat without armrests is observed. Throughout the physical assessment, the assessor watches for signs of distress such as shortness of breath.

The assessor uses the observations and information from the interview and assessment to develop an ADA eligibility recommendation and to prepare letters of determination. Each Monday, the assessor forwards completed assessment and interview forms along with eligibility recommendations and letters to the RTA Customer Service Specialist for all applicants seen in the prior week. The Customer Service Specialist then reviews each determination and letter and either agrees with the recommendation or discusses the recommendation with the assessor. Changes are then made as needed. Final letters of determination are then sent out on or before Friday of each week to applicants interviewed the prior week.

While RTA requires professional verification of disability for a Disabled ID card, verification of disability is not required as part of the ADA paratransit eligibility certification process. RTA staff indicated that applicants sometimes bring documentation of disability to the interview, but that this is not required. When asked how determinations are made for persons who have disabilities that are less “observable” in a limited assessment (such as psychiatric disabilities, seizure conditions, certain healthy conditions, and vision disabilities), RTA staff noted that applicants’ claims of disabilities are accepted in good faith and that determinations are made based on what applicants say in the interviews and what is observed in the assessment.

Types of Eligibility

RTA grants several different types of ADA paratransit eligibility. These include:

- **“Unrestricted”**: This type of eligibility is granted if it is determined that applicants cannot use the fixed route service under any reasonable conditions.
- **“Restricted – Conditional”**: This type of eligibility is granted if it is determined that the applicant has a variable/intermittent disability and the effects of the disability sometimes prevent the person from using fixed route service.
- **“Restricted – Trip-By-Trip”**: This type of eligibility is granted if applicants can be reasonably expected to use fixed route service for some trips but there are certain environmental or architectural barriers that might prevent them from making other trips by fixed route.
- **“Temporary”**: This type of eligibility is granted if there is a good chance that the applicant’s functional abilities might change in the near-term.

Applicants can be found to be **“Not Eligible”** for ADA paratransit service. A person is found to be not eligible if RTA determines that a disability does not prevent them from using fixed route service.

“Unrestricted” and “Restricted” eligibility is granted for a period of three years, after which recertification is required. “Temporary” eligibility is granted for a period of time appropriate to the applicant’s situation – typically from 6 to 12 months.

Documentation of Eligibility

The RTA provides all persons determined ADA paratransit eligible with a photo identification card. Photos are taken at the time of the interview and then used to prepare an ID if needed.

Letters of determination are also sent to all applicants. The letters of determination explain any conditions of eligibility in more detail and also provide information about the appeal process. The review team looked at sample letters of determination and confirmed that information about the appeal process and how to request an appeal are provided in all letters where eligibility is denied or restricted in any way. It was also confirmed that, between the ID card and the letters, RTA provides applicants with all information that the regulations require be included in ADA paratransit eligibility documentation.

The process used to document the interviews and assessments and then to generate letters is highly automated. Interview information and assessment observations are entered directly into a laptop computer used by the Orthopaedic Hospital staff person. The assessor does not use paper forms. This has greatly streamlined the management of the process and has also eliminated the need for voluminous paper application files. The automation of all information also enables the RTA to track the status and outcomes of determinations and generate detailed reports.

The automated process also, however, appeared to have some potential limitations. First, the final documentation of the interview and assessment contains largely standardized answers to each question or observation. Staff entered outcomes and interview “answers” by using pull-down lists for each question or observation. There did not appear to be many options for including information in the applicant’s own words, or for entering individualized and customized observations or answers. When the review team was reading completed paperwork with RTA staff, it was sometimes difficult to get a full understanding of the applicant and their issues. There was a final “Notes” field included in the automated system that allowed the assessor to add individualized comments. These notes tended to be very brief, however, in the 25 applicant files that a team member examined as part of the review.

It also appeared that staff generated the final list of “conditions” of eligibility from information collected during the interview rather than information from both the interview and the assessment observations. This appeared to be the case because the language included in the letters was drawn directly from the information contained in the “pull-down” lists. The pull-down lists in the interview portion of the documentation were appropriate to “conditions” of eligibility. However, the language and information in the assessment observation pull-down lists did not appear to be directly applicable to “conditions” of eligibility. As a result (and as noted below) it seemed that there were sometimes observations about travel limitations made during the assessments that did not appear in the final letters of determination, even though they should have been made conditions of eligibility.

Appeal Process

Individuals who do not agree with the initial eligibility decision can request an appeal up to 60 days after the receipt of the initial determination letter. To request an appeal, individuals are instructed to write a brief letter making the request and indicating why they feel the decision was unsatisfactory or incorrect. The name and address of the person to whom the appeal request letters should be sent is included in the letters of determination. A sample letter states:

“If you disagree with this eligibility determination you have the right to appeal this decision within 60 days from the date of this letter. You will then be scheduled for an evaluation with an appeals specialist. If needed, you will be provided transportation at no cost. You have the right to present additional information regarding your functional ability and bring any documentation or advocate supporting your claim. Your original certification determination will remain in effect until the final decision is made and your appeal is closed. To request an appeal please write a brief letter stating the reason(s) that you feel our decision was unsatisfactory or incorrect. Mail your letter and supporting documentation to:

_____”

A brochure titled *Instructions to Apply for ADA Priority Service* has an *Appeals Process* section that states:

“If you are determined Not Eligible for ADA Priority Service, or are dissatisfied with your eligibility type you may appeal the decision. A written request to RTA must be received within 60 days of the denial letter. Simply submit a letter stating that you wish to appeal the decision that was made and why you feel you should be eligible for ADA Priority Service. Attach copies of any other pertinent information. Once the appeal has been received by our office, it will be referred to an appeals specialist and an appeals interview will be scheduled.”

While RTA may require that the individual appealing make the request in writing, RTA can request but not require the appellant to provide documentation of the basis for the appeal. The instructions to the appellant should make clear that provision of supporting documentation is not *required* of the applicant as part of the request for an appeal. It is suggested that the language of the determination letter and *Instructions to Apply for ADA Priority Service* explicitly indicate that the supporting documentation is not required.

When letters requesting appeals are received, the RTA Customer Service Specialist arranges a date and time with the appellant. Transportation to and from the appeal is also provided as needed and again arranged with the Dial-a-Ride Call Center.

The appeal involves a second assessment by an Orientation and Mobility (O&M) Specialist. The applicant and O&M Specialist go out on the street and make a bus trip. Observations from this trip, along with any other information and documentation presented by the applicant or advocates, is then used by the O&M Specialist to make a decision on the appeal. The O&M Specialist will also sometimes follow-up with professionals at agencies that may be serving the applicant.

Reported Determination Outcomes

As of February 2004, it was estimated that a total of about 7,860 individuals were registered with the RTA as ADA paratransit eligible. This included 1,860 persons registered in the new Orthopedic Hospital database since August 2002 and about 6,000 persons in the old RTA database.

Application and eligibility determination records for the period from October 1, 2003, through December 31, 2003, were reviewed. During this period, the RTA arranged and conducted a total of 326 interviews and assessments. Table V.A shows the determination outcomes for these 326 applicants.

The RTA records also indicated that in the six-month period from June 1 to November 30, 2003, a total of 11 requests for appeals were received and appeal reviews conducted and decided. This indicates that about 1.7 percent of all initial determinations are appealed. In nine of the 11 cases, the initial determination was changed significantly in the appeal. In the remaining two cases, the initial determination decision was upheld.

Table V.A - Determination Status/Outcomes for 326 Applications Received in October, November and December 2003

Determination Outcome	Number of Applicants	Percent
Unrestricted Eligibility	175	54%
Restricted – Conditional Eligibility	17	5%
Restricted – Trip-by-Trip Eligibility	55	17%
Temporary Eligibility	62	19%
Not Eligible	17	5%
TOTALS	326	100%

Reviews of Recent Determinations

To assess the thoroughness and accuracy of ADA paratransit eligibility decisions, a team member reviewed 25 recent determinations. The review focused on determinations that resulted in denials of eligibility and restrictions on eligibility to ensure that such denials and restrictions were appropriate. Seven recent determinations that found applicants not eligible were examined. Another 13 determinations that found applicants to have restricted eligibility were reviewed. And five determinations that initially found applicants not eligible but which were appealed and overturned were also examined. Documentation in each of these cases was reviewed with the RTA Customer Service Specialist and the reasons for and possible issues with the decisions were discussed.

The review of the seven not eligible decisions that were not appealed found that all appeared to be appropriate. The information contained in the files for each indicated that applicants had issues with the convenience of fixed route transit, but no applicant appeared to be prevented from using the fixed route system.

The 13 restricted eligibility determinations that were reviewed included five cases where applicants were found to have restricted-conditional eligibility and eight instances where restricted-trip-by-trip eligibility was granted. Again, all 13 of these determinations appeared to be generally appropriate. It seemed fairly clear that in all 13 cases, applicants had the ability to use fixed route service some of the time (and often indicated that they did use the bus for some trips). Information contained in the file for all five determinations of restricted-conditional eligibility indicated that the applicants did have disabilities that were variable/intermittent in nature and that on some days the disability affected their use of the fixed route service.

Some issues were identified, however, with the eight cases where restricted-trip-by-trip eligibility was granted. In five of these eight cases, the letters of determination included only one “condition” that was determined to affect use of the fixed route service. However, the documentation from the interview and assessments indicated that these individuals had problems with several different tasks. For example, in one case, the documentation from the interview and assessment found that the applicant had five major issues: a problem with street crossings (due to a slow walking speed); a problem maintaining balance; an inability to independently transfer from a sitting to a standing position; problems negotiating curbs; and an inability to walk/wheel independently. The letter of determination, however, only gave the person eligibility when the distance to and from bus stops, was more than a quarter of a mile away. Additional eligibility conditions, such as crossing wide or busy streets, or negotiating curbs probably would have been appropriate. A copy of the final determination letter to this person is provided in Attachment H. The third paragraph of the letter lists the five travel issues observed. The fourth paragraph identifies the single eligibility condition recognized.

In a second case, the documentation in the file indicated that the applicant had difficulty with balance, uneven surfaces, hills, and traveling more than 1/4-mile. The letter of determination, however, again only indicated that the person could use ADA paratransit service when the distance to and from the bus stop was more than 1/4-mile. Additional conditions of eligibility related to uneven surfaces or hills would probably have been appropriate.

These inconsistencies between the travel problems documented in the assessments and interviews and the final lists of eligibility conditions in determination letters appear to be caused by the way that the determination letters are generated. As noted above, the process is highly automated. The third paragraph of each letter, which lists all of the travel problems observed, appears to draw on all of the information contained in the assessment part of the documentation. The fourth paragraph, however, which sets actual eligibility conditions, appears to only draw information from the interview portion of the process. If applicants do not mention certain barriers in the interview (and these are then not recorded in that part of the form), the final determination letter will not include these as conditions of eligibility – even if they are observed as issues in the assessments.

It is important to note, though, that in each of these eight cases applicants were granted eligibility and that at this point in time the RTA is not enforcing “trip eligibility.” These individuals are therefore able to use the Dial-a-Ride service in as unrestricted fashion even though they have been granted restricted eligibility. A thorough identification of all conditions of eligibility will

become important, though, if the RTA decides in the future to begin enforcing trip-by-trip eligibility.

The review of the five initial denials of eligibility that were overturned on appeal also identified some areas where the RTA might be able to improve the current process. Four of the five determinations involved applicants with types of disabilities that are not readily “observable” in a limited assessment. These applicants reported a combination of vision disabilities, seizure conditions, and mild mental retardation. The three persons who reported vision disabilities appeared to be able to see well enough to complete the assessment process. When out on the street with the O&M Specialist, however, issues with street crossings and vision in the real world became apparent. In the case where the applicant reported mild mental retardation, she appeared able to perform each of the tasks in the assessment. Again, however, the O&M Specialist observed travel problems and was able to confirm these by speaking with professionals at a local service agency that was working with the individual.

These cases indicated that the RTA might benefit from including follow-up contact with professionals familiar with applicants in cases where the reported disability might not be easily assessed in a limited simulation. Professionals working with the applicant might provide insights about the person’s abilities that are not readily observed.

In the fifth case where an initial denial had been overturned, the applicant was 81 years old, had severe arthritis, and used a powered wheelchair. The assessment observations indicated potential problems with architectural barriers (a lack of sidewalks or curb cuts), and the interview indicated that the person did not seem to travel independently to many places. The applicant had not specifically mentioned these as concerns in the interview, however. Instead, the applicant had only expressed a concern about battery life and that they might get stranded. The initial decision appeared to perhaps give too much weight to the issues raised by the applicant and seemed to not give enough weight to observations about obvious barriers for this person (i.e., a lack of sidewalks or accessible paths of travel). A review of other eligibility files indicated that other individuals who used powered wheelchairs were granted eligibility due to these architectural barriers when these were mentioned in the interview.

This last case indicated that the RTA might also improve the process by ensuring that all information gathered (statements from the applicant as well as observations from the assessment) be considered in the final determination. Because applicants may not always fully identify all travel issues in the interview, placing too much weight on their identification of barriers may not result in thorough determinations.

Review of Application Processing Times

The USDOT regulations implementing the ADA state that applicants must be treated as eligible if a determination of eligibility cannot be made within 21 days of the receipt of a completed application, until and unless the application is denied (49 CFR §37.125(c)). Policies regarding the timely processing of applications were therefore reviewed. The processing times for a random sample of recently reviewed applications were also tabulated.

The RTA's policy is to notify applicants of eligibility decisions within 21 days of the completed interview/assessment. The "Instructions to Apply for ADA Priority Service" brochure makes applicants aware of this policy and states that "RTA will notify you within 21 days by mail regarding the decision made on your eligibility."

The actual processing times for 79 randomly selected determination made in December 2003 and January 2004 were calculated as part of the review. In each case, the date of the interview/assessment was compared to the date that the final determination letter was mailed and the elapsed time was calculated. Table V.B summarizes the results of this review. As shown, all 79 eligibility determinations were made well within the 21 days specified in the regulations. Thirty percent of all determinations were completed within a week of the interview, and 70 percent were completed within 14 days. The remaining 30 percent were completed on the 15th or 16th day following the interview. No determinations in this sample took more than 16 days to complete.

It should be noted that the sample determinations included in Table V.B were made during the holiday season. RTA staff noted that most times all determinations are completed with two weeks.

Table V.B - Processing Time for 79 Eligibility Determinations Made During the Months of December 2003 and January 2004

# of Days to Make Determination	# of Determinations	% of Determinations
0 to 7 days	24	30%
8 to 14 days	31	40%
15 to 21 days	24	30%
TOTALS	79	100%

No-Show Suspension Policy

Section 37.125(h) of the USDOT's 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." RTA's policies and practices regarding no-show suspensions were reviewed as part of the assessment.

Each Dial-a-Ride brochure includes information about the no-show policy that has been adopted by the RTA (see Attachment F). As stated, RTA considers ADA paratransit eligible riders to be "no-shows" if: (1) they do not call to cancel their rides at least one hour prior to the scheduled pickup time; or (2) they do not show-up to board within five minutes after the vehicle has arrived at the curb. If no-shows are due to reasons beyond the rider's control, the RTA requires that riders call within 24 hours to have the no-show "excused."

Riders who have more than three unexcused no-shows in a 30-day period are sent a warning letter and/or phone call. One more no-show in the same 30-day period can result in a 7-day suspension of service. The RTA also allows individuals who are to be suspended from service to opt to "buy out" of suspension. They can pay a \$5.00 fine in place of the suspension.

A second occurrence of four or more unexcused no-shows in a 30-day period can lead to a 14-day suspension of service. Again, riders are offered the option of “buying out” the suspension. A \$14 fee can be paid in lieu of this second suspension.

RTA staff indicated that they have only loosely enforced the no-show policy. They do not hold strictly to the number of no-shows detailed in the policy, but instead focus on the few riders who have an ongoing pattern of no-shows. RTA had no information on who had been suspended for no-shows, but it was noted by staff that very few riders have actually been suspended or had suspensions proposed in recent years.

Findings

1. To request an appeal, RTA instructs individuals to write a brief letter making the request and indicating why they feel the decision was unsatisfactory or incorrect. DOT ADA regulations at 49 C.F.R. § 125(g)(2) state that while RTA may require that the individual appealing make the request in writing, RTA can request but not require the appellant to provide documentation of the basis for the appeal. RTA must allow the individual (and/or a representative) an opportunity to be heard based on either an oral or written request.

Recommendations

1. While initial determinations are not always going to be correct (which is the reason for an appeal process), a review of overturned decisions indicated that the process could be improved if information from professionals familiar with applicants could be brought into the process in cases where applicants have travel limitations that are not readily observable. To further improve the accuracy of initial determinations, RTA should consider the following changes to the current eligibility process:
 - Expand the “Applicant Information Sheet” that individuals complete and bring to interviews to include the names, addresses and phone numbers of one or two professionals familiar with their disability and functional ability. Applicants could also then sign a “release” form as part of the interview that would enable the RTA contractor or staff to follow-up with professionals to obtain additional information should the interview and assessment not be conclusive about an applicant’s functional abilities.
 - Stress with contractor staff the need to use assessment observations to develop a complete list of potential travel barriers for each applicant rather than relying too heavily on the applicant to cite all of the barriers they are likely to encounter when using fixed route service.
2. RTA should consider several possible changes in order to ensure that a consistent and accurate message about the various types of Dial-a-Ride eligibility is communicated to the public. These might include:

- Limiting the points of contact for persons interested in becoming eligible for Dial-a-Ride services. This way, the RTA can better ensure that full and correct information about all of the types of eligibility can be communicated to the public. For example, all inquiries received at the call center about eligibility might be handled by a “lead” or might be referred to the RTA’s central Customer Service Specialist.
 - Not registering individuals on the phone under the “disabled” eligibility category, but instead requiring that they first either obtain a Disabled ID card or be determined ADA paratransit eligible.
 - Ensuring that all individuals who indicate they are seniors or persons with disabilities receive not only the “Senior or Disabled” service information but also the “Instructions to Apply for ADA Priority Service” brochures. Many seniors may not consider themselves “disabled,” and some persons with disabilities may not understand the difference between “disabled” and “ADA” eligibility. Sending both brochures in all cases might help people better understand their rights under the ADA.
3. RTA should revise its’ determination letter and *Instructions to Apply for ADA Priority Service* to explicitly indicate that requested supporting documentation is not required for an appeal to be heard.
 4. Letters of determination for individuals determined to have “Restricted-Trip-by-Trip” eligibility do not appear to always identify all of the travel barriers that may prevent applicants from using the fixed route system. Conditions of eligibility appear to be drawn mainly from the barriers cited by the applicant during the interview and sometimes do not include barriers identified in the assessments. This appears to be due to the fact that the process, including the final wording of letters, is highly automated. Because RTA does not enforce trip eligibility, this shortcoming in the design of these letters does not appear to be limiting use of the service but could become an issue should RTA decide to begin enforcing trip-by-trip eligibility.

VI. Telephone Access

The review team collected information about telephone access to RTA's Dial-a-Ride service for this part of the review. Telephone access for placing or changing trip reservations or checking on the status of a ride is an important part of ADA complementary paratransit operations. Significant delays in getting through on the phone to place trip requests could discourage people from using the service and could therefore be considered a form of capacity constraint.

The review team conducted the following activities:

- Gathered consumer input,
- Reviewed performance standards,
- Reviewed the design of the phone system,
- Reviewed phone system monitoring (Automatic Call Distribution) reports,
- Reviewed call center staffing, and
- Observed command center personnel handling of calls.

Consumer Comments

Most of the eight respondents interviewed by the review team reported that there were no significant barriers to calling to make a reservation, although one respondent said that she experiences long delays if she is calling to check on a late pickup.

One of 21 complaints recorded by RTA during 2003 cited long telephone hold times and one of four complaints on file with FTA indicated that telephone complaints are not accepted by RTA DAR call takers.

Phone Service Standards and Performance Monitoring

RTA's standard for call handling is that 98 percent of all calls be answered within five minutes. In addition, training material for the reservationists includes the following instructions:

Answer all calls in less than thirty seconds whenever possible. If you must put a caller on hold, try to keep them on hold for less than thirty seconds.

Phone Service Design

The RTA Call Center is at its Hemet office. The reservationists, along with the dispatchers, schedulers, and their supervisors work in Hemet. At the time of the on-site review, the Hemet Call Center handled calls for both RTA's fixed route services and paratransit services. Call Center staff provided fixed route general information as well as specific route and schedule information and trip planning services. The Hemet Call Center receives, schedules, and dispatches trip requests for the ADA Intercity service, most of the local Dial-a-Ride services, and

for After Hours ADA service in the cities of Riverside, Corona, and Norco. The Hemet Call Center takes trip requests from 7 AM to 6 PM, Monday through Friday, and from 8 AM to 5 PM weekends and holidays.

RTA staff noted that the paratransit service is being reorganized and that in July 2004 the handling of fixed route and paratransit calls will be separated. Paratransit calls will be handled by a call center to be managed by the main contracted service provider. After July 2004, the Hemet Call Center will only provide fixed route service information.

Five advertised telephone numbers were served by the Hemet Call Center at the time of the review. These are:

Paratransit reservations	800-795-7887
Paratransit cancellations	909-565-5013
After hours	909-537-1010
Fixed route information	800-800-7821
TTY line	800-800-7825

The “paratransit reservations” number is the main number for all paratransit service needs. Reservationists handle initial trip requests, changes to existing trip reservations, cancellations, and “Where’s my ride?” calls.

The “paratransit cancellations” line is a voice-mail service that allows callers to leave messages about trip cancellations 24-hours a day. Using this number allows callers to cancel trips quickly and avoid being placed on hold while trying to reach the main reservation line. This also frees call takers to respond to other requests when the phone lines are busy and allows them to address cancellations when the call volume is low.

The “after hours” number serves calls regarding fixed route emergencies as well as paratransit “Where’s my ride?” and other inquiries during paratransit operating hours when the main reservation line is not staffed. During the hours that the main paratransit reservations line and the fixed route information line are staffed, calls to this number are simply transferred to the main paratransit reservations line. When the “regular hours” numbers are not staffed, calls are directed to the paratransit dispatchers.

The telephone system is set-up with three call groups and two direct lines. The three call groups serve the paratransit reservation number, the fixed route information number, and the after hours number. When a call taker begins his/her shift, he/she programs the phone to either the paratransit or fixed route call group. The call takers are trained to provide information on RTA’s fixed route service as well as address Dial-A-Ride services. Calls to these three numbers go into the call group queue and are directed to the next available agent in that group. Depending on the volume of incoming calls, the supervisor may request a call taker to switch from one service to the other. The cancellation number goes directly to the voice mail service and the TDD number is routed directly to the call center’s TDD machine.

The call center has two incoming T1 lines. Together, these two lines can handle up to 46 simultaneous conversations. Given current call center staffing, there are rarely more than 10 to 12 calls being handled at one time, with perhaps five to six calls in the queue. The phone system capacity therefore appears to be more than adequate to meet expected maximum incoming call volumes.

Outgoing lines are tied into the main phone system that also serves RTA's main Riverside offices. The Hemet Call Center has capacity on this system for up to 46 simultaneous outgoing calls. Again, this appears more than adequate to handle all outgoing calls that might be made by call center or administrative staff.

Telephone Service Performance Monitoring

The Hemet office has software that tracks the performance of the call-takers. Performance is analyzed by three major call groups: paratransit, fixed route information, and after hours. The software generates a report, "Performance by Interval," that includes the following information for 30-minute increments:

- Total incoming calls;
- Calls answered (some of which may have come in during previous 30-minute period);
- Calls abandoned;
- For calls abandoned: average time before abandoning and maximum time before abandoning; and
- For calls answered: average wait time, maximum wait time, average call time, and average hold time.

RTA also creates a "Call Center Daily Report" that includes summary statistics (calls received, calls answered, call abandoned, average call time, and average wait time). With this data, RTA can determine their peak phone demand periods. However, neither report lists the wait times of individual calls, nor do the reports identify the number of calls that are not answered within five minutes. As a result, the reports cannot be used to determine whether or not RTA is meeting its standards.

The review team looked at the full set of "Performance by Interval" reports for the month of November 2003 for the paratransit call group. Thirty-minute periods for which average wait time exceeded 2-1/2 minutes and/or the maximum wait time exceeded five minutes are presented in Table VI.A. It is likely that RTA's standard of answering 98 percent of calls within five minutes was not met during these periods.

Table VI.A – Time Periods with Long Telephone Wait Times (November 2003)

Time Period	Number of Days Average Wait Time Exceeded 2:30 (maximum)	Number of Days Maximum Wait Time Exceeded 5:00 (maximum)
7:00-7:30 AM	2 (3:12)	7 (6:52)
7:30-8:00 AM	0	2 (8:40)
8:00-8:30 AM	1 (3:57)	2 (7:34)
8:30-9:00 AM	3 (3:43)	6 (11:24)
9:00-9:30 AM	2 (7:23)	9 (12:53)
9:30-10:00 AM	0	2 (7:01)
10:00-10:30 AM	0	1 (5:53)
10:30-11:00 AM	0	2 (6:56)
11:00-11:30 AM	0	1 (7:38)
11:30 AM-12:00 Noon	1 (2:54)	4 (8:07)
12:00 Noon-12:30 PM	2 (3:19)	5 (8:52)
12:30-1:00 PM	1 (4:59)	2 (11:43)
1:00-1:30 PM	0	2 (5:33)
1:30-2:00 PM	0	1 (5:10)
2:00-2:30 PM	0	2 (9:09)
4:00-4:30 PM	4 (7:00)	7 (13:44)
4:30-5:00 PM	4 (13:54)	7 (19:08)
5:00-5:30 PM	2 (7:13)	3 (18:36)
5:30-6:00 PM	3 (4:41)	4 (14:10)

Based on November 2003 data, RTA appears to come close to meeting its standard. However, RTA seems to have less effective telephone service at 7:00 to 7:30 AM, 8:30 to 9:30 AM, 11:30 AM to 12:30 PM, and 4:00 to 6:00 PM (bolded rows). During those periods, it is likely that RTA did not meet its standard for the number of days with high average and/or maximum telephone wait times. The analysis indicates that RTA does not meet its standard on 4 to 9 days during these hours. (After the review team's on-site visit, RTA indicated that it had adjusted the work shifts of its reservationists to provide more coverage between 4:00 and 6:00 PM.)

For quality control and training purposes, all incoming calls are recorded. RTA staff use these recordings to monitor staff performance as well as to investigate complaints.

Call Center Staffing

Table VI.B presents the staffing schedule for the paratransit reservations and fixed route information lines in effect at the time of the review. As shown, a total of nine full-time reservationists, three part-time reservationists, and three on-call reservationists were employed. There were also four Call Center "Leads" who managed the overall operation.

Five to six full-time and part-time reservationists were scheduled to be on duty when the reservation lines opened at 7:00 AM on weekdays. Another three reservationists were scheduled duty later in the morning or early afternoon. Because of the way shifts were structured, only two

to four reservationists were scheduled during the last two hours of the calling day (from 4 to 6 PM). As noted in the analysis of telephone performance, periods of the day where there are long wait times are early morning, mid-day, and late afternoon. Early morning and late afternoon performance could potentially be improved by rescheduling call takers, perhaps one for an earlier shift and one for a later shift. During the mid-day period the number of call takers scheduled was at its peak (seven to nine during weekdays). Performance problems might relate to scheduling of lunch breaks.

Table VI.B – Hemet Call Center “Lead” and Reservationist Staffing, Week of Feb.1, 2004

	SUN	MON	TUE	WED	THU	FRI	SAT
Call Center “Leads”							
1		8am-5pm	8am-5pm	8am-5pm	8am-5pm	8am-5pm	
2	5am-2pm	5am-2pm	5am-2pm	5am-2pm	5am-2pm		
3			2pm-11pm	2pm-11pm	11am-8pm	5am-2pm	5am-2pm
4	1pm-10pm	2pm-11pm			2pm-11pm	2pm-11pm	1pm-10pm
Full Time Reservationists							
1		7am-4pm	7am-4pm	7am-4pm	7am-4pm	7am-4pm	
2	8am-5pm	7am-4pm	7am-4pm	7am-4pm	7am-4pm		
3		7am-4pm	7am-4pm	7am-4pm	7am-4pm	7am-4pm	
4		7am-4pm	7am-4pm	7am-4pm	7am-4pm		8am-5pm
5		7am-4pm	7am-4pm	7am-4pm	7am-4pm	7am-1:30pm	
6	8am-5pm	7am-4pm	7am-4pm			7am-4pm	8am-5pm
7	8am-5pm	9am-6pm			9am-6pm	9am-6pm	8am-5pm
8	8am-5pm	9am-6pm	9am-6pm	9am-6pm			8am-5pm
9		1pm-8pm	1pm-8pm	1pm-8pm	1pm-8pm	1pm-8pm	
Part Time Reservationists							
1	10:30am-5pm	10:30am-5pm			10:30am-5pm	10:30am-5:30pm	10:30am-5pm
2	8am-2:30pm			11:30am-6pm	9am-6pm	9am-6pm	1:30pm-10pm
3						7am-4pm	
On Call Reservationists							
1		7am-4pm		7am-4pm	7am-4pm	7am-4pm	
2		9am-6pm	9am-6pm	9am-6pm	2pm-10pm	10am-7pm	
3	2pm-10pm	2pm-10pm	2pm-10pm	2pm-10pm	9am-6pm		

On Saturdays, four reservationists were scheduled to be on duty when lines opened at 8:00 AM. Two additional reservationists were added later in the day. On Sundays, five reservationists started the day and there were five to six reservationists available throughout the advertised calling hours. Because the weekend call-in hours are shorter than weekday, there appeared to be no service issues resulting from a reduction in staffing at the end of the day.

The schedules of the four call center leads are designed to allow at least two leads to be on duty on weekdays during the main operating hours of the fixed route and paratransit programs. On weekends and during early morning and late evening hours, one lead is scheduled. One of the main duties of the leads is to monitor the queues in each of the three main call groups.

Depending on the call volume in each group, the leads will direct reservations staff to switch between the paratransit reservations line and the fixed route information line. The leads also can assist in serving callers during times when there is a high call volume or the operation is short on staffing.

During the on-site visit, the review team observed that RTA closed the telephone lines for the paratransit call group at precisely 6:00 PM. This results in callers who called before 6:00 PM but are still on hold at 6:00 PM being disconnected without being able to make a reservation. This could preclude a caller from scheduling a trip for the next day. After the review team's on-site visit, RTA altered its procedure to have reservationists take calls after 6:00 PM, until 6:15 PM or until the queue is clear, whichever occurs first.

Findings

1. There are no findings noting deficiencies or requiring additional reporting in this section of the report.

Recommendations

1. RTA should review the call answering performance reports and consider further adjustments to the work shifts of its reservationists, particularly in the early morning and mid-day periods, to better match the call volume patterns for ADA reservations.
2. It is recommended that RTA review its standard for call handling. It should consider adopting a standard that does not require customers to wait as long as five minutes to speak to a call taker, or else it could discourage their use of ADA complementary paratransit service.
3. For whatever standard that RTA adopts for call handling, it should ensure that it captures the data that is needed to determine whether it is meeting the standard, such as the number of calls on hold for longer than the standard by time of day.

VII. Reservations and Scheduling

In this portion of the compliance review, the team examined how trip requests from riders were accepted and scheduled. Particular attention was given to whether RTA uses any form of trip caps or waiting lists and whether there was a pattern or practice of denying a significant number of trip requests. The following information was gathered and analyzed:

- Input from customers and advocates was obtained through a review of complaints on file with FTA, telephone interviews, and a review of comments and complaints on file at RTA;
- Reservations and scheduling policies, performance standards, and procedures were reviewed;
- Reviewers observed call takers accepting reservations;
- RTA's run structure was reviewed; and
- RTA's scheduling process was observed.

Consumer Input

All four open complaints on file with FTA cited changes in schedule times without customer notification. In addition, three of the four complainants cited excessively long trips both with one seat rides and transfers with trip times of two to three hours. Both of these issues were also cited in the two closed complaints on file with FTA.

Of eight ADA complementary paratransit users who were interviewed prior to the assessment, four said they were able to schedule their trips at the requested time, while four said they had to schedule much earlier pickup times than they needed in order to avoid long trips. Several consumers also felt that scheduling too many passengers on one vehicle run was the cause for longer trips and late drop-offs.

Two of 21 complaints recorded by RTA during 2003 cited change of schedule times without customer notification and five cited long ride times. The long ride times could be attributed to RTA procedure of requiring people to transfer to intercity service when traveling out of the local Dial-a-Ride area.

Trip Reservations Policies

Requests for trip reservations are accepted between 7:00 AM and 6:00 PM on weekdays and 8:00 AM through 5:00 PM on weekends. Trip reservations are accepted from one to seven days in advance of the travel day. Also, RTA may schedule trips for trip requests for the same day and for "will-calls" as capacity is available. Will-calls are trips for which the customer is unsure of their travel time and "will call" when they are ready to travel.

RTA's policy is to schedule all trip requests from ADA complementary paratransit customers within one hour of the requested time. RTA also gives priority to trip requests from ADA complementary paratransit customers over those of other customers.

Standing order, or subscription trips, can be scheduled with one call. RTA defines a standing order as a trip with the same origin and destination and time of travel, which recurs at least twice a week and will continue for an extended period of time. Standing orders must be renewed annually.

Trip Reservations Procedures

RTA staff handles reservations functions for ADA complementary paratransit service at the centralized call center located at 700 Scaramella Circle in Hemet. At the time of the review, the Hemet Call Center used Midas-PT, an automated reservation, scheduling, and dispatch system, to assist with paratransit trip reservations. RTA found this software system to have some major shortcomings (as described below). It also is no longer being commercially sold and availability of long-term support and upgrades for the product were in question. For these reasons, RTA staff indicated that they were in the process of changing to the Trapeze software system. Training in the new system had been completed as of the date of the review and RTA planned to "go live" with the new software on February 17, 2004.

RTA maintains a toll-free telephone line and TDD access to take information requests and reservation requests at the call center. RTA also provides a dedicated cancellation line and an estimated time of arrival (ETA) line for customer convenience. The Paratransit Rider's Guide advises customers that they may call the ETA line any time after the pickup window has elapsed to check on ride status and get a new ETA. RTA's pickup window is 15 minutes before to 15 minutes after the agreed upon time (-15/+15).

RTA uses an automated reservation line on holidays. Reservation agents confirm reservations made on holidays with a call back to the customer on the day following the holiday. Standing orders are not honored on holidays. Customers must call to reserve their trip if they wish to travel on a holiday.

The RTA Paratransit Rider's Guide advises customers to be prepared with the following information when requesting a trip:

- Name;
- Day and date of trip;
- Time of trip;
- Pickup address;
- Destination address;
- Return time and return address;
- Whether accompanied by a personal care attendant (PCA), companion, and/or service animal;
- Whether or not using a wheelchair, scooter or three-wheel mobility device;
- Whether or not using a cane, walker, or other mobility device; and

- Telephone numbers at pickup and return locations, when available.

One PCA may ride with a customer free of charge. One guest may also ride with a customer. Additional guests may ride with customers on a space available basis. All guests will be charged the full fare.

Rider Information Changes. When reservationists learn that riders have new home addresses, phone numbers, are using different mobility aids, or have made other changes, they will immediately update the rider master file. They also complete a form that goes to the call center leads. The leads then go into the “recent trip history” files for the rider and delete any trips with the outdated information. This procedure was introduced to avoid having reservationists import old trip information into new trip booking screens.

Subscription Service. Call center staff indicated that few new requests for subscription service were being taken. This apparently has been the policy for about 12 to 18 months. New riders who travel regularly to the same location at the same times typically must call-in every few days to book these rides. RTA staff indicated that this hold on subscription trips was implemented because the number of subscription trips during certain peak times approached 50 percent of all trips provided.

Staff did note, however, that they may give riders subscription service in certain cases. For example, they noted that riders whose disability may make it difficult for them to remember to regularly book trips might be given subscription service. Or, riders who indicate they are traveling at the same time and to the same (or nearby) location as another person already on subscription may also be accommodated.

Riders who are already on subscription also are allowed to make minor changes to their itineraries (pickup or drop-off times). Significant changes in time or location are not accepted, though. Current riders are also allowed to suspend their subscription service for events such as school vacation or personal vacations without losing subscription privileges. Riders simply need to let the call center know when the service needs to resume.

For a recent sample week (December 7 to 13, 2003), only 695 of 3,770 completed trips (18 percent) were coded in the scheduling software as subscription trips.

Same-Day Trip Requests. RTA accommodates same-day trip requests, as well as same-day changes to trips booked in advance, if possible. If a rider calls with a same-day request, reservationists check with the dispatchers on duty to see if the trip can be accommodated. If so, it is entered into the system and same-day dispatched by the dispatchers.

Upon negotiation of trip times with customers, reservationists enter trip times into Midas scheduling software.

Observations of the Hemet Call Center Operations

The review team observed the handling of trip reservations at the Hemet Call Center for several hours on Monday, February 2 and Tuesday, February 3. Observations were made during the afternoon peak calling time on Monday and during the first several hours that the call center was open on Tuesday. Review team members sat with several different reservationists and recorded the trip request information as well as the trip times offered. Table VII.A presents a summary of the observations.

Table VII.A – Observations of Hemet Trip Reservations, February 2-3, 2004

Rider Category	Number of Requests Booked Within One Hour of the Requested Time	Number of Advance Reservations Trip Requests Not Accommodated	Number of Same-Day Trip Requests Not Accommodated	TOTAL
ADA Eligible	143	0	2	145
Senior, Non-ADA	14	0	1	15
Disabled, Non-ADA	2	0	0	2
General Public	19	7	0	26
TOTAL	178	7	3	188

Team members observed the handling of a total of 188 one-way trip requests. Riders who were ADA complementary paratransit eligible made the vast majority of requests (145, or 77 percent of the total). Fifteen requests were by non-ADA seniors, two were by non-ADA disabled riders, and 26 were by riders listed as “general public.” All of the trip requests made by ADA complementary paratransit eligible riders at least one day in advance were accommodated. Two same day requests by ADA complementary paratransit eligible riders were not accommodated. Similarly, all advance reservation requests by seniors were also accepted and only one same-day request was denied. For general public riders, 19 of the 26 trips requested a day or more in advance were accommodated. Seven requests made a day or more in advance were not accommodated.

Team members observed the following practices for taking and scheduling new requests:

1. Callers indicating that they would like to reserve a trip were first asked their phone number. When entered, the phone number would bring up information about the caller stored in the main rider database. Once the rider information was retrieved, reservationists verified the caller’s name.
2. Reservationists next asked callers for the address of their destination. If the destination was one that the caller had traveled to in the recent past, the reservationist would simply select the

trip from a “trip history” file and the destination information would automatically be re-entered in the trip-booking screen. If the destination were a new one, the reservationist would enter the full address and geo-code the new location.

3. Reservationists then asked the rider for the day/date of the trip. If a date was indicated, reservationists verified the day of the week, and vice versa, to ensure that there was no confusion about the date entered.
4. For the first leg of a round trip (the “going” trip), reservationists asked when the caller wanted to arrive at the destination. This was entered into the system as the drop-off time. The reservationist then calculated and entered a “Requested Pickup Time” based on the desired drop-off time. For most trips, the reservationist would enter a requested pickup time that was 60 minutes before the drop-off time. For longer, regional trips, the requested pickup time might be set at 75 or 90 minutes before the drop-off time.
5. Reservationists then prompted the automated system to identify scheduling options for the first leg of the trip. If one or more scheduling options were identified, the reservationist would look at the actual run or runs being suggested on the monitor. The reservationist selected the option that seemed best operationally. If no scheduling options were identified by the system, reservationists might also manually search to see if the passenger trip could reasonably be fit onto a run. If no scheduling options could be found, the reservationist would take one of the following actions, depending upon the eligibility of the caller:
 - If the caller was registered as ADA paratransit eligible, the trip was put into a “Holding” file to be scheduled later by the schedulers.
 - If the caller was registered as either a senior or as “disabled” (but not ADA), and the caller was able to use a standard sedan (i.e., not a wheelchair user), the trip was added to a “Taxi” file, to be referred to taxi subcontractors. If the senior or “disabled” rider was a wheelchair user, the trip was added to the “Holding” file.
 - If the caller was a “general public” rider, the reservationist indicated that there was nothing available and denied the trip.
6. For the “return” portion of the trip, reservationists asked when the caller wanted to be picked up to return. They typically then added 20 minutes to the time indicated and entered this as the “Requested Pickup Time” for the return trip. Reservationists explained that the extra 20 minutes was added so that the beginning of the eventual pickup window would not be earlier than the pickup time requested by the customer.
7. Once a return pickup time was entered, the reservationist repeated the process of finding a scheduling option for the return trip.
8. After all trips were scheduled, the reservationist then gave the caller the pickup windows or “ready times” for each trip. For example, if the “going” trip pickup was in the system for 9:00 AM and the return pickup was scheduled for 5:00 PM, the reservationist would tell the caller “Your pickup is scheduled for between 8:45 and 9:15 AM, and your return is scheduled for between 4:45 and 5:15 PM.”

The observations of the trip reservations function indicated that reservationists appeared to know and follow the established procedures. Reservationists also appeared to be familiar with the way that vehicles were distributed to the various local and regional services and seemed to do a good job of searching for initial scheduling options.

Reservationists did not, however, always verify some key trip information with customers. In particular, reservationists did not always appear to confirm that the rider was traveling from the home address that was automatically loaded into the trip-booking screen. Similarly, there was not always a confirmation of the information about mobility aids used that was automatically loaded from the rider file.

Team members also observed that in most cases there was not a final confirmation of all key trip information. While reservationists typically did a final confirmation of the date and times of the pickups for both ends of a round-trip, there was not a confirmation of the origin and destination addresses.

If the caller accepted the times offered, the reservationist then “anchored” the two pickup times in the system. Anchoring the times prevented the system from automatically moving those pickup times as subsequent trips were added to or deleted from runs. RTA staff explained that trips had to be anchored because it was discovered that the Midas-PT system did not always “protect” the times negotiated with riders. Even though the system parameters were set to not move scheduled pickup times outside of the 30-minute pickup window, RTA discovered that the system treated this as a “soft” parameter and would still move the times when scheduling service. The RTA found that the only way to ensure that times would not constantly move within the schedules was to anchor all times once they were negotiated with riders.

While anchoring all pickup times solved the problem of times being moved by the software, it created other problems. Most significantly, because all trip times were fixed in the system, the software did not have the ability to move trip times within the 30-minute window to adjust runs to fit in other trips. As a result, when reservationists used the automated scheduling function to place trip requests on runs, the system would often indicate that no scheduling options existed. This, in turn, meant that many trips had to be manually placed on runs by reservationists or added to the “Holding” file and manually scheduled later by schedulers. And finally, because trips scheduled from the “Holding” file often could not be performed at the exact time requested, schedulers had to call customers to inform them of changes to their final scheduled pickup times.

RTA Trip Scheduling Procedures

The scheduling of trips for RTA Dial-a-Ride and intercity services also takes place at the Hemet Call Center. At the time of the review, there were three full-time schedulers employed at the Hemet Call Center. One scheduler reported at 5:00 AM and worked until 1:30 PM, Monday through Friday. The other two schedulers each worked four weekday afternoons from 2:00 PM until 11:00 PM. Each of the afternoon schedulers also worked one weekend day, from 1:00 PM to 10:00 PM.

On Mondays and Wednesdays, there was one morning scheduler and one afternoon scheduler. On Tuesdays, Thursdays and Fridays, there was one morning scheduler and two afternoon schedulers. And on weekends, there was one afternoon scheduler.

At the time of the review, a total of 74 weekday runs, 38 Saturday runs, and 35 Sunday runs had been created to serve trip requests. These runs were assigned to the various local Dial-a-Ride and intercity services. The number of weekday, Saturday, and Sunday runs for each type of service is shown in Table VII.B. The exact hours of operation for each run are provided in Attachment I.

Table VII.B – RTA (Hemet Call Center) Run Structure as of February 3, 2004

Type of Service	# of Weekday Runs	# of Saturday Runs	# of Sunday Runs
Intercity Services			
Intercity Area #1	8	2	2
Intercity Area #2	3	3	3
Intercity Area #3	4	4	4
Intercity Area #4	4	3	2
Intercity After Hours	4	2	3
Local Dial-a-Rides			
Calimesa	1	2	0
Hemet	16	4	3
Jurupa	4	4	3
Lake Elsinore	3	2	3
Moreno Valley	8	3	4
Murrieta	6	1	2
Norco	3	2	0
Perris	3	2	3
Romoland, Homeland, Hemet, Perris	2	0	1
Sun City	5	4	2
TOTALS	74	38	35

A total of 23 weekday runs are assigned to the intercity service. This includes service in the four sub-regions and the “After Hours” service in Riverside, Corona, and Norco. On weekends, between two and four runs are dedicated to each intercity service area.

A total of 51 runs are then dedicated to local Dial-a-Ride service regions on weekdays. Hemet has the largest number of runs (16), followed by Moreno Valley (8), Murrieta (6), and Sun City (5). Each of the remaining local Dial-a-Ride regions has one to three dedicated runs per weekday. On weekends, none of the local Dial-a-Ride regions has more than four dedicated runs, and most areas have one to three runs assigned.

As noted in the “Trip Reservations” section, reservationists, using the Midas-PT system, perform initial scheduling of trips. Reservationists attempt to place trips on actual runs so that they can tell callers the pickup times at the time of the call (real-time scheduling). Because of problems

with the Midas-PT system, however, a significant number of trip requests end up being placed in a “holding” file and riders are simply told that the trip has been scheduled for the exact time they have requested. Scheduling of the trip requests that are in the holding file then becomes a major job for the RTA’s schedulers.

Reservationists do not assign trips to runs outside of their main area of service. RTA staff indicated that runs are dedicated to specific services and areas in the initial scheduling process to ensure that all areas have some capacity throughout the scheduling process.

The division of the fleet into so many different service areas appears to cause some trip requests to be added to the holding list. While there may be capacity on some runs in the system, there may not be capacity on the one or two runs available for the specific service being requested. As noted below, in the final “clean up” of manifests and the placement of trips that are in the hold list, schedulers do have the authority to let vehicles “float” throughout the area to be used where needed.

This scheduling process limits service capacity available for each of the many different intercity and local Dial-A-Ride programs up to the day before service. One day in advance of the service day, the schedulers then utilize capacity that may be available in one area throughout the entire service area.

The scheduling process begins with the setting of the subscription template and the opening of runs seven days in advance. One of the call center leads has primary responsibility for maintaining the subscription template and opens new days of service.

Each weekday, the morning scheduler prints a list of all trip requests still in the holding file for the next day. She indicated that there are typically about eight to ten pages of trips on hold (about 104 to 170 trips). She then works to place these trip requests on runs. First, she goes through a process of “cleaning-up” all of the runs for the next day. This involves:

- Moving trips that were placed by reservationists on the wrong vehicle (outside its typical service area);
- Looking for grouping opportunities; and
- Pulling some trips and placing them on the “taxi” list to make runs more workable and to open up space (e.g., transferring a single trip to taxis if it is tying up a vehicle for an extended, potentially productive period of time).

Once runs for the next day have been cleaned-up, the scheduler works through the hold list for the next day and places all of these trips on a run. To do this, she may need to place additional trips on the taxi list or may need to adjust times or move trips between runs.

The entire process of cleaning up runs and placing trips that are on hold is done manually. The scheduler noted that attempts were made to use the automated system to perform these tasks, but that problems were discovered with the system.

If trips in the holding run can be scheduled within 10 minutes of the rider's requested time, the trip is scheduled without a calling the customer to advise them of the change. If the trip is scheduled 11 or more minutes from the requested time, the scheduler will put a check mark next to the rider's name on the hold list. Also, if another trip already on a run has to be moved by more than 10 minutes, information about this trip is added to the end on the hold list.

Once the scheduler has placed all of the trips in the hold list on runs, she gives the list to a call center supervisor. The supervisor then has reservationists make calls to inform riders of the change in their scheduled pickup time.

After the morning scheduler completes the clean-up and hold list for the next day of service, she moves on to do the same thing for trips scheduled two days in advance. She indicated that she is usually able to get through the next day of service and two days out, but usually no further.

The afternoon schedulers then continue the process. They print the hold list at the beginning of their shifts for the next day of service and will work to place those on runs. This initial list includes any trips placed on hold between 7:00 AM and 2:00 PM that day. During their shifts, they also reprint the hold list one or two times to stay as current as possible on trips received that day.

After the reservation lines close for the day, the afternoon schedulers prints the hold list one last time. All of these trips are then scheduled and final customer "call-backs" are made.

After all trips in the holding list are handled, the afternoon schedulers focuses on doing a final clean-up of the runs for the next day. This final review includes:

- Making sure that pickups and drop-offs are in a logical sequence;
- Considering the feasibility of runs (allowed travel and pickup times);
- Checking to make sure ambulatory and wheelchair capacity of each vehicle has not been exceeded;
- Checking the connections and transfer times for regional trips that require a transfer; and
- Checking the on-board ride times for intercity trips.

The last part of this routine (looking at long rides) involves focusing on trips that have on-board ride times of more than 90 minutes. In these cases, the schedulers check to make sure that the routing and ride times are appropriate for the overall length of the trip.

Again, most of the scheduling work is manual. The afternoon schedulers indicated that they may use some Midas-PT system functions to check the see what parameter violations might be predicted (checking the "validity" of runs), but in most cases they rely on their knowledge of the area and of riders.

As the schedulers are doing final placements of trips from the holding list, or are doing final run clean-up, they indicated that they may have vehicles initially designated in one area help out in another area. This is typically done at the end of the scheduling process to ensure that vehicles first stay available for trip requests from the community that they have been designated to serve.

If, however, slack time remains on these vehicles after all requests have been taken, vehicles are allowed to float within the system and are used where they are most needed.

Taxi Trips

RTA has a contract with a company called Diversified Paratransit that allows some trip requests to be served by local taxicab companies. Diversified Paratransit is a broker that maintains contracts with local taxicab companies. RTA refers trip requests to this broker who then assigns the trip requests to specific cab companies. RTA schedulers transmit information about trips that need to be served by taxi to Diversified Paratransit between 7:00 and 8:00 PM each day.

RTA does not have direct contracts with the cab companies. As a result, if there are service delivery issues, RTA staff will raise these with Diversified Paratransit. The broker is then responsible for resolving the issues, which can be done by working to improve the performance of particular cab companies or by shifting business to companies with better performance.

The schedulers at the Hemet Call Center indicated that they are not given maximum limits on the numbers of trips that can be assigned to taxis. They have the flexibility to refer as many trips as needed to taxis in order to make the schedules work and in order to ensure that no trips requested by ADA paratransit eligible riders are denied. They indicated, though, that they generally try to assign fewer than 200 trips per day to taxis and that between 130 and 190 trips are referred to taxis each day.

Intercity Trips

The schedulers indicated that intercity trips typically require a transfer. They noted that as a general rule, if a trip would require a transfer on fixed route, it would require a transfer on the paratransit system as well.

Trips that might be just across an intercity service area boundary might not be scheduled with a transfer if using one vehicle would be more efficient. As an example, the schedulers noted that trips from Rubidoux to certain parts of Moreno Valley might be completed on a single vehicle.

Schedulers noted the Midas-PT system lacks some of the fleet and sub-fleet assignment features that will be available in the new scheduling system. They indicated that they hoped to move to a more flexible scheduling procedure for intercity trips once the new scheduling system is in place. With the new system, they hoped to allow all intercity vehicles to be more flexible and to travel from area to area. This should allow more regional trips to be scheduled without the need to transfer.

Observations of Scheduling

On Tuesday, February 3, 2004, a team member observed both the morning and afternoon scheduling practices. Schedulers were observed doing a good job of reviewing and cleaning-up runs before they were assigned to the providers. Schedulers also seemed to be very thorough in making sure that all trips in the holding run were eventually added to a scheduled run.

Although the automated scheduling system was not used extensively, the paper and manual processes set up to compensate for the shortcomings of the software seemed to work. Schedulers were thorough in identifying when final scheduled times moved more than 10 minutes and noting that callbacks were needed in those cases. Final, marked-up hold/callback lists for several recent days were also reviewed. The review indicated that callbacks were completed in every case where the schedulers noted that times had changed. However, that the final hold/ callback lists did not indicate the final outcome of the callbacks. It might be helpful to have reservationists or others who are making the callbacks note on the list whether the rider was reached in person, whether a message was left, or another final callback outcome.

Findings

1. Confirmation of the outcome of call-backs to riders to inform them of changes in pickup times did not appear to be recorded on the hold/call-back lists. One of the recurring complaints of customers was that they did not receive notification of schedule changes. Changing pickup times without notifying customers can result in missed or late trips based upon the time negotiated with the customer.

Recommendations

1. Reservationists should verify home addresses with callers, verify the types of mobility aids to be used for each trip, and then reconfirm all key trip information (date, times, and addresses and phone numbers) at the end of the trip booking process.
2. RTA should continue its expedient installation of new scheduling software.
3. RTA should consider applying run assignment by geographic area more flexibly perhaps by initially assigning more runs for longer inter-city trips and then reassigning them to local service areas as warranted as the service day approaches.
4. RTA should consider not changing pickup times by more than 10 minutes until renegotiated with the customer and that call center staff record the outcome of all call-backs to riders on the hold/call-back lists (or with Trapeze in the trip notes), noting the caller, time and method of informing the customer of the time change. It is also recommended that the last negotiated time (particularly if the change is less than 10 minutes and the customer is not notified) appear on the trip manifest. This should minimize discrepancies between operator and customer on pickup times and reduce associated late or missed trips.
5. RTA should consider increasing the amount of subscription service as a way to both improve customer service and improve system productivity and efficiency. Subscription service can be increased above 50 percent of all trips during peak hours as long as ADA eligible trips are not being denied at those times.
6. RTA should review its procedures for scheduling trips for appointments to improve on-time arrivals at destinations.

7. RTA should consider direct routing of long trips and eliminate its procedure to require ADA Complementary customers to transfer when completing long trips.

VIII. Service Performance

The DOT ADA regulations for ADA complementary paratransit service indicate that capacity constraints can result from poor service quality. Specifically, they note that denials of trip requests, missed trips, or the provision of untimely trips or significantly long rides can constitute capacity constraints. Therefore, the review team examined the ultimate disposition of trip requests, on-time performance, and on-board travel times. These aspects of service provision were assessed as follows:

- Consumer input was obtained on each issue through telephone interviews and through a review of complaints filed with FTA and with RTA.
- RTA's service policies, procedures, and standards related to missed late and long trips were reviewed.
- RTA's on-time performance and travel time reports were reviewed.
- Actual pickup and drop-off times reported on a randomly selected day were used to tabulate on-time performance to compare to reported performance.
- The review team analyzed trip length, including a comparison of travel times between ADA complementary paratransit trips and comparable fixed route trips.

Consumer Input

Consumer input is summarized in Section III of this report. Complaints relating to service performance are described below.

Four open complaints relating to RTA ADA complementary paratransit service on file with FTA cited issues relating to service performance. Performance issues raised were:

- Missed trips from drivers going to wrong locations and no calls to the customer;
- Late pickups; and
- Three of the four complainants cited excessively long trips both with one seat rides and transfers with trip times of two to three hours.

Two closed complaints on file with FTA also cited service performance:

- Trip denials;
- Late pickups;
- Excessively long trips of up to 3 hours; and
- Missed trips.

Eight ADA complementary paratransit users of RTA services interviewed by the review team also cited service performance issues. Concerning *On Time Performance*, six of eight respondents reported some problems with on time performance. Although some described situations where they were picked up after the 20 minute pickup window had elapsed, the larger problem reported was late drop-offs. Concerning *Long Trips*, two respondents said they had trips lasting longer than 90 minutes on multiple occasions. Although several others also

identified one or two incidents of long trips, they attributed them to new drivers being unfamiliar with the area during the contractor transition.

Of 21 complaints received by RTA during 2003, two were for missed trips, 10 were for late trips, and five were for long ride times. Of the 10 complaints for late trips, four were for constantly late trips.

RTA Policies

No-Shows. RTA classifies a customer a no-show when the van arrives at the agreed upon pickup time and the customer is absent or declines to travel.

On-Time Performance Policies and Standards. RTA's Paratransit Rider's Guide, Dial-a-Ride brochure and web site advise customers that they will be picked up and dropped off at the curb and that drivers will not escort customers to their door. Customers are advised that the vehicle will arrive from 15 minutes before until 15 minutes after the pickup time. Customers are advised that the vehicles will wait for the customer at the pickup location only five minutes after the scheduled pickup time within the pickup window. Thus the customer is expected to board the vehicle between 15 minutes before the scheduled pickup time and 15 minutes after the scheduled pickup time creating a pickup window of 15 minutes before to 15 minutes after the scheduled pickup time (-15/+15). RTA has no policy for on time performance for drop-off times to meet appointments.

Trip Length. RTA's Paratransit Guide identifies the maximum travel time for intercity ADA complementary paratransit trips as two times the time of a comparable trip on fixed route transit.

Trip Disposition

DOT ADA Regulations (49 CFR §37.131(f)(3)(B)) prohibit transit entities from limiting service availability through patterns or practices that result in substantial number of missed trips. For purposes of measuring performance against the regulatory criteria, missed trips are defined as trips that were not served when the customer was available for the trip throughout the 30-minute (-15/+15) pickup window. That is, the vehicle did not arrive in the pickup window and the trip was not completed.

RTA classifies customer trip cancellations made one or more days before the travel day as early cancellations. Cancellations made more than one hour before the scheduled time on the service day are counted as same-day cancellations. Customer cancellations made less than one hour before the scheduled trip time are classified as customer no-shows. RTA does not identify missed trips in its data collection. Missed trips are included in RTA data for cancellations.

For Dial-a-Ride and intercity services, RTA collects and reports data on the number of trips scheduled, trips denied, trips cancelled before the service day, trips cancelled on the service day, customer no-shows, and trips completed. For taxi services, RTA collects data on trips served. However, the data collected on trips served by taxis does not differentiate trips provided to ADA complementary paratransit riders from those provided to other customers.

RTA does not currently record all trips requested, only those for which a trip is scheduled. As a result, there is no data to substantiate that all trip requests are met with a trip offer within one hour of the requested time or to determine the number of trip denials or the nature of refusals by customers. RTA's Call Center Report does provide for identifying the number of refusals. As discussed in Section VII of this report, all 143 requests for service by ADA complementary paratransit eligible customers were accepted during observations of the reservations process during review team observations of call-takers on February 2 and 3, 2004. In addition, RTA's policy is to give preference to ADA complementary paratransit eligible customers in honoring trip requests. The review team observed no indication that trip denials occur.

RTA tracks the number of scheduled trips, cancelled trips, and no-shows as presented in Table VIII.A.

Table VIII.A – All Trips: Scheduled, Cancelled and No Shows

Date	Scheduled	Cancelled		No-Show		Performed	
	Number	Number	%	Number	%	Number	%
July-December 2003	145,485	7,662	5.3%	5,824	4.0%	131,999	90.7%
December 2003	24,094	1,395	5.8%	1,054	4.4%	21,645	89.8%

The information presented is drawn from RTA's Monthly Call Center Summary. As can be seen in Table VIII.A, the proportion of trips that are cancelled, no-shows, and performed in December is quite consistent with the six-month period between July 1 and December 31, 2003. Approximately 5.5 percent of trips are cancelled, 4.5 percent are no-shows and 90 percent are performed.

Table VIII.B presents a more detailed breakdown of the Call Center Summary Report for the month of December 2003. This more detailed data is drawn from Daily Call Center Reports.

As presented in Table VIII.B, RTA reports no trip refusals. For the month of December, 11.1 percent of all scheduled trips were assigned to taxi operators and the remaining 88.9 percent to Dial-A-Ride operators. Prior cancels are trip cancellations made by the customer before the service day. Same day cancels, made one hour or more before the scheduled time, accounted for 6.5 percent of scheduled Dial-a-Ride trips. No-shows accounted for 4.9 percent of the scheduled trips. As discussed earlier, missed trips by the carrier are not classified separately and are included with the no shows. Completed trips accounted for 67.8 percent of scheduled trips, or 85.6 percent of trips scheduled on the service day.

In addition, RTA's taxi service operators provide data on trips served with their invoices. Travel data for taxi service was available for only October 2003 for two operators, Network Paratransit Systems and JKSO, Inc/AAA Inland Empire Cab, at the time of the review. A brief summary of disposition of trips schedule to taxi operators appears in Table VIII.C.

Table VIII.B – RTA Call Center Daily Reports for December 2003

Date	Refused	All Scheduled Trips	Taxi	Dial-a-Ride				
					Prior Cancels	Same-Day Cancels	No-Shows	Trips Completed
12/1	0	988	92	896	136	76	47	637
12/2	0	1107	80	1027	160	68	53	746
12/3	0	1209	110	1099	236	31	46	786
12/4	0	1201	115	1086	238	69	56	723
12/5	0	1028	123	905	171	50	47	637
12/6	0	402	0	402	114	15	16	257
12/7	0	339	0	339	66	33	15	225
12/8	0	965	124	841	131	64	42	604
12/9	0	1153	133	1020	188	67	44	721
12/10	0	1085	132	953	164	47	40	702
12/11	0	1092	159	933	225	61	43	604
12/12	0	1088	123	965	203	50	39	673
12/13	0	372	0	372	86	22	23	241
12/14	0	312	0	312	94	13	7	198
12/15	0	984	124	860	161	61	42	596
12/16	0	1101	137	964	196	53	34	681
12/17	0	1148	139	1009	195	51	65	698
12/18	0	1027	131	896	154	53	49	640
12/19	0	979	148	831	181	42	35	573
12/20	0	347	0	347	74	32	20	221
12/21	0	311	0	311	78	26	14	193
12/22	0	873	123	750	111	96	42	501
12/23	0	865	118	747	155	49	42	501
12/24	0	760	106	654	183	56	36	379
12/25	0	0	0	0	0	0	0	0
12/26	0	520	104	416	213	44	30	129
12/27	0	274	0	274	74	0	13	187
12/28	0	272	0	272	60	23	9	180
12/29	0	766	102	664	125	45	47	447
12/30	0	800	127	673	108	57	29	479
12/31	0	726	123	603	166	41	29	367
Total	0	24,094	2,673	21,421	4,446	1,395	1,054	14,526
% of All Scheduled Trips			11.1%	88.9%				
% of Scheduled Dial-A-Ride Trips					20.8%	6.5%	4.9%	67.8%

Due to technical problems, RTA reports that the data for December 1 and 2 may not be accurate. The data for those days has been included in this review to provide a full month of information and since it does not appear to be inconsistent with data for other days of the month.

VIII.C – Taxi Trip Disposition

Date	Scheduled	Cancelled		No Shows		Completed	
	Number	Number	%	Number	%	Number	%
October 6 - 31, 2003	999	5	0.5%	90	9.0%	904	90.5%
October 8, 2003	34	2	5.9%	5	14.7%	27	79.4%

For the month of October 2003, the percentage of no-shows and cancelled for taxi trips, 9.5 percent, is comparable to the total for Dial-a-Ride trips. However, the proportion of no-shows for taxis, 9 percent, is considerably higher than for Dial-a-Ride, 4.9 percent.

RTA also collects information on passenger trips completed by Dial-a-Ride operator and route. This information is presented in Attachment J. The number of trips performed, or completed, are summarized in Table VIII.D.

Table VIII.D – Summary of ADA and All Dial-a-Ride Trips

Date	All Completed Trips	Completed Trips, ADA	
	Number	Number	% of All Trips
July-December 2003	105,011	86,388	82.3%
December 2003	15,618	12,788	81.9%
December 10, 2003	744	600	80.6%

As presented in Table VIII.D, ADA trips account for slightly more than 80 percent of all trips for each of the time periods reviewed.

To further assess trip disposition the, review team focused on one day, Wednesday, December 10, 2003. This day was selected as representative for weekday service. It was a weekday with no unusual weather conditions or seasonal influences that would be expected to lead to atypical service performance. As indicated in Table VIII.D, the selected day appears to be representative of service for the month of December and the last six months of 2003. The sample included only trips served by the RTA contracted paratransit and intercity service providers. The team selected a sample from completed driver manifests or schedules for that day. The sample consisted of every twelfth trip from all driver manifests. Information drawn from the manifests consisted of run number, customer ID, trip origin and destination addresses, and scheduled and actual pickup and drop-off times. Requested and scheduled times were taken from Call Center Daily Reports to provide as complete a history of the sampled trips as possible. For that day, reviewers selected a random sample of 129 trips. Of the 129 scheduled trips, there was a record of 105 completed trips (81.4 percent). This compares with 89.8 percent from the Call Center Daily Reports as presented in Table VIII.A.

Here is the review team's analysis of the 24 trips that were not completed:

- 4 trips: appear on RTA's No-Show Report. For three of these four trips, the driver manifests indicate the vehicle arrived on time (within the pickup window). There was no arrival time at the pickup location for the fourth trip. The fourth trip may have been a missed trip that was categorized as a no-show.

- 3 trips: the driver noted an arrival time on the manifest. For two of these trips, the vehicle arrived on time; for the other trip, the driver arrived 45 minutes early.
- 17 trips: moved from their original vehicle run; insufficient information on the manifests or in the RTA reports to determine their disposition.

RTA also tabulates missed and late trips for the purpose of invoking contract penalties. For December 10, RTA did report one missed trip that was not part of the sample.

On-Time Performance

RTA generates monthly on-time performance statistics for each carrier and route for the Dial-a-Ride routes. The review team looked at the on-time performance for the period June to November 2003 (Attachment K). The report for this period indicates an overall average on-time performance of 93 percent for Transportation Concepts and 100 percent for Transit Ways. Transportation Concepts operates eight local DAR, four intercity, and one after-hours service. Transit Ways operates one local DAR service. For Transportation Concepts, on-time performance ranged from a monthly low of 92 percent in October to a high of 95 percent in August. At the route level, on-time performance for the five-month period ranged from 83 percent for Intercity Route 4 to 100 percent for Jurupa and Norco DAR services. The lowest performance level for any one route during one month was 65 percent for Hemet DAR service during October.

The review team also analyzed a sample of trips for December 10, 2003. The sample consisted of 105 completed trips discussed above. Data on the trip manifests was reviewed with trip reports to determine if times negotiated with customers differed from times scheduled on the driver's manifests. No variations in times were observed.

The 105 trips were analyzed for on-time pickups and drop-offs. The results appear in Tables VIII.E and VIII.F.

VIII.E – On Time Pickups for Sampled Trips

	Early	On-Time	Late				
Minutes			All	1-15	16-30	31-60	60+
Number of Trips	10	84	11	8	2	0	1
% of All Trips	9.5%	80.0%	10.5 %	7.6%	1.9%	0.0%	1.0%
% of Late Trips				72.7%	18.2%	0.0%	9.1%

According to the analysis, vehicles arrived at the pickup location on time 80 percent of the time and were either early or on time 89.5 percent of the time. These results are slightly lower than, but consistent with, the 93 percent five-month average reported for Transportation Concepts by RTA. Additionally, only one trip in the sample was more than 30 minutes late. This would indicate that of the Dial-A-Ride trips that remain on the scheduled manifest, there are not a substantial number of significantly late pickups.

It should be noted that the reviewers were not able to track trips that were transferred from their original route, or, due to limited data, to track trips served by taxi operators. When service is

running late, trips are transferred from the original run to assist a driver in getting back on schedule. As a result, it is likely that there are a higher proportion of late pickups for these transferred trips (certainly more than 10 percent) than for the ones in the above sample.

The sample included 41 trips for customers who requested drop-off times for appointments. Review of this sample is presented in Table VIII.F.

VIII.F – On-Time Drop-Offs for Sampled Trips

	Early	On-Time	Late				
Minutes	>30	-30 to 0	All	1-15	16-30	30-60	60+
Number of Trips	0	25	16	10	5	0	1
% of All Trips	0.0%	61.0%	39.0%	24.4%	12.2%	0.0%	2.4%
% of Late Trips				62.5%	31.3%	0.0%	6.3%

As indicated in Table VIII.F, 61 percent of the drop-offs were before the requested time; none of these drop-offs more than 30 minutes early. An additional 24.4% of the sampled customers were dropped off fewer than 15 minutes after the requested time. Five of the 41 trips had drop-off times more than 15 minutes late, of which one was more than an hour late. This sample, while small, does indicate potential performance problems for RTA service. For example, if someone works five days a week, this performance would result in him/her being late for work twice a week and late by more than 15 minutes once every week and a half. Such performance could make it difficult for someone to maintain a job.

RTA On-Board Ride Times

As part of this review, the team analyzed RTA's Dial-a-Ride on-board ride time (travel time) performance including a review of policies and procedures; a sample day of travel time data; and a comparison of the travel time of actual ADA complementary paratransit trips with comparable fixed route trips.

Procedures. RTA's goal is that travel times for ADA complementary paratransit service be no more than two times comparable fixed route travel. RTA staff has developed a matrix of bus travel times for fixed route service (see Attachment L). This matrix includes approximate travel times between any combination of 16 towns served by RTA fixed routes, rounded to the nearest tenth of an hour (six minutes). These fixed route travel times in the matrix use the following assumptions:

- Origins and destinations are town centers;
- Transfer times for linked trips (using multiple routes) are included; and
- Bus frequencies are for peak service periods.

This matrix of travel times is RTA's basis for comparing travel times of ADA complementary paratransit trips to comparable fixed route trips.

Performance. RTA conducted an analysis of ADA Dial-A-Ride travel times for two recent months: July 2003 and December 2003. For July 2003, it found 19 ADA Dial-A-Ride trips with

travel times that exceeded its standard of twice the fixed route travel time. For December 2003, it found six ADA Dial-A-Ride trips whose travel times exceeded its standard of twice the fixed route travel time. These represent 0.13 percent and 0.05 percent of all ADA trips, respectively, for these months.

RTA does not monitor the travel times of ADA complementary paratransit trips provided by either Riverside Special Services or Corona Dial-a-Ride. Because of the small geographic service areas of the Riverside and Corona services, it is not likely that they would have trips with excessive travel times. However, RTA should obtain and review information about ride times from both services to ensure that ADA riders of those services do not have long trips.

The review team analyzed RTA data on the travel times for ADA complementary paratransit trips to determine if there was a substantial number of significantly long trips relative to comparable trips made on the RTA fixed route system (49 CFR 37.131(f)(3)(i)(C)). For this analysis, the review team drew a sample of 129 trips from one sample day, December 10, 2003 – the same sample used to evaluate on-time performance. From this sample, the team identified all linked trips that were at least one hour or required the rider to transfer vehicles. This sample had 15 (11.6 percent of all trips in the sample) linked trips of at least one hour in duration, plus seven other trips (5.4 percent) that included transfers.

Of this set of long ADA complementary paratransit trips, four had travel times longer than two hours and five had travel times between 90 minutes and two hours. The longest trip took 2:45, going from Riverside to Moreno Valley. Two of the seven trips that included transfers actually took less than one hour (30 minutes and 43 minutes).

To make the comparison between the Dial-a-Ride travel times and the comparable fixed route travel time, the review team developed an estimate of the fixed route travel time for each itinerary. The fixed route travel time used is the sum of two components:

- Town-to-town fixed route time (from RTA's matrix)
- Typical time required walk to/from bus stops and wait for the first bus.

For towns not listed on the matrix, the review team interpolated to derive the estimated fixed route travel times. For example, to estimate the travel time between Homeland (not on the matrix) and Moreno Valley, the review team interpolated between the travel times of Perris (1.2 hours) and Hemet (2.8 hours) to Moreno Valley.

The time used to account for walking time and waiting time is 25 minutes. This is the sum of the time required to walk to the bus stop, wait for the bus, and then get from final bus stop to the rider's destination.

Table VIII.G presents the results of the travel time analysis. Of the 22 Dial-a-Ride trips, six (4.7 percent of all trips) have a longer travel time than the comparable fixed route trips (longer Dial-A-Ride travel times in **bold**), while 15 have a shorter travel time. For one trip, the travel times are equal. Of the six long Dial-A-Ride trips, three (2.3 percent) are 30 minutes or longer than the fixed route trips and could be considered excessively long. The first seven trips

in the table include a transfer from one Dial-A-ride vehicle to another. Of the seven trips involving a transfer, the Dial-A-Ride travel time was shorter than fixed route travel time for six and equal for one. Of the 15 other trips at least one hour in duration, the travel time was shorter for nine and longer for six.

Even if one were to vary the fixed time for walking and waiting, the overall results would be similar. For example, if one assumed an average walking plus waiting time of only 15 minutes, then eight (rather than six) Dial-a-Ride trips would have longer travel times than the comparable fixed route trip and 14 (rather than 15) would have shorter travel times. If one assumed an average walking plus waiting time of up to 40 minutes four Dial-a-Ride trips would be longer and 18 would be shorter.

**Table VIII.G – Comparison of RTA Dial-A-Ride Travel Times to Travel Times of Comparable Fixed Route Trips
(10 December 2003)**

Origin Address Destination Address	ADA Paratransit			Fixed Route			Travel Time Difference, (ADA) – (Fixed Rte)
	Run Nos.	Start End Times	Travel Time	Town-to-Town FR Time	Walk Wait Time	Total FR Travel Time	
2100 Trumble, Homeland 1900 Miramar, Perris	R022 P022	07:03 08:04	43	30	25	55	-12
1100 Buchanan, Lake Elsinore 25100 Madison, Murrieta	L001 M001	06:00 07:02	30	72	25	97	-67
27700 Jefferson, Rancho California 31500 Stonecreek, Lake Elsinore	M011 LC13	06:21 07:58	122	168	25	193	-71
8800 Lakeview, Rubidoux 2000 Third St., Norco	J004 Z003	07:08 08:49	115	90	25	115	0
2100 Trumble, Homeland 24700 Bay, Moreno Valley	R022 P022	14:20 15:25	100	120	25	145	-45
7800 Limonite, Rubidoux 23200 Gertrude, Perris	Z002 P001	15:21 16:42	95	108	25	133	-38
28100, Romoland 6900 Clay, Rubidoux	B002 J004	13:45 15:07	138	120	25	145	-7
3400 Glasgow, Riverside 1400 Reche Canyon, Moreno Valley	E002	07:05 08:15	165	66	25	91	74
5800 Willard, Riverside 26900 Cactus, Moreno Valley	E033	08:28 09:34	135	66	25	91	44
1800 Atlanta, Riverside 26900 Alessandro, Moreno Valley	I011	14:10 15:45	109	66	25	91	18
4100 Adams, Riverside 13700 Stockbrook, Moreno Valley	B004	08:10 09:30	102	66	25	91	11
18300 Sanders, Lake Elsinore 30000 Evans, Sun City	E001	14:55 16:16	90	84	25	109	-19
700 Anthirium, Perris 2100 Trumble, Homeland	Taxi R022	17:49 19:16	85	30	25	55	30

Origin Address Destination Address	ADA Paratransit			Fixed Route			Travel Time Difference, (ADA) – (Fixed Rte)
	Run Nos.	Start End Times	Travel Time	Town-to-Town FR Time	Walk Wait Time	Total FR Travel Time	
40300 Via Reata, Murrieta 2400 S. San Jacinto, San Jacinto	C001	15:00 17:05	80	150	25	175	-95
4600 Brockton, Riverside 25300 Filaree, Moreno Valley	E002	14:20 15:28	75	66	25	91	-16
25700 Sun City Blvd., Sun City 900 N. Lake, Hemet	C001	09:05 10:12	70	36	25	61	9
4000 Jefferson, Riverside 1500 Heirloom, Perris	E001	14:30 16:00	70	84	25	109	-39
26500 Cactus, Moreno Valley 4800 Jackson, Riverside	I001	08:33 09:45	68	66	25	91	-23
24300 Main, Perris 4400 Magnolia, Riverside	P022	14:00 15:06	65	84	25	109	-44
32100 Red Hawk, Temecula 2000 Hooper, San Jacinto	B002	16:00 17:14	61	120	25	145	-84
1400 Reche Canyon, Moreno Valley 3400 Glasgow, Riverside	I022	15:24 16:30	60	66	25	91	-31
300 Highland Springs, Banning 45400 Acacia, Hemet	S011	14:31 15:42	60	54	25	79	-19

Note: street addresses rounded to nearest '100 block'

Findings

1. Trips complying with RTA's goal for trip length could be excessively long compared to fixed route trips between the same origin and destination. For example, if an ADA complementary paratransit trip were three hours long and the fixed route trip from the same origin to the same destination were 1-1/2 hours, the trip would comply with RTA's goal. However, such an ADA complementary paratransit trip would not provide a comparable level of service to fixed route, as is required under DOT ADA regulation 49 C.F.R. § 37.121, and would be considered an excessively long trip.

Recommendations

1. Upon conversion to new scheduling software, RTA should record all trip requests in order to maintain a complete record of trip denials and refusals. At the time of this review taking place, RTA only records trips that are scheduled. Trip requests that are not scheduled are not recorded. As a result, there is no data available to determine whether or not trips are denied.
2. RTA should also establish a category of "missed trips" and classify all trips that are not completed by failure of the operator to arrive within the schedule window as missed trips.
3. RTA should review its procedures for scheduling trips for requested appointments with the objective of reducing the number of late drop-offs.
4. RTA should modify its performance measurement procedures to monitor on-time performance and trip length for trips that are reassigned from their original route and trips that are assigned to taxis.
5. RTA should regularly review long trips and modify its scheduling of such trips in order to eliminate trips that are excessively long.
6. RTA should develop a new standard for travel time for ADA complementary paratransit service. RTA should consider a standard that compares the paratransit travel time to the actual travel time for a comparable fixed route trip plus some fixed number of minutes.

IX. Transportation Operations

The DOT ADA regulations for ADA complementary paratransit service indicate that capacity constraints can result from poor service quality. Specifically, the regulations note that missed trips or the provision of untimely trips or significantly long rides can constitute capacity constraints. This section of the report addresses delivery of transportation service and dispatch operations to identify procedures and practices, which could affect service performance. These aspects of service provision were assessed as follows:

- Consumer input was obtained on operations issues through telephone interviews with customers and through a review of complaints filed with FTA and with RTA;
- RTA's service policies and procedures for operations were reviewed;
- The review team visited MV-Perris, TC-Hemet, and McDonald's Transportation to interview managers and observe their operations;
- The dispatch function was observed and dispatchers were interviewed;
- Drivers were interviewed; and
- Information on operations resources was collected.

Consumer Comments

Consumer input, as detailed in Section III, was gathered through review of complaints on file with FTA, interviews with members of the disabled community, and review of complaints filed with RTA. Issues related to dispatch and operations are described below.

There were four open complaints and two closed complaints relating to RTA ADA complementary paratransit service on file with FTA. Two of the open complaints were filed in 2003 and two in 2002. The three closed complaints were filed in 2000.

Issues related to operations raised in four open complaints on file with FTA were:

- Missed trips from drivers going to wrong locations and no calls to the customer;
- Late pickups; and
- Wheelchair securement failures.

Wheelchair securement failures were also raised as an issue in the two closed FTA complaints. Reviewers identified operational issues from interviews with eight ADA complementary paratransit users. Consumers cited the addition of new drivers who are unfamiliar with the service area as contributing to service problems. Consumers attributed the primary cause of late drop-offs to new drivers, hired as a result of the recent change in contracts. Customers felt that new drivers have had difficulty learning address locations and the best routes in the large RTA service area. Although several of the people interviewed identified only one or two incidents of long trips, they also attributed them to new drivers. On a positive note, all respondents described Dial-a-Ride operators as being courteous and respectful.

Of 21 complaints received by RTA during 2003, two were for missed trips and four were for rude drivers.

RTA Policies & Procedures

RTA's Paratransit Rider's Guide advises customers that they will be picked up and dropped off at the curb and that drivers will not escort customers to their door. Customers are advised that the vehicle will arrive from 15 minutes before until 15 minutes after the pickup time. The Dial-a-Ride brochure reinforces this 30-minute window (-15/+15) by advising customers to be prepared to leave 15 minutes before the scheduled pickup time and advising the customer that if they are not ready within five minutes that they will be marked as a no-show. However, page 14 of the Riders Guide advises customers that if the vehicle arrives early (before the scheduled pickup time), the driver must wait until five minutes after the scheduled pick-up time before leaving. Since the driver can't leave until five minutes after the scheduled time the de facto pick up window for the customer becomes the scheduled pickup time to 15 minutes after the scheduled pickup time. This creates a pickup window of 0 minutes to plus 15 minutes (0/+15) around the scheduled pickup time. If the customer is not at the pickup location when the driver arrives, he asks the dispatcher to notify the customer by telephone. Customers are advised that drivers can assist them in securing them and their wheelchair or other mobility device.

Dispatching

RTA dispatching is performed centrally at the Hemet Call Center. As discussed in Section III of this report, this function is being transferred to MV Transportation on July 1, 2004. Currently, RTA employs a total of four dispatchers. Dispatcher shifts for the week of February 1 to 7, 2004 are shown in Table IX.A. On weekdays, two morning and two afternoon/evening dispatchers are scheduled to be on duty. The morning dispatchers work shifts that start at 5:00 AM and 5:30 AM and end at 2:00 PM and 2:30 PM. The afternoon/evening dispatchers then work from 11:00 AM or 11:30 AM to 8:00 PM. After 8:00 PM, the call center leads perform dispatch.

Table IX.A – Hemet Call Center Dispatcher Schedules for the Week of February 1-7, 2004

	SUN	MON	TUE	WED	THU	FRI	SAT
Dispatcher							
1			5:30 am- 2:30 pm	5:30 am- 2:30 pm	5:30 am- 2:30 pm	5:30 am- 2:30 pm	5:00 am- 2:00 pm
2	5:00 am- 2:00 pm	5:30 am- 2:30 pm	11 am- 8 pm	11 am- 8 pm	11 am- 8 pm		
3		5 am-2 pm	5 am-2 pm	5 am-2 pm	5 am-2 pm	5 am-2 pm	
4		10 am-7 pm	11:30 am- 8 pm	11:30 am- 8 pm	11:30 am- 8 pm	10 am-7 pm	

On weekends, only one dispatcher is scheduled to work a 5:00 AM to 2:00 PM shift. During other operating hours, the leads perform dispatch.

Given these shifts, two dispatchers are scheduled to be on duty weekdays from 5:30 AM to 8:00 PM. At all other times, one dispatcher is scheduled.

During weekday peak hours, one dispatcher handles all runs assigned to MV Transportation. This includes all of the intercity runs as well as the Jurupa Dial-a-Ride runs. The second dispatcher then handles all runs assigned to Transportation Concepts and McDonald Transit Associates. This includes all of the local Dial-a-Ride services except Jurupa.

On weekends and during weekday late evening hours, the dispatcher or lead on duty covers all runs.

Given the current run structure (see Attachment I), the dispatcher handling MV Transportation manages about 20 runs during the morning peak. The dispatcher for the other providers (TC and McDonalds) manages 23 morning peak hour runs. On the weekends, the one dispatcher on duty manages about 18 peak hour runs.

Different two-way communication systems are used by each of the service providers. This provides for easy and clear separation of communications between the two weekday dispatchers. It does not, however, allow for seamless system-wide communication. This can sometimes be needed when local vehicles are used to assist with intercity service or vice versa.

The main duties of the dispatchers include:

- Contacting drivers about the status of trips when riders call inquiring about late rides;
- Informing drivers of same day scheduling changes. This might include same-day trip additions or same day cancellations.
- Assisting drivers with no-shows. This consists of attempting to call passengers when drivers report no-shows. It also includes advising drivers of possible actions to take to locate riders and then authorizing and recoding no-show information if riders cannot be located.
- Reassigning trips between runs if drivers experience problems and begin running late.
- Providing other assistance to drivers as needed (such as assistance with directions, breakdowns, accidents, rider issues, etc.).
- Maintaining an overall sense of the status of runs.

As noted in the discussion of “Trip Reservations” in section VII of this report, reservationists handle “Where’s my ride?” calls from riders during the hours that the reservation line is open. When they receive a call from a rider checking on a pickup, they contact the appropriate dispatcher who then radios the driver. Before and after the hours that the reservation line is open, dispatchers handle “Where’s my ride?” calls directly.

To assist with requests for same-day trips and late cancellations, dispatchers keep the “same-day changes” screen in the Midas-PT system open at all times. As reservationists add same-day trip requests or same day cancellations into the Midas-PT system, the information shows up on this screen. Dispatchers then make sure to send add-on or cancellations information to the appropriate driver in a timely way.

Drivers are instructed to always contact dispatch if a rider is a no-show. Dispatchers then attempt to call the rider. If contact with the rider cannot be made, the dispatcher verifies with the driver the exact time that he or she arrived. The dispatcher also checks the pickup window to make sure that the driver has waited the correct amount of time before a no-show is authorized. RTA's policy is for drivers to wait at least five minutes within the pickup window for ADA paratransit eligible riders and at least three minutes within the window for non-ADA riders. As noted previously, schedule times may change by up to 10 minutes without customer notification during the scheduling process. Also, there is no documentation of customer notification for schedule time changes of more than 10 minutes. Absent this information, customers could be classified as no-shows based on a schedule time and pickup window that is not what the customer agreed to.

Observations of the Hemet Dispatch Operation. Review team members observed dispatchers at the Hemet Call Center on Tuesday, February 3 and Thursday, February 5, 2004. The handling of each of the above key duties was noted. The dispatchers were also interviewed about operating procedures and issues. Team members made the following observations:

- Drivers and dispatchers appeared to follow procedures for rider no-shows. Several no-shows were observed and in each case the driver contacted dispatch, dispatch attempted to reach the rider, and the vehicle waited the required time before departing. In a few cases, drivers waited much longer than required before departing.
- During off-peak hours, dispatchers would periodically poll drivers to check on the status of runs. During peak hours, however, dispatchers relied mainly on radio calls from drivers and/or "Where's my ride?" calls from customers to monitor the status of runs. Drivers did not call in pickups and drop-offs and dispatchers were not "performing" trips in the automated system. Instead, drivers might radio in when they were running behind to request assistance with upcoming pickups. In some cases, drivers did not always radio in when they were running late and dispatchers would learn of late runs only when riders called asking about their ride.
- Aside from the "same day changes" screen, the automated dispatch system was not used to provide dispatch assistance. Dispatchers noted that there has been difficulty getting the dispatch portion of the software to work correctly. As a result, they do not use the system to "perform" trips and to keep runs up-to-date.
- Transportation Concepts does not regularly have enough drivers or vehicles to cover all assigned runs. The dispatcher who handles the TC-Hemet runs indicated that, on a daily basis, one and sometimes two runs are not covered. She also noted that the managers at Transportation Concepts do not always call to inform dispatch that the run(s) has not gone out as scheduled. In these cases, the dispatcher indicated that she learns of the problem when the first rider on the schedule calls in asking about his or her pickup.
- In contrast, the dispatchers noted that MV Transportation rarely leaves a run uncovered. It was indicated that managers and other staff at MV drive if they are short on drivers and that something is almost always done to make sure runs go out as scheduled.
- For extended periods on both days, only one dispatcher was observed on duty. This appeared to happen when one dispatcher was on break. For example, on Tuesday afternoon, during the peak time from 3:00 to 3:30 PM, one dispatcher was handling both

radios and all runs. A lead would sometimes assist when one dispatch position was vacant, but this was not always done.

MV Perris Dispatch Operation. At MV Perris the dispatcher monitors drivers. This is being done in addition to the RTA dispatcher monitoring drivers, in part, in anticipation of MV assuming responsibility for dispatch on July 1 under the new contract. Drivers are responsible for reporting each pickup to the MV dispatcher using the Nextels, as well as providing the RTA dispatcher with the vehicle location each hour. The dispatcher tracks performance by recording pickup times on a copy of the manifest; however, the driver's manifest is used as the record document. If a problem arises, the dispatcher attempts to assist the driver. If the dispatcher can reassign a passenger trip to another MV run to relieve a late run, the procedure is to contact the RTA dispatcher and get approval before doing so.

MV Perris has one dispatcher assigned during the day. The dispatcher was observed briefly on the morning of Wednesday February 4. The dispatcher was observed addressing a vehicle failure at 8:20 AM. The vehicle failure had occurred at 7:00 AM. Three customers on the schedule for this route had cancelled their trips independently of the vehicle failure. As a result, service was not impacted by this problem. The mechanic reported a potential blown head gasket and provided the driver with a backup vehicle for the remainder of his route.

Transportation

MV Perris. On Wednesday, February 4 a team member visited MV's facility in Perris and interviewed managers and drivers. MV operates ADA inter-city services and ADA after-hour services from this facility. In addition, under a separate contract MV provides non-ADA senior Dial-a-Ride services for the City of Jurupa.

Between 9:00 and 10:30 PM on the evening before the service day RTA provides MV Perris with "uncut" runs. Each uncut run begins with the earliest passenger trips in the morning and continues to the last passenger trips at night. The MV night dispatcher cuts the runs manually to fit driver schedules. When assigning routes, he assigns the easier routes to trainees. He then copies and blocks the cut runs and faxes the runs to those drivers who request it. In addition, one driver is assigned standby in the morning and one in the afternoon. The night dispatcher then assigns radios and buses to each driver. For new drivers, the dispatcher prints maps and directions between each point on the run using Mapquest. He usually finishes by midnight.

On the service day, drivers review and map out their routes either before they go on the clock or as they are performing their run. Drivers have 12 minutes of paid time for pull-out (receiving their runs, vehicle assignment radios and Nextel walkie-talkies and performing pre-trip vehicle inspections).

MV Perris managers indicated that as of January 31, 2004, they had 45 driver positions for 40 runs. Thirty-seven of the positions were filled, with four of the 37 drivers completing their road training. An additional four drivers were in classroom training. In anticipation of expanding operations under the new contract, five of the drivers were cross-training for dispatch and road supervisor positions. MV recruited 12 drivers from the previous contractor, but many of these

drivers transferred to other positions within that contractor's company. The focus of continued recruitment is the general public. MV managers indicated that they get about 20 applicants per week. Of this number approximately four people (1 in 5) complete driver training.

MV Perris managers indicated that MV is responsible for maintenance and fueling of their fleet.

Transportation Concepts Hemet. Transportation Concepts' facility is in Hemet, adjacent to RTA's Hemet office. At the time of the review team's on-site visit, TC Hemet was providing 37 "shifts" (runs) per weekday, with shifts ranging from six to ten hours in duration. At the weekday peak, TC Hemet operated 29 runs. The first vehicle pulls out at 5:15 AM and the last vehicle returns to the garage at about 9:30 PM. RTA reimbursed TC Hemet per vehicle service hour: at one rate for active in-service hours, and a lower rate for standby hours.

TC Hemet had a total of 53 drivers, a mix of both part-time and full-time, for Dial-a-Ride services. At the time of the on-site review, driver seniority ranged from three months to three years (the beginning of TC Hemet's contract with RTA). Driver wages range from \$7.00 per hour (for the first three months) to \$10.00 per hour. TC Hemet offers the drivers health insurance and contributes to its cost.

On Saturdays, TC Hemet operated 19 shifts. On Sundays, it had 18 shifts. On both weekend days, TC Hemet operated 17 runs during its peak period. On both days, the first vehicle pulls out at 6:00 AM and the final vehicle returns to the garage about 8:00 PM.

Manifests from RTA arrive at about 8:00 PM of the evening before service. The night dispatcher assigns manifests to the drivers for the next day. Drivers review their manifests before starting their runs. According to a TC Hemet dispatcher, the Dial-a-Ride operation often does not have enough drivers to cover the runs assigned by RTA. There are one to two designated extra-board drivers who are usually needed to cover for drivers who call in sick. TC Hemet also has a daily list of standby drivers who may be called in to cover runs. The dispatcher may also extend the shifts (earlier or later) of drivers on the road. The dispatcher sometimes has to eliminate whole shifts and distribute the trips among other runs.

TC Hemet had a fleet of 30 vehicles dedicated to Dial-a-Ride service. It had six full-time mechanics that are responsible for all vehicle maintenance.

According to the TC Hemet manager, it is TC's procedure to have drivers get approval from the RTA dispatchers to re-arrange the order of pickups and drop-offs.

McDonald Transit (Transit Ways). Transit Ways is a subsidiary of McDonald Transit Associates, Inc., a company that operates fixed route and paratransit services in a number of cities, primarily in the southern and western US states. Transit Ways current contract expires on June 30, 2004.

On weekdays Transit Ways operates three runs for RTA's Dial-a-Ride service from its facility located in Corona. The run schedules are:

- 6:30 AM to 2:30 PM
- 7:00 AM to 3:00 PM
- 11:30 AM to 7:30 PM

On Saturday, a single run typically operates from 6:30 AM to 7:30 PM. Transit Ways does not operate on Sunday. Transit Ways has four RTA vehicles. Three are dedicated to Dial-A-Ride service. The fourth is available as a spare vehicle that also serves as a backup for other contracts in addition to Transit Ways.

Transit Ways has three full-time drivers dedicated to Dial-a-Ride service. Other Transit Way staff members, including the driver supervisor and dispatcher, drive as needed. An outside contractor performs vehicle maintenance.

Most of the trips assigned to Transit Ways stay within Corona and neighboring Norco. Some trips have origins or destinations in Riverside City. Most of the Dial-a-Ride trips provided by Transit Ways are for ADA complementary paratransit service; the rest of the trips are for senior citizens or the general public.

Transit Ways generally receives its manifests between 8:00 and 9:00 PM of the evening before service. Both the manager and drivers said that the schedules were of uneven quality.

Two of the three full-time drivers had been with Transit Ways for one year. The other driver had been with Transit Ways for two years. Drivers earn \$9 per hour and receive a medical benefit of \$200 per month.

Driver Interviews

Reviewers interviewed eleven drivers, four at TC Hemet, four at MV Perris, and three at McDonald Transit. The purpose of the interviews was to get an indication of both the adequacy of resources provided the drivers to perform their work and their understanding of operating procedures.

Training. Drivers generally described training as good. Drivers indicated that they received one week of classroom training and one week of road training. Drivers indicated that they received little training on sensitivity to working with customers who have different types of disabilities. Drivers from McDonalds and TC Hemet indicated that they received monthly refresher training in the form of safety meetings. Some newer MV drivers indicated that they received follow-up training as needed.

Vehicles. Drivers described the vehicle condition and maintenance as good. Drivers cited problems with lift failures (TC Hemet), electrical problems related to batteries and alternators (McDonald Transit), and insufficient lap belts (MV Perris). MV Perris drivers reported that the belt shortage has been addressed. Many drivers reported that they had experienced road failures from such things as flat tires, no gas, battery/alternator failures, and lift failures. None reported a large number of road failures. Drivers generally indicated that when road failures occur dispatchers and road crews address them promptly.

Schedules. Drivers described schedules as ranging from bad to very good. Many of the drivers for TC Hemet and McDonalds described the schedules as getting worse over the past year. Drivers provided a mixed response to the question of whether they could stay on schedule with some saying no, some saying yes, and most providing a qualified response. Almost all drivers said that schedules require back tracking and many indicated that they alter the sequence of their pickups and drop-offs to stay on schedule. About half of the drivers indicated that they get approval from dispatchers before rerouting a trip and about half do not. Drivers indicated that dispatchers routinely approve of route changes.

Operating Procedures. All but one new driver understood that the customer is supposed to be ready and that they are on-time between 15 minutes before and 15 minutes after the scheduled pickup time (the -15/+15 pickup window). Drivers indicated that most customers understand the pickup window. Some drivers noted that customers have different pickup times from the driver. This may result from shifting pickup times by less than 10 minutes during the scheduling process. Since the customer is not called and the manifest does not include the time negotiate with the customer, the customer and driver have two different pickup times and different expectations.

When early, most drivers wait before approaching the customer. Some drivers indicated that they would approach customers when they arrive early. One driver indicated that they would have the dispatcher call the customer if they arrive early. Approaching the customer before the beginning of the pickup window could make customers feel pressured to accept early trips when they do not want to.

When arriving for a pickup within the pickup window, most drivers indicated that they announce their presence by honking or knocking on the door. If the customer does not appear within a short time they advise the dispatcher, who in turn telephone the customer if he/she has a customer phone number. If unable to contact the customer or the customer declines the trip, the dispatcher gives the driver a no-show code and permission to proceed on the route.

When running late, drivers notify the dispatcher. Drivers described late as 5 to 20 minutes behind schedule. Dispatchers were described as moving trips from 25 to 50 percent of the time to assist drivers in recovering their schedules. Dispatchers also often add trips as well.

Findings

1. There are no findings noting deficiencies or requiring additional reporting in this section of the report.

Recommendations

1. As RTA transitions to new operating contracts, it should aggressively monitor driver staffing to assure that there are sufficient drivers to meet daily schedules and support operators in driver recruitment as needed. At the time of this review, RTA dispatchers noted that

Transportation Concepts regularly did not have enough drivers or vehicles to cover all assigned runs. This driver shortage can result in late and missed trips.

2. It was also noted that the managers at Transportation Concepts do not always call to inform RTA dispatch that the run(s) has not gone out as scheduled. In these cases, the dispatcher indicated that she will learn of the problem when the first rider on the schedule calls in asking about his or her pickup. This practice can further increase the number of late or missed trips by delaying reassignment of trips by the RTA dispatchers.
3. With the implementation of the new Trapeze software system, RTA should develop more proactive dispatching and driver monitoring procedures. Requiring drivers to call in actual pickup and drop-off times and having dispatchers record times or “perform” trips in the system would allow the automated dispatching system to update runs and identify upcoming pickups that may need to be reassigned in advance of late service.
4. RTA should ensure that all drivers are instructed or reinstructed to obtain dispatcher approval before altering route sequence. It is also recommended that all route changes be provided to schedulers for their review for future scheduling modifications.
5. RTA should ensure that all drivers are instructed to not approach customers when they arrive before the pickup window in order to avoid undo pressure on customers to accept a trip early when they don’t want to. RTA should consider having dispatchers call customers and offer them an early pickup to be accepted at the customer’s discretion.
6. Care should be taken to provide adequate dispatcher coverage when dispatchers take breaks.
7. RTA should revise the Riders Guide to advise customers that they are required to board vehicles when they arrive any time within the 30-minute pickup window.
8. RTA should consider increasing sensitivity training for drivers.

X. City Services

As discussed in Section III of this report, the Cities of Corona and Riverside provide ADA complementary paratransit service for RTA fixed routes that operate in these communities during daytime hours. During evenings and early morning hours, RTA operators provide paratransit services in these communities as “after hours service.”

Since the Cities are effectively acting as RTA’s agents by providing ADA complementary paratransit service for RTA fixed route service, the review team assessed the paratransit service provided by these two cities. The functions reviewed were: the eligibility process; reservations and scheduling; operations; and dispatch and resources. These aspects of service provision were assessed as follows:

- Consumer input was obtained on operations issues through telephone interviews with customers and through a review of complaints filed with FTA and with RTA.
- Service was overviewed.
- A member of the review team visited Corona operations to interview managers and observe their operations.

A member of the review team observed the Riverside STS service. The reservations, scheduling, and dispatch functions were observed and office staff members assigned to each function were interviewed;

- Drivers were interviewed.
- Information on operations resources was collected.

Consumer Input

As more fully described in Section III of this report, the review team gathered input from the perspective of consumers to assist the reviewers in identifying compliance issues of concern to consumers. Input was collected from review of complaints on file with FTA and consumer interviews. Consumer input for the services provided by the cities of Corona and Riverside were not specifically highlighted during the collection of consumer input. Nonetheless, trip denials on the Corona Dial-a-Ride service were cited in one of the four active complaints on file with FTA.

A. City of Corona Dial-a-Ride Services

The City of Corona is in the southwest corner of Riverside County and immediately to the southwest of the City of Riverside. Four RTA bus routes operate in Corona. In addition, since 2000, Corona has also operated its own fixed route bus service, the “Corona Cruiser,” which runs six days per week on two routes. Corona also operates a Dial-a-Ride service independent of RTA Dial-a-Ride, although Corona and RTA coordinate in several ways. The Corona Dial-a-Ride provides ADA complementary paratransit service on behalf of both the Corona Cruiser and the RTA. RTA and the city signed a Memorandum of Understanding in October 1993. This MOU includes an agreement by the city to comply with the six basic service criteria for ADA complementary paratransit service in its Dial-a-Ride service.

Corona Dial-a-Ride is open to the general public. It provides curb-to-curb, shared-ride service within Corona and adjoining unincorporated portions of Riverside County (Home Gardens, Green River, Coronita, and El Cerrito). Dial-a-Ride also serves selected locations in the neighboring City of Norco.

While the service is available to the general public, Corona has structured service to meet the requirements for ADA complementary paratransit service.

- Regular service hours are 6:00 AM to 6:00 PM on weekdays and 8:00 AM to 5:00 PM on Saturday; however, the extended weekday hours for individuals who are certified for ADA complementary paratransit service are 4:30 AM to 8:15 PM.
- General public fare a one-way trip is \$2.00 and \$1.00 for ADA-Certified riders.

Policies. Corona has set the following standards for Dial-a-Ride service:

- On-time Performance – 95 percent of all pickups should be in the –15/+15 pickup window.
- Telephone Answering – There is an informal standard that the dispatch/reservations lines be answered within three rings.
- Vehicle Productivity – Ideally, the city wants to achieve a productivity of 5.25 passenger trips per vehicle service hour; Dial-a-Ride has reached a monthly maximum of 4.5 passenger trips per vehicle service hour.

Corona does not measure or have a standard for on-time performance for drop-offs. Corona also does not have a standard for trip length. The manager said that long trips have not been a concern, given the small service area, so the city has not established a standard.

Eligibility. Corona does not conduct eligibility certification for ADA complementary paratransit service. RTA provides certification for those individuals who want use Corona Dial-a-Ride as ADA complementary paratransit customers. RTA eligibility procedures are addressed in Section V of this report.

Operations. Corona provides both Dial-a-Ride and Cruiser services through contracts with Transportation Concepts (TC). The City provides the vehicles, fueling, overnight parking, and office space. TC provides all staff, the telephone system, computer system, and vehicle maintenance (TC in turn subcontracts vehicle maintenance to a local company). Under the existing contract, TC is paid based upon vehicle service hour.

A member of the review team interviewed managers, office staff, and drivers of the Corona Dial-a-Ride service. The team member also observed call taking and dispatching.

Dial-a-Ride staff members work at an office in a City of Corona building. The city has a transportation engineer whose responsibilities include overseeing both Dial-a-Ride and the fixed route. In the office, TC has a project manager, an administrative assistant, and three dispatchers. TC also has 19 drivers (three part-time) and one trainer/road supervisor. Most drivers are

assigned to only Dial-a-Ride or only fixed route. All other staff members work on both Dial-a-Ride and fixed route.

There are nine small buses available for Dial-a-Ride service, with eight buses on the road during the peak service period.

Reservations and Scheduling. Riders may reserve a trip from one to seven days in advance. Corona does not offer subscription service. Corona accepts reservations on weekdays from 6:00 AM to 6:00 PM and Saturday from 8:00 AM to 5:00 PM. Any reservation requests made on Sundays are recorded on an answering machine.

Corona Dial-a-Ride has denied trips to callers due to capacity constraints. However, preference is granted to ADA eligible customers in scheduling trips and these customers are not denied service. The service has ample capacity to serve all ADA trip requests. ADA trips comprise less than 25 percent of all trips.

The dispatchers are also call-takers and accept reservations for Dial-a-Ride service. On weekdays, a dispatcher is on duty from 4:00 AM to 9:30 PM (or until all vehicles return to the yard). Between 6:30 AM and 3:30 PM, there is usually a second dispatcher. On Saturday, one dispatcher is scheduled from 8:00 AM to 5:00 PM. During the team member's visit (from 7:00 AM to noon), callers who were requesting trips did not appear to have to wait long before their calls were answered. When both dispatchers are on the phone and/or talking to drivers, the project manager answers the phone.

While some trips are scheduled in real-time, most trip requests are written into a Schedule Log and scheduled during the afternoon on the day before service. At the time of the review team's site visit to Corona, staff was using Midas software for schedule assistance and reporting. Corona was planning to switch to Schedule Pro software.

Corona receives an updated list of individuals certified as eligible for ADA complementary paratransit service from RTA on a monthly basis. From this list, dispatchers key in new clients (or delete former clients) into their software. For non-ADA Dial-a-Ride customers, the dispatchers enter their information the first time that they call in to request service.

Weekday ridership on Dial-a-Ride is about 300 passenger trips; on Saturday, about 30 passenger trips. When the dispatchers take trip requests on the phone, they say that they are not confirming the trips at the time of the call. On the day before service, the night dispatcher (her shift runs from 1:00 PM to 9:30 PM) has primary responsibility for scheduling. Most trip requests are made for a pickup time. If a caller provides an appointment time, the dispatcher sets the pickup time for 45 minutes earlier – enough time for nearly all trips within Corona. Corona does not keep track of trip refusals by ADA clients.

If there is a need to deny a trip request or change the requested time, one of the dispatchers calls the customer on the day before service. Dispatchers are all aware of that trip offer times must be within one hour of the time requested by the customer. "The lack of a call" serves as the confirmation of a trip request. Dial-a-Ride currently averages about 10 trip denials per weekday,

all for non-ADA customers. This is an increase from recent years, where there were an average of eight denials per weekday. Dial-a-Ride may also call customers to tell them that their trip is “on hold.” This means that the trips are confirmed but the pickup time will not be confirmed until the day of service. There are generally five to ten trips on hold per weekday.

The evening dispatcher usually completes the schedule for the next day’s service by 6:30 PM. She then prints the manifests, makes the list of trips on hold, and calls the customers on hold or who have trips denied. The morning dispatchers have the task on inserting the trips on hold onto manifests.

The evening dispatcher also is the driver for trips scheduled between 6:00 PM (the end of the service day for non-ADA customers) and 8:15 PM. TC does not have regular driver shifts scheduled after 6:00 PM. The dispatchers say that trips during this period are infrequent.

Dispatch & Transportation. The dispatchers monitor both Dial-a-Ride and fixed route vehicles. Dial-a-Ride drivers are expected to contact dispatch for the following reasons:

- Falling behind schedule;
- Mechanical problems;
- Down time in their schedule; and
- Passenger no-shows.

For no-shows, dispatchers say that they always try to call the rider if he/she is an ADA client; they may not do so for other riders. The dispatcher must approve a no-show to the driver. The driver then leaves a “door hanger” notifying the rider that the vehicle had arrived within the pickup window. Corona also charges a no-show to a rider who cancels a trip less than two hours before the scheduled pickup time.

The two morning dispatchers also serve as the backup drivers for Dial-a-Ride service. There are no other standby/extra-board drivers. They say that they may get in a vehicle for a single trip or several hours on a regular basis to cover for absent drivers. They also have to split uncovered runs to create “mini-runs” that they handle, or extend the shifts of other drivers to cover those trips.

Corona has an informal policy of honoring same-day trip requests and will-calls. The dispatchers try to accommodate customers, but do not guarantee such trips.

Performance. Table X.A presents ridership and operating cost data for Dial-a-Ride for the fiscal years (July to June) of 2002, 2003, and 2004.

None of the trips denials were for ADA riders. The Dial-a-Ride service has sufficient capacity so that it has always been able to accommodate all trip requests of its ADA riders. Operating costs include the contract payment to TC, the cost of fuel, and an allocated cost of for City employees.

Table X.A – Corona Dial-a-Ride Ridership and Operating Costs

Fiscal Year	Total Trips	Trip Denials	ADA Trips	Operating Cost	Cost per Trip
FY2004 (6 months)	32,518	1,367	7,125	Not Available	Not Available
FY2003	67,459	1,829	17,567	\$566,135	\$8.39
FY2002	66,000	2,001	17,441	\$550,314	\$8.34

On-Time Performance. Table X.B presents the on-time performance of Corona's Dial-a-Ride, based on a 100-percent sample during the week of January 12 to 17, 2004. Corona does not maintain separate on-time data for ADA trips. During this week, 84.5 percent of pickups were on time, or within the 30-minute pickup window. A total of 91.6 percent of trips were on-time or early. Of the late trips, 2.8 percent were 16 to 29 minutes late; none were 30 or more minutes late.

**Table X.B – On-Time Performance for Dial-a-Ride
(January 12 to 17, 2004)**

	Trips	Percent (%)
Early or On Time	1388	91.6
Early	107	7.1
In Window	1281	84.5
Late	128	8.4
1 to 15 minutes	86	5.7
16 to 29 minutes	42	2.8
Total	1516	100.0

Findings

1. There are no findings noting deficiencies or requiring additional reporting in this section of the report.

Recommendations

1. RTA should request Corona to establish a standard for on-time drop-offs and to measure performance for on-time drop-offs. This may be done for the ADA trips only.
2. RTA should request Corona to establish a standard for trip length and to measure average trip length. This may be done for the ADA trips only.
3. RTA should request Corona to consider an increase the number of vehicles and drivers available for Dial-a-Ride service to reduce the potential for service day disruptions due to equipment failures or employee absences.

B. Riverside Special Transportation Service (STS)

The City of Riverside has provided local paratransit service, called Special Transportation Service (STS), through its Parks and Recreation Department since 1975. Rather than duplicate this service, the RTA has entered into a Memorandum of Understanding (MOU) with the City to provide ADA Paratransit service as a complement to RTA fixed route service in the City of Riverside during the days and hours that the STS service is in operation. The RTA provides service in the City of Riverside during RTA fixed route service hours that the STS program is not in service, as well as providing ADA complementary paratransit service throughout the rest of the RTA fixed route service area.

A copy of the MOU between the City of Riverside and the RTA is provided in Attachment C. The MOU calls for the RTA to be responsible for determining who is ADA paratransit eligible and to provide information about ADA paratransit eligible riders to the City. The MOU calls for the City to provide local service to eligible riders in compliance with the provisions of the ADA during certain agreed upon days and hours. The MOU calls for the RTA and the City to work together in planning, coordinating, and publicizing the services available and to keep each other informed of any planned service changes. The MOU provides that the parties prepare monthly information on ridership, vehicle hours, vehicle miles, customer comments, out-of-area requests, no-shows, wheelchair boardings, and National Transit Database information.

Service is available to people who have been found eligible for ADA Complementary paratransit service, as well as people over the age of 60, and to other people who have a disability but who may not be registered with the RTA as ADA paratransit eligible.

STS serves any trips that have both their origin and a destination within the City limits. Riverside STS service is provided Monday through Thursday from 8:00 AM until 6:00 PM, Fridays from 8:00 AM until 8:30 PM, Saturdays and holidays from 9:00 AM until 4:30 PM, and Sundays from 8:00 AM to 4:30 PM. The one-way fare for STS service is \$1.00. Personal care attendants (PCAs) ride for free.

Policies

Many of Riverside's STS service policies are described in its public brochure (Attachment M). Policies and procedures of the City of Riverside as relate to STS service are described as follows:

- City staff indicated that there is no formal standard regarding hold times for answering calls.
- The MOU between the RTA and the City calls for no capacity constraints for ADA eligible trips. City staff indicated that it is STS' procedure to serve all trip requests made by persons determined ADA complementary paratransit eligible within an hour of the times requested and to have no trip denials for these riders. This is accomplished by giving priority in the scheduling process to people determined ADA paratransit eligible.

- For individual (non-agency group) trips, pickups are considered “on-time” if they are made from 15 minutes before to 15 minutes after the times negotiated with riders. STS staff indicated that they strive to be on-time at least 95 percent of the time. On-time arrivals are not tracked for individual (non-agency group) trips. According to STS staff, a slightly different on-time standard is applied to agency group trips. In these cases, on-time performance for the “going” trip is determined by the arrival time. Trips are considered on-time if the drop-off of the group is on or before the agreed upon arrival time. For the “return” trip, on-time performance is based on the pickup and is from 15 minutes before to 15 minutes after the negotiated time.
- There is no formal travel time standard for the STS service. City staff indicated that the practice is to have an on-board ride time of 45 minutes or less.

Eligibility

STS provides service to persons who have been determined ADA paratransit eligible by the RTA.

Reservations and Scheduling

Reservations. Trip requests are accepted at the STS office Monday through Thursday from 8:00 AM to 5:00 PM; Fridays from 8:00 AM to 8:00 PM; and Saturdays, Sundays, and holidays from 9:00 AM to 2:30 PM. Trip requests are accepted up to 7-1/2 days in advance. For example, a rider can place a trip requests beginning at 1:00 PM on a Monday for a trip on Tuesday of the following week. All types of trips are served and there is no prioritization in the scheduling process based on trip purpose. ADA trip requests are accepted up to the close of the reservation hours on the day before the trip. Priority in scheduling trips is given to persons who are ADA paratransit eligible. Non-ADA riders are encouraged to place trip requests at least two days in advance.

STS riders call 909-687-8080 for all service needs. This includes placing trip requests, changing existing reservations, canceling scheduled trips, checking on the status of rides, and requesting information or commenting on the service. There are four incoming telephone lines and one outgoing line at the STS office. All phones in the office have access to all five lines. If the first incoming line (x8080) is in use, additional calls will “cascade” to the other three lines. A maximum of four incoming calls can be handled at any one time. After hours, the phone system switches to a recorded message and there is a voice mail feature that allows riders to leave trip cancellation messages.

In addition to the STS Supervisor, who manages the overall operation, five office staff members share reservations, scheduling, and dispatch duties. These five staff members are also assisted as needed by drivers who are also trained to handle the reservations, scheduling, and dispatch functions. Three of the staff members work Monday to Friday schedules, one works a Tuesday to Thursday schedule, and one works a Tuesday to Saturday schedule. On weekdays during trip reservations hours, one or two reservationists and one dispatcher are scheduled. After reservation hours, one dispatcher provides coverage. On weekends, when only five to seven vehicles are in service, one person manages all functions in the office.

Riverside STS manually schedules trips and uses a computer system (SCOOTER) to manage trip information, print driver manifests, and generate service statistics. All vehicles are also equipped with mobile data terminals (MDTs) and automatic vehicle locator (AVL) technology. Staff indicated that the City plans to purchase a new state-of-the-art reservation, scheduling, and dispatching system within the next year.

To assist with the manual reservations and scheduling process, STS staff creates a series of “Run Matrices” for each day on which trips are to be scheduled. A sample Run Matrix is provided in Attachment N. Each matrix shows all of the runs that are available for that day and organizes the runs into half-hour blocks of time. Times when runs are dedicated to agency group trips are blocked off and the name (or other symbol) of that particular group run is shown. Lunch and other breaks are also blocked off on the matrix. The result is a grid that shows half-hour blocks of time that are available on each run for individual trip requests.

STS reservationists schedule non-group trip requests by the half hour and use the Run Matrices as a way to keep track of available capacity. Two trips per half-hour block of time are scheduled on each run. Each time a reservationist takes a new trip request, an “X” is placed in the Run Matrix in that time block. Once two “Xs” appear in a time block in a Run Matrix, that time on the run is considered full.

The following process is used to accept and schedule trip requests:

- When riders call to request a trip, they first typically indicate the day on which they need a ride. The reservationists then refer to a notebook with trip information for that day. Eight notebooks – one each for the days on which trips can be scheduled – are maintained in the reservations area. Each notebook has a collection of Trip Reservation Sheets for that day and a current Run Matrix for that day. A sample copy of the STS Trip Reservation Sheet is provided in Attachment O.
- Reservationists then request the rider’s name or phone number. This information is entered into the SCOOTER system in order to call up the rider’s record. The rider record shows the person’s type of eligibility (ADA, senior, disabled), home address, and mobility aids used. Rider information is then manually recorded on the Trip Reservation Sheet.
- Next, reservationists request and record the origin and destination of the trip on the Trip Reservation Sheet. They also ask for and record a phone number for the destination if one is available.
- Reservationists then ask riders for their desired times of travel. These times are then compared to the Run Matrix for that day to see if capacity is still available at those times. For going trips, if riders provide an appointment or desired arrival time, reservationists will allow either 30 or 60 minutes of travel time, depending on the length of the trip, to calculate the appropriate pickup time. For example, if a rider indicates that she needs to be at her destination at 9:00 AM, reservationists look for capacity on the Run Matrix in the 8:00 or 8:30 AM blocks of time.
- If the requested times are available, the reservationist add an “X” in the appropriate time blocks on the Run Matrix and will then record the trip times on the Trip Reservation

Sheet. If the requested times are not available, the reservationists identify and offer the times nearest to the requested times that are still available.

- For ADA eligible riders, reservationists negotiate up to an hour before or after the requested time. If nothing is available on the Run Matrix in that period of time, the reservationist records the trip on a separate Run Matrix that is reserved just for ADA trip requests. These trips are then fit into the schedules by the schedulers. For riders who are not ADA complementary paratransit eligible the trip is denied if there is no remaining capacity on the Run Matrix.
- If reservationists negotiate trip times with riders that are different from the times requested and the riders indicate that they would like a better time, the reservationists note this in the “Comments” section of the form for later consideration by the schedulers.
- Once trip times are negotiated, reservationists request information about other passengers (companions, PCAs) as well as mobility aid information. All of this information is recorded on the Trip Reservation Sheets.

As time permits, reservationists then enter information from the Trip Reservations Sheets into the SCOOTER software system. During slow call times, this might be done as the trip is being requested. If the phones are busy, reservationists will enter information into the SCOOTER system at a later time.

A slightly different process is used for ADA trip requests that are received only one day in advance. Because schedulers typically print all trip request information each morning and work one day ahead to create final schedules, any ADA trip requests received one day ahead are recorded on a separate list and callers are told that they will be called back by the scheduler once the trip is scheduled. This information is then given to the schedulers to work into the final schedules. A call back is then made by the scheduler to inform riders of the final scheduled times. As noted above, seniors and non-ADA riders are encouraged to call at least two days ahead to avoid having too many “next day” trip requests.

A member of the review team observed the trip reservations process from about 9:10 AM to about 11:30 AM on February 4, 2004. The handling of a total of 42 trip requests made during that time was recorded. Times requested by riders as well as times offered by reservationists were noted. The type of eligibility of each caller was also noted. Table X.C below shows the results of these observations. As shown, all 20 trips requested by ADA eligible riders were accommodated within an hour of the time requested. Sixteen of the 18 trip requests from seniors were also scheduled within an hour of the requested time, but one request could not be accommodated and one request was scheduled more than an hour from the requested time. Four trip requests were also received from a non-ADA disabled rider. All three were scheduled, but one was negotiated more than an hour from the requested time.

Table X.C - Observations of Riverside STS Trip Reservations, February 4, 2004

Type of Rider	# of Requests Booked Within 1 Hour of Requested Time	# of Requests Denied or Booked More than 1 Hour from Requested Time	TOTAL
ADA Eligible	20	0	20
Senior, Non-ADA	16	2	18

Disabled, Non-ADA	3	1	4
TOTAL	42	7	42

A rider who had an 8:00 AM appointment made one ADA trip request and then needed a return ride at 10:30 AM. Because this rider would need to be picked up at 7:30 AM (before the STS operating hours), the going trip could not be accommodated. The rider was told that they would need to call the RTA to schedule the going trip. The return trip was scheduled, however, on the STS service. Staff estimated that they get about four calls each week from riders who have to book one end of the trip on RTA and one on STS. This was noted as a particular issue for early morning appointments. Staff also noted that when trips are split between the RTA service and STS, sometimes there are problems when the first leg of the trip does not go as planned. They indicated that no-show information is typically not communicated between the systems and that they end up dispatching a vehicle for a rider for a return trip when the rider was a no-show on the RTA service for the going trip.

It was also noted that ADA trip requests were fairly evenly distributed over the number of days in advance that they were requested. Of the 20 ADA trips observed, two were requested one day in advance, six were requested two days in advance, four were requested three days in advance, two were requested four days in advance, two were requested five days in advance, two were requested six days in advance, and two were requested seven days in advance. This indicated that ADA riders did not appear to feel that it was necessary to call seven days in advance to ensure that their trips would be accepted. They apparently felt comfortable waiting until one to three days in advance.

STS was also observed giving ADA eligible trips priority over other trips. In several cases, there were observations of ADA trips being added to the extra list of trips for subsequent scheduling even though all time blocks on the master Run Matrix were full. In each case, the times requested by the callers were recorded and callers were given these times as the scheduled pickup times. On the other hand, if non-ADA trips were requested at times when the Run Matrix showed no capacity remaining, these non-ADA trips would be negotiated more than an hour from the time requested rather than being added to the extra trip list.

Reservationists were observed negotiating ADA trip requests with the rider's travel needs in mind. Pickup times were not offered that would result in the rider getting to a stated appointment late or having to leave a destination before their business was completed. On the other hand, sometimes non-ADA trip requests had to be negotiated in a way that caused riders to adjust their plans.

Staff indicated that in order to continue to serve all ADA trip requests, they have recently had to place limits on the service and on non-ADA riders. They noted that STS used to offer same-day service, but that this was discontinued in the summer of 2003 to ensure that service could be provided without capacity constraints. It was also noted that more trip requests by non-ADA riders are being negotiated more than an hour from the requested times.

Staff also noted that requests for subscription service were no longer being taken. As a result, there are several people who travel regularly and who call every day or two, one week in advance, to continually schedule trips.

STS reservationists seemed very professional. They appeared to know many of the riders and the trips they typically made and were able to handle trip requests very efficiently.

Reports of hold times cannot be generated because the phone system used by STS does not include an automatic call distribution (ACD) feature. TA team member made some general observations of call volume and hold times. A second or third call would often come in while one rider was already being served. It was rare, though, that more than one caller would be on hold at any time. If three calls were pending completion, a second office staff person would typically assist the main reservationist to handle one of the calls. That would leave the main reservationist with only one person on hold; and given the efficiency and speed with which most calls were handled (the servicing time for most calls appeared to be under one minute), hold times rarely exceeded two minutes. Only once during the observations were all four incoming lines in use. Two staff members were taking reservations at that time, so each was assisting a caller and had a second caller on hold. All four lines were only in use for a few minutes.

Staff also confirmed that the four phone lines and the level of staffing are almost always adequate to handle the call volume. They indicated that callers may very occasionally get a busy signal when all four lines are in use, but that they would be able to get through if they called a few minutes later. As observed, they also indicated that hold time are rarely more than a minute or two.

Scheduling. There are two office staff people who are primarily responsible for developing final driver schedules. Schedulers start developing schedules for a particular day of service in the morning one day in advance. They start by printing out a list of all of the non-subscription trips that have been entered into the SCOOTER system to that point for the day of service. Once all non-subscription trips are fit onto runs, the run number is noted next to the trip on the master trip sheet. Run numbers for each non-subscription trip are then entered into the SCOOTER system. The SCOOTER system then generates final run manifests.

As noted above, if reservationists are not able to give people the exact times they request, a note to this effect is added to the "Comment" field when the trip is entered into the SCOOTER system. Schedulers look to see if they are able to schedule these trips closer to the desired times. If they are able to change the times on these trips, they call the riders back to inform them of the new pickup times.

As the final runs are being created, schedulers also find that they may need to adjust the times originally given to riders to make the runs more workable. Again, riders are called back if times are changed.

Since schedulers print the trip list first thing in the morning, trip requests taken that day for the next day are recorded by reservationists on a separate sheet and are then given to the schedulers to fit onto runs. All trip requests from ADA eligible riders are accepted the day before the

service day. Seniors and non-ADA riders are encouraged to call at least two days ahead to minimize the number of trips that are received one day in advance.

Typically, a total of 25 runs are developed each weekday, seven runs are developed on Saturdays, and five runs are developed on Sundays. All trips are placed on runs. No trips are kept on a “holding run” to be dispatched on the day of service.

STS staff also work with local agencies to keep ongoing subscription trip information up-to-date. As changes to subscription trips are made by agencies, this information is changed in the SCOOTER system.

Schedulers appeared to be efficient and professional. The schedulers appeared to have a good understanding of the service area and the typical trip patterns and were able to develop what appeared to be workable runs on the day of the review. They also were very deliberate and thorough in tracking and making call backs when needed.

Dispatch and Transportation

One dispatcher is typically on duty during all of the hours that STS vehicles are in service. As noted above, there are usually 25 week-day runs. Of this number a maximum of 20 weekday runs operate in the peak-hour. There are also 7 Saturday runs, and 5 Sunday runs. On weekdays during peak hours, the dispatcher on duty focuses primarily on dispatch functions and may sometimes assist with handling calls. On weekends, the staff person on duty dispatches and handles the phones.

Dispatchers perform the following tasks:

- Get estimated time of arrival (ETA) from drivers as riders call checking on the status of their trips,
- Assist drivers with rider no-shows,
- Transmit cancellations and add-ons to drivers,
- Check drivers in and out of work,
- Manage runs, and
- Respond to service issues and assist drivers as needed.

On weekdays, “Where’s my ride?” calls are taken by reservationists. All office staff members are located in close proximity, so reservationists simply ask the dispatcher to check on the trip in question and relay the information to the caller. On weekends, the one office person on duty handles calls and checks on the status of rides.

Dispatchers have a general sense of the status of each run, but largely rely on drivers to radio-in if they begin running behind schedule. Sometimes, if drivers do not radio-in they will learn that a run is behind schedule when riders call checking on their pickups. It should be noted, though, that pickups rarely run late (see “On-Time Performance” information below). If a run is behind, the dispatchers will assist drivers by reassigning trips.

Dispatchers also forward both trip cancellations and trips that are added to the schedule to drivers. This is done using the MDTs that are on-board all vehicles. Typically, dispatchers will first radio the driver to inform them of the add-on or cancellation and will then forward detailed information as needed via the MDTs. Drivers also use the MDTs to notify dispatchers when they take breaks and when they return to service.

Drivers are required to radio dispatchers when riders do not board as scheduled. If a driver reports that a rider cannot be located, the dispatcher will attempt to reach the rider by phone to let him or her know that the vehicle is waiting. If the rider cannot be reached, the dispatcher asks the driver for the time of arrival. The dispatcher makes sure that the driver has been at the pickup point the required amount of time before authorizing drivers to proceed and record the rider as a no-show. Drivers wait at least five minutes in the 30-minute pickup window for ADA complementary paratransit eligible riders and at least three minutes for all other riders.

If it is determined that a rider is a no-show, the dispatcher completes a special no-show form. The dispatcher records the scheduled pickup time, actual arrival time of the vehicle, the time the driver radioed-in the no-show, and the time the vehicle was authorized to depart. The dispatcher indicates on the form if an attempt was made to contact the rider, and also the reason given for the no-show if the rider was reached and informed the dispatcher they would not be traveling. These forms are then used to track no-shows by riders and to implement the no-show policy. Riverside has adopted and uses the same no-show policy as the RTA. Riders are sent a warning letter if they have three unexcused no-shows in the same month. One more no-show in that same month will trigger a potential seven-day suspension. Riders can then elect to pay a \$5.00 fine in lieu of the seven-day suspension. Riders can also appeal the suspensions.

Finally, dispatchers check drivers in and out of work. As drivers come in at the end of runs, dispatchers also review the completed manifests and enter the beginning time and mileage and the ending time and mileage into the SCOOTER system. This information is then used to generate service reports.

The dispatcher appeared to handle all service issues, driver requests, and customer ride-time inquiries efficiently. The handling of several no-shows was also observed and the drivers and dispatchers appeared to follow no-show policies in each case.

Driver Interviews. Four STS drivers were interviewed as part of the on-site review. The length of service of the drivers interviewed ranged from three years to 26 years.

All four drivers felt they had the support and “tools” they needed to do the job. One driver reported that some of the older wheelchair securement straps had a tendency to come loose in transport. No other “difficult” issues were reported. All four also felt that the training they received was adequate. They all noted that monthly training meetings, which covered various issues, were also conducted.

All four also felt that the schedules could be maintained. Two drivers noted that sometimes the schedules were tight or stops were in an illogical order, but that they were able to make adjustments to make the run work. Two drivers did note, however, that fueling the CNG

vehicles used by STS took time (sometimes requiring fueling twice a day) and that the schedule did not build in time for fueling. One driver also felt that schedulers tended to rely heavily on the most experienced drivers and that the schedules given to these drivers were sometimes very tight.

All four drivers correctly understood the on-time pickup window (-15/+ 15 minutes), wait time for customers and no-show procedures.

All four drivers indicated that they did not often run late. One driver indicated that she ran late only when traffic was heavy. Another driver said he might run late on one or two trips a week. A third driver said he was rarely late but would sometimes run ahead of schedule to be sure to keep on time. He noted that he was familiar with most of the riders and knew which riders were usually ready early. He indicated, though, that he will wait if riders are not ready until the agreed upon time.

Two drivers noted that riders sometimes indicate that the times they are given are different from the times the driver has on the manifest. This was noted as an “occasional” comment, though, and not a major issue. They did wonder, though, if customer call-backs are always made when times are changed.

All four drivers also indicated that even though the policy is to provide curb-to-curb service that they will assist riders to and from the door when help is needed. They indicated that it would be very difficult to stay at the vehicle when it was obvious that assistance would be helpful and welcomed.

The major concern mentioned by drivers was with vehicle maintenance. One driver indicated that vehicles “are not always well maintained.” Another indicated that problems noted by drivers sometimes are not addressed quickly enough. A third driver indicated that vehicles could be kept cleaner. Finally, one driver said that the interior arrangement on older vehicles made transporting more than one rider using a wheelchair difficult. There was limited space for the second wheelchair-user and the set-up required that the route be run to ensure that the last person on had to be the first person off. This driver noted that the newer vehicles have a much better interior layout.

Performance

On-Time Performance. Riverside STS staff regularly reviews completed driver manifests to identify trips that are completed on-time, early, and late. The number of trips that were performed late is then entered into the SCOOTER system along with other service information for each run, including miles traveled, in-service hours, total trips provided, cancellations, no-shows, and fares collected. On these monthly reports, late trips are listed under a column entitled “Miss.”

A sample monthly report submitted by the STS staff to the RTA is provided in Attachment P. The report form is not set-up to include on-time performance information. The number of “missed trips” (explained by staff to mean late trips) is, however, typically added as a hand-

written note to the bottom of the report. In December 2003, STS reported only two late trips out of 12,800 total performed trips. Similarly, in January 2004, STS also reported only two late trips out of 11,052 trips provided.

STS staff also includes annual on-time performance information in Transit Operator Ridership Reports and Short Range Transit Plan Updates submitted to the Riverside County Transportation Commission (RCTC). Table X.D below shows the information included in the Transit Operator Ridership Report for FY2003 and the first and second quarters of FY2004 (October 2003 to March 2004). As shown, 99.9 percent on-time performance was reported for FY2003 and for the first two quarters of FY2004.

Table X.D - Riverside STS On-Time Information Included in RCTC Transit Operator Ridership Report for FY2003 and Early FY2004

	FY2003	1st Qtr. FY2004	2nd Qtr. FY2004
“Unlinked Passenger Trips”*	160,472	38,742	38,683
“Total Actual On-Time Revenue Vehicle Trips”*	160,405	38,720	38,676
Percent Trips Performed On-Time**	99.9%	99.9%	99.9%

* Information provided in report.

** Review Team Calculation Based on Report Data.

As part of the on-site review, the process used to calculate on-time performance was discussed with the STS supervisor. STS used the following procedures to calculate on-time performance:

- For individual (non-group) trips, on-time performance is based on the pickup. The trip is considered on-time if the pickup is made from 15 minutes before to 15 minutes after the scheduled pickup time.
- For group trips, on-time performance for the “going” trip is based on arrival rather than pickup time. The trip is considered on-time if riders arrive on or before the drop-off time agreed upon with the agency. On-time performance is based on arrival times because group trip pickups are not arranged in the same half-hour blocks that are used for individual rides. Pickups for all passengers on a group trip are typically listed in the same block of time. Specific pickup times are typically arranged with each rider for these routine trips, and the agreed upon pickup times do not necessarily relate to the time block on the manifest.
It was also indicated that for on-time calculation purposes, group trips are counted as “vehicle trips.” That is, if four people are transported to a program this is counted as one trip when reporting on-time performance. However, they are counted as individual one-way passenger trips when reporting total ridership.
- For group trips, on-time performance for the “return” trip is based on the pickup time. The trip is considered to be on-time if the pickup is made from 15 minutes before to 15 minutes after the scheduled time. Again, for on-time reporting purposes, group trips are counted as “vehicle trips.”

STS reports to the RTA only cite “missed” (or late) trips. Early trips (i.e., pickups made 16 or more minutes before the scheduled time) are not reported. Similarly, the count of “total actual on-time revenue vehicle trips” included in the RCTC Ridership Reports includes all on-time trips as well as all trips performed early.

To verify the on-time information reported by STS, the review team examined completed driver manifests and calculated on-time performance for a randomly selected day: Wednesday, January 14, 2004. On that day, STS reported no late trips.

In keeping with the convention used by STS to calculate on-time performance, on-time arrivals were considered for the going portion of group trips and on-time pickups were considered for individual rides and group trip returns. However, one-way passenger trips were considered for both individual trips and group trips.

For “going” group trips, the scheduled arrival time was based on the end of the half hour block that included the scheduled drop-off times. For that sample day, the driver manifests showed 23 morning “going” groups. A total of 148 one-way passenger trips were provided on the 23 group runs. All riders arrived on or before the scheduled drop-off times.

Table X.E shows individual and “return” group trip information taken from driver manifests for the sample day. As shown, a total of 240 one-way person (non-group) trips were provided and 147 one-way person trips were provided on 24 group runs. A total of ten late trips were identified. This included one late group trip with seven passengers and three late individual trips. Nine of these late pickups were made no more than 15 minutes after the scheduled pickup time. Only one was made more than 15 minutes late. Overall, over 97 percent of individual and group trip “returns” were early or on-time on this day. Including the 148 on-time “going” group trips, the overall on-time performance for the day was 98 percent.

It should be noted that seven of the 10 late pickups (the late group trip) were made only four minutes after the 30-minute pickup window. No trips were more than 16 minutes late.

It should also be noted, though, that a significant number of pickups were made early (before the 30-minute pickup window. A large portion of trips (21.7 percent) was made from one to 15 minutes before the 30-minute pickup window. Eight pickups (2.1 percent) were made more than 15 minutes before the 30-minute pickup window.

While on-time performance for this day was very good, the examination of sample driver manifests indicated some minor inaccuracies in the counting of late trips by STS. As noted above, summary records for January 2004 showed no late trips on January 14.

Travel Times. Riverside STS does not track on-board travel time and does not report travel time information to the RTA or the RCTC. As noted at the beginning of this section, it is STS practice to keep ride times at or below 45 minutes.

Table X.E - Riverside STS On-Time Performance: January 14, 2004

	Individual (Non-Group) Trips	“Return” Group Trips	TOTALS
Pickups made >15 minutes before the 30-minute “on-time” window	6	2	8 (2.1%)
Pickups made 1-15 minutes before the 30-minute “on-time” window	58	26	84 (21.7%)
Pickups made in the (-15/+15) window: “On-Time”	173	112	285 (73.6%)
SUBTOTAL (All early and on-time pickups)	237	140	377 (97.4%)
Pickups made 1-15 minutes after the 30-minute “on-time” window*	2	7	9 (1.8%)
Pickups made >15 minutes after the 30-minute “on-time” window*	1	0	1 (0.2%)
SUBTOTAL (All late pickups)	3	7	10 (2.6%)
TOTALS	240	147	387 (100%)

* One non-group pickup scheduled on Route #4 at 1:00 PM was made at 1:25 PM. One non-group pickup scheduled on Route 21 for 10:00 AM was made at 10:31 AM. One non-group pickup scheduled on Route 21 for 10:30 AM was made at 10:50 AM. Seven passengers on Route 15 scheduled for a 3:00 PM pickup were picked-up at 3:19 PM.

A sample of trips made on January 14, 2004 was analyzed in order to get a sense of the typical travel time on the STS service. Actual pickup and drop-off times recorded by drivers were used to calculate on-board travel time. Trips provided on 11 routes (#1, 3, 5, 9, 11, 13, 15, 17, 20, 22, and 25) were analyzed. Table X.F shows the travel times calculated for the 243 trips provided on these runs. Separate information is provided for group and individual (non-group) trips.

Table X.F - Riverside STS On-Board Travel Times for Selected Trips: January 14, 2004

On-Board Travel Time	Group Trips	Individual (Non-Group) Trips	TOTALS
1-15 minutes	26 (18%)	39 (41%)	65 (27%)
16-30 minutes	70 (47%)	42 (44%)	112 (46%)
31-45 minutes	39 (26%)	8 (8%)	47 (19%)
46-60 minutes	8 (5%)	6 (6%)	14 (6%)
61+ minutes	5 (3%)	0	5 (2%)
TOTALS	148	95	243

As shown, 27 percent of all trips, and 41 percent of non-group trips, were completed in 15 minutes or less. Seventy-three percent of all trips, and 85 percent of non-group trips, were completed in 30 minutes or less. And 92 percent of all trips, and 94 percent of non-group trips, were completed in 45 minutes or less.

Only six percent of non-group trips took more than 45 minutes. The longest non-group ride observed on the sample day took 50 minutes.

As would be expected, a slightly higher percentage of group rides (eight percent) took more than 45 minutes to complete. Five trips of more than 60 minutes were noted, with one trip taking 75 minutes.

In the sample of trips examined, the longest group trip ride times appeared to result from STS combining pickups from two separate programs on a single run. On Route 11, for example, combining pickups at 1450 University (Easter Seals) with pickups at 2059 Atlantic (“Ability Counts”) resulted in two of the trips that took more than 60 minutes. On the same route, combining pickups at 8138 Mar Vista (ARC) with pickups from 5105 Jurupa resulted in one ride of 65 minutes and another of 75 minutes.

A comparison of ride times on the RTA fixed route bus system versus the STS program was made for the five trips that were noted to take more than 60 minutes. Table X.G shows the addresses for each trip, the STS ride time, the fixed route travel option, and the estimated fixed route ride time. Fixed route options and ride times were developed with the assistance of staff at the RTA’s fixed route customer information call center. Fixed route options were developed for trips at the same time as those made on STS and fixed route ride times include transfer times between routes. The last column of the table shows the comparable fixed route ride time including an allowance for the time needed to walk to and from the bus and wait for the bus.

Table X.G - Comparison of STS and RTA Fixed Route Travel Times for the Five Longest STS Trips Noted on January 14, 2004

Trip #	Origin Address	Destination Address	STS Ride Time (min.)	Fixed Route Option	Fixed Route Ride Time (min.)	Fixed Route Ride Time: Incl. 25 Min. Walk/Wait Allowance
1	8138 Mar Vista Ct.	1879 Linden St.	75	#10(E) + #14(E)	38	63
2	8138 Mar Vista Ct.	2520 Ninth Street	65	#10 (E) + #14(E)	36	61
3	1450 University Ave.	5035 Geneva St.	63	#14(W)+ #10(W)	62	87
4	1450 University Ave.	5035 Geneva St.	63	#14(W)+ #10(W)	62	87
5	7219 Mount Vernon St.	2059 Atlanta	66	#1(E) + #25(VA)	42	67

As shown, in three instances (Trips #3, 4, and 5), travel by STS is quicker when compared to the total estimated time to travel by RTA bus (including waiting and walking times). In one case (Trip #2), travel is almost the same. In only one instance (Trip #1) was the fixed route travel time less. In this case, it was less by only 12 minutes.

Resources

As part of the review, information about key resources needed to deliver the service (drivers, vehicles, and operating funding) was collected. Following is a discussion of observations in each of these areas.

Drivers. As of February 2, 2004, the Riverside STS program employed a total of eight full-time drivers and 23 part-time drivers to cover the 25 weekday, seven Saturday, and five Sunday runs. It was also noted by the STS Supervisor that all six office staff are trained and available to assist with driving duties as needed.

STS does not have any regularly scheduled extra-board, or spare, drivers. Other available drivers cover vacations and other scheduled absences. Unexpected, same day absences are covered by other drivers (if enough notice is provided) or by office staff.

A review of the hire dates for all drivers and office staff indicated that the STS workforce is fairly stable. An average of about four driver positions need to be filled with new hires each year: about a 13 percent annual turnover rate. This driver turnover rate compares favorably to other similar systems.

STS staff maintains information about the number of drivers available to cover runs and start or pullout times. All late pullouts and uncovered runs are recorded. Run coverage information for the two week period from January 16 to January 29, 2004 was reviewed. These records indicated that all runs were covered and pulled-out on time for 12 of the 14 days reviewed. On Tuesday, January 20, two runs pulled-out late: one was 10 minutes late and one was 69 minutes late. And on Wednesday, January 21, one run pulled-out nine minutes late. The one run that was 69 minutes late (Run #17) did not include group pickups until later in the service day and the first few non-group trips were reassigned by dispatch.

Driver Training. New drivers are given an “Orientation” packet that includes general information about the STS service, general employment policies and information, as well as guidance on the following topics:

- Dress code;
- Policies related to driver conduct and responsibilities;
- Assisting passengers;
- Vehicle breakdown, accident, and incident procedures;
- CNG fueling procedures;
- Two-way radio and MDT use; and
- Accommodating service animals.

The packet also contains maps and information about frequent pickup and drop-off locations, major facilities, and difficult streets.

After reviewing the information packet, new drivers are assigned to travel with an experienced driver/trainer for 40 hours. The driver/trainer reviews the policies and procedures contained in

the Orientation packet, and provides hands-on instruction in the use of the wheelchair-lift, securement and seat belt systems, and other vehicle equipment. The driver/trainer completes a checklist that indicates the date that each topic area is covered. At the end of the training, the new driver is given an opportunity to request additional instruction in any area on the checklist. New drivers also complete a four-hour defensive driving course.

In addition to the initial 44 hours of training, STS employees attend monthly “Safety Meetings” at which various operating topics and issues are covered and reinforced.

As required by the ADA regulations, driver training does appear to include instruction in the use of accessibility features. It does not, however, appear to include adequate “disability awareness” training and specific instruction on assisting people with various types of disabilities.

Vehicles. A fleet of 24 City-owned body-on-chassis minibuses is used to provide STS service. Twenty vehicles are required for weekday peak pullout, which gives the program four spares on weekdays. All 24 vehicles are wheelchair-lift equipped.

Vehicles are funded with federal Section 5310 and State Transportation Assistance (STA) moneys and are received through the RCTC. In FY 2003, the Riverside STS fleet was expanded from 22 vehicles to the current 24 vehicles. One additional expansion vehicle has been approved for FY 2004. The STS program is on a regular capital replacement schedule that will allow it to maintain its current fleet size. Future expansion of the fleet is subject to available funding and RCTC allocation of funds.

Ridership and Operating Funding. Operating funds for the Riverside STS service are provided through the RCTC. Funding is based on the Short Range Transit Plan submitted by the City of Riverside and approved by the RCTC. The City is allocated a set percentage of the total funding available to the RCTC.

The City of Riverside typically submits a budget request each year based on a continuation of prior year service levels with a reasonable adjustment for inflation. As warranted, the City can then request funding for service expansion. Approval of any service expansion is subject to available funding for the County and RCTC approval.

Table X.H below shows ridership, vehicle-hours and total operating expenses for the STS program in recent years. As shown, ridership has grown steadily, from 141,497 one-way trips in FY 2001 to 160,472 one-way trips in FY 2003. Total operating expenses increased by about 6.3% between FY 2001 and FY 2002 and by a more significant 16.6% between FY 2002 and FY 2003. STS staff noted that in FY 2001 and FY 2002 the service was basically level funded (with an allowance for inflationary cost increases). An expansion of service, which added two vehicles per day, was requested, approved, and implemented in FY 2003. For FY 2004, the approved budget allows for a continuation of the current level of service and about a 3.3% increase to cover inflation.

**Table X.H - Riverside STS Ridership, Vehicle-Hours and Operating Expenses,
FY 2001 – FY 2004**

	FY 2001 Actual (1)	FY 2002 Actual	FY 2003 Actual	FY 2004 Budget
Total One-Way Trips	141,497	153,512 (1)	160,472 (3)	NA
Vehicle Revenue-Hours	33,792	36,286 (1)	38,741 (3)	NA
Total Operating Expenses	\$1,428,965	\$1,519,326 (2)	\$1,771,882 (2)	\$1,829,865 (2)

(1) FY2004-FY2006 Short Range Transit Plan

(2) City of Riverside 2003/2004 Annual Budget

(3) RCTC Ridership Report, 2nd Quarter, FY 2004

The STS program serves about 12,000 to 13,000 one-way trips per month. ADA eligible trips account for about 45 percent of this total. The December 2003 monthly service report showed that 5,598 of the 12,800 trips provided by STS were ADA complementary paratransit eligible trips. While service to non-ADA riders is sometimes constrained, there appears to be adequate capacity (given an effective prioritization of ADA trip requests) to meet current levels of ADA complementary paratransit demand.

Findings

1. The DOT ADA regulations at 49 C.F.R. § 37.131(b)(2) permit transit providers to negotiate pickup times with riders, but cannot require an ADA eligible individual to schedule a trip to begin more than one hour before or after their desired pickup time. The current reservations and scheduling system does not retain the pickup times requested by riders. Other than first-hand observation of the service, there is no way to ensure that negotiated ride times are within an hour of the requested times as required by the ADA regulations.
2. The DOT ADA regulations at 49 C.F.R. § 37.131(b)(1) states that entities shall make reservation service available during times comparable to normal business hours, on a day when the entity's offices are not open before a service day. Riverside STS currently accepts only trip reservations on Saturdays, Sundays, and holidays from 9:00 AM until 2:30 PM.
3. The current driver-training program does not appear to include adequate disability awareness training and training in assisting passengers with various types of disabilities, as is required by the DOT ADA regulations at 49 C.F.R. § 37.173.

Recommendations

1. RTA should require more complete reporting of on-time performance, including trips that are early as well as late and on-time pickup as well as on-time arrival information. Tabulations of on-time performance should consistently record one-way passenger trips rather than "vehicle trips" for group runs. RTA should also periodically review completed driver manifests to ensure the accuracy of reporting on service performance.
2. RTA should work with Riverside STS to develop ways to record requested pickup and drop-off (appointment) times as well as the final negotiated pickup times. In the short-term, this

could be done manually. In the long-term, if new software is purchased, RTA and Riverside STS should ensure that this new system has the capability to capture and report this information. RTA should then periodically review this information to ensure that ADA eligible trip requests continue to be scheduled within an hour of the requested time.

3. RTA and Riverside STS should explore options for having the STS program cover the early morning hours required for ADA paratransit service so that riders do not have to split these trips between providers.
4. Riverside STS should consider accepting new subscription trip requests when providing subscription service would be beneficial to both the system and the rider and would not result in denials of other ADA trip requests.
5. RTA should work with Riverside STS to develop ways to accept trip requests for comparable business hours on Saturdays, Sundays, and holidays (i.e., beyond 2:30 pm). Given that Saturday, Sunday, and holiday service is operated until 4:30 PM, which requires that the office be open and at least a dispatcher be on duty, it would seem that minimal costs would be required to expand weekend and holiday trip reservation hours.
6. Readily available “disability awareness” information, including written materials as well as videos, should be obtained and used in Riverside STS employee training. This material could be used at an upcoming monthly safety/training meeting for existing staff and then be incorporated into the Orientation packets and instruction for new employees. It is also recommended that RTA and Riverside STS consider asking local disability organizations and advocates to assist with this training.

XI. Resources

As part of this review, team members collected and analyzed information about the adequacy of resources available to provide the ADA complementary paratransit service as required by the USDOT ADA Regulations. The purpose of this analysis was to identify the potential for resource limits to constrain service for ADA eligible customers. The review included:

- Input from consumers;
- Review of adequacy of equipment, particularly the vehicle fleet and the availability of vehicles to cover scheduled routes;
- Review of staffing, including availability of drivers to cover scheduled routes; and
- The operating budget for the service and the process used to estimate funding needs.

Following is a summary of observations in each of these areas.

Consumer Input

Input collected from the perspective of consumers to assist the reviewers in identifying compliance issues of concern is summarized in Section III of this report. Input was collected from review of complaints on file with FTA, consumer interviews, and review of customer complaints on file with RTA. Only one issue related directly to the adequacy of equipment or labor. The issue raised both in the four open and two closed complaints on file with FTA was the failure of wheelchair securement devices.

Equipment Availability

Telephone. A review of telephone equipment as discussed in Chapter VI of this report indicates that the capacity of telephone equipment is sufficient to handle call volumes.

Scheduling. As discussed in Section VII, the software used for scheduling was limiting the effectiveness of the scheduling process. At that time of the on-site visit, RTA was replacing the software with new scheduling software. With proper installation, training, and technical support, the new scheduling software should provide the schedulers with a much improved scheduling resource.

Vehicle Fleet. Managers at MV Perris reported having a fleet of 20 vehicles, of which 18 were required to meet daily schedules. In addition, they indicated that a road supervisor's vehicle is also available for passenger service if needed. The fleet appears adequate to meet current schedules.

The dispatcher who handles the TC-Hemet runs indicated that, on a daily basis, one and sometimes two runs are not covered. Transportation Concepts has 30 vehicles to cover 29 runs. The limited number of spares may contribute to this shortfall in service coverage.

Personnel

Call Takers. As discussed in Section VI of this report, there are times of day that call center staffing appear to contribute to long hold times. Additionally, staffing to achieve a performance objective, which allows callers to be on hold for more than five minutes, could contribute to long hold times. These procedures and practices could limit access to service by ADA complementary paratransit eligible customers. Eliminating the potential for this service limitation could require expansion of call taker staff.

Schedulers & Dispatchers. The scheduling and dispatch staffing levels appear to be adequate to address service needs. Coverage of the dispatch function during breaks appeared have the potential to limit service performance. It appears that this potential problem could be addressed without additional staffing by more conscientiously scheduling and providing staff coverage of dispatch when dispatchers are on break.

Drivers. As discussed in Section IX of this report, Transportation Concepts regularly does not have enough drivers or vehicles to cover all assigned runs and that, on a daily basis, one and sometimes two runs are not covered. In addition, MV Perris managers indicated that as of January 31, they had 45 driver positions for 40 runs. Thirty-seven of the positions were filled, with four of the 37 drivers completing their road training. The MV Perris managers indicated that they were able to cover all of their runs and were actively recruiting to fill their driver positions. It would appear that with the impending reduction of Transportation Concepts operations and expansion of MV's operation, maintaining an adequate number of drivers has been and will be a challenge. Transportation Concepts ability to recruit drivers is limited by its inability to offer job security to prospective employees. MV is challenged by the need to expand its driver staff through recruitment and training in a short period of time. This appears to be an area worthy of close focus during the transition of operations between contractors to prevent continued driver shortages. Driver shortages can result in late and missed trips.

City Services

Corona. As discussed in Section X of this report, Corona's Dial-a-Ride fleet seems to be limited. Although the availability of equipment does not appear to affect service, reliance on only one spare vehicle has the potential to cause problems. Utilizing backup taxi service, or making an RTA or other vehicle available for Corona DAR use on an as-needed basis, could address this potential problem. If practical, such an approach would avoid the cost to Corona DAR of acquiring an additional vehicle for use as a second spare.

Corona also seems to have limited driver staffing. It does not schedule standby drivers. If drivers are out, their runs are covered by the dispatchers and/or by extending the shifts of other drivers. While the shortage of drivers has not appeared to affect service performance, it has the potential to cause late trips.

STS STS appears to have adequate driver and fleet resources to serve current rider levels.

Planning, Budgeting, and Funding

A reviewer met with RTA officials to review the process for developing and adopting the annual budget for RTA's ADA complementary paratransit services.

According to RTA managers, the annual budget process begins in January and ends in May with RTA's Board of Directors approval of the budget for the upcoming fiscal year (July 1 through June 30). In January, budget staff and operations managers establish performance goals, which are combinations of service levels, cost, and productivity measures, such as passengers per revenue vehicle mile or passengers per revenue vehicle hour. In addition, managers gather information on historic service levels and costs.

In February, RTA participates in a kick-off meeting with Riverside County Transportation Commission (RCTC), which funds RTA and other county transportation services. During February, RCTC sets funding and budget targets for the county transit agencies. The RTA budget office and managers then develop their budgets for the upcoming year. The Chief Operating Officer reviews historic ridership levels and adds a factor for growth in the coming year. The Chief Operating Officer indicated that he has developed the budget for ADA intercity services based on overall ridership growth of approximately three percent in each of the last three years. For Dial-a-Ride (DAR) services, he has budgeted for ridership growth of approximately two percent per year. As shown in Table XI.A, data provided by RTA indicates annual growth rates of 16.4 and 25.7 percent in the number of passenger trips by ADA eligible riders from FY2001 to FY2002 and FY2002 to FY2003, respectively. It appears that the allowance for growth in the budgeting process is insufficient to address actual market growth.

Table XI.A – Ridership & Budget Trends

	FY2001	FY2002	FY2003
ADA Passenger Trips	107,648	125,352	157,507
% Change		16.4%	25.7%
Budget	\$2,785,994	\$3,256,998	\$3,467,106
% Change		16.9%	6.5%
Expenditures	\$2,859,957	\$3,209,241	\$3,485,952
% Change		12.2%	8.6%

Vehicle service hours are increased from the previous year to reflect the estimated growth in passenger trips. Hourly rates are applied to the projected vehicle service hours to estimate transportation costs. The rates are those that are in the providers' contracts. A preliminary budget for ADA Inter-city and Dial-a-Ride services is developed based upon this approach. In addition, a budget is estimated for ADA taxi services. RTA is conducting a demonstration project using taxis to serve some ADA trips. Managers reported that the cost of this service is approximately \$25/trip. This is substantially less than the average cost of \$41/trip for DAR and ADA intercity trips. The resultant preliminary budget is submitted to the Chief Executive Officer (CEO) for review in mid-March.

In a parallel process, as the budget is being developed, it undergoes a public review by RCTC as part of the county's short-range transit plan. The plan is reviewed from mid-February through

mid-April when it is approved by the RCTC. The transit plan review process includes a number of public hearings and results in adjustments to the budget as the process advances.

The CEO of RTA reviews and makes adjustments to the budget and a final proposed budget is prepared in mid-April. The proposed budget is then submitted to the Board of Directors for review and approval. Three committees to the Board review the budget: Budget & Finance, Administration, and Operations. The Board then either approves the budget, approves it with changes, or rejects it. If the Board rejects the budget, RTA staff revises and resubmits it for Board action. The RTA Board typically approves the final budget in May, but on occasions as late as June.

RTA managers indicated that the ADA and DAR services are well supported throughout the budget process, including the support of the Board of Directors.

Budgets and expenditures for Fiscal Years 2001 through 2003 are presented in Table XI.B. As noted, the budget and costs do not include an allocated share of RTA's administration and overhead expenses.

During the past two fiscal years the annual increase in the number of passenger trips by ADA complementary paratransit Riders has been 16.4 and 25.7 percent, respectively. During this period, RTA reported no trip denials to ADA eligible riders and served ADA riders by giving preference over other DAR customers. The budget increases from FY2001 to FY2002 and FY2003 were 16.9 and 6.5, respectively, while increases in expenditures were 12.2 and 8.6 percent, respectively. Although these increases were less than the rate of increase in ADA eligible trips, these budget increases may be reasonable if fixed costs and inflationary cost increases were stable during this period.

RCTC receives local funds for RTA and other County Transit services through two principal sources, as presented in Table XI.C

As can be seen in Table XI.C, funding increases to RTA from these sources for the past two years have been 5.7 and 3.6 percent, respectively, substantially less than the budget and expenditure increases for DAR services. It appears that DAR services have received a disproportionate increase in allocation of RTA funding in recent years.

Table XI.C - Riverside Transit Agency Funding Sources

Funding Source	Origin	Revenue Received		
		FY2001	FY2002	FY2003
LTF	1/4-cent of the 7.25% retail sales tax collected statewide. The 1/4-cent is returned to counties by the State Board of Equalization based on the amount of tax collected in each county.	\$19,281,509	\$22,233,661	\$23,270,786
STA	Share of statewide sales tax on gasoline & diesel fuel.	\$1,973,000	\$233,000	—
TOTALS		\$21,254,509	\$22,466,661	\$23,270,786
% Change from Previous Year			5.7%	3.6%

Table XI.B - Riverside Transit Authority: Budget & Actual Expenditures for ADA/Dial-a-Ride Service*

Description	FY2001		FY2002		FY2003	
	Budget	Actual	Budget	Actual	Budget	Actual
ADA Intercity No.1	\$270,559	\$306,050	\$341,302	\$323,848	\$320,624	\$361,556
ADA Intercity No.2	132,714	165,761	217,333	226,487	246,752	266,284
ADA Intercity No.3	135,328	129,335	169,166	162,228	225,931	257,011
ADA Intercity No.4	162,221	155,721	202,131	221,511	239,269	292,176
ADA After Hours	136,245	103,056	126,063	127,348	147,258	133,747
Canyon Lake DAR	62,597	-	-	-	-	-
Calimesa DAR	-	27,552	75,377	82,628	92,792	85,695
French Valley DAR	-	-	-	-	-	14,899
Hemet/SanJac DAR	569,786	594,362	621,603	597,420	641,898	597,055
Jurupa DAR	183,956	176,239	212,904	231,690	245,241	239,065
Lake Elsinore DAR	124,933	189,495	190,260	185,855	194,585	191,457
Moreno Valley DAR	257,421	237,715	250,849	262,764	265,303	250,380
MoVan Transportation Svc	-	-	-	-	-	225
Murrieta DAR	176,472	202,317	215,324	197,070	220,607	191,905
Norco DAR	158,444	165,139	166,300	167,568	181,651	171,622
Perris DAR	209,461	202,373	216,078	206,715	219,546	211,372
Sun City DAR	205,857	204,843	220,480	216,108	225,649	221,503
Demo - ADA Regional Express	-	-	31,828	-	-	-
	\$2,785,994	\$2,859,957	\$3,256,998	\$3,209,241	\$3,467,106	\$3,485,952

* Budget and actual do not include the application of agency administrative overhead

Findings

1. There are no findings noting deficiencies or requiring additional reporting in this section of the report.

Recommendations

1. RTA's procedure for developing a budget for ADA complementary paratransit service should fully consider historic changes in travel demand, and budget for service levels sufficient to accommodate reasonable levels of growth in trips by ADA eligible riders.
2. RTA should closely monitor the levels of driver staffing of its contract operators and assist the operators as needed to ensure adequate driver coverage of routes.
3. RTA should continue with installation of its new scheduling software with attention to customizing, training, and technical support as needed to use the software at its full potential.
4. RTA should monitor the staffing of the call center on a regular basis. As needed, it should modify work schedules and hire additional call-takers hired to serve calls without excessive hold times.
5. RTA should review vehicle and driver capacity with the City of Corona and identify means of providing additional vehicles or drivers or reassigning passenger trips in the event of failure of more than one vehicle or greater than average driver absenteeism. Additional vehicles or drivers might be provided through operating agreements with other carriers such as RTA, or through the purchase of additional vehicles and the hiring of additional drivers. Trips might be reassigned to taxi operators or RTA operation

Attachment A

Riverside Transit Agency Response



Riverside Transit Agency

1825 Third Street
P.O. Box 59968
Riverside, CA 92517-1968
Phone: (951) 565-5000
Fax: (951) 565-5001

July 27, 2011

Ms. Selene Faer Dalton-Kumins
Deputy Director
Office of Civil Rights
Federal Transit Administration
1200 New Jersey Ave., SE
Washington, DC 20590

Subject: FTA Correspondence dated June 24, 2011

Re: Americans with Disabilities Act (ADA) Complementary Paratransit
Service Compliance Review

Dear Ms. Dalton-Kumins:

The Riverside Transit Agency (RTA) has reviewed the findings as outlined in the ADA Complementary Paratransit Service Review conducted February 2-5, 2004. This on-site review assessed RTA's compliance with the six service criteria (49 CFR Parts 27, 37 and 38) that must be met by ADA complementary paratransit service programs.

As indicated in your June 24th correspondence, the observations and findings from the on-site review are over seven years old and during this period the RTA has made significant changes to its paratransit services program.

With that said, below please find the information requested in order to close out this compliance review:

- Current RTA fixed route and paratransit service area:
Attachment (A) is a detailed map of RTA's current service area.
- Current RTA fixed route and paratransit fare structure:
Attachment (B) is RTA's current fare matrix.
- Eligibility process, including appeals and types of eligibility:
Attachment (C) outlines RTA's eligibility process including appeals and types of eligibility.
- RTA standards regarding hold times – 98% of calls are answered within 3 minutes. (The standard for average wait time during peak period is 'not to exceed' 2 – 3 minutes, average wait time during off-peak is 'not to exceed' 1 – 2 minutes.)

- Number of trip denials in the past year – RTA maintains a zero trip denial policy. There were no trip denials this past year.
- RTA policies for scheduling trips and call backs – All trips are scheduled “live” in Trapeze PASS scheduling system by reservationists; there are no callbacks for changes to trips.
- Training programs for operators and other staff: Attachment (D) is the training program information.
- Number of vehicles in paratransit fleet – RTA currently maintains a paratransit fleet of 85 vehicles.
- Number of vehicle operators – 118

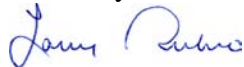
Based on the changes made to RTA’s paratransit services program, we believe RTA is in full compliance with ADA regulations governing public entities that operate fixed route transportation services for the general public.

We appreciate FTA’s support and assistance as we strive to improve public transportation services for all.

If there are any areas that have not been addressed or if further documentation is necessary, please feel free to contact me directly. I can be reached at (951) 565-5022.

Thank you in advance for your patience and your cooperation in this matter.

Sincerely,



Larry Rubio
Chief Executive Officer

LR/VR/ng

cc: Leslie T. Rogers, FTA Region 9 Administrator
Derrin Jourdan, FTA Region 9 Civil Rights Officer
Britney Berry, Equal Opportunity Specialist

Current RTA fixed route and paratransit service area

The Riverside Transit Agency fixed route and paratransit service area covers 2,500 square miles of western Riverside County. Paratransit service is provided within three-quarters of a mile of local fixed-route bus service and during comparable hours of operation. Bordered by San Bernardino, Orange and San Diego Counties, the service area covers 17 cities and the unincorporated areas of western Riverside County. The member jurisdictions include Banning, Beaumont, Calimesa, Canyon Lake, Corona, Eastvale, Hemet, Lake Elsinore, Menifee, Moreno Valley, Murrieta, Norco, Perris, Riverside, San Jacinto, Temecula, Wildomar and the unincorporated areas of Riverside Supervisorial Districts I, II, III, and V. RTA also offers limited intercounty commuter bus service from Riverside County to Orange County, San Bernardino County and San Diego County.



Current RTA fixed route and paratransit fare structure

Fixed Route Fares

Fare Categories	Base Fares	Day Passes	7-Day Pass	30-Day Pass
General	\$1.50	\$4	\$16	\$50
Youth (grades 1-12)	\$1.50	\$4	\$16	\$35
Senior / Disabled	70¢	\$2	\$16	\$23
Medicare Card Holder	70¢	\$2	\$16	\$23
Child (46" tall or under)	25¢	N/A	N/A	N/A

CommuterLink Fares**CommuterLink +
Local**

Fare Categories	Base Fares	Day Passes	30-Day Pass
<i>General</i>	\$3	\$7	\$75
<i>Youth (grades 1-12)</i>	\$3	\$7	\$75
<i>Senior / Disabled</i>	\$2	\$5	\$50
<i>Medicare Card Holder</i>	\$2	\$5	\$50
<i>Child (46" tall or under)</i>	\$2	N/A	N/A

Dial-A-Ride Fares

Fare Categories	Base Fares	Ticket Books
Senior / Disabled	\$3	\$30
Medicare Card Holder	\$3	\$30
Child (46" tall or under)	50¢	N/A

* Tickets are sold in quantities of 10 tickets. Dial-A-Ride tickets are not accepted on fixed-route buses.

Eligibility process, including appeals and types of eligibility

HOW TO APPLY FOR ADA PRIORITY SERVICE

To apply for ADA Priority Service, applicants are required to fill out an application and have their physician or a licensed healthcare professional complete a Healthcare Professional Verification Form. The application will ask detailed information about the applicant's disability as it relates to their ability to use fixed route bus service. Applicants can complete an application online and submit it electronically, print out the application for mailing, or have an application package mailed to them. The Healthcare Professional Verification can be downloaded and printed by the applicant or their healthcare professional or can be mailed to either as part of the application package. Healthcare Professional Verifications cannot be completed online.

Upon receipt of the completed application and Healthcare Professional Verification Form, a specialist reviews the application to determine eligibility based on one or more of the following criteria:

- **Category 1:** The inability of an individual to use the public fixed route bus system without the assistance of another individual (except the operator of a wheelchair lift).
- **Category 2:** The inability of an individual who needs the assistance of a wheelchair or other boarding device but cannot be accommodated on an otherwise accessible fixed route (e.g. vehicle's lift does not meet standard or boarding/disembarking location is inaccessible).
- **Category 3:** The inability of an individual to independently get to or from the bus stop.

Applicants receiving certification approval will be categorized under one of the following three types.

- **Unrestricted:** An individual who cannot use the fixed route bus system on a regular basis under any conditions.
- **Restricted:** An individual who may use the fixed routes for certain trips but not others, or under certain environmental conditions and not others.
- **Temporary:** An individual who, for a limited period of time, cannot independently use the fixed route bus system.

Upon receipt of the completed application and Healthcare Professional Verification form, RTA will notify the applicant within 21 days by mail regarding the decision made on their eligibility.

APPEALS PROCESS

Applicants may appeal the decision if they are determined to be not eligible for ADA Priority Service or are dissatisfied with their eligibility type. A written request to RTA must be received within 60 days of the denial letter. Appeals should be sent to Riverside Transit Agency, P.O. Box 59968, Riverside, CA 92517-1968, Attention: ADA Certification. Applicants simply submit a letter stating that they wish to appeal the decision and why they believe they should be eligible for ADA Priority Service. Applicants may attach copies of any other pertinent information. Once RTA has received the request for an appeal, an appeal hearing will be scheduled. The appeal process will take no longer than 30 days and the decision of the appeal is final. If the applicant's condition changes and negatively impacts their transit skills, they may re-apply.

Southland Transit Inc.

Driver Training Program

TRAINING WORKBOOK

**WORKPLACE SAFETY
DRUG & ALCOHOL
HARASSMENT
BLOODBORNE PATHOGEN
AMERICANS WITH DISABILITIES (ADA)
SPECIFIC TYPES OF DISABILITIES
PASSENGER RELATIONS
PASSENGER LOADING & ALIGHTING
MOBILITY DEVICE & SECUREMENT
DEFENSIVE DRIVING
VEHICLE ACCIDENTS
EMERGENCY PROCEDURES
FIRE EXTINGUISHER
DRESS CODE
DRIVING SKILLS
PRE-TRIP INSPECTIONS**

POLICY AND PROCEDURE

POLICY OBJECTIVE

Southland Transit Inc. (STI) is committed to delivering safe public transit services to our clients. In meeting this goal, it is our policy to:

- 1) Develop and maintain a qualified and active Safety and Training Personnel Department, whose staff is capable of delivering our commitment.
- 2) Implement training practices, which ensure employees are trained and capable of delivering transit service in a safe and timely manner.
- 3) Promote an attitude toward safety, which effectively serves STI in reducing, and/or preventing accidents.
- 4) Prohibit employee actions that do not meet the safety standards outlined in this policy.

PURPOSE

The purpose of this policy is to provide the Safety and Training Department with the guidelines and standards for training new and existing drivers to meet STI safety goals, as well as ensure compliance with regulatory and contractual guidelines.

WORK PLACE SAFETY

HAZARD COMMUNICATION PROGRAM (Right to Know)

The Occupational and Safety Health Administration (OSHA) has passed laws that regulate the use of chemicals on the job. These rules are commonly referred to as the “Right to Know” laws. They state that employers must follow certain specific procedures in order to safeguard their employees from the potential dangers of chemicals in the workplace.

Southland Transit Inc. complies fully with all of the requirements of the Right to Know program. The Hazard Communication Program is part of the company’s overall safety program. The company maintains Material Safety Data Sheets (MSDS) on file for all of the chemicals that are used at its’ operating locations. For the most part, the maintenance staff uses these chemicals and most do not need to be of concern to you as a driver. It is important for you to know that the program exists and to know that the company takes its’ responsibility to comply with this program very seriously. If you, at any time, have questions about the program, please ask your supervisor for additional information.

ALL EMPLOYEES SIGN AN ACKNOWLEDGEMENT OF RECEIPT OF TRAINING AND THE SAFETY MANUAL

DRUG & ALCOHOL

Southland Transit Inc. is dedicated to providing safe, dependable, and economical transportation services to our transit system passengers. In compliance with these goals and in compliance with the Federal Transit and Federal Highway Administrations’ requirements, the company has instituted a substance abuse policy. The goals of the policy are:

- To insure that employees are not impaired in their ability to perform assigned duties in a safe, productive, and healthy manner.
- To create a workplace environment free from the adverse effects of drug and alcohol substance abuse or misuse.
- To prohibit the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances.

- To encourage employees to seek professional assistance anytime personal problems, including alcohol or drug dependency, adversely affect their ability to perform their assigned duties.

This policy applies to all **safety-sensitive** and **non-safety-sensitive** employees and contractors when they're on company property or when performing any Southland Transit Inc. related business. The safety-sensitive function is any duty related to the safe operation of mass transit service including the operation, dispatch, and maintenance of a revenue service vehicle, and any other employee who holds a commercial driver's license.

TESTING FOR PROHIBITED SUBSTANCES

All safety-sensitive and non-safety-sensitive employees shall be subject to the following testing:

- Pre-employment
- Reasonable suspicion
- Following an accident
- Return to duty after a leave of absence exceeding 30 days

Those employees who perform safety-sensitive functions shall also be subject to **random testing**

ALL EMPLOYEES SIGN AN ACKNOWLEDGEMENT OF RECEIPT OF TRAINING

HARASSMENT

Southland Transit Inc. is committed to providing a work environment where all employees can work together comfortably and productively, free from discrimination and/or harassment of any form. Such behavior is illegal, under both state and federal law, and will not be tolerated. Discriminatory practices under these laws include; harassment on the basis of race, color, religion, sex, national origin, disability, or age.

Sexual harassment is defined as follows:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work performance or creates an intimidating, hostile or offensive work environment.

Sexual harassment can take many forms, but the most common include Verbal, Physical and Visual harassment

Verbal Harassment:

- * jokes
- * slurs
- * unwelcome remarks
- * questions about sexual practices
- * epithets
- * negative stereotyping
- * patronizing terms

Physical Harassment:

- * assault
- * blocking movement
- * hostile acts
- * physical interference with normal work
- * staring at a person's body
- * threats
- * unwelcome physical contact

Visual Harassment:

- * offensive or obscene photographs, calendars, posters, cards, cartoons, and gestures
- * display of sexually suggestive or lewd objects
- * unwelcome notes or letters
- * written or graphic material that denigrate, or shows hostility or aversion toward an individual

ALL EMPLOYEES SIGN AN ACKNOWLEDGEMENT OF RECEIPT OF TRAINING AND BROCHURE

BLOODBORNE PATHOGEN POLICY

**ALL EMPLOYEES SIGN AN ACKNOWLEDGEMENT OF RECEIPT
AND TRAINING**

AMERICANS WITH DISABILITIES ACT (ADA)



The Americans with Disabilities Act, which was enacted in 1990 prohibits discrimination against people with physical or cognitive (mental) disabilities in a range of areas, including transportation. The ADA contains provisions for making public transportation readily accessible to individuals with disabilities, including individuals who use wheelchairs. The ADA extends to individuals with disabilities comprehensive civil rights protection similar to that provided to persons on the basis of race, sex, national origin and religion under the Civil Rights Act of 1964. As it relates to public transportation, the ADA mandates certain requirements which include:

- Provide assistance to people with disabilities with the boarding and alighting process whenever they request help. Assistance should be offered politely but never forced upon an individual who does not desire such assistance. This assistance includes making the lift available to passengers who do not use a traditional mobility device, for example, a passenger who uses a cane.
- Ask able bodied passengers to make the priority seating seats (if applicable) available for passengers with disabilities.
- Permit a disabled passenger who uses a mobility device (wheelchair, scooter, etc.) to be transported in the mobility device. Many times, it is difficult to secure these devices due to their design. While you can ask a disabled passenger to transfer to a regular seat, you cannot require the passenger to transfer to the seat if they choose to remain in their mobility device.
- Permit disabled passengers to board with their guide animals. This may include animals other than guide dogs.
- Verify the functioning of the lift device by cycling it each day during the pre-trip inspection and documenting this on the daily vehicle inspection (DVI).
- Permit an attendant to travel with the disabled passenger. The attendant is not required to pay a separate fare when accompanying the disabled passenger.

ATTACHMENT D

Complying with the requirements of the ADA is not only required by the law, but it's also a display of professional skill and respect in the services provided to the disabled.

PASSENGER RELATIONS

It is important that the vehicle operator treat the elderly and person with disabilities with the same courtesy, respect and professionalism that all passengers should be treated with. They are human, therefore, have the same rights, desires and needs as everyone else. It is important that they are greeted warmly, made to feel welcome, and given a sense of security as they enter the vehicle. Treat them as you would want another operator to treat a member of your family if they were in the same situation.

Elderly passengers and persons with disabilities may be fearful and apprehensive about using public transportation. We should not mistake this for being cold or unfriendly. Try to put yourself in their shoes. For many, this means leaving the security and familiarity of their own home for the outside world where they are dependent on strangers to transport and assist them.

Attitudes of the elderly and persons with disabilities and the vehicle operator will have a great impact upon the acceptance and perception by these passengers of the service that every passenger be treated with dignity and respect.

- Provide reliable service
- Always be courteous and patient
- Avoid confrontation at any cost
- Remember you are on stage. Passengers watch your every move and are affected by your actions and words
- You are a professional. Passengers may be rude, childish, or emotional. Professional transit operators are not

BASIC CONSIDERATION AND GUIDELINES FOR ASSISTING ELDERLY AND CUSTOMERS WITH DISABILITIES

- Understand that “disabled” or person with a disability” is the preferred term over “handicapped”, thereby emphasizing the individual rather than the disability.
- Greet each and every passenger with a friendly hello and smile
- Be alert and sensitive to their needs. Put yourself in their shoes.

ATTACHMENT D

- Place your bus where the doors are clear of fire hydrants, sign post, trees, benches, broken curbing or any other obstructions, in order to endure safe boarding and alighting.
- Park closer to the curb when possible. (Except for wheelchairs. You will need to be at least 1 foot away from the curb in order to activate most wheelchair lifts.
- Answer questions clearly and directly, looking at the person as you speak.
- Offer assistance to passengers who look like they need it. Do this in a friendly non-threatening way
- Avoid harsh braking, quick acceleration, and abrupt turns.
- Remember that you are a representative of the company during all hours on duty.

PASSENGER LOADING AND ALIGHTING

ADA requires operators to assist person with disabilities whenever they request help with the boarding and alighting process. As a public transit operator, you have an obligation to provide service that is safe, and responsive to the needs of your passengers

- Assist all mobility impaired passengers
- Park on the address side of the street, parallel to and with 6-12 inches from the curb, stop no more than 4 feet away
-
- Do not double park unless you see your passenger and you believe you can load and unload them immediately
- Do not open the passenger door until the vehicle has stopped and secured
- When you have arrived, place the transmission in park and set parking brake
- Do not place the vehicle in motion until all passengers are seated
- Encourage all passengers to wear seatbelts
- Record all trips on your manifest and MDT

ALL DRIVERS ARE TESTED AFTER CUSTOMER RELATIONS, PASSENGER ASSISTANCE TRAINING, AND PASSENGER LOADING.

WHEELCHAIR LIFT & SECURMENT

ALL DRIVERS DEMONSTRATE THE PROPER WHEELCHAIR SECUREMENT IN A VAN AND A BUS. THEY ARE THEN TESTEDS AND SIGN AN ACKNOWLEDGEMENT OF THE TRAINING.

DEFENSIVE DRIVING

Defensive driving is driving in such a manner that you are able to avoid a collision in spite of adverse conditions or the incorrect actions of other drivers.

“Defensive Driving is Expecting the Unexpected”. Simply knowing how to maneuver your vehicle is not enough to prevent collisions.

Be prepared for glare in the early morning and late afternoon.

- Check the operation of your sun visor during the pre-trip inspection
- Reduce your speed
- Increase your following distance

Smoke and Fog

- Drive with your low beam headlights
- Reduce you speed
- Increase your following distance
- Be prepared to make sudden stops for stalled or stopped vehicles

Rain

- Check the operation of defroster during pre-trip inspection
- Check wiper blades for signs of wear before leaving
- Check tires for proper tread and air pressure
- Increase your following distance by two or three times
- Avoid braking hard to prevent skids
- Watch for stalled vehicles.

Defensive driving is being continually alert to possible hazards around your bus and taking action to avoid those hazards. Simply knowing how to maneuver your vehicle is not enough to prevent collisions.

Drivers go through extensive accident prevention training along with using the Smith System.

**ALL DRIVERS ARE TESTED AFTER DEFENSIVE DRIVING,
ACCIDENT PREVENTION AND THE SMITH SYSTEM**

EMERGENCY MANAGEMENT

The following seven steps are used in the management of any type of emergency that you may encounter on your vehicle. Remember that your responsibilities in an emergency situation are to protect your passengers, yourself, and the vehicle.

1. REMAIN CALM
 - **Breathe, think, do**
2. ASSESS THE SITUATION
 - **Understand the situation.**
 - **Determine the severity of the emergency**
 - **Plan a course of action**
3. PROTECT PEOPLE THEN PROPERTY
 - **You are the leader**
 - **Protect people from injury first**
 - **Prevent further damage to property second**
4. OBTAIN HELP
 - **Be ready with information to request appropriate assistance**
5. REASSURE AND ASSIST CUSTOMERS
 - **Reassure your customers so they will stay calm and follow your directions**
6. SECURE THE SCENE
 - **Take the necessary steps to prevent further damage or injury**
7. GATHER INFORMATION
 - **Make note of:**
 - Time**
 - Number of customers**
 - Description of customers**
 - Names**
 - Etc.**

ATTACHMENT D

Be prepared to offer customers with disabilities additional assistance.

- Remember the lift will not operate with the engine off
- You may have to cut or remove customers restraints and leave mobility aids behind
- You may have to carry or drag a customer with a disability from the bus
- Ask other customers for help if necessary

Get customers to leave the bus on their own; however, leave the customer if the person refuses to get off the bus and you will endanger your own life by staying.

In the event of an emergency situation, call 911 for assistance.

In the event of a fire, remain calm. Pull over as quickly as possible and set the brakes. Open the doors activate the flashers and shut the engine off. Protect people then property. Evacuate the customers, and use the fire extinguisher if safe. Obtain help by contacting dispatcher on radio, phone or contact 911. Reassure and assist customers and keep the customer at a safe distance. Gather information and take notes at the scene. Note the number of clients, the officers names and badges, the time of the day, location and describe if any injuries.

In the event of a collision, follow the 7 steps of emergency management.

- Remain calm and keep control. Collisions can be very upsetting.
- Determine if there are any injuries. Check for fire or other danger
- Check the position of the bus in traffic. Evacuate customers if needed and is safe to do so
- Call the dispatcher with your location, name, vehicle number and type of collision
- Inform customers of the collision and the likely delay. Help anyone that may be injured by contacting 911
- Account for all customer. Move them to the safest location available.
- Gather all information from other parties involved.

VEHICLE ACCIDENT/INCIDENT REPORTS

All drivers complete accident report form during training.

Medical Emergencies

If a passenger becomes ill or injured while aboard your bus, initiate the 7 step emergency management procedures. Determine whether or not the passenger needs medical attention and stop the bus in a safe location if medical attention is required. Notify dispatch of your situation and advise as to the assistance you are requesting (e.g. ambulance). Do not move the bus once you have radioed for assistance. Tell the other passengers the reason for the delay, and ask them to complete a courtesy card. Do not give any food or drink or medication to the passenger. Wait for qualified medical personnel to address these issues.

Incidents

Incident can include situations where passengers may have become injured while aboard your vehicle. Take all reports of incidents seriously and report all incidents to dispatch immediately. Even if you suspect that a passenger was not really injured in a situation (for instance, a sudden stop), you must take the passengers complaint seriously and initiate the 7 step emergency management procedures. Make sure to document everything that occurred leading up to the incident and ask other passengers to complete courtesy cards describing their view of the incident and the actions leading up to it. This is especially important in the event that a passenger refuses your offer of assistance.

**ALL DRIVERS ARE TESTED AFTER EMERGENCY
MANAGEMENT TRAINING**

SENSITIVITY/EMPATHY

**ALL DRIVERS RECEIVE SENSITIVITY/EMPATHY TRAINING
AND ARE TESTED.**

CUSTOMER SERVICE HANDBOOK

Transit Division



This handbook supersedes all other Customer Service Handbooks only
January 2011

ATTACHMENT D

A. General Rules

At times, situations not covered by these rules, the Employee handbook, Code of Safe Practices, and the Injury and Illness Plan may arise. Reservation Agents and Dispatcher (CSR's) must exercise good judgment when encountering these situations. All such situations must be reported to a dispatch or a supervisor.

1. Knowledge of Rules and Procedures

A CSR must become familiar with all rules and regulations. Ignorance of rules, procedures, special orders and/or instruction will not excuse negligence or omission of duty. When necessary, CSR's must seek guidance from the lead dispatch or supervisory personnel regarding clarification of any procedure or special instruction.

2. Special Orders and Instruction

Special orders and instructions supersede all above mentioned rules and regulations contained herein and are to be obeyed while in effect. Special orders and instruction may be issued in the form of;

- Bulletins
- Notices
- Memos
- Schedule letters

3. Compliance with instructions

Operators must accept responsibility for and carry out the oral or written instruction of any authorized STI representative. Authorized STI representatives may include;

- Dispatch
- Road Supervisor
- Safety and Training manager
- Project or General Manager
- President, Vice President, and/or Director

4. Bulletin Boards, Mailboxes

Operators must consult the bulletin boards and check their mailbox, if provided, before and after each day's assignment. Upon return from any absence from duty, an Operator must consult the bulletin board for updates and changes. The addition of, defacement of, or unauthorized removal of, any material posted by STI is considered gross misconduct, and is grounds for disciplinary action.

ATTACHMENT D

5. Laws and regulations

At no time may a CSR instruct an Operator to maneuver their vehicle in a way that is against the law. This includes, but not limited to speeding, u-turns, and over capacity.

6. Cooperation with Law Enforcement & Fire Department Agencies

CSR's must cooperate with law enforcement and fire department agencies. If such cooperation creates a dangerous situation or departure from an established STI procedure, notify the appropriate supervisor. The CSR must submit a report regarding the incident at the end of their work assignment.

B. POLICY

All staff, i.e. CSR's, Dispatcher, must answer the telephone in a standard, professional manner, ensuring consistent, polite, and quality service.

1. CSR's are required to follow standard telephone answering procedures when answering the phone.
2. Must allow adequate time for each individual calling and not rush through the call.
3. CSR's must be ready to answer the call. The CSR may not answer the call and immediately put the caller on hold.
4. The initial call is to be answered with "Good [morning/afternoon, as appropriate]; "(name of Service), how may I help you?"
5. If caller asks for a specific CSR, try to handle the inquiry directly and not transfer the caller.
6. If the caller asks to speak to a manager or someone higher up, refer the caller to an available supervisor.
7. Placing a caller on hold: If a caller must be put on hold, tell the caller that they are being placed on hold and why. Remember to ask the callers' permission and to wait for an answer.
8. Taking a transferred call: When accepting a transferred call, provide a short introduction such as, "This is [your name], how may I help you?"
9. Each contract has their own reporting procedure. Each CSR must obtain the information in the form of an addendum.

B. SAFETY

1. Reporting for Duty

When reporting for duty, CSR's must be in proper uniform and fully equipped to work at the time and place determined by their assignment or as instructed by supervisory personnel.

2. Supplies

ATTACHMENT D

CSR's must obtain all the supplies required to perform their assignment and must secure them properly.

3. Service Delays

When an Operator contacts Dispatch because of a service delay, the call must be logged in the Call Center Book. Every attempt must be made to help the Operator to make up their time. If the time can not be made up, contact a supervisor immediately.

The time notified of the delay and time notified that they are back in service must be documented in the Book.

4. Running Time

Speed must be governed so that Operators arrive at time points safely and on schedule.

5. Litter

All litter must be disposed of properly in trash receptacles.

6. Unattended Buses

Dispatch must document or acknowledge when an Operator calls stating that they are leaving their vehicle and when they return.

7. Freeway or City Emergency

If a vehicle becomes disabled on a freeway or in a city, the Dispatcher must notify maintenance and a supervisor immediately. In some cases notifying the CHP may be appropriate.

8. Operating While Ill or Fatigued

If an Operator calls stating that they are ill, every attempt must be made to find a replacement Operator and a supervisor must be notified.

9. Animals on Board the Bus

Each contract that STI operates has different rules regarding transporting animals. Check with your General/Project Manager for rules governing transporting of animals. Service animals are allowed with no exception. If other animals are permitted to be transported, they must be transported in a suitable carrier.

10. Reporting Accidents or Incidents

If an operator is involved in any accident or incident, whether actual or alleged, it must be reported to a supervisor immediately. An accident/incident report must be completed at the end of the shift.

11. Request for Assistance

ATTACHMENT D

Any request for emergency assistance must be made through dispatch. An Operator may personally request the assistance of a law enforcement officer located at the scene; however, notify dispatch immediately after.

12. Striking a Fixed Object or Unattended Vehicle

If a STI vehicle strikes a fixed object or an unattended vehicle, a reasonable effort must be made to locate the property owner or driver of the vehicle. If unable to locate have the Operator leave a note providing their name, vehicle number, and their facility address. An accident/incident report must be completed at the end of the shift.

13. Witness Reports

Operators who witness an accident must report the incident to dispatch and submit an incident report upon completion of their assignment.

14. Disabled Bus Outside of yard

An Operator notifies dispatch of a disabled vehicle, Dispatch must immediately contact maintenance and a supervisor. If mechanical assistance or a supervisor does not arrive within 30 minutes, call the Operator again and continue to do so at 30 minute intervals until assistance arrives for an update. If a mechanic arrives and repairs or replaces the vehicle prior to the arrival of a supervisor, note it on the Daily Rollout Sheet.

C. APPEARANCE

1. General Statement

STI's public image is largely influenced by the appearance of its employees. CSR's must maintain a neat, clean, and professional appearance at all times.

2. Reporting for Duty

When reporting for duty, an operator must appear neat, clean, and orderly and dressed in a complete uniform.

3. Dress Code

All CSR's must follow the company dress code and any contractual code.

D. OPERATOR/CUSTOMER RELATIONS

1. Customer Relations

Keeping in mind all the rules and procedures, CSR's are to provide at a minimum, continual service. Continual service is:

- Operating safely while striving for reliable service.
- Greeting customers/acknowledging their patronage.
- Fair/consistent treatment of all customers.
- Being prepared to assist customers with special needs.
- Answering questions/providing informational material.

ATTACHMENT D

- Maintaining a clean and safe bus.

2. Deviating from Procedures

CSR's may encounter situations that require deviating from prescribed procedures. When these situations arise, operators are to consider their safety and that of their customers and the equipment. CSR's will use their best judgment to decide what procedure best serves the customer but never violating or compromising basic rules and safety practices. Contact dispatch if a situation requires it.

3. Fair and Consistent treatment of Customers

Operators are required to treat all customers in a consistent, courteous, respectful, and professional manner at all times.

4. Greeting Customers

Operators are required to greet all customers.

5. Reliable Service

CSR's should strive for delivering reliable courteous, service.

E. COMMUNICATION

1. General Statement

This section contains specific rules governing safe and efficient communication. Operators must use good judgment when dealing with situations that may require the use of the radio. Situations arising not covered in this section should be reported to dispatch.

2. Radio Conduct

Vehicle equipped two-way radio system falls under the direction of and regulated by the Federal Communications Commission (FCC). Operational conduct prohibited by federal law includes:

- Use of obscene or profane language.
- Unauthorized use of messages.
- Excessive, false, or deceptive signals or communications.
- Unauthorized calls sign.
- Tampering

CSR's bear the responsibility to project a positive image by transmitting clear concise messages via radio. Unnecessary comments, slang terms, and profanity are prohibited.

3. Radio restriction

CSR's must never:

- Request that Operators give customers information over the handset or radio speaker.
- Allow the use of the radio system by unauthorized persons.

ATTACHMENT D

- Disclose the radio's characteristics or emergency features to customers or other unauthorized persons

4. Telephone Communications

When an CSR is unable to contact an Operator via radio, he/she should document the incident and never contact the via cellular phone unless it is an emergency. Contact your General/Project Manager.

5. Cellular Phone Use

CSR's are forbidden to use a cell phone while on duty in the Call Center. This also includes the use of Hands-free devices. A CSR must never contact an Operator via cell phone while they are driving.

6. Dispatch System and MDT Use

CSR's must input all information correctly into the dispatch system. Unless instructed otherwise, all dial-a-ride trips must be inputted and dispatched through the dispatch system.

ADDENDUMS

Each contract operates with different rules and regulations; therefore every CSR must check with their General/Project Manager for current addendums. The addendums will list all contract related rules and regulations that must be followed.

**ACKNOWLEDGMENT AND RECEIPT OF CUSTOMER SERVICE
HANDBOOK**

I have this day received a copy of the Southland Transit, Inc., Transit Division Customer Service Handbook. I understand the Handbook contains important information on the company's general personnel policies and on my privileges and obligations as an employee. I understand that I am expected to read, understand and adhere to company policies and to familiarize myself with the material in the Handbook. If I should have questions about the contents of this Handbook I may direct questions to a company representative.

I agree to abide by the policies and procedures contained herein. I understand that the policies contained in this employee handbook may be added to, deleted or changed by the company at any time. The company will advise employees of material changes within a reasonable time. Failure to comply could result in disciplinary actions including termination of employment.

EMPLOYEE NAME _____

SIGNATURE _____

DATE _____



SAFETY AND TRAINING PROGRAM

POLICY AND PROCEDURE

Proprietary

REVISED

SAFETY AND TRAINING PROGRAM POLICY AND PROCEDURE

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SAFETY AND TRAINING PROGRAM POLICY AND PROCEDURE

1.0 POLICY OBJECTIVE

Southland Transit, Inc. (STI) is committed to delivering safe public transit services to our clients. In meeting this goal it is our policy to:

- 1) Develop and maintain a qualified and active Safety and Training Personnel Department, whose staff is capable of delivering our commitment.
- 2) Implement training practices, which ensure employees are trained and capable of delivering transit service in a safe and timely manner.
- 3) Promote an attitude toward safety, which effectively serves STI in reducing, and/or preventing accidents.
- 4) Prohibit employee actions that do not meet the safety standards outlined in this policy.

2.0 PURPOSE

The purpose of this policy is to provide the Safety and Training Department (Dept.) with guidelines and standards for training new and existing drivers to meet STI safety goals, as well as ensure compliance with regulatory and contractual guidelines.

This program is not all-inclusive of STI's Safety and Training program efforts, but instead defines minimum requirements. Each project is unique and additional areas of training should be included by project location training personnel.

3.0 APPLICABILITY

These policies apply to employees responsible for the administration of the program, as well as to employees who undergo STI Training. Every member of management is required to read and become familiar with the requirements of this policy.

This policy is an extension of the STI Employee Handbook and Injury and Illness Prevention Policy. Thus, STI employees are governed also by those policies and remain subject to their content.

3.1 PROGRAM STAFF SELECTION AND RESPONSIBILITIES

Each Facility Manager shall designate at least one Behind-the-Wheel Trainer for each facility. While STI provides the majority of driver trainee instruction at its Central Training Facility, additional instruction may be provided at the project location. The Central Trainer and Project Managers shall collaborate in the selection of project location training staff.

Individuals appointed to the following positions should become familiar with this program and proficient in the area(s) of training they are responsible for, as well as the policy's general application.

- Central Trainer
- Project Manager
- Classroom Instructor (where applicable)
- Behind-the-Wheel (BTW) Trainer
- Field Supervisor
- Lead Personnel
- Other positions as assigned

The Central Trainer shall be responsible for delivering the program to these individuals and ensuring that they understand their duties and obligations under this program.

4.0 INSTRUCTOR QUALIFICATIONS

4.1 CLASSROOM INSTRUCTOR

A Classroom Instructor who is not immediately supervised by another qualified STI Instructor should, at minimum, have the following qualifications:

- A) License and Certification(s), as applicable to the type of vehicles and/or service being taught.
- B) Certification by the Department of Transportation, Transportation Safety Institute, to deliver transit bus driver training, as well as hold certification to teach STI's prescribed defensive driving course.
- C) One (1) year of experience as an STI driver in a like service and six (6) months experience as a STI Behind the Wheel Trainer; or one (1) year experience as a transit trainer.
- D) Other qualifications as required by the location project.

4.2 BTW INSTRUCTOR

Driver trainees shall be instructed and supervised by either a Classroom Instructor, or a certified BTW Trainer. Prior to the driver trainee receiving full licensing, a certified BTW trainer must accompany him/her during all operations.

BTW Trainers are those who have been trained and certified by the Central Trainer to deliver behind-the-wheel training in accordance with the Safety and Training Program.

5.0 DRIVER TRAINEE SELECTION

Every STI driver applicant shall be informed that an original H-6 Department of Motor Vehicles printout must be turned in along with his/her application. In addition to being a requirement for STI employees who are enrolled in the DMV Employer Pull-Notice

program, the printout provides invaluable information regarding an applicant's driving experience and infractions. The final decision to hire a Driver Trainee, based upon considerations identified by a motor vehicle record, will be made by the Facility Director. However, at a minimum STI will not employ those whose record displays the following:

1. 3 or more points for moving violations within the previous 5 years
2. DUI, or Reckless Driving within the previous 10 years
3. Suspended or revoked Drivers License due to moving violations, unless overturned and such information is identified on the record.
4. Other criminal activity arising out of the operation of a Motor Vehicle

6.0 TRAINING AREAS AND TIME REQUIREMENTS

At a minimum, the following subjects will be taught as part of the original driver training. The overall time spent in the course of original classroom instruction will be no less than thirty-six (36) hours per driver trainee, or no less than the time required by the project contract, whichever is greater.

Additionally, if the project contract requires Driver Performance Examinations under the authority of the Department of Motor Vehicles, four (4) hours of Commercial Driver's License training shall be provided utilizing the most recent version of the License Handbook.

<u>Course Subject:</u>	<u>Hours:</u>
1) STI Orientation and Policies	2.00
2) Smith System	2.00
3) Defensive Driving	6.00
3) TSI	
• Vehicle Operations	3.00
• Customer Service	2.50
• Emergency Management	2.50
4) Pre & Post-Trip Inspection	2.50
5) Elderly and Disabled	
• Empathy & Special Needs	2.00
• Mobility Device & Securement	1.00
• ADA	1.00
6) Communications (Radio/MDT)	2.00
7) Fare Recovery	1.00
8) Route Orientation/Thomas Guide	1.50
9) Hazardous Materials	1.50
10) Bloodborne Pathogens	1.00
11) Body Mechanics/Safe Lifting	1.50
12) Harassment in the Workplace	2.00
13) Drug and Alcohol	1.00
Minimum Original Training Hours:	36.00
*If location performs DPE's:	+ 4.00
Total:	40.00

*Commercial Driver's License training should be taught in advance of the above-required subjects and driver trainees should receive Interim Licensing before returning to training.

6.1 CLASSROOM EVALUATION

At a minimum, driver trainees shall be quizzed on each subject taught, and undergo a written examination upon completion of the course. Such testing shall cover critical areas of the subject and course content and reasonably assure that the driver trainee has received adequate instruction to be proficient in these areas. A driver trainee must receive a score of no less than 75 percent on his/her final examination and no less than 75 percent average for all quizzes administered to continue to BTW training. However, any driver trainee receiving a quiz score of less than 75 percent may at the option of the company be allowed to take additional instruction and continue training, rather than be removed. A driver trainee who performs poorly during this process may be removed from training at the discretion of the Classroom Instructor.

6.2 BEHIND-THE-WHEEL (BTW) INSTRUCTION

Driver Trainees who successfully complete classroom instruction may continue to behind-the-wheel training. Each driver trainee will undergo at least thirty (30) hours of behind-the-wheel training. A driver trainee must have in his/her possession a valid and current Interim Commercial License, applicable to the vehicle he/she is being trained in, as well as medical clearance (DL-51a – Medical Card) during all training times. In addition, evidence of a negative pre-employment drug test result must be obtained prior to BTW Instruction.

OBSTACLE COURSE Training at a secured parking facility, or other open area where hazard is limited will be provided to a driver trainee prior to operating on the road. The course will be set up according to the prescribed DPE tests the driver trainee must pass to receive full licensing. Prior to continuing his/her behind-the-wheel training, the driver trainee must satisfactorily complete each obstacle at least once, displaying the ability to maneuver safely, regardless if DPE testing is later required (see Section 7 for DPE information). Obstacle Course evaluation will normally take 4 to 6 hours per driver trainee.

ROAD EVALUATION should include testing in all areas applicable to the Driver Trainee Performance Evaluation. This allows the driver trainee to exercise his/her ability in several operating conditions and allows the BTW trainer to effectively critique the driver trainee's driving techniques.

ROUTE TRAINING is recommended and should be incorporated into the training provided by the BTW trainer. Additionally, driver trainees should receive in-service route training prior to completing the program. A driver trainee who operates an in-service vehicle shall have received full licensing, applicable to the vehicle being used, and certification for the type of service.

Depending on the driver trainee's ability, the amount of route training during overall BTW training will vary. Regardless, the driver trainee shall not be provided with more than thirty (30) hours of BTW without authorization from the Trainer.

6.3 BTW EVALUATION

Utilizing Form D, Driver Trainee Performance Evaluation, driver trainees will be scored on a variety of obstacles and vehicle maneuvering techniques. An average score of not less than 75 percent must be achieved by the driver trainee during the BTW segment, prior to being released from training. Any violation ratings should be reported to the Trainer.

7.0 ONGOING TRAINING

STI considers continued training to be crucial in maintaining safe operations. Accordingly, ongoing training is provided to ensure driver trainees and other staff members are continually aware of fundamental safety practices, as well as operational changes.

7.1 ADVANCED TRAINING

Upon five (5) years of service, or at the time that one's driving certificate is due for renewal, drivers will be required to undergo an additional eight (8) hours of classroom training, as prescribed by the Trainer.

7.2 SAFETY MEETINGS

Every staff member is required to participate in the location safety program meetings. Normally, these are held once a month, schedules permitting, for a period of two (2) hours. Other arrangements are permitted, as approved by management, but will not fall below ten (10) hours of meeting time per year.

7.3 RETRAINING

An employee who is involved in a ¹⁾Preventable Accident and continues employment with STI shall undergo retraining prior to operating any service vehicle. The subjects(s) being retaught shall be applicable to the nature of the accident, including related subjects. The Trainer will determine the subject(s) to be taught and the timeframe required in order to ensure the driver is proficient in the area(s) where the failure occurred. Form G shall be used to document driver retraining.

¹⁾ Preventable Accident: Any accident that resulted when a driver failed to do everything reasonably possible to avoid it. In any accident, the Central Trainer will investigate the circumstances and determine preventability.

8.0 VEHICLE MAINTENANCE PERSONNEL

- 8.1 **MECHANICS:** Any maintenance person who operates a vehicle, for parking or other purposes, on or off a public roadway, must have a license applicable to the vehicle he/she operates. Said License shall include endorsement and respect all license restrictions, as prescribed by the Department of Motor Vehicles.
- 8.2 **SERVICE WORKERS:** Any service worker who operates a vehicle on a public roadway must have a license applicable to the vehicle he/she operates. A service worker who operates vehicles exclusively for the purpose of washing or parking, within a private facility only, must possess, at minimum, a valid and current Drivers License. Service workers shall be trained to safely operate any vehicle he/she may be required to move.

In any case, Maintenance personnel shall be provided with a minimum of twenty (20) hours of original driver training (24 hours if DPE is required) to include; Company Orientation and Policy; Defensive Driving; Hazardous Materials; Bloodborne Pathogens; Sexual Harassment; Body Mechanics; Emergency Procedures and; Drug and Alcohol.

9.0 CUSTOMER SERVICE AND COMMUNICATIONS PERSONNEL

STI Customer Service and Communications employees fall into two classifications; those whose responsibilities are safety-sensitive and those whose are not. Training for these employees is determined by classification.

- 9.1 **SAFETY-SENSITIVE:** Safety-sensitive employees include Radio Operators/ Dispatchers and Team Leaders who are in a position to control or direct the movement of passenger transport vehicles. These employees are subject to DOT regulated Drug and Alcohol testing and, their positions require them to have a better understanding of operational safety requirements.

In addition to standard customer service and phone etiquette training, safety-sensitive personnel shall be provided with a minimum of fifteen (15) hours of original driver training to include; Company Orientation and Policy; Hazardous Materials; Blood borne Pathogens; Empathy and People with Special Needs; Sexual Harassment; Body Mechanics; Emergency Procedures; Drug and Alcohol and; Radio Communications.

- 9.2 **Non-Safety-Sensitive:** Call-Takers are not safety-sensitive, as they do not direct the movement of passenger transport vehicles.

These employees shall be provided with the currently prescribed customer service and phone etiquette training, in addition to policy orientation training, as applicable to the position.

10.0 SAFETY AND TRAINING RECORDS

Several forms will be used to document new and ongoing training of STI employees. Training records required to meet CHP inspection requirements will be maintained at the project location. All other training records will be maintained in the employee personnel file. The Central Trainer is responsible for the administration of the Safety and Training Program and holds ultimate responsibility for training record organization and accuracy. Therefore, the following original forms used in the process of training employees will be maintained by or forwarded to the Central Trainer for review and distribution.

10.1 DRIVER OUTLINE (Form – A)

This document should be provided in driver application packets. The form should be signed by the applicant and returned with their application. This form provides the applicant with a clear understanding of training and position requirements.

10.2 CLASSROOM SCHEDULE (Form – C)

A schedule should be prepared by the Classroom Instructor and provided to all driver trainees prior to beginning training. This will allow driver trainees to plan responsibly for the training class and also serve as back up documentation for the Individual Training Log.

10.3 DRIVER TRAINEE PERFORMANCE EVALUATION (Form – D)

As discussed in Section 6.3, this form is used to evaluate behind-the-wheel training aspects. This form is used for Drivers, as well as maintenance personnel whose positions include operating revenue service vehicles.

10.4 INDIVIDUAL TRAINING LOG (Form – E)

All STI personnel shall have training applicable to their position documented on the Individual Training Log. The Log serves as the primary document to evidence any training received. The Central Trainer will maintain this document.

10.5 DRIVER PROFICIENCY CERTIFICATION (Form – F)

Any STI employee who is permitted to drive a revenue service vehicle, whether used in revenue service or not, must be trained to drive said vehicle(s) safely. Form – F will be completed for those employees whose position requires the above.

10.6 H-6 PRINTOUT & PULL NOTICES (DMV generated forms)

As identified in Form – A, Driver Outline, an original H-6 Printout must be provided by the applicant with his/her application. Printouts dated older than 30 days are not acceptable. The original printout must be reviewed by the hiring Facility Director, signed, and submitted to the Central Trainer, prior to the applicant beginning training. Refer to section 6, Driver Selection, for more information about H-6 printouts.

Pull Notices will be sent directly to the Central Trainer for record review and renewal information. The Central Trainer will sign, record necessary information in the Renewal Database and forward the Pull Notice to the Project Manager.

11.0 SAFETY MANAGEMENT

11.1 RENEWAL DATABASE

The Central Trainer will maintain a computer database that clearly identifies renewal dates, and other dates of significance (i.e., Driver Evaluations, etc.), for each STI employee governed by this program. The database will be updated as required, and will be reviewed at least once per month for the purpose of planning for renewals.

The Central Trainer will communicate necessary renewals and other significant employee information with project managers each month.

11.2 SUPERVISION

Each facility shall designate a Road Supervisor or other employee responsible for ensuring safe vehicle operations, according to the program. Additional supervision may also be required as part of the local contract. The Road Supervisor will be responsible for completing ride checks and pull out inspections, in addition to handling project safety standards discussed in section 12 of this program.

11.3 RIDE CHECKS

Using Form G, Driver Evaluation, each project shall perform an observed evaluation for each driver at least once annually. This evaluation allows for an objective critique of the drivers ability, as it relates to vehicle operations (i.e., the specifics of his/her job).

The Driver Evaluation also may be used for unobserved ride checks, which may and should be carried out on a random basis to ensure safe vehicle operations in general.

11.4 PULL-OUT INSPECTIONS

Utilizing Form H, Pull Out Inspection, projects shall conduct and document inspections. These will normally occur twice per year and should be completed on an unannounced basis. Each project manager will be responsible for assembling necessary staff and conducting inspections on at least one-third of those beginning their shifts. Inspections should be planned either early in the morning, or during the largest shift start time.

12.0 SAFETY STANDARDS

The following standards have been established by STI to ensure a common understanding of safe vehicle operation, and minimum criteria with regard to unsafe vehicle operations.

12.1 UNSAFE ACTS

As discussed in the Injury and Illness Prevention Program, unsafe acts may also be observed in the operation of vehicles. Unsafe acts will be determined by the observing supervisor and will be documented. The employee shall be issued a citation, advising them of the observed unsafe act. An employee who receives 3 or more citations within a two-year period may be subject to disciplinary action, up to and including termination.

12.2 PREVENTABLE COLLISIONS

The project Road Supervisor, or other designated employee shall investigate each vehicle accident. Such investigation shall include documented factual statements, conclusions and opinions related to the cause of the collision. An employee involved in a Preventable Collision is subject to disciplinary action up to and including termination. See section 7.3 for more information regarding Preventable Accidents.

12.3 WHEELCHAIR RELATED ACCIDENTS

At no time is a Wheelchair Accident that is determined to be preventable permitted. An employee who is involved in a preventable wheelchair accident may be subject to immediate termination.

13.0 APPENDIX

Form – A	Driver Outline
Form – B	Contingency Notice
Form – C	Classroom Schedule
Form – D	Driver Trainee Performance Evaluation
Form – E	Individual Training Log
Form – F	Driver Proficiency Certification
Form – G	Driver Evaluation
Form – H	Pull Out Inspection
Form – I	Field Supervisor Daily Report
Form – J	Unsafe Act Citation
Form – K	Re-Training Document
Form – L	Policy Acknowledgement

Proprietary



Bus Driver Outline

Job Title: Bus Driver
FSLA Job Status: Non-Exempt
Salary: TBD
Location: Assigned Contract

POSITION SUMMARY:

In this position an employee is responsible for providing courteous transportation service to passengers in a safe and timely manner, while conforming to all applicable state and federal laws as they relate to passenger bus transportation.

POSITION OUTLINE:

1. General Qualifications.

An eligible candidate must possess the following:

- a) Be twenty-one (21) years of age or older.
- b) Insurable Driving Record. No DUI's or Reckless driving within past 10 years.
- c) Reliable employment history.
- d) Ability to pass a Pre-Employment physical, drug screen and criminal background check in accordance with all applicable laws and contractual requirements relating to the nature the service.
- e) Possess a functional knowledge of the geography in the area of service.
- f) Ability to effectively communicate in English, both written and verbal.
- g) Maintain a "Professional Image" in your appearance and hygiene.
- h) Current commercial licensing, with passenger endorsement and transit certification is preferred, but will train qualified candidates.

2. Physical Requirements.

Within reason, an eligible candidate must possess the ability to:

- a) Push and pull non-ambulatory passengers, i.e. persons in wheelchairs, and persons utilizing walkers.
- b) Climb, bend, stoop, twist, crouch and kneel to secure wheelchairs and conduct vehicle inspections.
- c) Sit for extended periods of time.
- d) Use full range of sense of hearing, speech and vision.
- e) Display manual dexterity as applicable to position.

3. Specific Qualifications.

- a) Maintain a Positive, Pro-active, and Professional demeanor with all fellow employees.
- b) Assist and interact with public in a professional manner.

ATTACHMENT D

- c) Display a high level of attention to detail.
- d) Make sound decisions and take responsibility.
- e) Maintain good attendance and be punctual
- f) Be organized in all work activities, while meeting service schedules.
- g) Read, interpret, and apply policy and procedure.

POSITION RESPONSIBILITIES:

Within the parameters established by the Director of Operations and/or the Safety and Training Department, and approved policies and procedures, Bus Drivers are assigned the following position responsibilities:

1. Safe and efficient operation of fleet vehicles:

- a) Performs all pre-trip vehicle inspections in accordance with all applicable laws and within the guidelines set forth by the company.
- b) Reports all unsafe conditions to management.
- c) Properly accounts for all system funds, i.e. ticket sales, fares received, and all other transactions involved with position, where applicable.
- d) Operates assigned route in accordance with prescribed system timetable, manifest and/or according to the instruction of dispatch.
- e) Properly Maintains all required documentation in accordance with laws and within the guidelines set for the by the company.
- f) Observe safety as a priority while performing all duties.

2. Customer service:

- a) Focuses and responds appropriately to the needs of all customers.
- b) Maintains positive attitude and professional image while interacting with customers.
- c) Observes and acts in accordance with all laws regarding the transporting of person's with disabilities (ADA).
- d) Directs and assists customers upon request in a friendly manner.
- e) Reports any unusual incidents to project supervisor.

3. Other duties as assigned:

- a) As assigned by project supervisor.

Employee or Candidate:

Project Manager:

Signed: _____

Signed: _____

Dated: _____

Dated: _____

Original: Employee Personnel File

Copy to: Employee



From: STI Training Director

To: All Prospective Employees

Date: _____

Subject: Acknowledgment for Contingency of Employment

I understand that employment with Southland Transit, Inc. is employment-at-will which can be terminated at any time. However, as I am seeking to be an employee who is also subject to state and federal licensing requirements, as well as being required to be deemed insurable for operation of a vehicle, I understand that my employment with Southland Transit is contingent upon the successful completion of the required pre-employment physical, DOT drug screen, and background certification check.

Furthermore, I acknowledge that I must successfully complete the training program as described by Southland Transit, Inc. and attain all licensing and certifications as required by State and Federal law, in accordance with the training program.

Any discrepancies or falsifications of required documentation or of my application may be cause for my being dropped from training and being terminated from employment.

I have read and understand the above statements.

Name (print)

Date

Signature

ATTACHMENT D

Southland Transit, Inc. - Driver Trainee Classroom Schedule

Week of: _____

Date:	Sun	Mon	Tues	Weds	Thurs	Fri	Sat
	OFF	CLASS	CLASS	CLASS	CLASS	CLASS	OFF
TRAINER							
TIME							
SUBJECT							
TRAINER							
TIME							
SUBJECT							
TRAINER							
TIME							
SUBJECT							
TRAINER							
TIME							
SUBJECT							
TRAINER							
TIME							
SUBJECT							
TRAINER							
TIME							
SUBJECT							
Homework							
Subject							
TOTAL TIME							



DRIVER TRAINEE PERFORMANCE EVALUATION

Driver Trainee Name: _____ Project: _____

Date BTW Started: _____ Service Type: _____

EVALUATION PROCEDURE

This segment consists of a behind-the-wheel evaluation of driving ability and defensive driving skills. The Driver Trainee starts each day with a maximum score available. Points are deducted each time the student obtains a score of less than 4. The maximum score available may fluctuate, as certain areas may not apply to the training session. For that reason the score is formulated on a percentage basis. Scoring instructions are located on page 4 of this booklet.

MAXIMUM SCORE AVAILABLE

The MSA is based on an allotted total of 4 points for each item scored. Count the amount of items scored and multiply by 4. This number represents your MSA.

RATINGS

1 = Violation

2 = Below Standard

3 = Satisfactory

4 = Good

Note: Violations ratings are only given in the event of a hazardous, unsafe or illegal maneuver. All violation ratings require explanation.

	Date	Instructor	Coach #	Wheel Time	<u>Time</u>		Score	Student Initial
					Daily	Accrual		
1				/			%	
2				/			%	
3				/			%	
4				/			%	
5				/			%	
6				/			%	
7				/			%	
8				/			%	
9				/			%	
10				/			%	
DRIVER TRAINEES MUST ACHIEVE AN AVERAGE SCORE OF NO LESS THAN 75% BEFORE BEING RELEASED FROM TRAINING.								%

ATTACHMENT D

ATTACHMENT D

SUBJECT

DAY

Pre Trip Inspection 1 2 3 4 5 6 7 8 9 10

Daily Bus Report										
Pre-Exterior										
Exterior										
Tires/Rims/Lugs										
Passenger Compart.										
Emergency Exits										
Fire Extinguisher										
Operator Compart.										
Recycle W/C/ lift										

Brakes

Air Brake Test										
Hydraulic Brake Test										
Hydraulic W/Booster										
Vacuum /Hydraulic										
ABS Operation										

Transmissions

Understanding										
Operation										

Smith System

Aims High										
Gets Big Picture										
Keeps eyes moving										
Leaves an out										
Makes sure they see										

Obstacle Course

Forward Stop		
Gradual Crossover		
Serpentine		
Measured Right turn		

Steering

Hand Position										
Smooth Motion										
Other										

Radio Operation

Uses 10 - Codes										
Clipping										
Transfer Procedure										

Backing

Speed Control										
Uses Horn										
Uses Mirrors										
Straight line method										
Weaving method										
Back up Stall										
Parallel parking										

Acceleration, Braking &

Stopping Distance 1 2 3 4 5 6 7 8 9 10

Engage P/Brake										
Accelerates smooth										
Maintains speed										
Initial brake depress.										
Stopping distance										
Vehicle in front										
Behind limit line										
Complete Stop										

Lane use, changing & passing

Position Centered										
Position 6" from curb										
Position 4' from curb										
Checks mirrors										
Signals in advance										
Signals properly when passing										
Right lane usage										
Merges smoothly										

Turns

Choice of lane										
Checks mirror										
Signals in advance										
Proper set up										
Check blind spot										
Square Turn										
Uses hand over hand										
Uses hand to hand										
5mph or less when making right turn										
Monitors tail swing										
Accelerates out of										
Returns hands to 9&3 or 10&2										

Intersections

Surveys before entering										
Speed entering										
Covers brakes										
Keeps head & eyes moving										
Ensures intersection is clear										
Obeys sign/signals										
Yields for pedestrians										
Yield Right of Way										

ATTACHMENT D

SUBJECT

DAY

Freeway Driving

1 2 3 4 5 6 7 8 9 10

Observes Signs and Signals										
Checks Mirrors										
Signals properly										
Scans for gap in Traffic										
Speed limit adher.										
On/off Ramp										
Merges smoothly										

Rural Driving

Observes Signs and Signals										
Checks Mirrors										
Signals properly										
Speed limit adher.										

Mountain Driving

Observes Signs and Signals										
Checks Mirrors										
Signals properly										
Speed limit adher.										

Curves & Hills

Signals properly										
Checks Traffic										
Push-pull method										
Merges smoothly										
Approaches curve at proper speed										
Positions vehicle for curve										
Maintains position in curve										
Selects proper lane before hill										
Uses correct gear										
Slows when approaching crest										
Proper braking proc. down hills										

Night Driving

Uses High beams Properly										
Increases following distance										
Light blinded: Looks to edge of Road										

Railroad Crossing

1 2 3 4 5 6 7 8 9 10

Mirror Usage										
Signal Usage										
Position after stop										
Uses four ways										
Looks & Listens										
Merges into Traffic smoothly										

Hostile Weather

Uses Headlights										
Uses Wipers										
Increase following Distance										
Looks for Hazards										

Narrow Streets / Traffic Circles

Continually checks side clearance										
Under 15mph on narrow streets										
Checks for Traffic over Shoulder										
Merges only when safe to do so										
Positions vehicle in exit lane early										
Looks for lost or confused Drivers										

Bike Racks

Knows proper method of use										
Able to clearly explain rules & proc.										

Wheelchair lift operation & securement

Vehicle position for boarding/deboarding										
Operation of lift										
Communicates to passenger										
Conventional Sec.										
4 point tie down										

Service Stops / Bus Zones

Correct approach										
Signal Use										
Stop 3' before sign										
6"-12" parallel										
Engages 4-ways										

ATTACHMENT D

Service Stops / Bus Zones (cont.)

	1	2	3	4	5	6	7	8	9	1
Uses caution with Passengers in zone										
Monitors tail swing when pulling away										
Uses door properly										
Warns Passenger of Hazards										

Route Knowledge

	1	2	3	4	5	6	7	8	9	1
Farebox knowledge/ completes Manifest										
Is familiar with Routes										
Times stops										
Is aware of critical service points										

		Initial
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

Scoring Instructions: Input all of the various ratings in their appropriate boxes for the Day/Session in question. Add all totals from "score" column, multiply total by four (4) and input into box labeled "Maximum Score Available". Add all scores from "calculation" column and input into box labeled "Subtotal". Input violation ratings subtracted from Subtotal into box labeled "Total". Divide Total Score by Maximum Score Available and input percentage into bold box. Transfer percentage to front page for review.

ATTACHMENT D

Day/Session #1

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #2

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #3

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #4

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #5

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #6

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #7

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #8

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #9

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

Day/Session #10

	Score	Calculation
Total of Below Standard ratings		x 2 =
Total of Satisfactory ratings		x 3 =
Total of Good ratings		x 4 =
Subtotal Score	=	
Total Violation ratings		x-1 =
Total	=	
Maximum Score Available		= %

ROUTE TRAINING

		RUN/SHIFT#	*CHECK IF IN SERVICE	T R A I N E R
--	--	-------------------	---------------------------------	----------------------

1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

* Driver Trainee must be signed-off, licensed with applicable endorsements before driving any vehicles in revenue service!

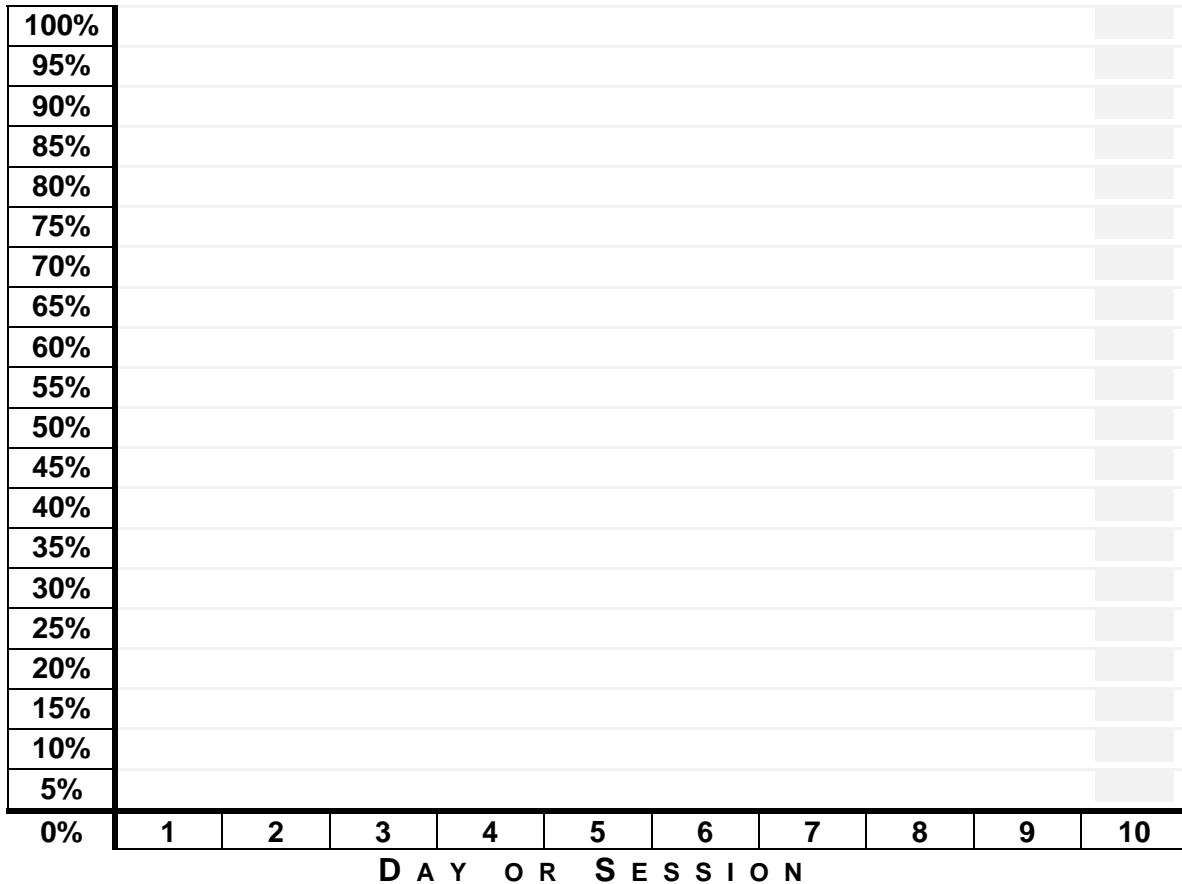
Note: In revenue service is defined as a vehicle in operation with passengers for fare.

COMMENTS

Route knowledge

2	
3	
4	
5	
6	
7	

DRIVER TRAINEE PROGRESS CHART



This chart is used to measure improvement on a progressive level for each Driver Trainee. Using a red ink pen, draw a straight line from preceding percentage scored to current percentage scored. The numbers below the chart represent the current session or day of training in question. If on first day or session, start line at the percentage reached that day on column #1.



TRAINING LAPEL SHEET

<i>NAME:</i>	<i>TRAINING START:</i>
<i>POSITION:</i>	<i>TRAINING COMPLETE:</i>
<i>PHONE:</i>	<i>CDL TYPE:</i>
<i>S.S.N.:</i>	<i>FIRST AID:</i>
<i>HIRE DATE:</i>	<i>CPR:</i>
<i>C.D.L. NO.:</i>	<i>DOB:</i>

DRIVER PROFICIENCY & AUTHORIZED VEHICLES

(CCR 13, 1229)

(CCR 13, 1234 (b))

INSTRUCTOR

<i>DATE</i>	<i>INITIAL</i>	
		___ Vehicles less than 10,000 GVWR
		___ Vehicles 10,000 - 26,000 GVWR
		___ Vehicles over 26,000 GVWR
		___ Bus w/ airbrakes ___ passengers
		___ Bus w/ hydraulic brakes ___ psgrs.
		___ Standard shift Transmission
		___ Automatic Trans. only (rest. 64)
		___ Airbrake endorsement.
		___ Verification of Transit Training Cert.
		___ General Public Paratransit Cert.
		___ VDDP Certificate



TYPE OF REVIEW: Observed _____ Unobserved _____

BUS DRIVER EVALUATION

Driver Name: _____	Date: (PT) _____	(RC) _____
Start Time: (PT) _____	(RC) _____	Finish Time: (PT) _____
	(RC) _____	(RC) _____
Vehicle Number: (PT) _____	(RC) _____	Driver's License Number: _____
Driver's License Expiration: _____		DL 51(a) Expiration Date: _____
Supervisor's Signature: _____		Examiner's Signature: _____

<p>Input one of the following scores in each applicable Box. After, refer to reverse side for scoring instructions. Operator must achieve a score of not less than 75 %.</p> <p>4 = Good 3 = Satisfactory 2 = Below Standard -1 = Violation / Retraining Required</p> <p>Exceptions: A score of less than 3 in E, G, or N is cause for immediate failure of the review.</p>	<p>ANY CHECKS BELOW WILL RESULT IN IMMEDIATE FAILURE OF REVIEW:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>Did not follow backing procedure.</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Failure to have valid Driver's license, DL 51(a) and required cert.</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Improper Body Mechanics when securing mobility device</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table> <p>SCORE ACHIEVED: Check one of the following after completing reverse side</p> <table style="width: 100%;"> <tr> <td>GOOD = scored between 90% and 100%</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>SATISFACTORY = scored between 75% and 90%</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>BELOW STANDARD = scored below 75% - Operator requires retraining.</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>VIOLATION = score does not apply and operator requires retraining.</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	Did not follow backing procedure.	<input type="checkbox"/>	Failure to have valid Driver's license, DL 51(a) and required cert.	<input type="checkbox"/>	Improper Body Mechanics when securing mobility device	<input type="checkbox"/>	GOOD = scored between 90% and 100%	<input type="checkbox"/>	SATISFACTORY = scored between 75% and 90%	<input type="checkbox"/>	BELOW STANDARD = scored below 75% - Operator requires retraining.	<input type="checkbox"/>	VIOLATION = score does not apply and operator requires retraining.	<input type="checkbox"/>
Did not follow backing procedure.	<input type="checkbox"/>														
Failure to have valid Driver's license, DL 51(a) and required cert.	<input type="checkbox"/>														
Improper Body Mechanics when securing mobility device	<input type="checkbox"/>														
GOOD = scored between 90% and 100%	<input type="checkbox"/>														
SATISFACTORY = scored between 75% and 90%	<input type="checkbox"/>														
BELOW STANDARD = scored below 75% - Operator requires retraining.	<input type="checkbox"/>														
VIOLATION = score does not apply and operator requires retraining.	<input type="checkbox"/>														

PRE-TRIP INSPECTION	Score:	%	RIDE CHECK	Score:	%	WHEELCHAIR CHECK	Score:	%
A. Exterior Lights		<input type="checkbox"/>	1. Uses seat belt at all times		<input type="checkbox"/>	I. Stops proper distance from curb		<input type="checkbox"/>
B. Fluid Levels		<input type="checkbox"/>	2. Releases emergency parking brake		<input type="checkbox"/>	II. Engages emergency brake, lift switch		<input type="checkbox"/>
C. Belts and Hoses		<input type="checkbox"/>	3. Two hand grip on steering wheel		<input type="checkbox"/>	III. Proper use of lift cover		<input type="checkbox"/>
D. Fluid Leaks		<input type="checkbox"/>	4. Checks mirrors every 5-8 seconds		<input type="checkbox"/>	IV. Proper use of lap restraint		<input type="checkbox"/>
E. Tires/Wheels/Lugs/Rims		<input type="checkbox"/>	5. Accelerates smoothly		<input type="checkbox"/>	V. Applies brakes of wheelchair while on lift and turns off power on electric powered devices		<input type="checkbox"/>
F. Springs/Shocks (if applicable)		<input type="checkbox"/>	6. Consistently aware of changing road conditions		<input type="checkbox"/>	VI. Applies brakes of wheelchair while on bus and turns off power on electric powered devices		<input type="checkbox"/>
G. Brakes/Drums/Linings		<input type="checkbox"/>	7. Adequate self-confidence in driving		<input type="checkbox"/>	VII. Proper tie-down, including kneeling to install tie-downs (failure to properly secure is a violation)		<input type="checkbox"/>
H. Doors and Mirrors		<input type="checkbox"/>	8. Follows proper radio procedure.		<input type="checkbox"/>	VIII. Folds/unfolds lift properly (including proper standing position)		<input type="checkbox"/>
I. Emergency Reflectors		<input type="checkbox"/>	9. Drives right of roadway whenever possible		<input type="checkbox"/>	IX. Raises/lowers lift properly		<input type="checkbox"/>
J. Fuel Tanks		<input type="checkbox"/>	10. Follows proper railroad crossing procedures		<input type="checkbox"/>	X. Demonstration of manual lift use		<input type="checkbox"/>
K. Air/Electrical Lines, Connectors		<input type="checkbox"/>	11. Makes proper turns		<input type="checkbox"/>	XI. Proper call-in to dispatch: "4-point tie-down and lap restraint secured".		<input type="checkbox"/>
L. Horn		<input type="checkbox"/>	12. Makes turns at 5mph or less		<input type="checkbox"/>			
M. First Aid Kit		<input type="checkbox"/>	13. Maintains proper speed and following distance		<input type="checkbox"/>			
N. Brake Systems (checks)		<input type="checkbox"/>	14. Approaches traffic signals ready to stop		<input type="checkbox"/>			
O. Guages		<input type="checkbox"/>	15. Uses turn signals and flashers correctly		<input type="checkbox"/>			
P. Heater/Defroster/AC.		<input type="checkbox"/>	16. Comes to full stop		<input type="checkbox"/>			
Q. Windows/Windshield/Wipers		<input type="checkbox"/>	17. Correct position after stopping		<input type="checkbox"/>			
R. Panel Lights		<input type="checkbox"/>	18. Checks traffic before moving after stopping		<input type="checkbox"/>			
ADDITIONAL ITEMS FOR BUSES			19. Uses flashers when boarding/deboarding		<input type="checkbox"/>			
A. Fire extinguisher (if required)		<input type="checkbox"/>	20. Correct position in bus zones (parallel)		<input type="checkbox"/>			
B. Passenger entry doors		<input type="checkbox"/>	21. Stops vehicle proper distance from curb		<input type="checkbox"/>			
C. Emergency Exits		<input type="checkbox"/>	22. Brakes are engaged while loading or unloading		<input type="checkbox"/>			
D. Seats/Stanchions/W.C. Lift		<input type="checkbox"/>	23. Checks passengers before moving vehicle		<input type="checkbox"/>			
E. General interior		<input type="checkbox"/>	24. Opens door after coming to a complete stop		<input type="checkbox"/>			
F. Wheelchair lift cycle		<input type="checkbox"/>	25. Signals traffic in advance when pulling out		<input type="checkbox"/>			
G. W/C Securement devices/restraints		<input type="checkbox"/>	26. Stops the vehicle smoothly		<input type="checkbox"/>			
H. Interlock devices		<input type="checkbox"/>	27. Announces major intersection and transfer points		<input type="checkbox"/>			
			28. Greets passengers correctly during boarding		<input type="checkbox"/>			
			29. Collects proper fare/counts passengers correctly		<input type="checkbox"/>			

Examiner's Remarks: _____

Driver's Comments: _____

Driver's Signature: _____

Distribution: Orig. - Location File; xc - Employee

PULL OUT INSPECTION REPORT

Part 1, Driver Certification

Date: _____

Driver: _____ Observer: _____

Service Type: ☐ Fixed Route ☐ Dial-A-Ride, ☐ Other Bus No.: _____

Certificate held: ☐ VTT, ☐ VDDP, ☐ GPPV, ☐ SPAV, ☐ School bus Cert. Exp.: _____

Date: _____ CDL No.: _____ Type/Endors.: _____ Lic. Exp.: _____

(DL51) Medical Card Exp.: _____ Shift arrival: _____ Facility Departure: _____

Part 2, Pre-Trip Vehicle Inspection

Yes No

Step 1: Pre-Exterior/Before starting vehicle

Pre-Exterior check for leaks, or major damage/defect..... ☐ ☐
Inspects engine compartment, e.g. belts, hoses, filters..... ☐ ☐

Step 2 (a): Exterior

Checks all exterior lights for proper illumination..... ☐ ☐
Physically checks any accessories/attachments for securement..... ☐ ☐

Step 2 (b): Tires, Wheels, and Lugs

Physically checks lug nuts, valve stem, balancer..... ☐ ☐
Checks all major grooves for appropriate tread depth..... ☐ ☐
Checks for appropriate inflation and foreign objects (duals) ☐ ☐
Is able to identify legal requirements..... ☐ ☐

Step 3: Interior/Passenger seating area

Insures required items on board, e.g. emergency reflectors, fire extinguisher, first aid kit, accident kit... ☐ ☐
Opens one (1) emergency exit each side to ensure proper function..... ☐ ☐
Has appropriate restraint inventory..... ☐ ☐

Step 4: Drivers Compartment

Checks for vehicle registration and insurance documents..... ☐ ☐
Properly adjusts mirrors..... ☐ ☐
Recycles W/C lift properly ☐ ☐
Does a complete Brake Test;
Air System..... ☐ ☐
Hydraulic System..... ☐ ☐
Has Transfers and Schedules..... ☐ ☐

Remarks: _____

Driver's Signature: _____ Date Reviewed: _____

ATTACHMENTS

Time shift started: _____ Ended: _____ Lunch Period: _____

Please use 24hr. time wherever time is required, i.e. 1600 represents 4:00pm.

TIMETABLES

DONE: Indicate with check mark when assignment is completed.

ASSIGNMENT

(see reverse side for comments section and supervisor incident reporting)

ATTACHMENT D

[illegible]

TYPE: Indicate one of the following; Observed, Unobserved, W/Chair. If observed note parts completed i.e. ride check (RC) or Pre-Trip (PT).

[illegible]

Please outline any details involving bus disturbances or other pertinent information below.

REMARKS



Unsafe Act Citation

Employee Name: _____ Date: _____

The company has the right to terminate your employment immediately if you have been involved in an unsafe act. In this case we have determined that your actions would not result in immediate termination and instead you are being issued this citation as a warning that you are in violation of the STI Safety and Training Program policy, as described in Section 12.1 – Unsafe Acts.

This is your _____ warning of violation.

State the date and nature of prior warnings, if applicable.

1. _____
2. _____

As a reminder, further violations may warrant disciplinary action, up to and including termination.

Description of Unsafe Act: _____

Observing Supervisor: _____

Supervisor Signature: _____ Date: _____

You are urged to act upon this information by correcting any/all behavior related to the nature of this citation.

Employee Comments: _____

Employee Signature: _____ Date: _____

Distribution: Original to Employee Personnel File
 Copy to Location Training File and Employee



Retraining Document

Complete this section and provide copy to employee

Employee Name: _____ Date: _____

You are scheduled to receive additional training on _____ as a result of:

☐ Preventable Accident ☐ Failed Evaluation ☐ Unsafe Act

You are required to report to (circle one) your project instructor / Central Training at _____ (time) on the above date. Failure to attend may result in further disciplinary action, up to and including termination.

Complete this section during and following completion of employee re-training

Subject(s) covered: _____

Time spent in Class: _____ Time spent Behind-the-wheel: _____

Instructor Comments: _____

Instructor Signature: _____ Date: _____

Employee Signature: _____ Date: _____

Distribution: Original to Employee Personnel File
 Copy to Location Training File and Employee

ATTACHMENT D

SOUTHLAND TRANSIT, INC.

SAFETY AND TRAINING PROGRAM

Policy Acknowledgement

I _____, acknowledge that I have received a copy of the Southland Transit, Inc. Safety and Training Program policy, and fully understand the applicability of this policy to my position, as specifically discussed in Section 3 and referenced within the entire policy document.

Furthermore, I acknowledge that I have received a copy of the Southland Transit, Inc. Employee Handbook and Injury and Illness Prevention Program and understand that I will continue to be governed by them, in addition to the Safety and Training Program. I also fully understand that Southland Transit, Inc. is an "at-will" employer; therefore, any employee may resign at any time, just as the company may terminate the employment relationship with any employee, at any time for any reason, with or without notice.

Employee Signature

Supervisor

Date

Original: Personnel File
Copy to: Employee and
 Location Training File

Attachment B

On-Site Review Schedule

ADA Complementary Paratransit Service Review

Riverside Transit Agency (RTA)

Riverside, California

February 2-5, 2004

Schedule

Time	Activity	Who	Where
Monday, February 2, 2004			
9:00 AM	➤ Opening Conference	All	1825 Third Street Riverside
9:30 AM	➤ Review information requested & policies & procedures with RTA Managers	All	1825 Third Street Riverside
10:30 AM	➤ Review budget and resources ➤ Review eligibility process ➤ Review complaints	Kidston Thatcher Chia	1825 Third Street Riverside
1:00 PM	➤ Review service parameters ➤ Continue Eligibility Review ➤ Interview drivers and managers at McDonald Transit Associates	Kidston Thatcher Chia	1825 Third Street Riverside McDonald Transit
2:30 PM	➤ Tour facility ➤ Continue MTA observations	Kidston, Thatcher Chia	700 Scaramella Hemet MTA
3:00 PM	➤ Observe call takers; record trip request information ➤ Continue MTA observations	Kidston, Thatcher Chia	700 Scaramella Hemet MTA
Tuesday, February 3, 2004			
7:00 AM	➤ Observe call takers; record trip request information ➤ Interview Trans Concepts drivers and managers	Kidston, Thatcher Chia	700 Scaramella Hemet 3750 Wentworth Dr. Hemet
9:00 AM	➤ Analyze reservation observations ➤ Review trip performance data ➤ Continue Trans Concepts interviews	Thatcher Kidston Chia	700 Scaramella Hemet 3750 Wentworth Dr. Hemet
1:00 PM	➤ Review trip scheduling ➤ Review trip performance data ➤ Review telephone system and performance	Thatcher Kidston Chia	700 Scaramella Hemet
3:00 PM	➤ Observe RTA dispatch ➤ Review trip performance data ➤ Analyze trip duration data	Thatcher Kidston Chia	700 Scaramella Hemet
Wednesday, February 4, 2004			
7:00 AM	➤ Interview MV drivers and managers ➤ Observe reservations and dispatch; Interview managers & drivers; collect information on telephone access & service performance	Kidston Chia Thatcher	110 G St. Perris Corona Riverside ST 8095 Lincoln Av Riverside
1:00 PM	➤ Review performance data	Kidston, Chia, Thatcher	700 Scaramella Hemet
Thursday, February 5, 2004			
Morning	➤ Complete preliminary data analysis & remaining detail work ➤ Prepare materials for debriefing session	All	1825 Third Street Riverside
3:00 PM	➤ Exit Conference	All	1825 Third Street Riverside

Attachment C

Memoranda of Understanding between RTA And the City of Riverside

1 **AMERICANS WITH DISABILITIES ACT**
2 **MEMORANDUM OF UNDERSTANDING**
3 **BETWEEN**
4 **RIVERSIDE TRANSIT AGENCY**
5 **AND**
6 **CITY OF RIVERSIDE**

7 **THIS MEMORANDUM OF UNDERSTANDING** is entered into this 16th day
8 of ~~February~~^{April}, 2003, by and between the RIVERSIDE TRANSIT AGENCY located at 1825
9 Third Street, Riverside, CA 92517 (hereinafter referred to as "RTA") and the CITY OF
10 RIVERSIDE, located at 3900 Main Street, Riverside, CA 92522 (hereinafter referred to as
11 CITY).

12 **WHEREAS**, RTA is the designated Consolidated Transportation Service Agency
13 (CTSA) for Western Riverside County, and is thereby responsible for reducing duplication
14 of services and improving efficiency and effectiveness through increase coordination and
15 consolidation of transportation services for persons with disabilities; and

16 **WHEREAS**, RTA, as a public transportation operator, is responsible for providing
17 comparable paratransit services for persons with disabilities who cannot use its fixed route
18 transit services as required by the Americans With Disabilities Act (ADA); and

19 **WHEREAS**, CITY operates Riverside Special Services (RSS), a paratransit service
20 which provides accessible transportation services for persons with disabilities; and

21 **WHEREAS**, in January 1992, RTA adopted its Implementation Plan (PLAN),
22 setting forth its plan for complying with the applicable transportation provisions of the
23 ADA; and

24 **WHEREAS**, RTA and CITY are committed to working together toward filling the
25 PLAN and in full compliance with ADA, including improvement and expansion of fully
accessible transportation services for persons with disabilities;

NOW, THEREFORE, in consideration of the mutual understandings and promises
entered into herein, RTA and CITY agree as follows:

1. RTA and CITY shall cooperate and coordinate with each other regarding
transportation services for disabled persons and compliance with the provisions

1 of the ADA, including the following:

- 2 A. Both parties agree to advise each other regarding planning efforts in advance
3 of public hearings.
- 4 B. Both parties agree to provide monthly updates regarding any significant
5 changes affecting accessibility on any existing services.
- 6 C. Both parties agree to provide monthly operating information, including
7 ridership, hours, miles, customer comments, out-of-area trip requests, no-
8 shows, wheelchair boardings, and National Transit Data Base information.
- 9 D. CITY agrees to comply with RTA standardized eligibility and certification
10 process. RTA will forward to CITY information about eligibility for ADA
11 Priority service. Cost for required certification process will be RTA's
12 responsibility.
- 13 E. CITY and RTA agrees to accept and coordinate passenger transfers from
14 other public transportation systems.
- 15 F. Both parties agree to notify each other of any planned service changes at
16 least 30 days in advance of the proposed service changes.
- 17 G. Both parties agree to make good faith efforts to coordinate services with
18 other operators providing transportation services for persons with
19 disabilities in Western Riverside County.
- 20 H. Both parties agree to develop and promote outreach efforts and publicize
21 each other's programs and services for persons with disabilities.

22 2. CITY agrees to comply with the following service criteria established by the
23 Americans With Disabilities Act and included as part of RTA's Implementation
24 Plan:

- 25 A. Service Area - Shall be no less than $\frac{3}{4}$ of a mile on either side of the
current RTA fixed route system.
- B. Response Time - ADA certified passengers will be provided ADA priority
level service with "next day" or better response time.
- C. Fares - No more than twice the fixed route base fare. Personal care and

1 attendants will ride at no charge.

2 D. Trip Purpose - No restrictions or priorities based on trip purpose.

3 E. Hours and days of service - CITY will provide ADA services 8 a.m. to 6
4 p.m., Monday through Friday, and 9 a.m. to 4:30 p.m. Saturday and
5 Sunday.

6 F. Capacity Constraints - Meet regulation requirements of having no
7 capacity constraints. Future service expansion will give first priority to
8 capacity constraint issues.

9 3. CITY shall include all of its planned ADA transportation services as part of its
10 annual Short Range Transit Plan (SRTP).

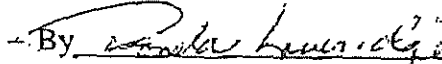
11 4. It is understood that RTA and CITY may both make claims for money from the
12 Riverside County Transportation Commission (RCTC) to assist in financing transportation
13 service for persons with disabilities.


14 5. RTA agrees that during the term of this Agreement, RTA shall not discriminate
15 on the grounds of, or because of race, color, national origin, sex, sexual orientation or
16 disability including the medical condition of Acquired Immune Deficiency Syndrome
17 (AIDS) or any condition related thereto in the selection and retention of employees and the
18 procurement of materials and equipment.

19 6. This MOU shall remain in full force and effect unless written notice to terminate
20 or amend is submitted by either party. A meeting between both parties will be held within
21 thirty (30) days of receipt of said written notice. Upon receipt of written notice, the parties
22 will have thirty (30) days from the meeting date to mutually agree upon changes to the
23 MOU, otherwise the MOU becomes null and void.

24 IN WITNESS WHEREOF, the parties hereto have caused this Memorandum of
25 Understanding to be executed by their duly authorized officers as of the day and year
first written above.

CITY OF RIVERSIDE
a municipal Corporation

By 
Mayor

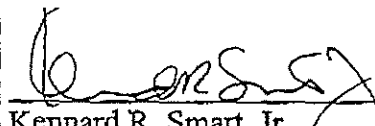
By 
City Clerk

RIVERSIDE TRANSIT AGENCY

APPROVED AS TO FORM:


Deputy City Attorney

By 
Larry Rubio
Chief Executive Officer


Kennard R. Smart, Jr.
Counsel for Riverside Transit Agency

H:\vpaz\word\rtamou.doc

RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92507

February 27, 2003

TO: BOARD OF DIRECTORS
THRU: Larry Rubio, Chief Executive Officer
FROM: Vince Rouzaud, Director of Purchasing and Materials Management
SUBJECT: Authorization to Enter into a Memorandum of Understanding with the City of Riverside for the Coordination of ADA Transportation Services

Summary: In January 1992, the Agency adopted an Implementation Plan setting forth its policy for complying with the applicable transportation provisions of the Americans with Disabilities Act (ADA).

As the designated Consolidated Transportation Services Agency (CTSA) for western Riverside County, it is the Agency's responsibility to reduce the duplication of services and improve the efficiency and effectiveness of accessible transportation for persons with disabilities who are unable to use the fixed route transit services.

In August 1992, the Agency entered into a Memorandum of Understanding (MOU) with the City of Riverside to cooperate and coordinate transportation services with Riverside Special Services (RSS), the City's paratransit service which provides accessible transportation services for persons with disabilities.

This MOU updates and reaffirms the Agency's commitment to continue to work closely with the City to coordinate, improve and expand accessible transportation services for persons with disabilities and ensure full compliance with ADA.

Fiscal Impact:
None.

Committee Recommendation:

This item was discussed at the Board Administrative Committee meeting of February 12, 2003. The Committee members unanimously approved recommending this to the full Board for consideration.

Recommendation:

Approve the execution of a Memorandum of Understanding with the City of Riverside to coordinate transportation services with Riverside Special Services for transportation services for persons with disabilities.

Attachment D

Memoranda of Understanding between RTA And the City of Corona

**AMERICANS WITH DISABILITIES ACT
MEMORANDUM OF UNDERSTANDING**

This Memorandum of Understanding (MOU), made this 28th day of October, 1993, is by and between the Riverside Transit Agency (RTA) and the City of Corona (CITY).

WHEREAS, RTA is the designated Consolidated Transportation Service Agency (CTSA) for Western Riverside County, and is thereby responsible for reducing duplication of services and improving efficiency and effectiveness through increase coordination and consolidation of transportation services for persons with disabilities; and

WHEREAS, RTA, as a public transportation operator, is responsible for providing complementary paratransit services for persons with disabilities who cannot use its fixed route transit services as required by the Americans With Disabilities Act (ADA); and

WHEREAS, City operates City of Corona Dial-A-Ride, a paratransit service which provides accessible transportation services for persons with disabilities; and

WHEREAS, in January 1992, RTA adopted its Implementation Plan (PLAN), setting forth its plan for complying with the applicable transportation provisions of the ADA; and

WHEREAS, RTA and City are committed to working together toward full compliance with the ADA, including improvement and expansion of fully accessible transportation services for persons with disabilities.

NOW, THEREFORE, in consideration of the mutual understandings and agreements entered into herein, RTA and City agree as follows:

1. RTA and City shall cooperate and coordinate with each other regarding transportation services for disabled persons and compliance with the provisions of the ADA, including the following:

- A. Advise each other regarding planning efforts in advance of public hearings.
- B. Monthly updates regarding any significant changes affecting accessibility on any existing services.
- C. Monthly operating information, including ridership, hours, miles, customer comments, out-of-area trip requests, no-shows, wheelchair boardings, and Section 15 data.

- D. City agrees to comply with standardized eligibility and certification process. RTA will forward to City information about eligibility for ADA priority service.
- E. Accepting all transfers from other public transportation systems.
- F. Notify each other of any service changes at least 60 days prior to the service change.
- G. Good faith efforts to coordinate services with other operators providing transportation services for persons with disabilities in Western Riverside County.
- H. Develop and promote outreach efforts and publicize each other's programs and services for persons with disabilities.
2. City agrees to comply with the six service criteria established by the Americans With Disabilities Act that are included as part of RTA's Implementation Plan:
- A. Service Area - 3/4 of a mile on either side of the current RTA fixed route system.
- B. Response Time - New paratransit service will have "next day" or better response time.
- C. Fares - No more than twice the fixed route base fare. Personal Care attendants will ride at no charge.
- D. Trip Purpose - No restrictions or priorities based on trip purpose.
- E. Hours and Days of Service - Meet the regulations requirements of operating during the same hours and days as fixed route service. City will provide ADA service 6 a.m. to 9 p.m. Monday to Friday, 8 a.m. to 9 p.m. Saturday and 9:30 a.m to 7:30 p.m. Sunday. A total of 1,690 additional annual service hours.*
- F. Capacity Constraints - Meet regulation requirements of having no capacity constraints.
3. City shall include all of its planned ADA transportation services as part of its annual Short Range Transit Plan (S RTP).

4. RTA shall support City's claim for money from the Riverside County Transportation Commission (RCTC) to assist in financing City's transportation service for persons with disabilities.

5. This MOU shall remain in full force and effect until terminated by either party following written notice.

*The additional hours requirement will be addressed at a future date.

IN WITNESS WHEREOF, RTA and City have caused this Memorandum of Understanding to be executed by their duly authorized officers as of the day and year above written.

RIVERSIDE TRANSIT AGENCY

BY: Susan J. Hafnet
Susan J. Hafnet
General Manager

Date: 10/29/93

CITY OF CORONA

BY: Joseph R. Palencia

Date: 1-10-94

Attachment E

Non-Monetary Cooperative Service Agreement Between RTA and Omnitrans

NON-MONETARY COOPERATIVE SERVICE AGREEMENT (NCSA)

between

**RIVERSIDE TRANSIT AGENCY
1825 Third Street
Riverside, CA 92517**

and

**OMNITRANS
1700 West Fifth Street
San Bernardino, CA 92411-2499**

THIS AGREEMENT is made between RIVERSIDE TRANSIT AGENCY and OMNITRANS for the dissemination of information and the coordination of service and service planning efforts, fare structures, bus stops, and transfer connections.

WITNESSETH:

WHEREAS, RIVERSIDE TRANSIT AGENCY and OMNITRANS are providing the general public with safe, convenient public transportation in the counties of San Bernardino and Riverside, respectively, by coordinating and cooperating in route planning and scheduling, providing transfer privileges, coordinating fare structures and disseminating information; and

WHEREAS, to efficiently serve the travel demands of each county without artificial constraints resulting from political boundaries, it may be necessary for either carrier to operate within or through the other's service area; and

WHEREAS, RIVERSIDE TRANSIT AGENCY and OMNITRANS desire to enter into a non-monetary cooperative agreement for the provision of fixed route and demand response transit services between Riverside and San Bernardino Counties;

NOW, THEREFORE, RIVERSIDE TRANSIT AGENCY and OMNITRANS agree as follows:

1. TERM OF AGREEMENT

The term of this Agreement shall be effective July 1, 2003 and will remain in effect until terminated or amended by either party by giving 90 days' written notice to the other party.

2. CONTROL AND RESPONSIBILITY

A. Each party to this Agreement, in its operations pursuant hereto, is acting as an independent contractor and agrees to indemnify and hold the other party harmless from and against all claims, losses, damages and expenses, including attorneys fees, on account of bodily injury to or death of any person, or for property damage arising out of the performance of services described in this Agreement, unless caused by the negligence of the other party.

B. Each party to this Agreement further agrees to indemnify, and hold harmless the other party from and against any and all liability or expense, including any claim of liability, and any and all losses or costs (including reasonable legal expenses and costs of expert witnesses and consultants) that may be imposed upon the other party solely by virtue of the provisions of Section 895.2 of the California Government Code.

3. OPERATIONAL INFORMATION

- A. Each party shall inform the other of future plans for new routes, schedules, and fares, exclusive of temporary demand and/or emergencies, within the other agency's service area as soon as practicable. Any plans for implementing new routes in the other agency's service area, not previously identified in Exhibits 1 & 2, must be pre-approved by the other agency prior to implementation. Each party reserves the right to conduct an analysis of any proposed change or addition of new routes, schedules and fares. If analysis determines that the contemplated change could impact the agency's services, the agency reserves the right to deny such change.
- B. Each party shall provide, on request, data that is readily available including boardings and alightings by stop and passenger load information for all inter-county services operated in the other agency's service area during the term of this Agreement. Should a data request require extensive efforts, the requested party shall advise the requesting party of the expected costs; and, if the requesting party still desires the data, it shall so advise the requested party which shall provide the data and which may charge a fee to recover its costs.

4. SERVICE TO BE OPERATED

- A. For new service or major service restructuring implemented by either party, every attempt shall be made, to the extent possible, to coordinate alignments, schedules, stops, fare policies and route planning to promote the safety, convenience and seamless transfers to the general public.

- B. Each party shall provide transfer interfaces at any point where the routes intersect, for the convenience of passengers transferring between RIVERSIDE TRANSIT AGENCY's service and OMNITRANS' services.
- C. RIVERSIDE TRANSIT AGENCY and OMNITRANS shall provide the services shown on the schedule of service attached hereto as Exhibits – 1 and 2, incorporated herein by reference as though fully set forth.

5. CHANGES IN SERVICE

- A. Either party may, upon 90 days' written notice, make service changes which affect the other party to this Agreement. Major service changes will be made only after compliance with public hearing requirements of Section 9 (e)(3)(H) of the Surface Transportation Assistance Act of 1982 as amended. Each party shall provide for public input into the service change process by residents of the other jurisdiction.
- B. Either party may temporarily add service to relieve overloads or expected overload conditions on any service, provided the other party is given written notification by the other party of the service increase and the estimated duration of the temporary demand within 30 days of commencement of the added service.

6. PUBLIC INFORMATION

Each party shall cooperate, to the extent feasible, in providing the general public with specific transit information and in advertising of operations of both parties' services, in promoting the general use of public transit, and in providing participation and support in required public hearings.

7. FARES

- A. Fares may vary in accordance with the adopted policies of each party. The operator of a service shall retain all fares or other revenues collected with respect to that service.
- B. Each party will honor, in lieu of payment of fare, the annual pass issued to employees of the other as shown in Exhibits 3 & 4, subject to normal restrictions in effect by the honoring agency.

8. BUS STOPS

- A. Each party shall cooperate in the location, installation, expenses and maintenance of all jointly used bus stops.
- B. Each party shall permit the use of existing standards (posts, poles) for the installation of bus stop signs by either party at jointly used bus stop locations.
- C. Each party shall be solely responsible for any claims for damages which may arise out of the installation of its own bus stop signs, posts or poles.

9. TRANSFER CONNECTIONS

In order to minimize a patron's waiting time between each party's service where a transfer is required in order to complete a trip, each party shall, to the extent practical, coordinate their respective schedules.

10. COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA)

Each party shall be solely responsible for complying with the Americans with Disabilities Act of 1991(ADA) as amended, including the provision of parallel ADA demand response service along fixed bus routes operated in the other party's service area.

11. TRANSFERS

Each party shall accept the other party's transfer media as shown in Exhibits – 5 and 6 toward the patron's applicable base fare within the prevailing fare zones at the point of transfer between intersecting OMNITRANS and RIVERSIDE TRANSIT AGENCY routes.

12. NO MONETARY CLAIMS

Neither party shall have any claims against or liabilities to the other party on account of expenses incurred or revenues received or lost as a result of this Agreement except as otherwise provided in Section 2, CONTROL AND RESPONSIBILITY, of this Agreement.

13. NOTIFICATION

All correspondence is to be sent to the following address:

OMNITRANS
Attn: Durand L. Rall,
CEO/General Manager
1700 W. Fifth Street
San Bernardino, CA 92411-2499

RIVERSIDE TRANSIT AGENCY
Attn: Larry Rubio,
CEO/General Manager
1825 Third Street
Riverside, CA 92517

14. ENTIRE AGREEMENT

This Agreement constitutes the entire understanding of the parties with respect to the subject matter hereof, and there are no other representations, promises, warranties, covenants or undertakings with respect thereto.

OMNITRANS

By: 

Durand L. Rall
CEO/General Manager

Date: March 5, 2003

RIVERSIDE TRANSIT AGENCY

By: 

Larry Rubio
CEO/General Manager

Date: 4-24-03

APPROVED AS TO FORM:

By: 

Fiona Luke
Omnitrans Counsel

APPROVED AS TO FORM:

By: 

Kennard R. Smart, Jr.
RTA Counsel

Exhibit – 1. Omnitrans services covered under this Agreement
Date Amended: N/A

1. Route 29: Rialto – Fontana – Country Village
2. Route 71: Fontana – Country Village - Ontario
3. Route 100 (Express): San Bernardino - Riverside
4. Yucaipa OmniLink: Yucaipa – North Calimesa demand response service
5. Omnitrans ACCESS ADA demand response service

Exhibit – 2. RTA services covered under this Agreement
Date Amended: N/A

1. Route 21: Galleria at Tyler – Country Village
2. Route 25: Riverside – Loma Linda
3. Route 36: San Geronio Hospital – Calimesa - Yucaipa
4. Route 49: Downtown Riverside – Country Village
5. Route 60 (Express): Downtown Riverside - Montclair
6. RTA ACCESS ADA demand response service

Exhibit – 3. Omnitrans Employee Pass & ID

**Employee Pass
2002-2003**

0534

NO FARE PASS

This employee pass is valid until June 30, 2003, unless otherwise rescinded. Subject to conditions on the reverse side and/or as set forth by the General Manager of Omnitrans, Durand L. Rali

D. L. Rali

Durand L. Rali



Name

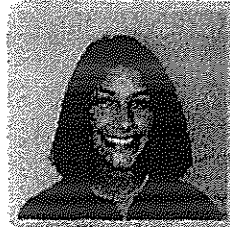
MARY K. SMITH

Employee No:

Hire Date:

99999

07/25/2001



OPERATIONS

"Safe-Courteous-Reliable"

Exhibit – 4. RTA Employee Pass + ID

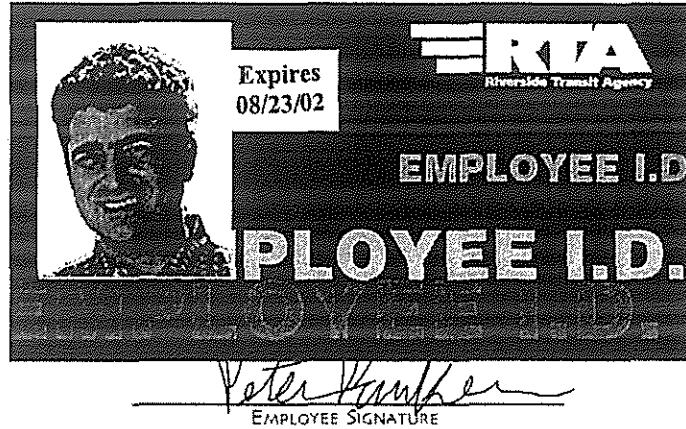


Exhibit – 5. Omnitrans Transfer Media

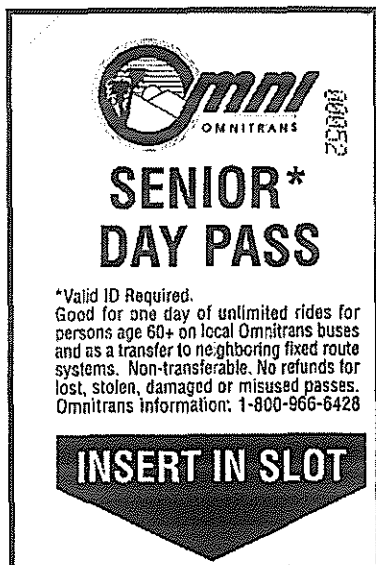


Exhibit – 5. Omnitrans Transfer Media (continued)

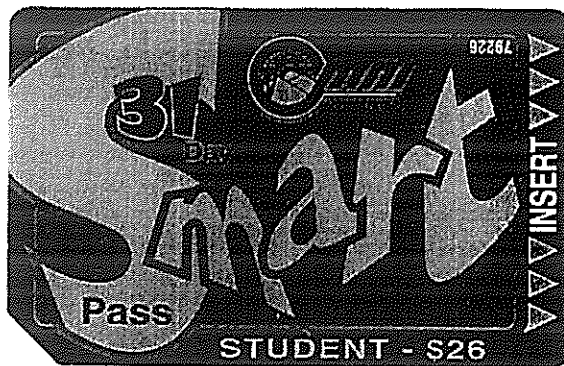
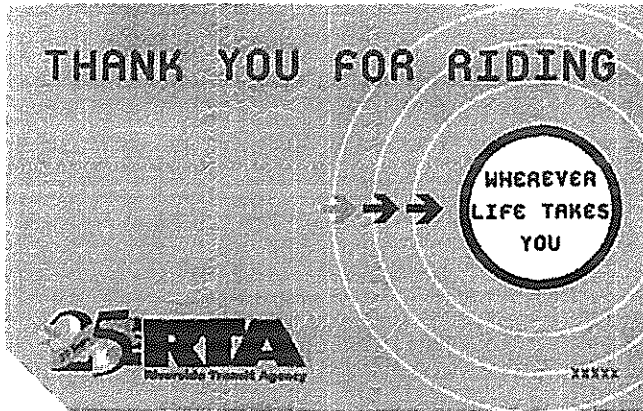
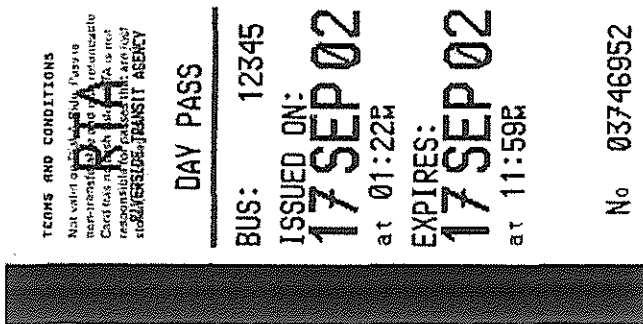


Exhibit – 6. RTA Transfer Media



Sample Day Pass

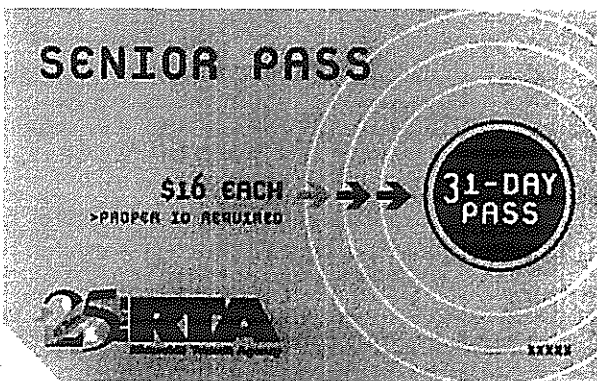
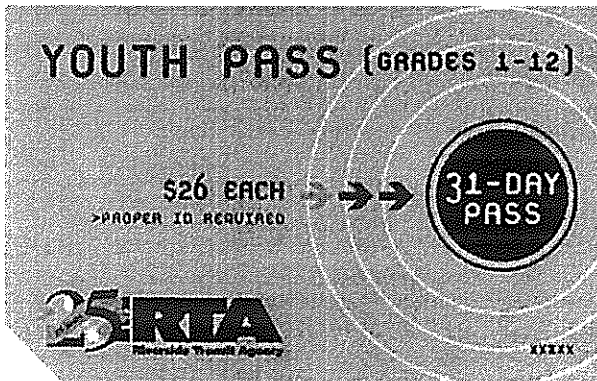
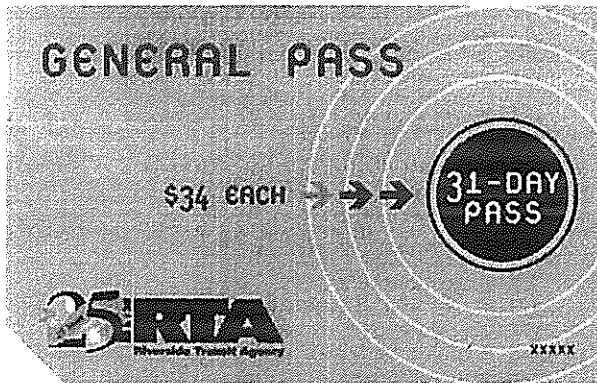


Back of validated Day Pass

1-800-800-7821 • www.RiversideTransit.com



Exhibit – 6. RTA Transfer Media (continued)



TERMS AND CONDITIONS
 Pass must be validated on which bus
 Good for unlimited bus fare on RTA
 local fixed routes for period printing.
 Not valid on Dial-A-Bus. Additional
 fare may be required on express routes
 and Dial-A-Bus. Card tap for each valid
 RTA fare transaction for passes that
 are lost, stolen, or damaged

FIRST USE:
17 SEP 02

EXPIRES:
17 OCT 02
 at 11:59P

Back of validated 31-Day Pass

00001
 1-800-800-7821 • www.RiversideTransit.com

Attachment F

RTA Dial-a-Ride Brochures (4)

How To Use Senior or Disabled Dial-A-Ride

Scheduling your trip

You can schedule your trip up to seven days in advance. Service is based on a first come first serve basis. Reservation requests for same-day service will be accepted only if space is available.

When you schedule your trip make sure you have the following:

- 1) Your pick up address and request time
- 2) Your appointment time
- 3) Your destination address
- 4) The time you wish to return

Then, call our reservation line at:


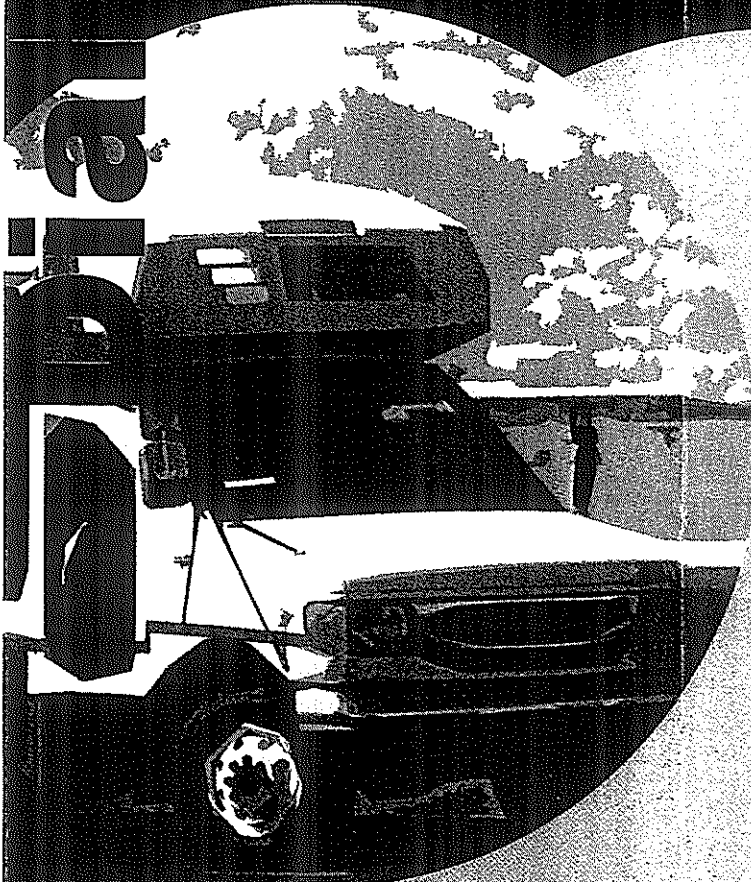
1-800-795-7887.

Canceling a trip

You are strongly urged to cancel your trip as soon as possible. To do so, call (909) 565-5013. If you cancel a trip less than one hour before your scheduled ride time, you will be counted as a "no show". If you have more than three unexcused "no shows" within a 30-day period you will receive a warning letter.

If your return time changes

Call 1-800-795-7887 as soon as possible. We will make every attempt to re-schedule you on the first available vehicle.



Dial-A-Ride

Effective October 1, 2003

Senior or Disabled

Glen Avon
Jurupa
Lake Elsinore
Mira Loma
Moreno Valley
Murrieta
Pedley
Rubidoux
Temecula

1-800-795-7887
www.RiversideTransit.com

Dial-A-Ride (DAR) is a curb-to-curb, reservation based transportation service. DAR gives priority service to individuals who are certified under the Americans with Disabilities Act (ADA).

RTA has three DAR services: Intercity, Senior or Disabled and General Public.

AR Frequently Asked Questions

Can I change my destination once I board the bus?

No, once your trip is scheduled and you board the vehicle, you may not change your destination. All trips must be scheduled in advance.

How early should I be ready for the bus?

Be prepared to leave at least fifteen minutes before your scheduled pick-up time. The bus may arrive up to fifteen minutes before or after your scheduled pick-up time. If you are not ready within five minutes after the bus arrives, you may be marked a "no show".

Can the bus driver give me change if I don't have the exact fare?

No, you must have exact change. Our drivers cannot make change.

Can I bring my child with me?

Yes, but all children must be accompanied by an adult the entire trip.

Can I bring my pet?

Service dogs are the only animals allowed to board the bus.

Can I carry packages onto the bus?

Yes, but to ensure the safety of our passengers, we ask that you limit the number of carry-on items to two. Once onboard you must be able to keep the packages secure. If you have a cart or stroller, it must be folded up prior to boarding.

Can my personal care attendant come along?

Yes, as long as your ADA identification card indicates that you require the assistance of an attendant. Your attendant can ride free.

Can my companion come along?

Only if space permits. Companions will be required to pay the general fare.

Can I eat on the bus?

No, you may not eat, drink or smoke on the bus.

I'm not sure if my destination is in the DAR service area. How can I find out if it is?

Our reservation specialists can help you with any questions you have about routes and scheduling your trip. Simply call,

1-800-795-7887.

Reservation/ Information Desk

Reservation line..... 1-800-795-7887
TTY (hearing impaired)..... 1-800-800-7825
Cancellations.....(909) 565-5013
After Hours.....(909) 537-1010
Fixed Route Info. Line 1-800-800-7821

Reservation Hours

Monday-Friday	7 a.m. — 6 p.m.
Saturday-Sunday	8 a.m. — 5 p.m.

Types of Dial-A-Ride Service

The Intercity service

is strictly for persons certified under the Americans with Disabilities Act (ADA). The only stipulation with this service is that you must be traveling between cities. You cannot travel within a single city.

Senior or Disabled

is for seniors age 60 and above and for anyone carrying an RTA Disabled ID card. This service operates in Lake Elsinore, Jurupa, Moreno Valley, Murrieta and Temecula.

General Public DAR

Anyone can ride the General Public DAR. This service operates in Calimesa, Homeland/Romoland, Norco, Perris, and Sun City.

For all of the DAR services, reservation priority is given to ADA certified passengers.

Dial-A-Ride/Fares

Scheduling your trip

You can schedule your trip up to seven days in advance. Service is based on a first come first serve basis. Reservation requests for same-day service will be accepted only if space is available.

When you schedule your trip make sure you have the following:

- 1) Your pick up address and request time
- 2) Your appointment time
- 3) Your destination address
- 4) The time you wish to return

Then, call our reservation line at:

1-800-795-7887.

Canceling a trip

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If your return time changes

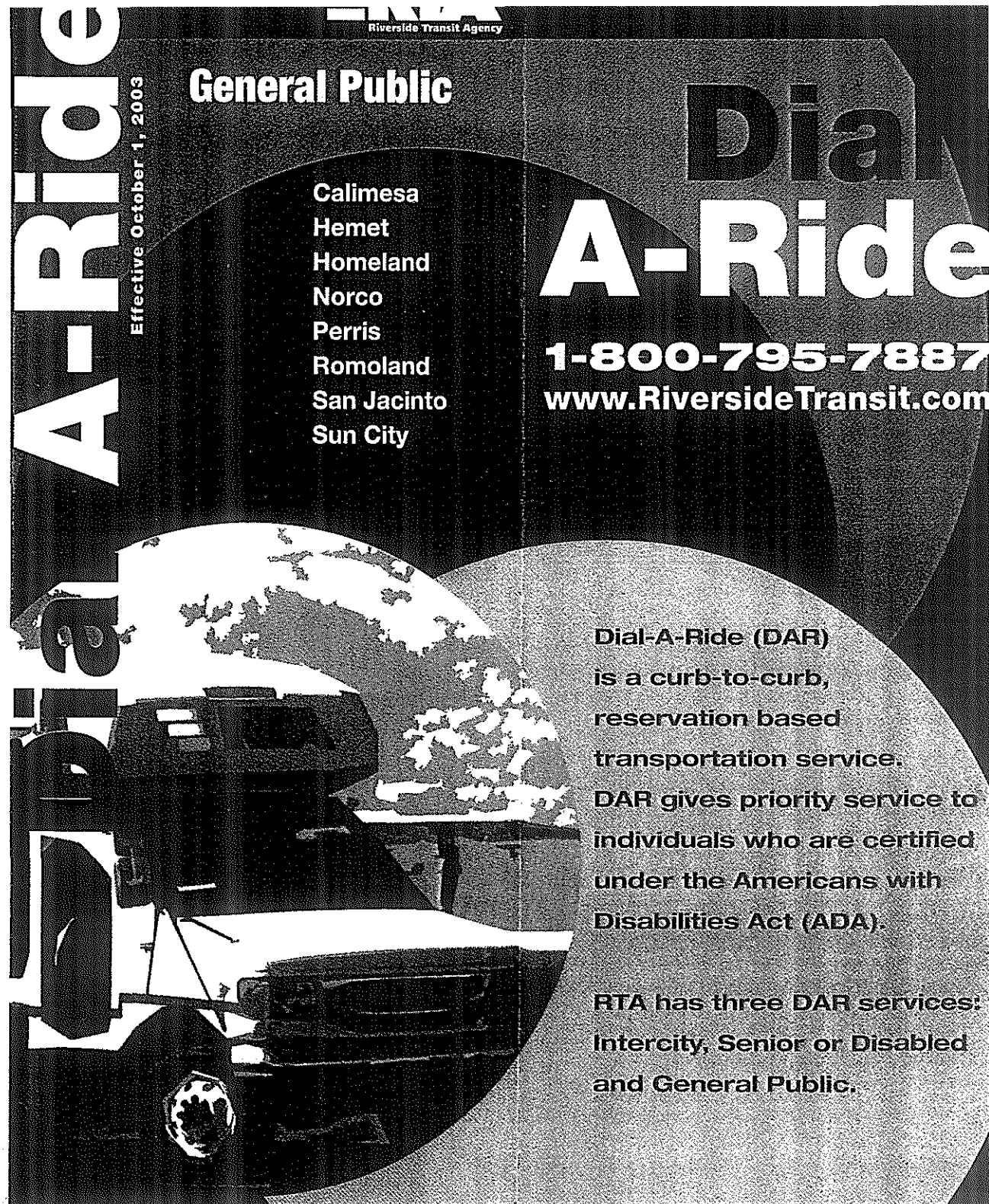
Call 1-800-795-7887 as soon as possible. We will make every attempt to re-schedule you on the first available vehicle.

Fares (exact fare required)

General	\$2.00
Senior or Disabled	\$1.00
Children	FREE for the first two, age 5 and under. Each additional child is 50¢.

Holiday Service Hours

There is no Dial-A-Ride service on Thanksgiving Day and Christmas Day. Sunday service will be provided on New Year's Day, Memorial Day, the 4th of July, and Labor Day.



Dial-A-Ride

Effective October 1, 2003

General Public

Calimesa
Hemet
Homeland
Norco
Perris
Romoland
San Jacinto
Sun City

1-800-795-7887
www.RiversideTransit.com

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RTA has three DAR services: Intercity, Senior or Disabled and General Public.

Frequently Asked Questions

Can I change my destination once I board the bus?

No, once your trip is scheduled and you board the vehicle, you may not change your destination. All trips must be scheduled in advance.

How early should I be ready for the bus?

Be prepared to leave at least fifteen minutes before your scheduled pick-up time. The bus may arrive up to fifteen minutes before or after your scheduled pick-up time. If you are not ready within five minutes after the bus arrives, you may be marked a "no show".

Can the bus driver give me change if I don't have the exact fare?

No, you must have exact change. Our drivers cannot make change.

Can I bring my child with me?

Yes, but all children must be accompanied by an adult the entire trip.

Can I bring my pet?

Service dogs are the only animals allowed to board the bus.

Can I carry packages onto the bus?

Yes, but to ensure the safety of our passengers, we ask that you limit the number of carry-on items to two. Once onboard you must be able to keep the packages secure. If you have a cart or stroller, it must be folded up prior to boarding.

Can my personal care attendant come along?

Yes, as long as your ADA identification card indicates that you require the assistance of an attendant. Your attendant can ride free.

Can my companion come along?

Only if space permits. Companions will be required to pay the general fare.

Can I eat on the bus?

No, you may not eat, drink or smoke on the bus.

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Reservation line 1-800-795-7887
TTY (hearing impaired) 1-800-800-7825
Cancellations (909) 565-5013
After Hours (909) 537-1010
Fixed Route Info. Line 1-800-800-7821

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General Public DAR

Anyone can ride the General Public DAR. This service operates in Calimesa, Homeland/Romoland, Norco, Perris, and Sun City.

For all of the DAR services, reservation priority is given to ADA certified passengers.

How To Use Intercity Dial-A-Ride

Scheduling your trip

You can schedule your trip up to seven days in advance. Service is based on a first come first serve basis. Reservation requests for same-day service will be accepted only if space is available.

When you schedule your trip make sure you have the following:

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- 2) Your appointment time
- 3) Your destination address
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If your return time changes

Call 1-800-795-7887 as soon as possible. We will make every attempt to re-schedule you on the first available vehicle.

Intercity Connections

ADA Intercity connects with other Intercity services for travel throughout Riverside County. Additional fare is required. Call our reservation line for details.




Dial-A-Ride

Effective October 1, 2003

Intercity ADA

Banning	Menifee
Beaumont	Moreno
Corona	Valley
Good Hope	Murrieta
Grand	Norco
Terrace	Perris
Hemet	Riverside
Highgrove	Romoland
Homeland	San Jacinto
Lake	Sun City
Elsinore	Temecula
Loma Linda	Woodcrest
Mead Valley	



Dial-A-Ride

1-800-795-7887
www.RiversideTransit.com

Dial-A-Ride (DAR) is a curb-to-curb, reservation based transportation service. DAR gives priority service to individuals who are certified under the Americans with Disabilities Act (ADA).

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General Public DAR

Anyone can ride the General Public DAR. This service operates in Calimesa, Homeland/Romoland, Norco, Perris, and Sun City.

For all of the DAR services, reservation priority is given to ADA certified passengers.

How to Start Using Dial-A-Ride

To become ADA certified you must first come to our offices for an interview so that we can determine your eligibility. The interview lasts between 25-30 minutes. There isn't any paperwork to fill out and we'll provide the transportation to and from our office at no cost to you. To schedule an interview, please call (909) 565-5000.

Once you are certified, you will receive an ADA card. This will allow you to use any of RTA's DAR services, and receive priority scheduling.



The Riverside Transit Agency office is open Monday through Friday, from 8:00 a.m. to 5:00 p.m. and is located at 1825 Third Street, Riverside, CA 92517-1968. For more information regarding the ADA certification process, please contact RTA at

(800) 795-7887

OTHER DIAL-A-RIDE SERVICES

Banning Dial-A-Ride	(909) 922-3252
Beaumont Dial-A-Ride	(909) 769-8532
Care-A-Van (<i>Hemet, San Jacinto</i>)	(909) 791-3572
Corona Dial-A-Ride	(909) 734-7220
MOVAN	
(<i>Moreno Valley Residents Only</i>)	(909) 358-9202
Inland Express Airport Shuttle	
(<i>To Ontario and LAX Airports</i>)	(909) 626-6599
Riverside Special Transportation	
(<i>Seniors & the disabled only</i>)	(909) 687-8080
Valley Care Transport	(909) 658-7611

OTHER FIXED ROUTE SERVICES

Banning Transit	(909) 922-3243
Beaumont Transit System	(909) 769-8532
Corona Cruiser	(909) 734-9418
Foothill Transit	1-800-743-3463
Jurupa Valley Senior Shuttle	1-800-795-7887
Metrolink	1-800-371-5465
MTA	1-800-COMMUTE (266-6883)
OCTA	1-800-636-7433
OMNITRANS	1-800-966-6428
Sunline Transit	(760) 343-3456

FOR ADA

Effective October 1, 2003

INSTRUCTIONS TO APPLY FOR ADA PRIORITY SERVICE

In compliance with the Americans with Disabilities Act of 1990, Riverside Transit Agency provides ADA Priority Service to persons who, due to a disability, are unable to use the public fixed route bus system. If you have a disability which prevents you from using a lift equipped RTA bus some or all of the time, you may become eligible for ADA Priority Van Service some or all of the time. Please read the following instructions carefully to apply for ADA Priority Service.



Step-by-step Instructions

STEP 1

No application is required. To assist us reach a conclusion regarding your eligibility for the ADA Priority Service, we would like to schedule you for an in-person functional assessment interview. The interview will be approximately 30 minutes. The interview itself and transportation to and from your destination will be provided at no cost to you. Please call (909) 565-5000 to schedule an appointment date for your interview. The interview will be scheduled at a location near you. Please bring a valid photo ID to the interview.

STEP 2

Once RTA receives the evaluation from the interviewer, a Determination of Eligibility is made. Your ability to use the RTA fixed route transit system requires that you complete various tasks that involve cognitive and physical achievements. This is split into three areas: cognitive, physical, and vision. Eligibility is based on one or more of the following criteria:

over

Appeals Process

General Information

al the fixed route for certain trips but not others, or under certain environmental conditions and not others.

al Restrictions will vary by individual and will be determined at the time of evaluation. The ADA card will specify any restrictions.

Temporary: An individual who, for a limited period of time, cannot independently use the fixed route bus system.

al RTA will notify you within 21 days by mail regarding the decision made on your eligibility.

APPEALS PROCESS

If you are determined Not Eligible for ADA Priority Service, or are dissatisfied with your eligibility type you may appeal the decision. A written request to RTA must be received within 60 days of the denial letter.

Simply submit a letter stating that you wish to appeal the decision that was made and why you feel you should be eligible for ADA Priority Service.

Attach copies of any other pertinent information. Once the appeal has been received by our office, it will be referred an appeals specialist and an appeals interview will be scheduled. The appeals recommendation is the final determination. You may only re-submit an application if your condition worsens. The appeals process should take no longer than 30 days.

GENERAL INFORMATION

Benefits of ADA:

Allows you to receive priority service when scheduling a ride on the local Dial-A-Ride Services over another rider who is not certified.

You are eligible to use the ADA Intercity Dial-A-Ride Services throughout the county or the ADA After Hours Dial-A-Ride Service in Riverside, Corona or Norco area. Some trips may require a transfer.

You may be eligible to bring a PCA (personal care attendant), if needed. This is someone to help you with your trip. PCA rides free.

You may use your ADA certification in any city or state as a visitor for up to 21 days.

PLEASE NOTE

A) If you use a wheelchair, it may not be larger than 30 inches wide and 48 inches long and your combined weight with your wheelchair may not exceed 600 pounds, or we may be unable to accommodate your trip.

B) RTA provides a curb to curb dial-a-ride service. Vehicles are not allowed to go into driveways and drivers are not allowed to leave the vehicle at anytime

C) RTA does not provide county area dial-a-ride services. Service is provided only within city limit boundaries. If you are not sure if you live within the dial-a-ride service area please call 1-800-795-7887 for more information.

Attachment G

Disabled Identification Card Application Form

**Application for Riverside Transit Agency
Disabled Identification Card**

Applicant's Name and Address (please print)

Last Name: _____

First Name: _____ **Middle Initial:** _____

Address: _____ **Apt#:** _____

City: _____ **State:** _____ **Zip Code:** _____

Telephone Number: () _____ - _____ **Date of Birth:** _____ / _____ / _____

Check the category under which you are applying for a Disabled I.D. Card:

NOTE: Categories 1-5 require you to present your identification card to prove your participation of eligibility in the program checked below.

1. ☐ Medicare Identification Card (white card with red and blue stripes)
2. ☐ Department of Motor Vehicles (DMV) Disabled Person Placard Identification Card Receipt
3. ☐ Braille Institute Identification Card
4. ☐ Disabled Veteran Service - Connected Identification Card
5. ☐ SSI Award Letter (Social Security Income)

Please check disability type on the reverse page.

If Categories 1-5 do not apply to you, check either 6 or 7 and follow specific instructions.

6. ☐ Medical Disability – Give this application to your health-care professional to complete based on Eligibility Criteria.
7. ☐ Special Education – Enrollment in a Special Education Program for students who are enrolled in an elementary, junior/middle or senior high school. Give this application to your Special Education Teacher to complete.

DEFINITION

Federal Law:

“Handicapped person” means any individual who by reason of illness, injury, age, congenital malfunction, or other permanent or temporary incapacity or disability, including, but not limited to, any individual confined to a wheelchair, or who is unable without special facilities or special planning or design, to utilize public transportation facilities and services as effectively as a person who is not so affected. A temporary incapacity or disability is an incapacity or disability, which lasts more than 90 days.

I hereby apply for a Riverside Transit Agency Disabled I.D. Card. I authorized my health-care professional or special education teacher to provide medical information. If my application is approved, I agree to abide by the fare policies of the Riverside Transit Agency. I understand that the final determination of my eligibility for reduced fare will be made by the Riverside Transit Agency. I declare, under penalty of perjury under the laws of the State of California, that the responses I have given are true.

Applicant's Signature: _____ **Date:** ____/____/____

After this application has been completed, come to the Janet Goeske Center at 5257 Sierra Street, Riverside, CA on the 2nd Tuesday of each month or 700 Scaramella Circle, Hemet, CA every 3rd Thursday of each month between the hours of 9 a.m. – 12 p.m. to have your identification card made. There will be a cost of \$2.00 per card. If you have any questions, please call the office at 909.565.5000.

PLEASE CHECK WHICH OF THE REQUIREMENTS BELOW MEET YOUR ELIGIBILITY CRITERIA:

- Visual impairment such that: (a.) vision in better eye is 20/200 or less after best correction (b.) visual field is contracted of 10' or less from point of fixation or subtends an angle not greater than 20'
- 50% bilateral hearing loss uncorrected by use of a hearing aid
- Musculo-skeletal impairment such as muscular dystrophy, osteogenesis imperfecta, or severe rheumatism or arthritis of Therapeutic Grade III, Functional Class III, or Anatomical State III
- Cardiovascular impairments of Function class III or IV or Therapeutic Class C, D, or E
- Respiratory impairment Class 3 or greater
- Amputation of or anatomical deformity (due to vascular or neurological deficits, traumatic loss of muscle mass or tendons, or x-ray subluxation) or instability of: both hands; one hand and one foot; one lower extremity at or above tarsal region
- Neurological disorder due to brain dysfunction or damage to the central nervous system, including cerebral palsy resulting aberration of motor functions
- Paralysis, incoordination or functional motor deficit in any two limbs due to brain, spinal, or peripheral nerve injury
- Emotional disturbance, including autism, either to the extent that applicant is living in a board and care facility, or at home under supervision
- Epilepsy (convulsion disorder) involving impairments of consciousness, which occur more frequently than once a month despite prescribed treatment
- Any other disability you consider will restrict mobility. Please detail below or attach an explanation to application: _____

EXCLUSIONS: Persons are specifically excluded from eligibility whose sole incapacity is:

- * Pregnancy
- * Obesity
- * Acute or chronic alcoholism or drug addiction
- * Contagious disease

HEALTH CARE PROFESSIONAL CERTIFICATION:

In my professional judgement this applicant's disability is:

(Check one only) _____ Permanently Disabled _____ Temporarily Disabled For _____ Months

Note: Identification cards will not be issued for less than 3 months or more than 3 years.

Name: (Please Print) _____ Date: ____/____/____

Address: _____ City: _____ State: _____ Zip Code: _____

Telephone: () _____ - _____ California Professional License Number: _____

I understand that failure to certify disabilities in accordance with the above guidelines will result in cancellation of my certification privileges. I hereby declare under penalty of perjury that the information provided is true and correct.

Health Care Professional (Signature): _____

SPECIAL EDUCATION PROGRAM:

Special Education Programs: A student currently enrolled in an elementary, junior/middle or senior high school that is permanently disabled and is receiving services of a Special Education Program.

A Special Education Coordinator may certify a student enrolled in a Special Education Program.

Name of School: _____ Address: _____

Name of Special Education Coordinator: _____ Date: ____/____/____

Signature, Special Education Coordinator: _____

Attachment H

Sample Final Eligibility Determination Letter

RESN - TBT

February 2, 2004

Riverside, CA 92503

Dear ..

Thank you for applying for ADA Priority Service with the Riverside Transit Agency (RTA). ADA eligibility is determined by your functional ability to use local fixed route bus service. Based on your application process, it has been determined that you are able to independently use local fixed route bus service under some circumstances. The local public fixed route bus is your most cost effective, timely, and ADA accessible transportation option. Whenever possible, you should use accessible fixed route transportation as your first choice when traveling to a destination.

You have qualified for RESTRICTED (TRIP BY TRIP) use of ADA Dial-A-Ride services. When your condition compromises your transit skills and you are prevented from using fixed route bus service to your destination, then RTA's Dial-A-Ride is an additional transit option.

The specific results of your personal application process are as follows: The information presented during your application process indicates you are challenged with Degenerative Disk Disease, Osteoarthritis, Scoliosis. This condition prevents you from performing the following transit skills under some circumstances; ability to cross a street, ability to maintain balance, ability to transfer from a sitting to a standing position, ability to walk or wheel independently, ability to negotiate curbs. As a result of this assessment, you qualify for RESTRICTED eligibility. 5 11/11/04

This means you can request ADA Dial-A-Ride Service: When you have to walk / wheel more than 1/4 mile which prevents you from using local fixed route bus service to your destination. You are restricted from using RTA. Please remember that RTA provides a curb to curb service. when you have to walk / wheel less than 1/4 mile to use local fixed route bus service to get to your destination. When you have to walk/wheel less than 1/4 mile, local fixed route bus service is your ADA accessible transit option. 1 10/11/04

When traveling to any location EXCEPT the locations identified below. You are restricted from using RTA. Please remember that RTA provides a curb to curb service. to these locations and any destination within 1/4 mile. Local fixed route bus service is your ADA accessible transit option to these locations:

LOCATION 1:SHOPPING, VAN BUREN, Route number(s) #15

LOCATION 2:UTILITY SERVICES, 5TH & ORANGE, Route number(s) #15

You have qualified for Restricted (trip by trip) use of ADA Paratransit while using a Cane. A change in the type of mobility device you use may affect your ability to use accessible public transportation. If you are obtaining a new mobility device please remember it may not be larger than 30 inches wide, 48 inches long or a combined weight greater than 600 lbs for use on RTA. Please remember that RTA provides a curb to curb service..

Some individuals require a Personal Care Attendant (PCA) when traveling. PCA eligible riders may travel with an attendant at no additional cost. Your attendant will not be able to ride unless you accompany them. Additional companions may accompany riders at full fare when space is available.

YOUR ADA PARATRANSIT INFORMATION

* CUSTOMER SERVICE	(800) 795-7887
* PCA ELIGIBLE	No
* ELIGIBILITY EXPIRATION DATE	4/30/2007
* ADA IDENTIFICATION NUMBER	---

If a change in your address, condition, mobility aids, equipment or need for a PCA should occur that would alter your functional ability to use the regular bus, please call customer service immediately to avoid service interruption. If you are obtaining a new mobility device please remember it may not be larger than 30 inches wide and 48 inches long and your combined weight with your wheelchair does not exceed 600 pounds for use on ADA Dial-A-Ride Services or we may be unable to accomodate your trip.

If you disagree with this eligibility determination you have the right to appeal this decision within 60 days from the date of this letter. You will then be scheduled for an evaluation with an appeals specialist. If needed, you will be provided transportation at no cost. You have the right to present additional information regarding your functional ability and bring any documentation or advocate supporting your claim.

Your original certification determination will remain in effect until the final decision is made and your appeal is closed. To request an appeal please write a brief letter stating the reason(s) that you feel our decision was unsatisfactory or incorrect. Mail your letter and any supporting documentation to:

RTA
P.O. Box 59968
Riverside, CA 92517-1968
Attn: Tessie Johnston

Please note the following:

ADA Dial-A-Ride riders who are found to be frequently violating their eligibility restrictions (taking ADA Dial-A-Ride trips where or when their documented eligibility restriction states that they should have taken regular buses) may be required to undergo an eligibility review which can result in a change or loss of your eligibility status. If you have any questions regarding your RESTRICTED (TRIP BY TRIP) eligibility, please call (909) 565-5000. A representative will assist you.

BENEFITS: ADA Eligibility entitles you to priority trip service on any RTA Dial-A-Ride service, Riverside Special Transportation Dial-A-Ride, Corona Dial-A-Ride, and Beaumont Dial-A-Ride. You are now eligible to use our ADA InterCity Dial-A-Ride Service. You are also eligible to use any ADA Service outside of western Riverside County for 21 days as a 'visitor'.

CANCELING YOUR TRIP: If you need to cancel your trip, please call (909) 684-9863 as soon as possible. Trips that are missed or cancelled after the vehicle arrives at your pick-up location are considered a "No Show". No Shows increase costs and may prevent other passengers from getting to their destinations. The RTA understands that some no shows are unavoidable, however some penalties may apply for repeated No Show occurrences. Please refer to the cancellation and No Show Policy brochure for details. For questions, please contact the RTA Dial-A-Ride Dispatch Center at (800) 795-7887.

WHAT IF I LIVE OUTSIDE THE SERVICE AREA FOR DIAL-A-RIDE? Due to the large number of ADA requests, we may be unable to verify that everyone's address is within our defined service boundaries. If you do not live within our defined service area, we will be unable to accomodate your trip. Please review the enclosed brochure or call our information center at (800) 795-7887 to check if your address is within our service area. You are also eligible to use any ADA service outside of western Riverside County for 21 days as a 'visitor'.

Enclosed is your ADA ID card and Dial-A-Ride brochures. You are required to show your ID card to the driver every time you use the service. Please remember that RTA provides a curb to curb Dial-A-Ride service. Please refer to the brochures for instruction on hours of operation, fares, and specific instructions regarding ride requests. We look forward to providing you with safe, convenient and reliable transportation.

Sincerely,
Tessie Johnston
Customer Service Specialist

Enclosures

Attachment I

RTA Dial-a-Ride Runs

RTA (Riveride) Run Structure

Revised 02/03/04

WEEKDAYS

A001	0500 0800	J001	0500 1300
A002	0500 0800	J002	0700 1500
A011	1800 2300	J003	1300 2100
A022	1800 2400	J004	0800 1600
B001	0600 1800	L001	0600 1300
B002	0600 1815	L002	0800 1800
B033	1400 2200	LC13	1315 2000
B004	0600 1900	M001	0630 1030
C001	0700 1900	M002	0700 1100
E001	0600 2130	M003	1030 1430
E002	0600 1830	M011	1115 1530
E003	0700 1000	M022	1245 1645
E033	1330 1700	M033	1515 1930
H001	0600 1300	N001	0630 1430
H002	0600 1000	N002	0700 1500
H003	0700 1100	N003	1130 1930
H004	0700 1200	P001	0600 1915
H005	0700 1145	P002	0600 1245
H006	0800 1145	P022	1400 2100
H007	0800 1100	S001	0700 1200
H008	0900 1300	S002	0700 1400
H011	1400 2100	S003	0900 1230
H022	1100 1515	S033	1345 1745
H033	1230 1630	S011	1300 2000
H044	1300 1645	V001	0500 1245
H055	1300 1700	V002	0600 1000
H066	1300 1700	V011	1000 1400
H077	1300 1730	V022	1045 1445
H088	1400 1845	V012	1515 1930
R002	0730 1130	V055	1230 1630 MTH
R022	1230 1630	V055	1330 1700 F
I001	0500 1000	V056	1745 2200
I002	0500 1100	Z001	0500 2100
I003	0700 1700	Z002	0600 1800
I004	0700 1600	Z003	0600 1800
I005	0700 1100		
I006	0700 1600		
I011	1400 2200		
I022	1300 1700		

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SATURDAYS

A100	0600 0900	A300	0630 1230
A200	1630 2230	A400	1230 1700
B100	0700 1230	A500	1700 2230
B200	1230 1800	B300	0600 1400
B033	1800 2200	B400	1400 2130
C001	0700 1300	E300	0600 1300
C011	1300 1900	E400	1300 2130
E100	0630 1330	E500	0600 1200
E200	1300 2000	E600	1300 1900
E220	0600 1200	H400	0700 1400
E222	1300 1930	H500	0800 1600
H100	0700 1300	H600	1430 2130
H200	0800 1400	R001	0900 1530
H300	1000 1600	P300	0600 1230
H301	1430 2030	P400	1100 1730
I100	0600 1300	P401	1430 2130
I200	1330 1930	I400	0600 1330
J100	0600 1000	I500	1330 2130
J200	1000 1400	J500	0500 1130
J300	1400 1700	J600	1130 1530
J400	1700 2000	J700	1530 2000
L010	0800 1600	L011	0700 1300
LC11	1130 1930	L012	0730 1330
M100	0800 1730	L015	1300 2000
N100	0600 1300	M200	0800 1300
N200	1300 1930	M300	1300 1800
P100	0700 1330	S400	0600 1300
P200	1330 2000	S500	1300 1930
S100	0830 1200	V400	0800 1200
S200	1300 1700	V401	1245 1645
S300	1130 1500	V500	1015 1415
S033	1600 2000	V501	1500 1900
V100	0600 1330	Z400	0630 1330
V200	0700 1430	Z500	1330 2130
V300	1400 2200	Z600	0800 1200
Z100	0730 1200		
Z200	1200 1930		
Z300	1700 2000		

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A = After Hours ADA

B = Intercity #4

C = Calimesa local

E = Intercity #3

H = Hemet local

I = Intercity #1

J = Jurupa local

L = Lake Elsinore local

M = Murrieta local

N = Narra local

P = Perris local

R = Romoland, Hemeland,
Perris, Hemet

S = Sun City local

V = Moreno Valley local

Z = Intercity #2

Attachment J

RTA Monthly Ridership Reports

Detail of RTA Completed Trips

Operator	Route	All Trips			ADA Trips		
		July-December 2003	December 2003	December 10, 2003	July-December 2003	December 2003	December 10, 2003
	Hemet		3,166	146		2,292	98
	Homeland		353	19		289	15
	Intercity 4		996	47		996	47
	Elsinore		1,009	47		871	43
	M. Valley		1,282	88		859	56
	Murrieta		956	44		776	33
	Perris		883	38		580	22
	Sun City		1,149	40		545	22
	French Valley						
	Total	60,011	10,003	478	49,466	7,360	345
TC Riverside	After Hours		437	9		437	9
	Jurupa		1,074	45		1,074	45
	Intercity 1		1,381	82		1,381	82
	Intercity 2		1,050	54		1,050	54
	Intercity 3		974	45		974	45
	Total	41,102	4,916	235	33,946	4,916	235
Transit Ways	Norco	3,898	699	31	2,976	512	20

Attachment K

RTA On-Time Performance, June to November 2003

Paratransit On-Time Performance

On-time Performance									
Paratransit Routes									
		Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Average
Dial-a-Ride Routes:									
Transportation Concepts									
	Calimesa	96%	84%	92%	96%	100%	100%		95%
	Lake Elsinore	89%	90%	94%	91%	71%	87%		87%
	Hemet	92%	95%	96%	87%	65%	95%		88%
	Moreno Valley	93%	89%	93%	95%	81%	90%		90%
	Murrieta	88%	100%	94%	94%	77%	92%		91%
	Perris	99%	93%	99%	95%	82%	89%		93%
	Sun City	96%	86%	94%	97%	86%	94%		92%
	Intercity 4	<i>not reported</i>		81%	86%	79%	85%		83%
	After Hours	100%	97%	98%	100%	100%	100%		99%
	Jurupa	100%	100%	100%	100%	100%	100%		100%
	Intercity 1	100%	99%	97%	100%	100%	100%		99%
	Intercity 2	100%	97%	100%	98%	100%	100%		99%
	Intercity 3	100%	100%	100%	98%	100%	100%		100%
	Average	94%	94%	95%	93%	92%	92%		93%
Transit Ways									
	Norco	100%	100%	100%	100%	100%	100%		100%
	Average	100%	100%	100%	100%	100%	100%		100%

Attachment L

Matrix of Bus Travel Times for Fixed Route Service

Bus Travel Time	Banning	Calimesa	Canyon Lake	Corona	Hemet	Jurupa	Lake Elsinore	Loma Linda	Menifee	Moreno Valley	Murrieta	Norco	Perris	Riverside	Sun City	Temecula
Banning	0	0.8	2.3	3.3	0.9	2.5	3.6	3.8	2.4	0.8	3.4	4.1	2.1	1.5	1.9	2.3
Calimesa	0.8	0	3.7	3.9	2.6	3.3	3.5	3.4	3.4	1.6	5.8	3.9	2.6	2.2	3.3	3.9
Canyon Lake	2.3	3.7	0	3.2	2.7	4.1	1.0	4.2	0.5	2.7	3.5	3.0	1.3	2.2	0.4	2.4
Corona	3.3	3.9	3.2	0	2.9	1.5	2.5	2.5	2.7	3.1	4.8	0.9	1.8	1.4	1.8	3.8
Hemet	0.9	2.6	2.7	2.9	0	1.8	2.0	3.3	0.6	2.8	2.2	3.7	1.0	3.0	0.6	1.7
Jurupa	2.5	3.3	4.1	1.5	1.8	0	2.8	1.9	3.3	2.2	5.0	0.8	2.3	0.8	2.5	4.2
Lake Elsinore	3.6	3.5	1.0	2.5	2.0	2.8	0	3.7	0.8	2.2	1.2	4.6	0.8	2.0	1.4	2.8
Loma Linda	3.8	3.4	4.2	2.5	3.3	1.9	3.7	0	4.4	2.0	4.7	2.5	3.0	1.0	2.9	5.1
Menifee	2.4	3.4	0.5	2.7	0.6	3.3	0.8	4.4	0	2.1	3.0	3.5	0.5	1.9	0.3	2.0
Moreno Valley	0.8	1.6	2.7	3.1	2.8	2.2	2.2	2.0	2.1	0	5.8	2.2	1.2	1.1	1.9	3.7
Murrieta	3.4	5.8	3.5	4.8	2.2	5.0	1.2	4.7	3.0	5.8	0	6.3	3.8	4.8	3.3	1.4
Norco	4.1	3.9	2.9	0.9	3.7	0.8	4.6	2.5	3.5	2.2	6.3	0	2.2	1.1	2.5	4.9
Perris	2.1	2.6	1.3	1.8	1.0	2.3	0.8	3.0	0.5	1.2	3.8	2.2	0	1.4	0.3	2.4
Riverside	1.5	2.2	2.2	1.4	3.0	0.8	2.0	1.0	1.9	1.1	4.8	1.1	1.4	0	2.4	3.9
Sun City	1.9	3.3	0.4	1.8	0.6	2.5	1.4	2.9	0.3	1.9	3.3	2.5	0.3	1.8	0	1.8
Temecula	2.3	3.9	2.4	3.8	1.7	4.2	2.8	5.1	2.0	3.7	1.4	4.9	1.8	3.9	1.8	0

Attachment M

Riverside STS Service Policies

News you can use

City of Riverside
Special Transportation
687-8080

Special Transportation
8095 Lincoln Ave #A
Riverside, Ca 92504

421

To:

Hours of Operation:

Monday -Thursday	8:00 am to 6:00 PM
Friday	8:00 am to 8:30 PM
Saturday and Holidays	9:00 am to 4:30 PM
Sunday	8:00 am to 4:30 PM

We are only closed on Christmas and Thanksgiving

Reservation Office hours

What is special transportation? We are a Curb to curb Transportation Service for Senior Citizens (60 years or older) Or persons with a visible disability (such as a wheelchair, crutches or a cane any other disabilities require a note from your Doctor to qualify.) We travel within the city limits of Riverside only.

How much does it cost to ride the bus? We are proud to announce that the cost is only \$1.00 each way. All fares must be paid when the bus arrives. Unfortunately the drivers are unable to make change so please correct fare is necessary In an effort to better assist you we do except round trip fare \$2.00.

Making Reservations: When you need a bus we recommend that you call your reservation in advance. We take reservations up to 7 $\frac{1}{2}$ days early (the day before, the week before at 1:00) we ask that you have the following information ready when you make your call. Your phone Number and Address, The phone Number and Address to where you are going, and any other helpful information such as a suite number.

Waiting for the Bus: Please keep in mind that the drivers are coming from all over the city. For that reason we book our rides in $\frac{1}{2}$ hour time slots. We also give the drivers a leeway of 30 minutes. So if you have an 8:30 bus your driver has from 8:15 till 8:45 to arrive for you. Another example is if you have a 6:00 PM bus you must be ready at 5:45 and the bus has until 6:15 to arrive.

Limitations on carry on parcels/packages? You may take up to (3) packages with you. Each item must not weigh more than (20) pounds. This is important to remember when you are making grocery trips. If you go over the weight limit or over the amount of packages you will receive one warning, the second time you will have to make other arrangements to get home.

What to do if I can't keep my ride? Call 687-8080 at least 1 hour in advance. Please keep in mind a cancellation received early enough can open up a ride for someone else. During our non-operating hours we have an answering machine on to assist you.

How long does the bus wait for me? Once the bus gets to your pick up location they will sound the horn, the bus will only wait 3 minutes (ADA riders have 5 minutes.)

I'm not ready and miss my ride; can I get one later? Generally not, Unless that day's bus scheduling permits an extra return trip. A "No Show" automatically cancels your return reservation unless you call the dispatch office before your scheduled pick up.

Attachment N

Sample Run Matrix for Riverside STS

WED

	2	3	4	5	6	7	8	9	10	11	12	13	16	18
700	"4"	"B"	"C"	"D"	"E"	"3"	X	X	X	X	"F"	"H"	X	X
730	↓	↓	↓	↓	↓	↓	X	X	X	X	↓	↓	X	X
800	↓	"1"	Uncle	Home		X	Costa				"2"	AdEd		"5"
830	Osborn	↓	X	League			on 12				↓	↓		↓
900	XX					Weisch	Ulla	Nelson				N.Y.		Kevin
930							Medic	Cerny				Rollman		Group
1000							Malbrook	Olympia			TEAM	TEAM		↓
1030	Co-vo				Co-vo						↓	↓		
1100	LUNCH	LUNCH	LUNCH	LUNCH	↓						↓			
1130	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH	Weisch		Team						TEAM
1200					LUNCH	LUNCH	LUNCH	Nix	↓		X	X		LUNCH
1230						LUNCH	LUNCH	LUNCH		Uncle				LUNCH
1300	Co-vo		Easter	Easter				LUNCH	LUNCH	Easter	Co-vo	14	15	X
1330	↓		Seals	Seals				HOME	LUNCH	Seals		X	X	Osborn
1400	TEAM							"N"						
1430	↓	Cerny		Medic				↓						XX
1500	YARD	YARD	YARD	YARD	YARD	YARD	AD ED	"D"	"K"	"C"	"A"	"I"	"E"	"I"
1530	X	X	X	X	X	X	↓	↓	↓	↓	↓	↓	↓	↓
1600	X	X	X	X	X	X	YARD		"2"		"4"	"6"		YARD
1630	X	X	X	X	X	X			↓		↓	↓		XX
1700	X	X	X	X	X	X	YARD					↓		X
1730	X	X	X	X	X	X	X					YARD	Bones	X
1800	X	X	X	X	X	X	YARD					X		X

Easter	Easter
Seals	Seals
↓	↓
	TEAM
LUNCH	↓
LUNCH	
X	LUNCH
Osborn	LUNCH
	XX
"I"	X
↓	X
YARD	Uncle
	X
X	XX
X	

Attachment O

STS Trip Reservation Sheet

DAY # _____ DAY # _____ DAY # _____

[illegible]

Attachment P

Sample Monthly Report Submitted by STS to RTA



ADA MONTHLY RIDERSHIP REPORT

AGENCY: Riverside Special Services

MONTH: December

YEAR: 2003

Total Rides	12,800
Total Wheelchair Rides Weekdays: 1599 Saturdays: 84 Sundays: 68	1,751
Total ADA Rides Weekdays: 5227 Saturdays: 236 Sundays: 135	5598
ADA Cancellations	577
ADA No Shows	137
ADA Trip Denials (According to FTA Description)	0
ADA Related Complaints (Please attach copy of complaint with response)	0
Passenger Per Hour	4.04
Total Vehicle Service Hours	31.68
Total Vehicle Service Miles	52,086

COMMENTS: No Safety Meeting this month. Christmas
Party for Staff was held Dec. 13th.
2 Holidays this month.

This report is due on the 5th working day following the end of each month.
Please attach to the Dial-A-Ride Trip Log report.

2 missed trips