

# Paratransit Peer Report

Final Version - January 2011

## Reporting Periods:

January-December 2009, July 2008-June 2009  
and October 2008-September 2009

Prepared by:



**New York City Transit**

Department of Buses  
Paratransit Division  
130 Livingston Street  
Brooklyn, NY 11201




**Executive Summary**

The criterion for paratransit service varies among the participating transit properties - from the ADA paratransit eligibility procedures to the supplemental transportation services offered. Additionally and also varying are the service area sizes and populations, numbers of trips provided and the numbers of customers for which the participants provide their ADA paratransit service.

While the responses are noted in the narratives, graphs, tables and/or charts on the following pages, the list below offers an overall summary. Please note that there were a few questions for which responses were either not provided, clarified or applicable.

- Total one-way trips completed with PCAs/Guests (12-month) range from 212,909 to 8,490,247
- Average weekday ridership ranges from 1,373 to 20,589
- Customer no-show rates range from 0.012% to 6.8%
- Late cancellation rates range from 0.014% to 19.2%
- On-time performance ranges from 72% to 98.7%
- Productivity ranges from 0.10 to 2.82
- ADA paratransit customers range from a total of 5,318 to 136,820
- Applications received on a monthly basis range from a total of 175 to 3,715
- Operating expenses (total) range from \$9,186,928 to \$440,496,136
- Costs per trip range from:
  - direct costs/transportation only: \$24.26 to \$60.97
  - all costs:\$0.75 to \$24.00
- Paratransit fares range from \$0.975 to \$12.00
- Local fixed-route fares range from \$1.25 to \$12.00
- Vehicle fleets range from a total of 274 to 2,212



# Paratransit Peer Survey

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_  
**Transit Agency:** \_\_\_\_\_ **Paratransit Program:** \_\_\_\_\_  
**Street Address:** \_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_  
**E-mail:** \_\_\_\_\_ **Tele. No.:** \_\_\_\_\_

**Introduction**

1. When did your agency begin operating its paratransit service (month/year)? \_\_\_\_\_ / \_\_\_\_\_

2. Reporting period is based on \_\_\_\_\_ calendar year  Fiscal Year Dates: \_\_\_\_\_ - \_\_\_\_\_

**Trips/Ridership**

3. Total One-Way Trips a. including PCA and \_\_\_\_\_ (// basis for reported trip statistics below) ( / )  
 b. excluding PCA and \_\_\_\_\_ (// basis for reported trip statistics below) ( / )

4. Trips by Category: Demand \_\_\_\_\_ % Subscription \_\_\_\_\_ % Other: \_\_\_\_\_ %  
 Month \_\_\_\_\_ % Weekend \_\_\_\_\_ %  
 Weekday \_\_\_\_\_ % OR Sat./Sun. \_\_\_\_\_ %

5. Average Ridership: Month \_\_\_\_\_ % Weekend \_\_\_\_\_ %  
 Weekday \_\_\_\_\_ %

6. Customer No-show Rate (%): \_\_\_\_\_ %

7. Late Cancellation Rate (%): \_\_\_\_\_ %

8. On-Time Performance (%): \_\_\_\_\_ %  
 What is your definition of "On-Time" (late 15, 30, 45 minutes, etc.): \_\_\_\_\_

9. Productivity: \_\_\_\_\_  
 What is your method of measuring "Productivity"? \_\_\_\_\_

**Financial**

10. Operating Expenses (for reporting period): \$ \_\_\_\_\_ all costs: \$ \_\_\_\_\_  
 transportation only: \$ \_\_\_\_\_

11. Cost Per Trip: \$ \_\_\_\_\_  
 bus: \$ \_\_\_\_\_ subway/rail: \$ \_\_\_\_\_

12. Paratransit Fare: \_\_\_\_\_

13. System (Local Fixed-Route) Fare: \_\_\_\_\_

14. Do you offer a discount to ADA paratransit customers when they travel via fixed-route? Yes  No

15. If yes, what is the customer's discount? \_\_\_\_\_

**Eligibility**

16. Total number of ADA paratransit registrants: \_\_\_\_\_

17. ADA paratransit registrants by eligibility category (%):  
 Full \_\_\_\_\_ % Additional \_\_\_\_\_ %  
 Temporary \_\_\_\_\_ % Visitors \_\_\_\_\_ %

18. What percentage of ADA paratransit registrants are:  
 Medical Certification/Verification  In-Person Assessment   
 Telephone Interview  Other: \_\_\_\_\_

19. Eligibility process includes:  
 New: \_\_\_\_\_ Recertifications: \_\_\_\_\_  
 Less than a monthly basis: \_\_\_\_\_  
 Less than 3 years \_\_\_\_\_ 3 years \_\_\_\_\_ 5 years \_\_\_\_\_  
 Yes \_\_\_\_\_ No \_\_\_\_\_

20. Average number of applications per month: \_\_\_\_\_

21. How often do customers recertify for paratransit service? \_\_\_\_\_

22. Do you have permanent/continual eligibility? Yes  No   
 If yes, what is the criterion? \_\_\_\_\_

23. Is either eligibility condition enforced by your transit agency? Weather  Distance

**IF "NO", PLEASE SKIP TO THE NEXT SECTION.  
 IF "YES", PLEASE RESPOND TO THE FOLLOWING:**

24. "Weather" condition defined by: \_\_\_\_\_ season \_\_\_\_\_ temperature \_\_\_\_\_ Other: \_\_\_\_\_  
 \_\_\_\_\_ blocks \_\_\_\_\_ feet \_\_\_\_\_ mile \_\_\_\_\_ Other: \_\_\_\_\_

25. "Distance" condition defined by: \_\_\_\_\_ blocks \_\_\_\_\_ feet \_\_\_\_\_ mile \_\_\_\_\_ Other: \_\_\_\_\_

26. Are observations made of a registrant's ability when using your paratransit service, after eligibility has been determined?  
 Yes  No   
 If yes, what action, if any, is taken? \_\_\_\_\_

**Vehicles**

27. Who owns the vehicles used for your ADA paratransit service? \_\_\_\_\_ sector(s) \_\_\_\_\_ Transit Agency

28. Please provide a breakdown of the total number of dedicated vehicles your ADA paratransit service:  
 What are your vehicles? (check all that apply)  
 Sedans \_\_\_\_\_ years \_\_\_\_\_ miles \_\_\_\_\_  
 Minivans \_\_\_\_\_ years \_\_\_\_\_ miles \_\_\_\_\_  
 Vans \_\_\_\_\_ years \_\_\_\_\_ miles \_\_\_\_\_  
 Buses (over 20 feet) \_\_\_\_\_ years \_\_\_\_\_ miles \_\_\_\_\_

29. Are any vehicles low-floor styles, or have the ability to knees/squat down to make the 1st step lower? Yes  No

30. How many customers can be transported, including ambulatory and wheelchair users?  
 Sedans \_\_\_\_\_ Minivans \_\_\_\_\_ Vans \_\_\_\_\_ Buses (Over 20 ft.) \_\_\_\_\_

Paratransit Peer Survey

Technology

31. Are any of the following completed through self-service options:

- \_\_\_ Trip reservations via internet telephone
- \_\_\_ Trip changes via internet telephone
- \_\_\_ Trip cancellations via internet telephone
- \_\_\_ Trip assistance via internet telephone
- \_\_\_ Complaints via internet telephone
- \_\_\_ Vehicle arrival times via internet telephone

32. Do you utilize an IVR (Interactive Voice Response) system?  Yes  No

IF "NO", PLEASE SKIP TO THE NEXT SECTION.  
IF "YES", PLEASE RESPOND TO THE QUESTIONS BELOW:

a. How did you introduce IVR to your customers?

\_\_\_\_\_

33. Do you use the automatic call-out feature to contact customers about driver status?  Yes  No

IF "NO", PLEASE SKIP TO QUESTION 38.  
IF "YES", PLEASE RESPOND TO THE QUESTION BELOW:

a. Overall, what kind of feedback have you received from your customers regarding the call-outs?

- Like
- Mixed Reviews
- Dislike

34. Do you conduct telephone surveys using the IVR?  Yes  No

IF "NO", PLEASE SKIP TO ITEM 39.  
IF "YES", PLEASE RESPOND TO THE QUESTIONS BELOW:

a. How often do you conduct the surveys? \_\_\_\_\_

b. On average, how many questions do you ask? \_\_\_\_\_

c. Do your survey questions require a response by:  Print  Voice

d. Have you found the surveys to be to be very useful?  Yes  No

e. What kind of feedback have you received from your customers? \_\_\_\_\_

35. Please provide the name of a contact person(s) at your agency who could be interviewed into your IVR system, including customer communications.

Name: \_\_\_\_\_

E-mail: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

Travel Training

36. Do you provide travel training?  Yes  No

IF "NO", PLEASE SKIP TO THE NEXT SECTION.  
IF "YES", PLEASE RESPOND TO THE FOLLOWING:

39. How many people did you train this reporting period?

- Less than 25
- 26-50
- 51-75
- 76-100
- Over 100

40. Who does the training?  Contractor  Transit Agency  Other: \_\_\_\_\_

41. What is the average cost to train a participant? \$ \_\_\_\_\_

42. Is travel training:  Required  Offered  Advertized

Transportation Alternatives

43. Do you have a Feeder (Paratransit-to-visit) Service?  Yes  No

IF "NO", PLEASE SKIP THE NEXT SECTION.  
IF "YES", PLEASE RESPOND TO THE FOLLOWING:

44. When did you implement the program (month/year): \_\_\_\_\_ / \_\_\_\_\_

45. Do you use fixed-route trip planning software?  Yes  No

46. What criteria do you use for customer selection? \_\_\_\_\_  
Manufacturer's Name: \_\_\_\_\_

47. Please rate the implementation of the feeder program on the part of the staff:

- Easy
- Slightly Difficult
- Difficult
- Extremely Difficult

48. Please rate the implementation of the feeder program on the part of the customer:

- Easy
- Slightly Difficult
- Difficult
- Extremely Difficult

49. Overall, what kind of customer feedback have you received?

- Like
- Don't Like
- Mixed Reviews
- Yes
- No

50. Is travel training provided/offered for your feeder service?  Yes  No

Miscellaneous

51. How many minutes/seconds do you schedule for boarding and exiting the paratransit vehicles (per instance):

Boarding: Lift-Required: \_\_\_\_\_ Minutes: \_\_\_\_\_ Non-Lift-Required: \_\_\_\_\_ Minutes: \_\_\_\_\_

Exiting: Lift-Required: \_\_\_\_\_ Minutes: \_\_\_\_\_ Non-Lift-Required: \_\_\_\_\_ Minutes: \_\_\_\_\_

THANK YOU FOR COMPLETING NYC TRANSIT'S PARATRANSIT PEER SURVEY.

Please return the completed survey to: [Carol.Jones@nyct.com](mailto:Carol.Jones@nyct.com)  
By: May 14, 2010

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**Participants****1 Boston, MA**

Ms. Carol Joyce-Harrington  
Assistant Manager, Administration  
Office for Transportation Access  
Massachusetts Bay Transportation Authority

***THE RIDE***

10 Park Plaza, Room 5750  
Boston, MA 02116  
Tele: 617-222-5526  
E-mail: CJoyce-Harrington@mbta.com  
Website: www.mbta.com

*Reporting Period: July 1, 2008 - June 30, 2009*

**2 Broward County, FL**

Ms. Reneca Maharaj  
Paratransit Supervisor  
Broward County Transit Division  
***TOPS (Transportation Options)***  
3201 West Copans Road, Building 4  
Pompano Beach, FL 33069

Tele: 954-357-6799  
E-mail: rmaharaj@broward.org  
Website: www.broward.org/bct/paratransit.htm

*Reporting Period: October 1, 2008 - September 30, 2009*

**3 Chicago, IL**

Mr. Tom Groeninger  
Regional Manager Paratransit/Vanpool  
Pace Suburban Bus Service

***ADA Service***

550 W. Alonquin  
Arlington Heights, IL 60005  
Tele: 847-228-2477  
E-mail: Tom.Groeninger@pacebus.com  
Website: pacebus.com

*Reporting Period: January 1 - December 31, 2009*

**4 Dallas, TX**

Ms. Kerri Babbitt  
Business Manager - Paratransit Projects  
***DART Paratransit Services***  
Dallas Area Rapid Transit

P.O. Box 660163 101 N. Peak Street  
Dallas, TX 75266-7271  
Tele: 214-828-6627

E-mail: kbabbitt@dart.org  
Website: dart.org

*Reporting Period: October 1, 2008 - September 30, 2009*

**5 Denver, CO**

Mr. Larry Buter  
Manager, Paratransit Services  
Regional Transportation District (RTD)  
Customer/ Contracted Services  
*access-a-Ride*  
1600 Blake Street - ADA  
Denver, CO 80202  
Tele: 303-299-2152  
E-mail: larry.buter@rtd-denver.com  
*Reporting Period: January 1 - December 31, 2009*

**6 Garden City, NY**

Mr. Eugene Griffith  
Sr. Director, Paratransit Operations  
Long Island Bus  
LIB-Paratransit  
*Able Ride*  
947 Stewart Avenue  
Garden City, NY 11530  
Tele: 516-228-4028  
E-mail: EGRIFFIT@LIBUS.ORG  
Website: www.mta.info.libus.com  
*Reporting Period: January 1 - December 31, 2009*

**7 Houston, TX**

Mr. Arturo Jackson  
Director, Transportation Programs  
Metropolitan Transit Authority (METRO)  
*METROLift*  
1900 Main P.O. Box 61429  
Houston, TX 77208-1429  
Tele: 713-750-4208  
E-mail: aj02@ridemetro.org  
Website: www.ridemetro.org  
*Reporting Period: October 1, 2008 - September 30, 2009*

**8 Los Angeles, CA**

Mr. Gilbert Garza  
Grants Analyst, Governmental Services  
Access Services  
*Access Services Paratransit*  
3449 Santa Anita Avenue  
El Monte, CA 91731  
Tele: 213-270-6000  
E-mail: Garza@asila.org  
Website: www.asila.org  
*Reporting Period: July 1, 2008 - June 30, 2009*

## Participants

9 **Miami, FL**

Mr. Ruben Legra  
Acting Chief, Special Transportation Services  
Miami-Dade Transit  
*Special Transportation Services/Demand*  
701 NW 1st Court, Suite 1100  
Miami, FL 33136  
Tele: 786-469-5013  
E-mail: rlegra@miami.gov  
Website:  
*Reporting Period: October 1, 2008 - September 30, 2009*

10 **New Jersey**

Mr. Dan O'Reilly  
Assistant Director, ADA Planning/Systems  
New Jersey Transit Corporation  
*Access Link*  
One Penn Plaza  
Newark, NJ 07105  
Tele: 973-491-4280  
E-mail: doreilly@njtransit.com  
Website: www.njtransit.com  
*Reporting Period: July 1, 2008 - June 30, 2009*

11 **New York, NY**

Ms. Beverly Morris  
Eligibility and Planning Officer  
New York City Transit  
Paratransit Division  
*Access-A-Ride*  
130 Livingston Street  
Brooklyn, NY 11201  
Tele: 718-393-4072  
E-mail: Beverly.morris@nyct.com  
Website: www.mta.info/nyct/paratran  
*Reporting Period: January 1 - December 31, 2009*

12 **Philadelphia, PA**

Ms. Cynthia Lister  
Regulatory Coordinator  
Southeastern Pennsylvania Transportation Authority  
*Customized Community Transportation (CCT)*  
1234 Market Street, 4th floor  
Philadelphia, PA 19107-3780  
Tele: 215-580-3424  
E-mail: clister@septa.org  
Website: www.septa.org  
*Reporting Period: July 1, 2008 - June 30, 2009*

**13 Seattle, WA**

Mr. Chris Arnbrister  
Transportation Planner II  
King County Metro Access  
*Access Transportation*  
821 2nd Avenue MS-EXC 240  
Seattle, WA 98104-1598  
Tele: 206-205-6570  
E-mail address: Christian.Arnbrister@kingcounty.gov  
Website: www.metrokingcounty.gov  
*Reporting Period: July 1, 2008 - June 30, 2009*

**14 Washington, DC**

Ms. Selene Faer Dalton-Kumins  
Director, Office of MetroAccess Service  
*Washington Metropolitan Area Transit Authority*  
Department of Access Services  
6505 Belcrest Rd., Suite 501  
Hyattsville, MD 20782  
Tele: 301-562-4556  
E-mail address: skumins@wmata.com  
Website: www.wmata.com/accessibility  
*Reporting Period: July 1, 2008 - June 30, 2009*

**15 Westchester, NY**

Mr. Chris D. Andritsopoulos  
Program Administrator of Specialized Transportation  
Westchester County  
*Westchester County Paratransit Services*  
148 Martine Avenue  
White Plains, N.Y. 10601  
Tele: 914-995-5117  
E-mail address: cda2@westchestergov.com  
Website: www.westchester.gov  
*Reporting Period: January 1 - December 31, 2009*

The following "**Paratransit Services At-A-Glance**" section provides highlights of each participant's paratransit service.

**Paratransit Services-At-A-Glance****Boston, MA**

Massachusetts Bay Transportation Authority

Paratransit Program: The RIDE

Website: www.mbta.com

**Reporting Period:** July 1, 2008-June 30, 2009**Service Description**

Began Operating Paratransit Service: April 1977  
 Size of Service Area (square miles): 729 square miles  
 Service Area Population: 2.5M  
 Level of Service Provided: Door-to-door, same-day service provided not guaranteed, cross-jurisd.  
 Supplemental/Alternate Transp. Options: None  
 Service Hours: 6AM-1AM

**Reservations**

Reservation Hours: 8AM-4PM and 24-hour Web IVR  
 Reservation Method(s): Telephone agent, internet and Interactive Voice Response  
 Days in Advance Reservations Are Made: 1-14 days in advance; next-day service after 4PM can be requested but not guaranteed

**Eligibility**

No of ADA Paratransit Customers: 67,329  
 Avg. No. of Applications Rec'd (Monthly): 1,100 (new) / 300 (recertifications)  
 Eligibility Process:  
     Application Form ✓  
     Medical Certification/Verification ✓  
     In-Person Functional Assessment  
     Telephone Interview  
     Photo for ID  
     Other

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests): 1.98M  
 Customer No-Show Rate (if applicable): 6.7%  
 Customer No-Show Definition: Trip requested, confirmed then customer fails to cancel with at least 1 hour's notice or fails to show up within 5 minutes after the scheduled pick-up time  
 Late Cancellation Rate (if applicable): Not applicable  
 Late Cancellation Definition: No late cancellation policy

**Finances**

Total Operating Expenses: \$62M  
 Cost Per Trip: \$24.26 (direct) / \$31.35 (total)  
 One-Way Fare: \$2.00  
 Fare Payment Method: Individual RIDE account (using Master Card, Visa, Discover, American Express or a debit card supported by MC or Visa). Deposits via cash, check, money order and/or credit/debit card may also be made over the counter at MBTA's OTA Back Bay Station on the Orange Line. Customers may also send check/money order via U.S. mail to MBTA's Rev. Dept. Fares are debited from the account as the customer boards the vehicle.  
 System (Local Fixed-Route) Fare: \$1.25 bus / \$1.70 subway

## Paratransit Services-At-A-Glance

**Broward County, FL**

Reporting Period: October 1, 2008-September 30, 2009

Broward County Transit Division

Paratransit Program: TOPS (Transportation Options)

Website: [www.broward.org/bct/paratransit.htm](http://www.broward.org/bct/paratransit.htm)**Service Description**

Began Operating Paratransit Service:	July 1983
Size of Service Area (square miles):	410 square miles
Service Area Population:	1.8M
Level of Service Provided:	Door-to-door, cross jurisd.
Supplemental/ Alternate Transp. Options:	Purchase Order in place with a taxi co. to be used only as a last resort when a client is stranded and none of the vehicles in the fleet are available to pick up the client within 30 minutes of the County being notified of the situation (rarely used)
Service Hours:	4:40AM-12:40AM (Mon.-Sat.), 6:45AM-10:15PM (Sun./Hol.)

**Reservations**

Reservation Hours:	8AM-5PM
Reservation Method(s):	Telephone agent
Days in Advance Reservations Are Made:	1 day in advance

**Eligibility**

No of ADA Paratransit Customers:	14,315
Avg. No. of Applications Rec'd (Monthly):	600 (new) / 169 (recertifications)
Eligibility Process:	
Application Form	✓
Medical Certification/Verification	✓
In-Person Functional Assessment	✓
Telephone Interview	
Photo for ID	
Other	✓ ("real-world" assessment bus ride)

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	914,110
Customer No-Show Rate (if applicable):	2.73%
Customer No-Show Definition:	Rider places a request for service but does not meet the ride upon its arrival, or is not ready to board within 5 minutes after the arrival of the vehicle (during the pick-up window) and the vehicle departs without them.
Late Cancellation Rate (if applicable):	2.46%
Late Cancellation Definition:	Customer cancels a trip less than 2 hours before the scheduled trip

**Finances**

Total Operating Expenses:	\$28,425,077.00
Cost Per Trip:	\$30.98 (direct) / \$31.03 (total)
One-Way Fare:	\$2.50
Fare Payment Method:	Cash
System (Local Fixed-Route) Fare:	\$1.50 bus

## Paratransit Services-At-A-Glance

**Chicago, IL**

Reporting Period: January 1 2009-December 31, 2009

Pace Suburban Bus

Paratransit Program: ADA Service

Website: pacebus.com

**Service Description**

Began Operating Paratransit Service:	January 1994 (suburbs) / June 2006 (Chicago)
Size of Service Area (square miles):	3,750 square miles
Service Area Population:	8M
Level of Service Provided:	Origin-to-destination, cross jurisd., same-day service (as available)
Supplemental/Alternate Transp. Options:	Taxi, local dial-a-ride operations
Service Hours:	24 hours a day

**Reservations**

Reservation Hours:	6AM-7PM
Reservation Method(s):	Telephone agent
Days in Advance Reservations Are Made:	1 day in advance; same day service also provided

**Eligibility**

No of ADA Paratransit Customers:	42,516
Avg. No. of Applications Rec'd (Monthly):	900
Eligibility Process:	
Application Form	√
Medical Certification/Verification	
In-Person Functional Assessment	√
Telephone Interview	
Photo for ID	√
Other	

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	3,932,805
Customer No-Show Rate (if applicable):	4.90%
Customer No-Show Definition:	Customer does not present him/herself within 5 minutes of the scheduled pick up time
Late Cancellation Rate (if applicable):	4.50%
Late Cancellation Definition:	Customer cancels a trip less than 2 hours before the scheduled pick-up time

**Finances**

Total Operating Expenses:	\$114,865,867
Cost Per Trip:	\$30.43 (direct) / \$33.35 (total)
One-Way Fare:	\$3.00
Fare Payment Method:	Cash, PACE ADA one-ride ticket
System (Local Fixed-Route) Fare:	\$1.75 bus

## Paratransit Services-At-A-Glance

**Dallas, TX****Reporting Period:** October 1, 2008-September 30, 2009

Dallas Area Rapid Transit  
 Paratransit Program: DART Paratransit Services  
 Website: dart.org

**Service Description**

Began Operating Paratransit Service: August 1983  
 Size of Service Area (square miles): 700 square miles  
 Service Area Population: 1.8M  
 Level of Service Provided: Curb-to-curb, door-to-door service (available no more than twice/week and must be requested at time of reservation)  
 Supplemental/Alternate Transp. Options: None  
 Service Hours: 5AM-1AM

**Reservations**

Reservation Hours: 24 hours/day  
 Reservation Method(s): Live Scheduler (M-F, 8AM-5PM), voice mail (weekends & holidays), automated booking/Xpress Booking (24 hrs/day)  
 Days in Advance Reservations Are Made: 1-2 days in advance

**Eligibility**

No of ADA Paratransit Customers: 10,755  
 Avg. No. of Applications Rec'd (Monthly): 479 (new) / 79 (recertifications)  
 Eligibility Process:  
     Application Form ✓  
     Medical Certification/Verification ✓  
     In-Person Functional Assessment ✓  
     Telephone Interview ✓  
     Photo for ID ✓  
     Other ✓ (Attendant form, if requesting an attendant)

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests): 348,356  
 Customer No-Show Rate (if applicable): 3.50%  
 Customer No-Show Definition: Customer fails to board within 5 minutes of ready-time window  
 Late Cancellation Rate (if applicable): 19.2%  
 Late Cancellation Definition: Customer cancels scheduled trip between 5PM the day before and up to 2 hours before the scheduled pick-up time

**Finances**

Total Operating Expenses: \$30,275,904  
 Cost Per Trip: \$36.43 (direct) / \$43.46 (total)  
 One-Way Fare: \$3.00  
 Fare Payment Method: Cash, paratransit fare coupons can be purchased on-line or at the DART store  
 System (Local Fixed-Route) Fare: \$1.75 bus/rail

**Paratransit Services-At-A-Glance****Denver, Co****Reporting Period:** January - December 2009

Regional Transportation District (RTD)

Paratransit Program: Access-a-Ride

Website: larry.buter@RTD-Denver.com

**Service Description**

Began Operating Paratransit Service: August 1993  
 Size of Service Area (square miles): 2,600 square miles  
 Service Area Population: 2.6M  
 Level of Service Provided: Curb-to-curb (door-to-door upon request) within 3/4 miles.  
 Supplemental/ Alternate Transp. Options: access-a-Cab  
 Service Hours: 24 hours a day

**Reservations**

Reservation Hours: 8AM-5PM  
 Reservation Method(s): Telephone Agent  
 Days in Advance Reservations Are Made: 1-3 days in advance

**Eligibility**

No of ADA Paratransit Customers: 64,000 total (13,000 active)  
 Avg. No. of Applications Rec'd (Monthly): 220 (new) / 80 (recertifications)  
 Eligibility Process:  
     Application Form ✓  
     Medical Certification/Verification ✓  
     In-Person Functional Assessment ✓  
     Telephone Interview ✓  
     Photo for ID ✓  
     Other ✓

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests): 672,636  
 Customer No-Show Rate (if applicable): 3.0%  
 Customer No-Show Definition: A "no-show" occurs when: vehicle arrives on time but the passenger no longer wants the ride; the vehicle arrives on time but the driver cannot locate the passenger; and/or the vehicle arrives on time and waits six minutes, but the passenger is not ready to go.  
 Late Cancellation Rate (if applicable): 5.0%  
 Late Cancellation Definition: A late cancellation is any trip canceled less than two (2) hours before the scheduled pick-up window

**Finances**

Total Operating Expenses: \$30M  
 Cost Per Trip: \$42.50 (direct) / \$44.00 (total)  
 One-Way Fare: \$4.00 - \$24.00  
 Fare Payment Method: Cash  
 System (Local Fixed-Route) Fare: \$2.00-\$12.00 (bus)

## Paratransit Services-At-A-Glance

**Garden City, NY**

Reporting Period: January 1, 2009-December 31, 2009

Long Island Bus

Paratransit Program: Able Ride

Website: www.mta.info.libus.com

**Service Description**

Began Operating Paratransit Service:

Size of Service Area (square miles): 624 square miles

Service Area Population: 1.3M

Level of Service Provided: Curb-to-curb, cross jurisdic., same day service, origin-to-destination as requested

Supplemental/ Alternate Transp. Options: None

Service Hours: 24 hours a day

**Reservations**

Reservation Hours: 8:30AM-5PM

Reservation Method(s): Telephone agent

Days in Advance Reservations Are Made: 1-7 days in advance

**Eligibility**

No of ADA Paratransit Customers: 41,859

Avg. No. of Applications Rec'd (Monthly): 260 (new) / 12 (recertifications)

Eligibility Process:

Application Form ✓

Medical Certification/Verification ✓

In-Person Functional Assessment

Telephone Interview

Photo for ID ✓

Other

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests): 360,829

Customer No-Show Rate (if applicable): 2.6%

Customer No-Show Definition: Customer does not appear for the trip

Late Cancellation Rate (if applicable): 1.9%

Late Cancellation Definition: Customer cancels the trip after 5PM the day before the scheduled trip

**Finances**

Total Operating Expenses: \$15,599,089

Cost Per Trip: \$35.75 (direct) / \$43.23 (total)

One-Way Fare: \$3.75

Fare Payment Method: Cash, tickets can be purchased in advance by calling Able-Ride to request a ticket book order form

System (Local Fixed-Route) Fare: \$2.25 bus

## Paratransit Services-At-A-Glance

**Houston, TX**

Reporting Period: October 1, 2008-September 30, 2009

Metropolitan Transit Authority (METRO)

Paratransit Program: METROLift

Website: www.ridemetro.org

**Service Description**

Began Operating Paratransit Service:	1979
Size of Service Area (square miles):	751 square miles
Service Area Population:	3.2M
Level of Service Provided:	Curb-to-curb, hand-to-hand (when necessitated by disability), same-day service (provided via subsidy program)
Supplemental/Alternate Transp. Options:	Taxi-Cab Service
Service Hours:	3:45AM-1:30AM last originating trip

**Reservations**

Reservation Hours:	8AM-5PM (telephone agent); 5AM-5PM (IVR/internet)
Reservation Method(s):	Telephone Agent, interactive voice response and internet
Days in Advance Reservations Are Made:	1 day in advance

**Eligibility**

No of ADA Paratransit Customers:	17,695
Avg. No. of Applications Rec'd (Monthly):	875 (new/recertifications)
Eligibility Process:	
Application Form	✓
Medical Certification/Verification	✓
In-Person Functional Assessment	✓
Telephone Interview	
Photo for ID	✓
Other	

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	1,482,718
Customer No-Show Rate (if applicable):	5.9%
Customer No-Show Definition:	Customer and driver do not connect and driver leaves without the customer
Late Cancellation Rate (if applicable):	Not Applicable
Late Cancellation Definition:	Customer cancels <60 minutes before the scheduled trip

**Finances**

Total Operating Expenses:	\$34,965,512
Cost Per Trip:	\$25.12 (direct)/\$28.30 (total)
One-Way Fare:	\$0.975 - majority of patrons purchase books of 10-tickets for \$9.75
Fare Payment Method:	METROLift tickets or monthly passes can be purchased at grocery stores, at the downtown RIDEStore and by mail
System (Local Fixed-Route) Fare:	\$1.25 bus/subway/rail

## Paratransit Services-At-A-Glance

**Los Angeles, CA**

Reporting Period: July 1, 2008-June 30, 2009

Access Services

Paratransit Program: Access Services Paratransit

Website: www.asila.org

**Service Description**

Began Operating Paratransit Service: January 1994  
 Size of Service Area (square miles): 1,966 square miles  
 Service Area Population: 9.8M  
 Level of Service Provided: Curb-to-curb, cross jurisdic.  
 Supplemental/ Alternate Transp. Options: None  
 Service Hours: 4AM-12AM ("Night Owl Service" runs later in some areas);  
 Santa Clarita 5AM-10:30PM M-F, 7AM-10:30PM Sat., 8AM-8PM Sun.;  
 Antelope Valley 6AM-11PM M-F, 7AM-7PM Sat./Sun.

**Reservations**

Reservation Hours: 6AM-10PM, Santa Clarita (8AM-5PM), Antelope Valley (8AM-5PM)  
 Reservation Method(s): Telephone agent  
 Days in Advance Reservations Are Made: 1 day in advance

**Eligibility**

No of ADA Paratransit Customers: 87,961  
 Avg. No. of Applications Rec'd (Monthly): 2,151 (new) / 595 (recertifications)  
 Eligibility Process:  
     Application Form ✓  
     Medical Certification/Verification ✓  
     In-Person Functional Assessment ✓  
     Telephone Interview ✓  
     Photo for ID ✓  
     Other

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests): 2,812,307  
 Customer No-Show Rate (if applicable): 3.9%  
 Customer No-Show Definition: Customer cancels less than 2 hours before scheduled trip, or does not show for a scheduled trip within 5 minutes of the driver's arrival if the driver arrived within the 20-minute pick-up window  
 Late Cancellation Rate (if applicable): 4.2%  
 Late Cancellation Definition: Customer cancels trip with less than 2 hours notice (considered a no-show)

**Finances**

Total Operating Expenses: \$88,789,100  
 Cost Per Trip: \$36.28 (direct) / \$40.39 (total)  
 One-Way Fare: \$1.80  
 Fare Payment Method: Cash, MTA tokens that can be purchased at numerous retail outlets located throughout LA County; 90¢ coupons sold in \$18 booklets that can be purchased by sending a check/money order to AS' Customer Service or from local transit agencies

System (Local Fixed-Route) Fare: Not Applicable

\* An In-Person Interview is included as part of the Functional Assessment

## Paratransit Services-At-A-Glance

**Miami, FL**

Reporting Period: October 1, 2008-September 30, 2009

Miami-Dade Transit

Paratransit Program: Special Transportation Services

Website: [www.miamidade.gov/transit/paratransit.asp](http://www.miamidade.gov/transit/paratransit.asp)**Service Description**

Began Operating Paratransit Service:	October 1979
Size of Service Area (square miles):	306 square miles
Service Area Population:	2.4M
Level of Service Provided:	Door-to-door
Supplemental/ Alternate Transp. Options:	Not Applicable
Service Hours:	24 hours a day

**Reservations**

Reservation Hours:	Monday-Sunday, 8AM-5PM
Reservation Method(s):	Telephone Agent
Days in Advance Reservations Are Made:	1-7 days in advance; next day service must be made by 5PM the day before customer wishes to travel

**Eligibility**

No of ADA Paratransit Customers:	26,631
Avg. No. of Applications Rec'd (Monthly):	846 (new/recertifications)
Eligibility Process:	
Application Form	✓
Medical Certification/Verification	✓
In-Person Functional Assessment	✓
Telephone Interview	✓
Photo for ID	✓
Other	

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	1,688,254
Customer No-Show Rate (if applicable):	2%
Customer No-Show Definition:	Customer places a request for service but does not meet his/her ride upon arrival
Late Cancellation Rate (if applicable):	3%
Late Cancellation Definition:	The cancellation of a trip by a customer or their representative less than one hour before the negotiated pick-up time

**Finances**

Total Operating Expenses:	\$46M
Cost Per Trip:	\$24.85 (direct) / \$29.41 (total)
One-Way Fare:	\$3.00
Fare Payment Method:	Cash
System (Local Fixed-Route) Fare:	\$2.00

**Paratransit Services-At-A-Glance****New Jersey****Reporting Period:** July 1, 2008-June 30, 2009

New Jersey Transit  
 Paratransit Program: [Access Link](#)  
 Website: [www.njtransit.com](http://www.njtransit.com)

**Service Description**

Began Operating Paratransit Service:	January 1993
Size of Service Area (square miles):	2,898 square miles
Service Area Population:	5.4M
Level of Service Provided:	Curb-to-curb
Supplemental/ Alternate Transp. Options:	Feeder Service (some)
Service Hours:	24 hours a day

**Reservations**

Reservation Hours:	7:30AM-4PM
Reservation Method(s):	Telephone agent
Days in Advance Reservations Are Made:	1-7 days in advance

**Eligibility**

No of ADA Paratransit Customers:	21,000
Avg. No. of Applications Rec'd (Monthly):	235 (new) / 0 (recertifications)
Eligibility Process:	
Application Form	
Medical Certification/Verification	
In-Person Functional Assessment	
Telephone Interview	
Photo for ID	
Other	In-Person Interview

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	909,558
Customer No-Show Rate (if applicable):	1-2%
Customer No-Show Definition:	Customer does not call at least 50 minutes before requested time or does not board at the time the vehicle arrives
Late Cancellation Rate (if applicable):	Not applicable
Late Cancellation Definition:	Customer cancels more than 50 minutes but less than 90 minutes before the requested time

**Finances**

Total Operating Expenses:	\$39.6M
Cost Per Trip:	\$41.76 (direct) / \$48.06 (total)
One-Way Fare:	Based on local bus fare and number of zones traveled; minimum fare is \$1.35
Fare Payment Method:	Cash
System (Local Fixed-Route) Fare:	

**Paratransit Services-At-A-Glance****New York City****Reporting Period:** January 1, 2009-December 30, 2009

New York City Transit - Paratransit Division

Paratransit Program: Access-A-Ride

Website: [www.mta.info/nyct/paratran](http://www.mta.info/nyct/paratran)**Service Description**

Began Operating Paratransit Service:	July 1993
Size of Service Area (square miles):	321.8 square miles
Service Area Population:	8.2M
Level of Service Provided:	Door-to-door, Cross Jurisdic.
Supplemental/ Alternate Transp. Options:	Taxicab/ car service reimbursement, supplemental van service, floaters
Service Hours:	24 hours a day

**Reservations**

Reservation Hours:	7AM-5PM
Reservation Method(s):	Telephone agent
Days in Advance Reservations Are Made:	1-2 days in advance

**Eligibility**

No of ADA Paratransit Customers:	136,820
Avg. No. of Applications Rec'd (Monthly):	44,590 (new) / 13,105 (recertifications)
Eligibility Process:	
Application Form	✓
Medical Certification/Verification	
In-Person Functional Assessment	✓
Telephone Interview	
Photo for ID	✓
Other	

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	8,490,247
Customer No-Show Rate (if applicable):	3.8%
Customer No-Show Definition:	Vehicle arrives at the pick-up location within the 30-minute pick-up window, waits the required 5 minutes and the customer does not board the vehicle
Late Cancellation Rate (if applicable):	3.8%
Late Cancellation Definition:	Customer cancels a trip less than 3 hours before the scheduled trip

**Finances**

Total Operating Expenses:	\$440,496,000
Cost Per Trip:	\$60.97 (Direct Costs) / \$69.54 (All Costs)
One-Way Fare:	\$2.25
Fare Payment Method:	Cash, AAR TransitCheck coupons
System (Local Fixed-Route) Fare:	\$2.25 bus/subway

\* The paratransit/system fare are the same. From January 1-June 27, 2009 the fare was \$2.00. Effective June 28, 2009 the paratransit/system fare increased to \$2.25.

**Philadelphia, PA**

Reporting Period: July 1, 2008-June30, 2009

Southeastern Pennsylvania Transportation Authority

Paratransit Program: Customized Community Transportation (CCT)

Website: www.septa.org

**Service Description**

Began Operating Paratransit Service:	November 1981
Size of Service Area (square miles):	2,200 square miles
Service Area Population:	3.9M
Level of Service Provided:	Door-to-door, Cross Jurisdic.
Supplemental/ Alternate Transp. Options:	Feeder Service (some)
Service Hours:	24 hours a day in Philadelphia County, 12-18 hours/day in Bucks, Chester, Delaware and Montgomery Counties (depending on bus route service)

**Reservations**

Reservation Hours:	7AM-4PM M-F, 7:30AM-4PM Saturday/Sunday
Reservation Method(s):	Telephone agent
Days in Advance Reservations Are Made:	1-3 days in advance

**Eligibility**

No of ADA Paratransit Customers:	14,124
Avg. No. of Applications Rec'd (Monthly):	190 (new) / 130 (recertifications)
Eligibility Process:	
Application Form	√
Medical Certification/Verification	√
In-Person Functional Assessment	√ (usually required) as well as a possible telephone follow-up)
Telephone Interview	√ (possible telephone follow-up)
Photo for ID	√ (In FY09 began implementing photo IDs for all-SEPTA takes the photo)
Other	

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	965,000
Customer No-Show Rate (if applicable):	1.30%
Customer No-Show Definition:	Vehicle arrives at the pick-up location and the customer decides not take the ride and/or the vehicle arrives at the pick-up location, waits the required 5 minutes and the customer does not show for the trip
Late Cancellation Rate (if applicable):	4.00%
Late Cancellation Definition:	Customer cancels trip less than 2 hours ahead

**Finances**

Total Operating Expenses:	\$25,666,379
Cost Per Trip:	\$24.70 (direct); \$26.70 (all)
One-Way Fare:	\$4.00 (plus zone and inter-county charges for suburban travel)
Fare Payment Method:	Cash, tokens, Zone 2 TrailPass that can be purchased at various sales locations
System (Local Fixed-Route) Fare:	\$2.00 bus/subway-rail

## Paratransit Services-At-A-Glance

**Seattle, WA**

Reporting Period: January 1, 2009-December 31, 2009

King County Metro Transit

Paratransit Program: Access

Website: www.metro.kingcounty.gov

**Service Description**

Began Operating Paratransit Service:	October 2001
Size of Service Area (square miles):	840 square miles
Service Area Population:	1.8M
Level of Service Provided:	Curb-to-curb; door-to-door/hand-to-hand service (customer must be qualified during eligibility process; hand-to-hand also requires verification that hand-to-hand service is required), cross jurisdic.
Supplemental/ Alternate Transp. Options:	Taxi/Car Service
Service Hours*:	(refer to footnote)

**Reservations**

Reservation Hours:	8AM-5PM
Reservation Method(s):	Telephone agent
Days in Advance Reservations Are Made:	1-3 days in advance

**Eligibility**

No of ADA Paratransit Customers:	29,553
Avg. No. of Applications Rec'd (Monthly):	175 (new) / 271 (recertifications)
Eligibility Process:	
Application Form	√ (as well as a pre-application)
Medical Certification/Verification	√
In-Person Functional Assessment	√
Telephone Interview	
Photo for ID	√ (for hand-to-hand riders only)
Other	

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	1,119,815
Customer No-Show Rate (if applicable):	6.8%
Customer No-Show Definition:	Customer does not board the vehicle within 5 minutes of its arrival
Late Cancellation Rate (if applicable):	4.3%
Late Cancellation Definition:	Customer cancels a trip after 5PM the day before travel date (no-show)

**Finances**

Total Operating Expenses:	\$43,124,457
Cost Per Trip:	\$28.27 (direct) / \$35.13 (all)
One-Way Fare:	\$1.00
Fare Payment Method:	Cash, Regional Reduced Fare Permit, Access monthly pass, Puget pass, full fare Metro pass, fare tickets, any other valid Metro fare media worth \$1.00 or more that can be purchased at various sales locations
System (Local Fixed-Route) Fare:	\$2.00-\$2.75 bus

\*The service operates same hours/areas as the bus in downtown; where the bus is 24/7 so is paratransit. The urban growth boundary is only an issue on weekdays, due to an ordinance that extends service to all areas within the urban growth boundary that is surrounded by regular bus (regardless of how far it is to a bus line), and extends the east boundary an additional .75 miles (for a total of 1.5 mi. along the eastern edge) between 6AM and 10PM. Weekday 6AM-10PM are the hours of the ordinance effect.

## Paratransit Services-At-A-Glance

**Washington, DC**

Reporting Period: July 1, 2008-June 30, 2009

Washington Metropolitan Area Transit Authority

Paratransit Program: MetroAccess

Website: www.wmata.com/metroaccess

**Service Description**

Began Operating Paratransit Service:	May 1994
Size of Service Area (square miles):	1,500 square miles (covering 8 jurisdictions)
Service Area Population:	3.4M
Level of Service Provided:	Door-to-door, Cross Jurisdic.
Supplemental/ Alternate Transportation Option:	Taxi/Car Service
Service Hours:	5AM-12AM

**Reservations**

Reservation Hours:	8AM-4:30PM
Reservation Method(s):	Telephone agent, internet
Days in Advance Reservations Are Made:	1-7 days in advance

**Eligibility**

No of ADA Paratransit Customers:	25,575
Avg. No. of Applications Rec'd (Monthly):	873 (new) / 244 (recertifications)
Eligibility Process:	
Application Form	✓
Medical Certification/Verification	✓
In-Person Functional Assessment	✓
Telephone Interview	✓
Photo for ID	✓
Other	

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	2,107,769
Customer No-Show Rate (if applicable):	3.1%
Customer No-Show Definition:	Customer is not ready for boarding upon the driver's arrival and is still not present at the end of the 5-minute waiting period
Late Cancellation Rate (if applicable):	6.4%
Late Cancellation Definition:	Customer cancels less than 2 hours before the beginning of the pick-up window

**Finances**

Total Operating Expenses:	\$78.5M (direct costs only)
Cost Per Trip:	\$37.30 (direct costs) / no answer provided for all costs
One-Way Fare:	\$2.50
Fare Payment Method:	Cash, Metrorail fare card worth \$2.50 or 2 metro bus tokens worth \$1.25 each
System (Local Fixed-Route) Fare:	\$1.25 bus / subway/rail-varies by distance traveled

**Paratransit Services-At-A-Glance****Westchester, NY****Reporting Period:** January 1, 2009-December 31, 2009

Bee-Line

Paratransit Program: Westchester County Paratransit Services

Website: www.westchester.gov

**Service Description**

Began Operating Paratransit Service:	October 1983
Size of Service Area (square miles):	450 square miles
Service Area Population:	950,000 (approximately)
Level of Service Provided:	Curb-to-curb, Same Day Service

Supplemental/Alternate Transportation Option: Feeder Service

Service Hours: 6AM-Until

**Reservations**

Reservation Hours:	9AM-5PM M-F, except holidays; next day service requests must be made before 3:50PM
Reservation Method(s):	Telephone agent
Days in Advance Reservations Are Made:	1-7 days in advance

**Eligibility**

No of ADA Paratransit Customers:	5,382
Avg. No. of Applications Rec'd (Monthly):	223 (new) / 48 (recertifications)
Eligibility Process:	
Application Form	✓
Medical Certification/Verification	✓
In-Person Functional Assessment	
Telephone Interview	
Photo for ID	✓
Other (In-Person Interview)	✓

**Service Statistics (for 12-Month Reporting Period)**

Total Trips Completed (incl. PCAs/Guests):	212,909
Customer No-Show Rate (if applicable):	0.012%
Customer No-Show Definition:	Customer fails to appear for their scheduled trip
Late Cancellation Rate (if applicable):	0.014%
Late Cancellation Definition:	Cancellation after 8PM on the day prior to the scheduled trip

**Finances**

Total Operating Expenses:	\$9,186,928
Cost Per Trip:	\$55.00 (approx. direct) / \$58.00 (all)
One-Way Fare:	\$4.00
Fare Payment Method:	Cash, 10-ride ticket (may be purchased with cash only at West. Cnty. Ctr.)
System (Local Fixed-Route) Fare:	\$2.00

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**Service Areas**

The following "**Service Areas**" section describes the sizes (in square miles) and populations of the participants' paratransit service areas, and the breakdown by municipality, zone, county, city and/or town.

**Service Areas**

**Boston (The Ride)**

Service area is 729 square miles with a population of approximately 2.5M, and is operated in the following cities and towns.

Boston		North		Northwest		Southwest		South	
Allston	Beverly	Topsfield	Arlington	Boston	Boston				
Back Bay	Boston	Wakefield	Bedford	Canton	Braintree				
Brighton	Chelsea	Wenham	Belmont	Dedham	Cohasset				
Charlestown	Danvers	Winthrop	Boston	Dover	Hingham				
Chinatown	Everett		Brookline	Framingham	Holbrook				
Dorchester	Lynn		Burlington	Medfield	Hull				
Downtown Boston	Lynnfield		Cambridge	Natick	Milton				
East Boston	Malden		Concord	Needham	Quincy				
Fenway	Marblehead		Lexington	Norwood	Randolph				
Hyde Park	Melrose		Lincoln	Sharon	Weymouth				
Jamaica Plain	Middleton		Medford	Walpole					
Mattapan	Nahant		Newton	Wellesley					
North End	Peabody		Somerville	Westwood					
Roslindale	Reading		Waltham						
Roxbury	Revere		Watertown						
South Boston	Salem		Weston						
South End	Saugus		Wilmington						
West Roxbury	Stoneham		Winchester						
	Swampscott		Woburn						

**Broward County (Transportation Options-TOPS)**

Service area is 410 square miles with a population of approximately 1.8M, and is operated within Broward County and within 3/4 of a mile of the Broward County bus routes that extend into the adjoining counties listed in the table below. TOPS also provides bi-weekly group trips to the central Miami medical district, which is outside of the service area and considered to be non-ADA.

Palm Beach County (to the North)	Miami-Dade County (to the South)
----------------------------------	----------------------------------

**Chicago (ADA Service)**

Service area is 3,750 square miles with a population of approximately 8M, and is operated throughout North Eastern Illinois within the counties of Cook, DuPage, Kane, Lake, McHenry and Will and within 3/4 of a mile of a CTA bus route and up to 3/4 mile in radius of each CTA rail station, to all or part of the following communities:

All of the Following Communities:		Parts of the Following Communities:	
Chicago, including O'Hare/ Midway Airports	Bellwood	Park Ridge	
Cicero	Berwyn	River Forest	
Evanston	Blue Island	River Grove	
Evergreen Park	Burbank	Rosemont	
Forest Park	Calumet Park	Schiller Park	
Harwood Heights	Elmwood Park	Stickney	
Hines	Forest View	Summit	
Hometown	Maywood	Westchester	
Lincolnwood	Merrionette Park	Wilmette	
Norridge	Niles		
Oak Park	North Riverside		
Skokie	Oak Lawn		

**Dallas (Dallas Area Rapid Transit)**

Service area is 700 square miles with a population of approximately 1.8M and is operated within the following cities:

Addison	Dallas	Glenn Heights	Richardson	University
Carrollton	Farmers Branch	Highland Park	Rowlett	DFW Int'l Airport
Cockrell Hill	Garland	Irving	Plano	

Service Areas

**Denver (access-a-Ride)**

Service area is 2,600 square miles with a population of 2.6M, and is operated within ¾ of a mile corridor around local fixed route in the following areas:

Arapahoe	Boulder	Denver	Jefferson
Adams	Broomfield	Douglas	

**Garden City (Able Ride)**

Service area is 624 square miles with a population of approximately 1.3M, and is operated within the Nassau County limits and within ¾ of a mile of the fixed route service (including Queens) operating at the time that the customer wishes to travel. Direct service is also provided to points approximately two miles east of the Nassau/Suffolk border.

**Houston (METROLift)**

Service area is 751 square miles with a population of approximately 3.2M, and is operated within Harris County.

**Los Angeles (Access Services Paratransit)**

Service area is 1,966 square miles with a population of approximately 9.8M, and covers almost all of urban Los Angeles and certain points outside of the county (see the following list of cities).

Eastern Region		Southern Region		West/Central Region		S. Fernando Region	
Alhambra	La Puente	Alondra Park	Long Beach	Bel Air		*Agoura Hills	
Altadena	La Verne	*Anaheim	*Los Alamitos	Beverly Hills		Arleta	
Atwater Village	Lincoln Heights	Artesia	*Los Angeles	Brentwood		*Cal State Northridge	
Arcadia	Los Nietos	Athens	Lynwood	Century City		*Calabasas	
Avocado Heights	Monrovia	Bell	Manhattan Beach	Cheviot Hills		Canoga Park	
Arcadia	*Montclair	Bell Gardens	Maywood	Chinatown		*Chatsworth	
Baldwin Park	Montebello	Bellflower	Norwalk	Country Club Park		Encino	
Bassett	Monterey Park	*Buena Park	Palos Verdes Estates	Echo Park		Granada Hills	
Boyle Heights	Montrose	Carson	Palms	Fox Hills		*Hidden Hill	
*Brea	Pasadena	Cerritos	Paramount	Hancock Park		*Mission Hills	
*Burbank	Phillips Ranch	Compton	Rancho Dominguez	Holmby Hills		*North Hills	
Charter Oaks	Pico Rivera	Cudahy	Rancho Palos Verdes	Hollywood		*North Hollywood	
City Terrace	*Placentia	Culver City	Redondo Beach	Korea Town		*Northridge	
Claremont	Pomona	Del Aire	Rolling Hills Estates	Los Angeles		Pacoima	
Commerce	Rosemead	Downey	Rosewood	Los Feliz		Panorama City	
Covina	Rowland Heights	El Segundo	San Pedro	Malibu		Porter Ranch	
Cypress Park	San Dimas	Florence	Santa Fe Springs	Mar Vista		Reseda	
Diamond Bar	San Gabriel	Florence Graham	*Seal Beach	Marina Del Rey		*San Fernando	
Duarte	San Marino	*Fullerton	Signal Hill	Mid City		*Shadow Hills	
Eagle Rock	*Sierra Madre	Gardena	South Gate	Mid Wilshire		*Sherman Oaks	
East Los Angeles	South El Monte	Harbor City	Torrance	Miracle Mile		Studio City	
El Monte	South Pasadena	Hawaiian Gardens	Vernon	Mt. Olympus		Sunland	
El Sereno	South San Jose Hills	Hawthorne	Walnut Park (Hp)	Pacific Palisades		*Sun Valley	
Glassell Park	*Sunland	Hermosa Beach	Watts	Palms		*Sylmar	
*Glendale	Temple City	Huntington Park	Westmont	Park La Brea		Tarzana	
Glendora	*Tujunga	Inglewood	Willowbrook	Playa Del Rey		*Toluca Lake	
*Hacienda Heights	Valinda	Ladera Heights	Wilmington	Santa Monica		*Topanga Canyon	
Highland Park	Vince (Covina)	Lakewood	Windsor Hills	Sawtelle		Universal City	
Industry	Walnut	*La Mirada		Silver Lake		Van Nuys	
Irwindale	West Covina	*La Palma		Topanga		*West Hills	
La Cañada/Flintridge	West La Puente Village	Lawndale		Ucla		*Westlake Village	
La Cresenta	W. Whittier Los Nietos	Lennox		Venice		*Winnetka	
*La Habra	*Whittier	Lomita		West Hollywood		Woodland Hills	
				Westchester			
				West Los Angeles			
				Westwood			
Santa Clarita Region				Antelope Valley Region			
Canyon Country	*Newhall	*Stevenson Ranch	*Acton	*Lancaster		*Pear Blossom	
*Castaic	Pico	*Sulphur Springs	*Aqua Dulce	*Leona Valley		*Quartz Hill	
*Del Valle	Pinetree	*Val Verde	*Lake Elizabeth	*Littlerock			
Lang	*Santa Clarita	*Valencia	*Lake Los Angeles	*Palmdale			
*Mint Canyon	*Saugus						

\*Access Paratransit may serve only parts of the cities noted.

\*\*Different fares may be charged in these counties.

**Miami (Specialized Transportation Services-STS)**

Service area is 306 square miles with a population of approximately 2.4M, and is operated throughout most of urbanized Miami-Dade County, in some parts of South Broward County and in the Monroe County Upper to Middle Keys.

Service Areas

NEW YORK CITY TRANSIT • DEPARTMENT OF BUSES • PARATRANSIT DIVISION

**New Jersey (Access Link)**

Service area is 2,898 square miles with a population of approximately 5.4M, and is operated in the following towns/cities that are within ¾ of a mile corridor around local fixed route bus service.

<b>Region 1</b>	Harrison Twp	Woodstown	Eatontown	<b>Region 5</b>	Morris Twp
Bordentown	Hi-Nella	Wrightstown	Edison Twp	Belleville Twp	Morristown
Bordentown Twp	Laurel Springs	<b>Region 3</b>	Fanwood	Berkeley Heights Twp	Mountain Lakes
Ewing Twp	Lawnside	Absecon	Franklin Twp	Bloomfield Twp	Mountainside
Hamilton Twp	Lindenwold	Atlantic City	Freehold	Bloomington	New Providence
Hopewell Twp	Logan Twp	Avalon	Freehold Twp	Boonton	Newark
Lawrence Twp	Lumberton Twp	Barnegat Twp	Hazlet Twp	Butler	North Arlington
Montgomery Twp	Magnolia	Berkeley Twp	Highland Park	Caldwell Borough Twp	North Bergen Twp
Pennington	Mansfield Twp	Bridgeton	Holmdel Twp	Carteret	North Caldwell
Plainsboro Twp	Mantua Twp	Brigantine	Howell Twp	Cedar Grove Twp	North Plainfield
Princeton	Maple Shade Twp	Buena Vista Twp	Keansburg	Chatham	Nutley Twp
Princeton Twp	Medford Twp	Cape May	Keyport	City Of Orange Twp	Parsippany-Troy Hills Twp
Trenton	Merchantville	Dennis Twp	Lacey Twp	Clark Twp	Passaic
Washington Twp	Millville	Dover Twp	Lake Como	Clifton	Paterson
West Windsor Twp	Monroe Twp	Egg Harbor City	Lakewood Twp	Cranford Twp	Pequannock Twp
<b>Region 2</b>	Moorestown Twp	Egg Harbor Twp	Linden	Denville Twp	Piscataway Twp
Audubon	Mt Ephraim	Fairfield Twp	Long Branch	Dover	Plainfield
Audubon Park	Mt Holly Twp	Folsom	Manalapan Twp	Dunellen	Pompton Lakes
Barrington	Mt Laurel Twp	Galloway Twp	Manasquan	East Hanover Twp	Rahway
Bellmawr	Mullica Hill	Hamilton Twp	Marlboro Twp	East Newark	Randolph Twp
Berlin	National Park	Hammonton	Metuchen	East Orange	Ridgefield Park
Berlin Twp	New Hanover Twp	Lacey Twp	Middlesex	East Rutherford	Riverdale
Beverly	North Hanover Twp	Linwood	Middletown Twp	Edison Twp	Rockaway
Bordentown	Oaklyn	Little Egg Harbor Twp	Milltown	Elizabeth	Rockaway Twp
Bordentown Twp	Oldmans Twp	Longport	Neptune City	Fairfield Twp	Roseland
Bridgeton	Palmyra	Lower Twp	Neptune Twp	Fanwood	Roselle
Brooklawn	Paulsboro	Middle Twp	New Brunswick	Florham Park	Roselle Park
Burlington	Pemberton Twp	Millville	New Hanover Twp	Garfield	Rutherford
Burlington Twp	Penns Grove	Mullica Twp	North Brunswick Twp	Garwood	Saddle Brook Twp
Camden	Pennsauken Twp	Northfield	Ocean Twp	Glen Ridge Twp	Scotch Plains Twp
Cherry Hill Twp	Pennsville Twp	Ocean City	Ocean Twp	Green Brook Twp	Secaucus
Chesilhurst	Philadelphia	Pleasantville	Oceanport	Guttenberg	Somerville
Cinnaminson Twp	Pine Hill	Port Republic	Old Bridge Twp	Haledon	South Hackensack Twp
Clayton	Pitman	Somers Point	Pemberton Twp	Hanover Twp	South Orange Twp
Clementon	Pittsgrove Twp	Stafford Twp	Perth Amboy	Harrison	South Plainfield
Collingswood	Riverside Twp	Tuckerton	Piscataway Twp	Hillside Twp	Springfield Twp
Delanco Twp	Riverton	Upper Twp	Plainfield	Hoboken	Springfield Twp
Delran Twp	Runnemede	Ventnor City	Plumsted Twp	Irvington Twp	Summit
Deptford Twp	Salem	Vineland	Point Pleasant	Jersey City	Teterboro
East Greenwich Twp	Somerdale	Weymouth Twp	Point Pleasant Beach	Kearny	Totowa
Eastampton Twp	Southampton Twp	Wildwood	Rahway	Kenilworth	Union City
Edgewater Park Twp	Stratford	Wildwood Crest	Red Bank	Kinnelon	Union Twp
Elk Twp	Swedesboro	Winslow Twp	Sayreville	Lincoln Park	Verona Twp
Evesham Twp	Upper Pittsgrove Twp	Woodbine	Scotch Plains Twp	Linden	Victory Gardens
Florence Twp	Vineland	<b>Region 4</b>	Shrewsbury	Little Falls Twp	Watchung
Franklin Twp	Voorhees Twp	Aberdeen Twp	South Amboy	Livingston Twp	Wayne Twp
Gibbsboro	Washington Twp	Asbury Park	South Plainfield	Lodi	Weehawken Twp
Glassboro	Waterford Twp	Belmar	South River	Lyndhurst Twp	West Caldwell Twp
Gloucester City	Wenonah	Berkeley Twp	Spring Lake Heights	Madison	West New York
Gloucester Twp	West Deptford Twp	Bradley Beach	Tinton Falls	Maplewood Twp	West Orange Twp
Greenwich Twp	Westampton Twp	Brick Twp	Union Beach	Metuchen	West Paterson
Haddon Heights	Westville	Carteret	Wall Twp	Middlesex	Westfield
Haddon Twp	Willingboro Twp	Colts Neck Twp	Watchung	Millburn Twp	Wharton
Haddonfield	Winslow Twp	Cranford Twp	West Long Branch	Mine Hill Twp	Winfield Twp
Hainesport Twp	Woodbury	Dover Twp	Winfield Twp	Montclair Twp	Woodbridge Twp
Hamilton Twp	Woodbury Heights	Dunellen	Woodbridge Twp	Montville Twp	Wood-Ridge
Hammonton	Woodlynne	East Brunswick Twp		Morris Plains	
<b>Region 6</b>	East Hanover Twp	Hackensack	Maplewood Twp	Paramus	Tenafly
Bayonne	East Newark	Haledon	Maywood	Parsippany-Troy Hills	Teterboro
Belleville Twp	East Orange	Harrison	Midland Park	Passaic	Totowa
Bergenfield	East Rutherford	Hasbrouck Heights	Millburn Twp	Paterson	Union City
Bloomfield Twp	Edgewater	Hawthorne	Montclair Twp	Pequannock Twp	Verona Twp
Bloomington	Elizabeth	Hawthorne	Moonachie	Pompton Lakes	Victory Gardens
Bogota	Elmwood Park	Hoboken	Morris Plains	Randolph Twp	Wallington
Butler	Englewood	Irvington Twp	Morris Twp	Ridgefield	Wanaque
Caldwell Borough Twp	Englewood Cliffs	Jersey City	Morristown	Ridgefield Park	Washington Twp
Carlstadt	Fair Lawn	Kearny	Mountain Lakes	Ridgewood	Wayne Twp
Cedar Grove Twp	Fairfield Twp	Kinnelon	New Milford	River Edge	Weehawken Twp
Chatham	Fairview	Leonia	Newark	Rochelle Park Twp	West Caldwell Twp
City Of Orange Twp	Florham Park	Lincoln Park	North Arlington	Rockaway	West New York
Cliffside Park	Fort Lee	Little Falls Twp	North Bergen Twp	Rutherford	West Orange Twp
Clifton	Franklin Lakes	Little Ferry	North Caldwell	Saddle Brook Twp	West Paterson
Cresskill	Garfield	Livingston Twp	Nutley Twp	Secaucus	Wood-Ridge
Denville Twp	Glen Ridge Twp	Lodi	Oakland	South Hackensack Twp	Wyckoff Twp
Dover	Glen Rock	Lyndhurst Twp	Oradell	South Orange Twp	
Dumont	Guttenberg	Madison	Palisades Park	Teaneck Twp	

## Service Areas

**New York (*Access-A-Ride*)**

Service area is **321.8** square miles with a population of approximately **8.2M**, and is operated within the following five boroughs of New York City, as well as within a three-quarter-of-a-mile corridor beyond fixed-route service across the New York City borderline to nearby areas of Nassau and Westchester Counties.

The Bronx	Brooklyn	Manhattan	Queens	Staten Island
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**Philadelphia (*Customized Community Transportation-CCT*)**

Service area is **2,200** square miles with a population of approximately **3.9M**, and is operated throughout the entire city of Philadelphia County and within  $\frac{3}{4}$  mile on both sides of each regular bus or light rail route in the following four surrounding suburban counties.

Philadelphia County	Bucks County	Chester County	Delaware County	Montgomery County
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**Seattle (*Access*)**

Service area is **840** square miles with a population of **1.8M**, and is operated the same hours and areas as the bus. In downtown where the bus service is 24/7 so is the paratransit service. The urban growth boundary is only an issue during week days due to an ordinance which extends service to all areas within the urban growth boundary that is surrounded by regular bus service (regardless of how far it is to a bus line) and extends the eastern boundary an additional .75 miles (making a total of 1.5 miles along the eastern edge) between 6AM and 10PM. Weekdays 6AM-10PM are the hours of the ordinance effect. At other times the standard .75 mile ADA boundary is provided service when there is bus service in the area.

**Washington (*MetroAccess*)**

Service area is **1,500** square miles with a population of **3.4M**, and is operated in the following counties/cities that are within  $\frac{3}{4}$ -mile corridor around fixed route and jurisdictional limits.

District of Columbia	Maryland	Virginia	
District of Columbia	Montgomery County	Arlington County	Alexandria
	Prince George's County	Fairfax County	Fairfax
			Falls Church

**Westchester (*Westchester County Paratransit Services*)**

Service area is **450** square miles with a population of approximately **950,000**, and is operated in Westchester County within  $\frac{3}{4}$  mile of a regular Bee-Line bus route.

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**Service Description**

The following "**Service Description**" section describes the participants' hours of operation, levels of service provided and alternate transportation programs; reservation hours, methods, and window (or days in advance that trips can be requested); feeder service (or provisions for paratransit service in conjunction with fixed-route service); and travel training (provisions for training individuals to use fixed-route service).

## Service Hours, Provisions and Alternatives

	Hours of Operation	Level of Service Provided	Supplement./Alternate Transp.
<b>Boston</b>	6AM-1AM	door-to-door, cross-jurisdictional, same-day service can be requested but not guaranteed	none
<b>Broward County</b>	4:40AM-12:40AM (Mon.-Sat.), 6:45AM-10:15PM (Sun./Hol.)	door-to-door, cross-jurisdictional	(see Footnote <sup>1</sup> )
<b>Chicago</b>	24 hours a day	origin-to-destination, same-day service, cross-jurisdictional	taxi, local dial-a-ride operations
<b>Dallas</b>	5AM-1AM	curb-to-curb (door-to-door available no more than twice a week and must be requested at time of reservation)	none
<b>Denver</b>	24 hours a day	curb-to-curb (door-to-door upon request) within 3/4 miles	access-a-Cab
<b>Garden City</b>	24 hours a day	curb-to-curb, cross-jurisdictional, same-day service, origin-to-destination as requested	none
<b>Houston</b>	3:45AM-1:30AM last originating trip	curb-to-curb, hand-to-hand (when necessitated by disability), same-day service (provided via subsidy program)	taxi-cab service
<b>Los Angeles</b>	4AM-12AM ("Night Owl Service" in some areas); Santa Clarita: 5AM-10:30AM (M-F), 7AM-10:30PM (Sat), 8AM-8PM (Sun); Antelope Valley: 6AM-11PM (M-F), 7AM-7PM (S/S)	curb-to-curb, cross-jurisdictional	none
<b>Miami</b>	24 hours a day	door-to-door	not applicable
<b>New Jersey</b>	24 hours a day	curb-to-curb	feeder service (some)
<b>New York City</b>	24 hours a day	door-to-door, cross-jurisdictional	taxi reimbursement program, supplemental van service, floaters
<b>Philadelphia</b>	24 hours a day - Philadelphia County; 12-18 hours a day - Bucks, Chester, Delaware and Montgomery Counties (depending on bus route svc.)	door-to-door, cross-jurisdictional	feeder service (some)
<b>Seattle</b>	(see Footnote <sup>2</sup> )	curb-to-curb, door-to-door/hand-to-hand <sup>3</sup> (customer must be qualified during elig. process; hand-to-hand also requires verification that hand-to-hand service is required), cross-jurisd.	taxicab/car service
<b>Washington</b>	5AM-12AM	door-to-door, cross-jurisdictional	taxi/ car service
<b>Westchester</b>	6AM-Until	curb-to-curb, same-day service	feeder service

<sup>1</sup> Broward County: Purchase order is in place with a taxicab company to be used as a last resort when a client is stranded and none of the vehicles in the fleet are available to pick-up the client within 30 minutes of the County being notified of the situation (rarely used)

<sup>2</sup> Seattle: where the bus is 24/7 so is paratransit. The urban growth boundary is only an issue on wkdays. due to an ordinance that extends svce. to all areas w/i the urban growth boundary that is surrounded by reg. bus (regardless of how far it is to a bus line), and extends the east. boundary an add'l .75 miles (for a total of 1.5 mi. along the east. edge) bet. 6AM and 10PM. Weekdays 6AM-10PM are the hours of the ordinance effect. At other times the std. .75 mile ADA boundary is provided svce. when there is bus svce. in the area

<sup>3</sup> Seattle: hand-to-hand service delivers the customer into the care of another and he/she is never left alone.

## Reservation Hours, Methods and Pick-Up Window

	<b>HOURS</b>	<b>METHODS</b>	<b>RESERVATION WINDOW</b>
<b>Boston</b>	8AM-4PM, 24 Hour Web IVR	Telephone Agent, Internet, IVR	1-14 days in advance, next day service after 4PM can be requested but not guaranteed
<b>Broward County</b>	8AM-5PM	Telephone Agent	1 day in advance
<b>Chicago</b>	6AM-7PM	Telephone Agent	1 day in advance, same day service also provided
<b>Dallas</b>	24 hours a day	Telephone Agent (M-F 8AM-5PM); Voicemail (Wknd/Hol.); Automated Booking (Xpress Booking) 24 hours a day	1-2 days in advance
<b>Denver</b>	8AM-5PM	Telephone Agent	1-3 days in advance
<b>Garden City</b>	8:30AM-5PM	Telephone Agent	1-7 days in advance
<b>Houston</b>	8AM-5PM (Tele. Agent), 5AM-5PM (IVR/Internet)	Telephone Agent, IVR, Internet	1 day in advance
<b>Los Angeles</b>	6AM-10PM, Santa Clarita/ Antelope Valley: 8AM-5PM	Telephone Agent	1 day in advance
<b>Miami</b>	8AM-5PM (M-Su.)	Telephone Agent	1-7 days in advance; next day service must be made by 5PM day before rider wishes to travel
<b>New Jersey</b>	7:30AM-4PM	Telephone Agent	1-7 days in advance
<b>New York City</b>	7AM-5PM	Telephone Agent	1-2 days in advance
<b>Philadelphia</b>	7AM-4PM (M-F), 7:30AM-4PM (S/S)	Telephone Agent	1-3 days in advance
<b>Seattle</b>	8AM-5PM	Telephone Agent	1-3 days in advance
<b>Washington</b>	8AM-4:30PM	Telephone Agent, Internet	1-7 days in advance
<b>Westchester</b>	9AM-5PM (M-F), except holidays; next day service requests must be made before 3:50PM	Telephone Agent	1-7 days in advance

## Travel Training Provisions

Q38. Do you provide travel training?												
	Q39. No. of People Trained (this reporting period)					Q40. Training done by:			Q41. Avg. \$	Q42. Is travel training:		
	25 or less	26-50	51-75	76-100	Over 100	Contractor	Transit	Other	/ Trainee	Required	Offered	Advertised
Boston	Not Provided											
Broward County				√			√		\$280.19		√	√
Chicago								RTA	-		√	
Dallas	√						√		Varies		√	
Denver	Scheduled to start in 2010											
Garden City				√			√		-		√	√
Houston	Not Provided											
Los Angeles					√	√			\$886.10		√	
Miami	Not Provided											
New Jersey			√			√			\$3,000- \$5,000		√	
New York City	√					√			\$2,100		√	√
Philadelphia	√					√	√		\$4,700		√	√
Seattle					√	√			\$477.13		√	√
Washington					√		√		-		√	√
Westchester	√						√		-		√	

# Transportation Alternatives

	Q43. Do you have a feeder program?	Q44. When did you implement it?	Q45. Do you use fixed-route trip planning software?	Q46. What criteria is used for customer selection	Q47. Q48. Rate Implementation:		Q49. Rate cust.			Q50. Is Travel Training Used?
					Staff	Customer	Like	Don't Like	Mixed Reviews	
Boston	No									
Broward County	No									
Chicago	No									
Dallas	Yes	March 2009	No	Ability to ambulate (w/o the use of a mobility device) a minimum of 1/4 of a mile	Slightly Difficult	Difficult			√	Yes
Denver	No									
Garden City	No									
Houston	No									
Los Angeles	No									
Miami	No									
New Jersey	Yes	Nov. 2007	ATIS by Trapeze	Offer based on ability to all customers when trips are greater than 40 miles	Slightly Difficult	Easy	√			No
New York City	No									
Philadelphia	Yes	March 2004	Yes (unknown)	Customer functional ability to use, but not reach required transp. for some trips	Difficult	Slightly Difficult			√	No
Seattle	No									
Washington	No									
Westchester	Yes	March 2003	No	Customer conditional status	Difficult	Difficult			√	No

\*New Jersey Transit: As an incentive, the paratransit fare is waived for feeder trips so that the customer only pas for the fixed-rout rail transportation customer.

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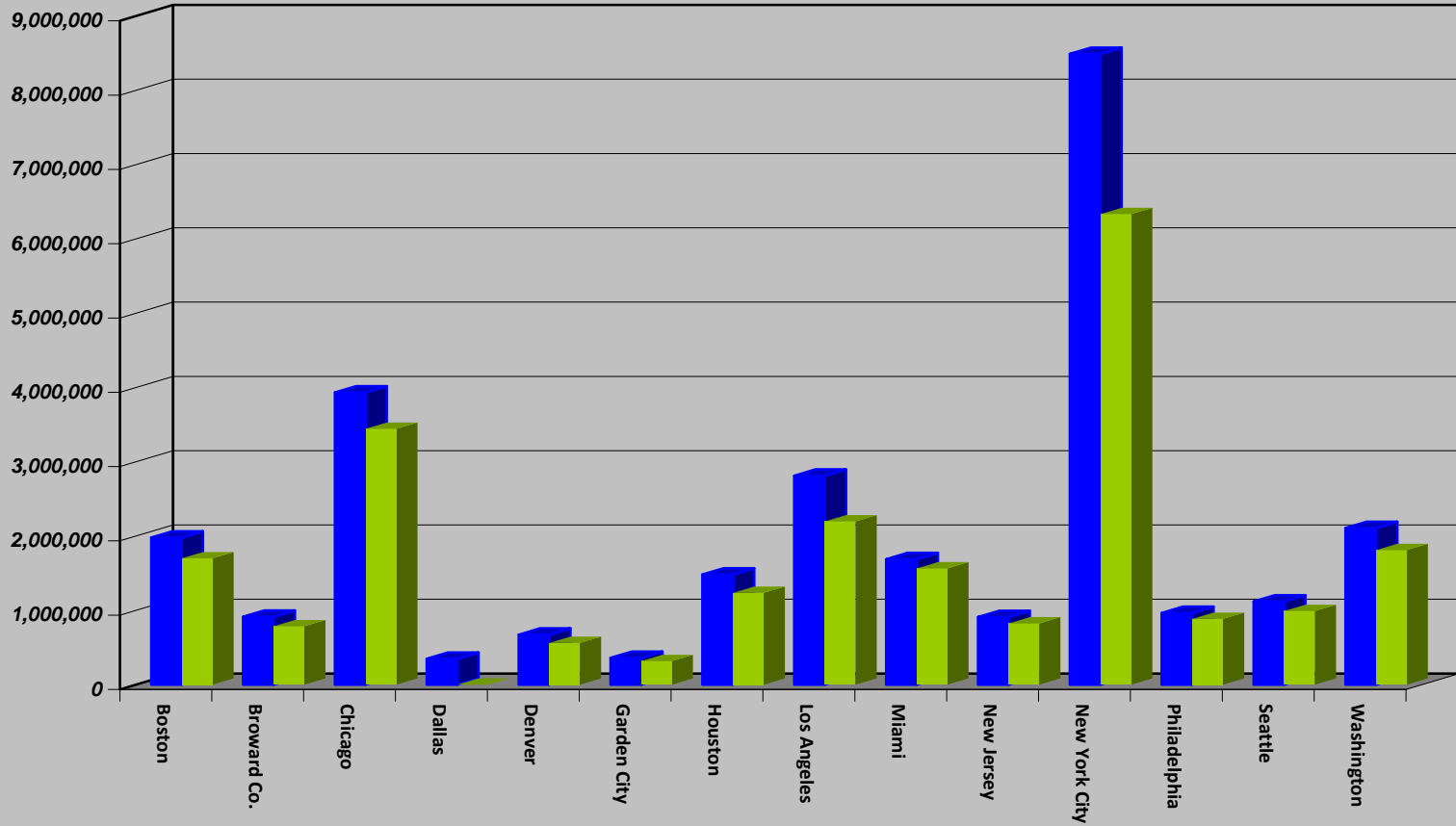
**Trips/Ridership**

The "**Trips/Ridership**" section of the report provides the following data for each participant's total trips completed (for 12-month reporting period); trips by eligibility category (full/conditional and temporary/visitor); average ridership (monthly/ weekday/weekend or Saturday and Sunday); customer no-shows; late cancellations; on-time performance; and productivity.

Total One-Way Trips Completed

Q3. Total One-Way Trips Completed (12-Month Reporting Period)

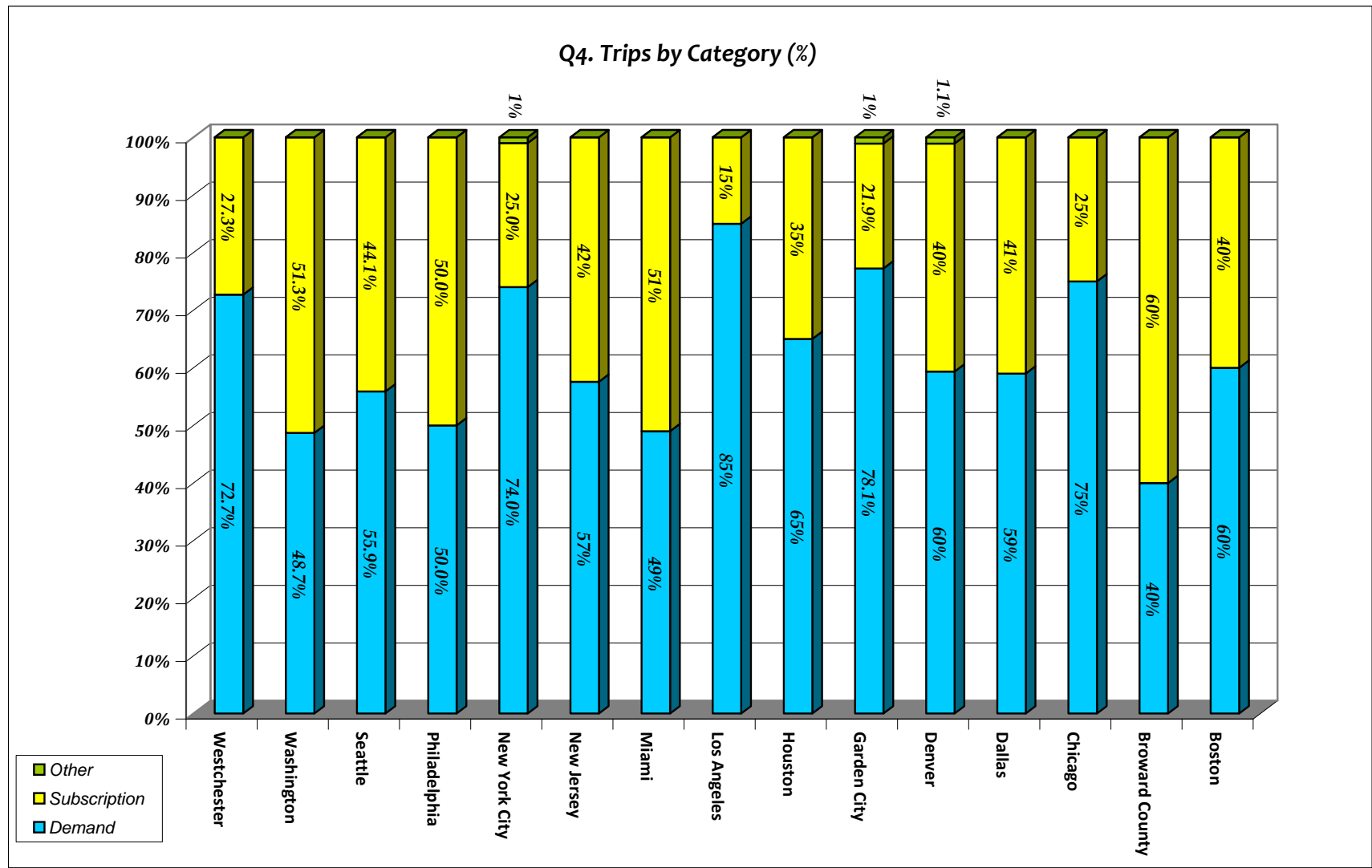
■ with PCAs/Guests    ■ without PCAs/Guests



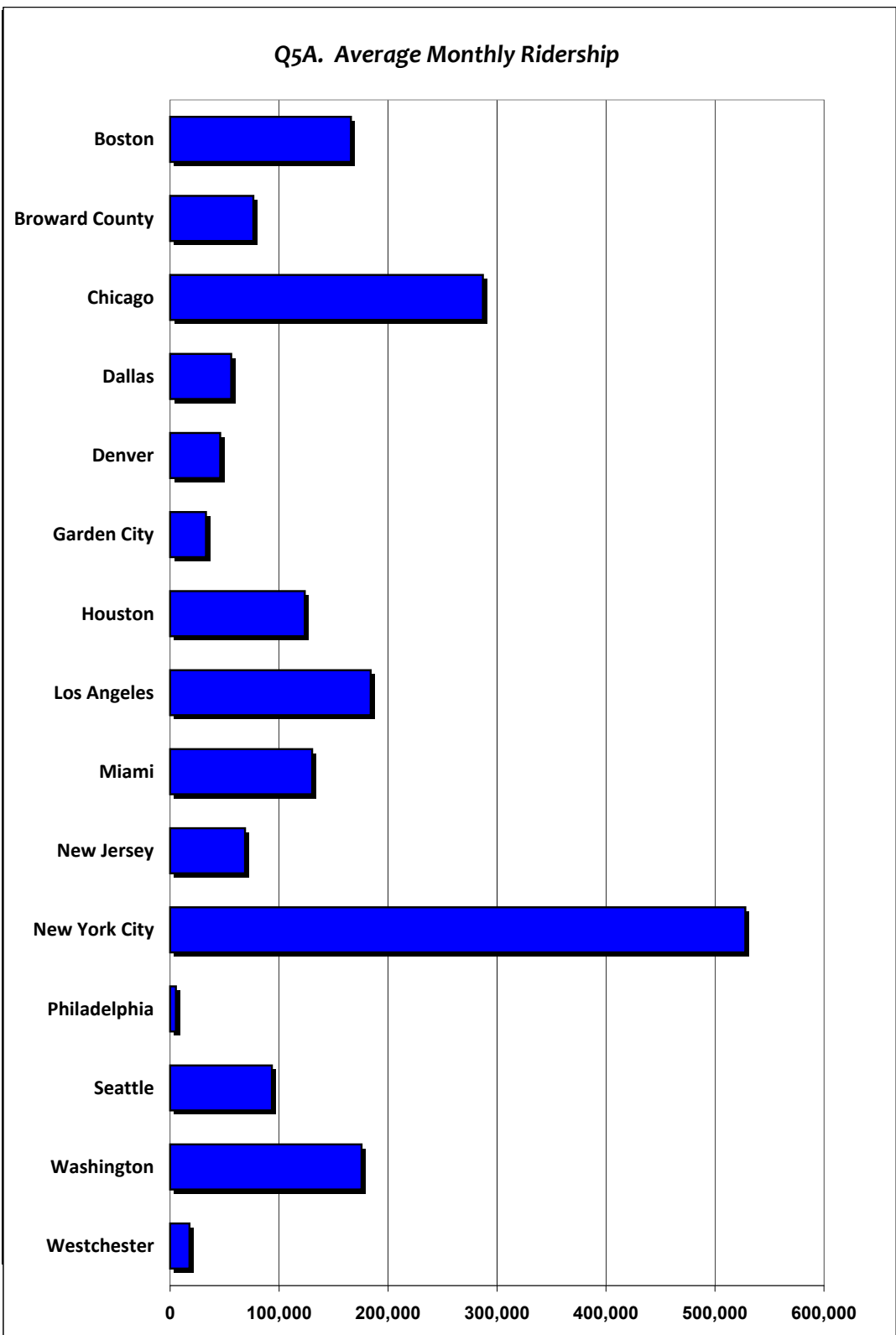
	with PCAs/Guests	without PCAs/Guests		with PCAs/Guests	without PCAs/Guests		with PCAs/Guests	without PCAs/Guests
Boston	1,980,000	1,700,000	Garden City	360,829	316,467	New York City	8,490,247	6,334,081
Broward Co.	914,110	785,154	Houston	1,482,718	1,235,610	Philadelphia	965,000	885,000
Chicago	3,932,805	3,444,208	Los Angeles	2,812,307	2,197,937	Seattle	1,119,815	990,297
Dallas	348,356	-	Miami	1,688,254	1,563,988	Washington	2,107,769	1,810,975
Denver	672,636	561,044	New Jersey	909,558	824,192	Westchester	212,909	-

(Paratransit) Trips by Category

	Demand	Subscription	Other		Demand	Subscription	Other		Demand	Subscription	Other
Boston	60%	40%	-	Gdn. City	78.1%	21.9%	-	NYC	74.0%	25.0%	1.0%
Broward Co.	40%	60%	-	Houston	65%	35%	-	Philadelphia	50.0%	50.0%	-
Chicago	75%	25%	-	Los Angeles	85%	15%	-	Seattle	55.9%	44.1%	-
Dallas	59%	41%	-	Miami	49%	51%	-	Washington	48.7%	51.3%	-
Denver	60%	40%	-	New Jersey	57%	42%	1.0%	Westchester	72.7%	27.3%	-

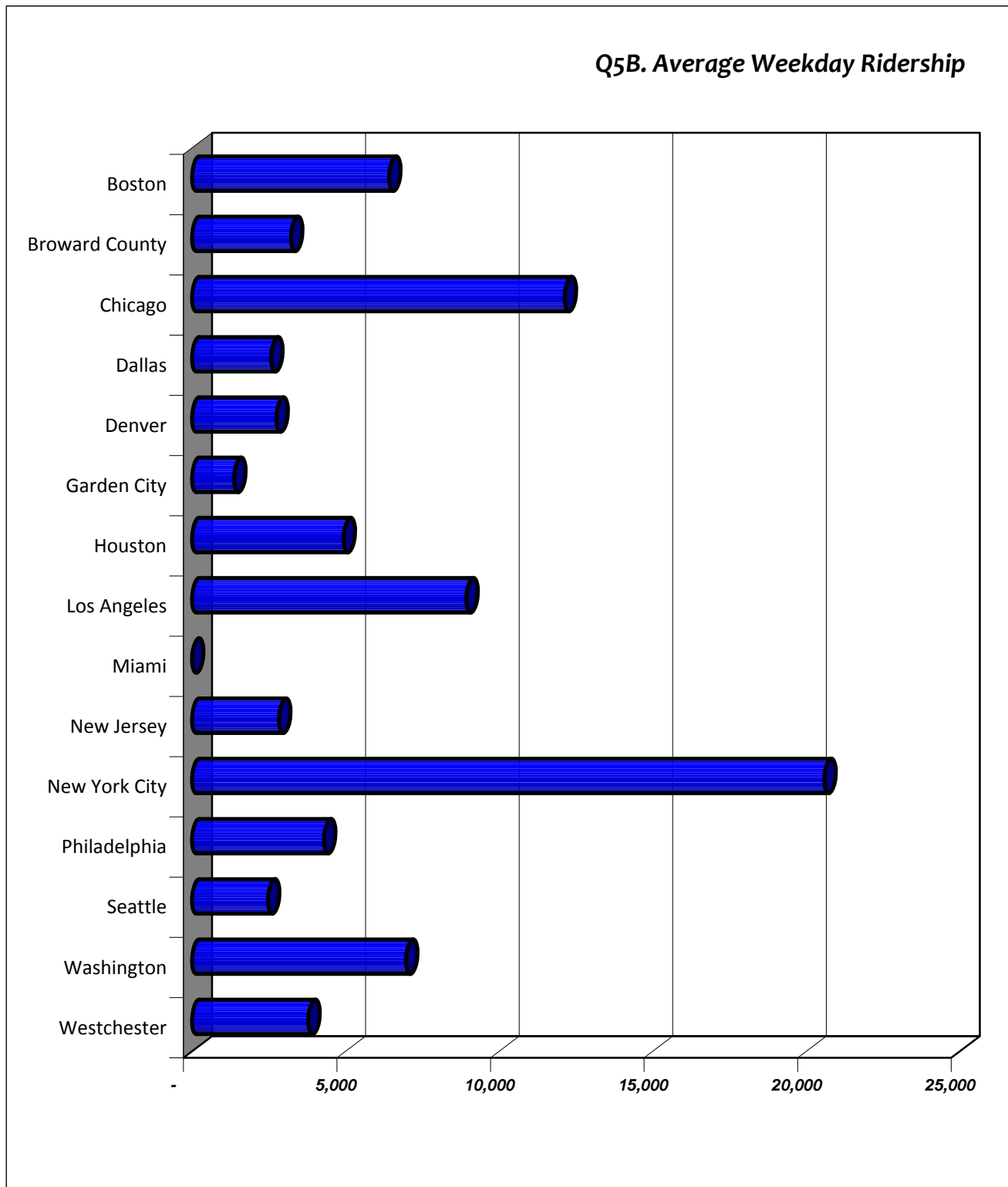


Average Ridership



<b>Boston</b>	165,921
<b>Broward Co.</b>	76,330
<b>Chicago</b>	287,017
<b>Dallas</b>	56,075
<b>Denver</b>	46,000
<b>Garden City</b>	32,910
<b>Houston</b>	123,560
<b>Los Angeles</b>	184,055
<b>Miami</b>	130,332
<b>New Jersey</b>	68,683
<b>New York City</b>	527,840
<b>Philadelphia</b>	5,270
<b>Seattle</b>	93,317
<b>Washington</b>	175,647
<b>Westchester</b>	17,778

**Average Ridership**

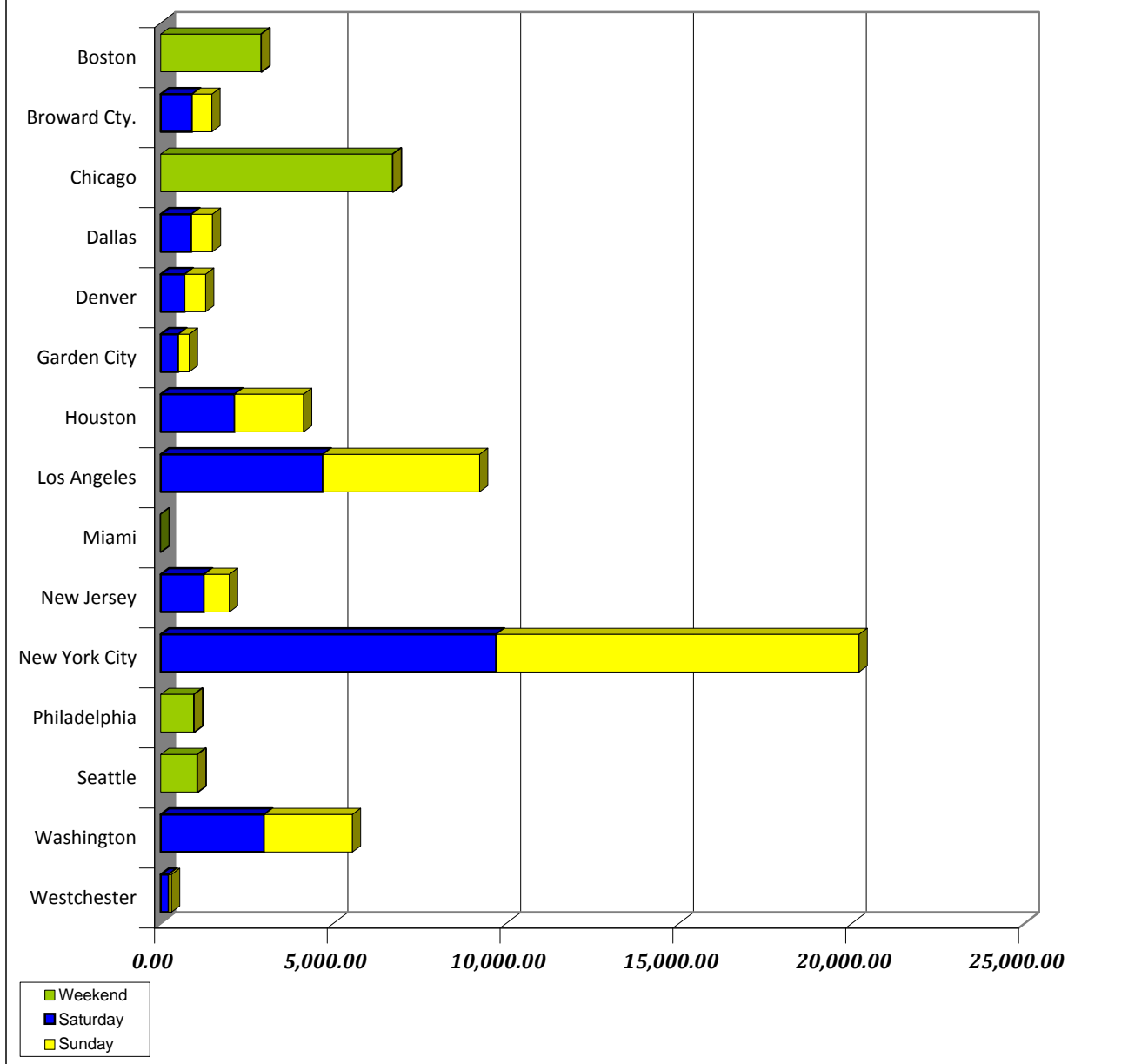


<b>Boston</b>	6,419	<b>Denver</b>	2,750	<b>Miami</b>	-	<b>Seattle</b>	2,476
<b>Broward Co.</b>	3,226	<b>Garden City</b>	1,373	<b>New Jersey</b>	2,834	<b>Washington</b>	6,970
<b>Chicago</b>	12,137	<b>Houston</b>	4,939	<b>New York City</b>	20,589	<b>Westchester</b>	3,788
<b>Dallas</b>	2,578	<b>Los Angeles</b>	8,936	<b>Philadelphia</b>	4,300		

**Average Ridership**

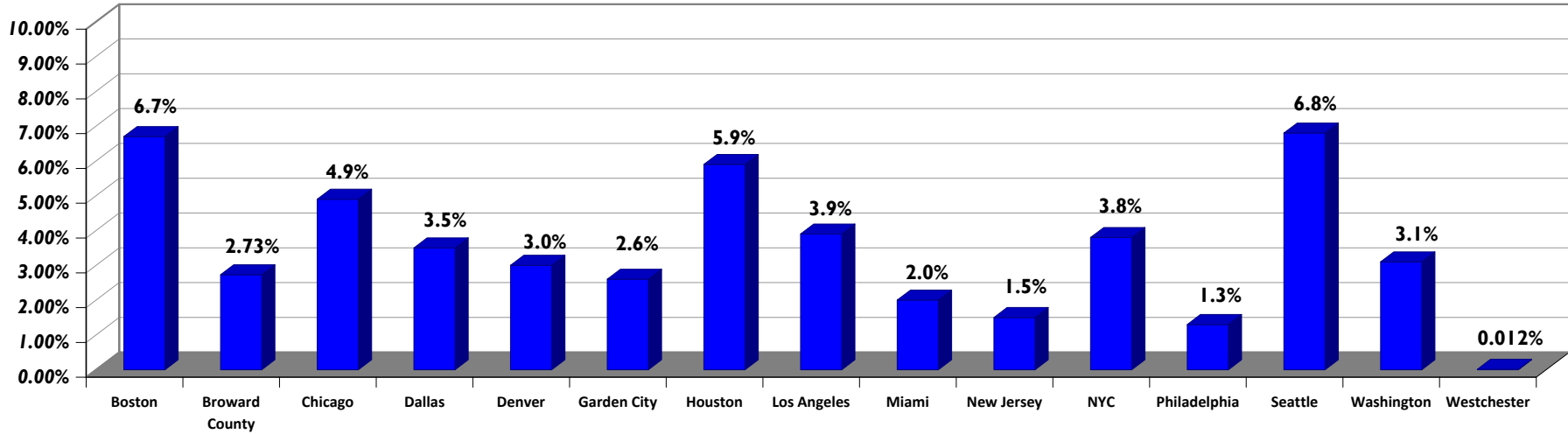
	Weekend	Saturday	Sunday		Weekend	Saturday	Sunday
Boston	2,914	-	-	Miami	-	-	-
Broward Co.	-	915	569	New Jersey	-	1,261	727
Chicago	6,719	-	-	New York City	-	9,708	10,502
Dallas	-	893	605	Philadelphia	970	-	-
Denver	-	700	600	Seattle	1,067	-	-
Garden City	-	515	314	Washington	-	3,000	2,551
Houston	-	2,145	1,992	Westchester	-	235.21	79.33
Los Angeles	-	4,696	4,532				

**Q5C. Average Ridership: Weekend or Saturday/Sunday**



Customer No-Shows

Q6. Customer No-Show Rate (%)



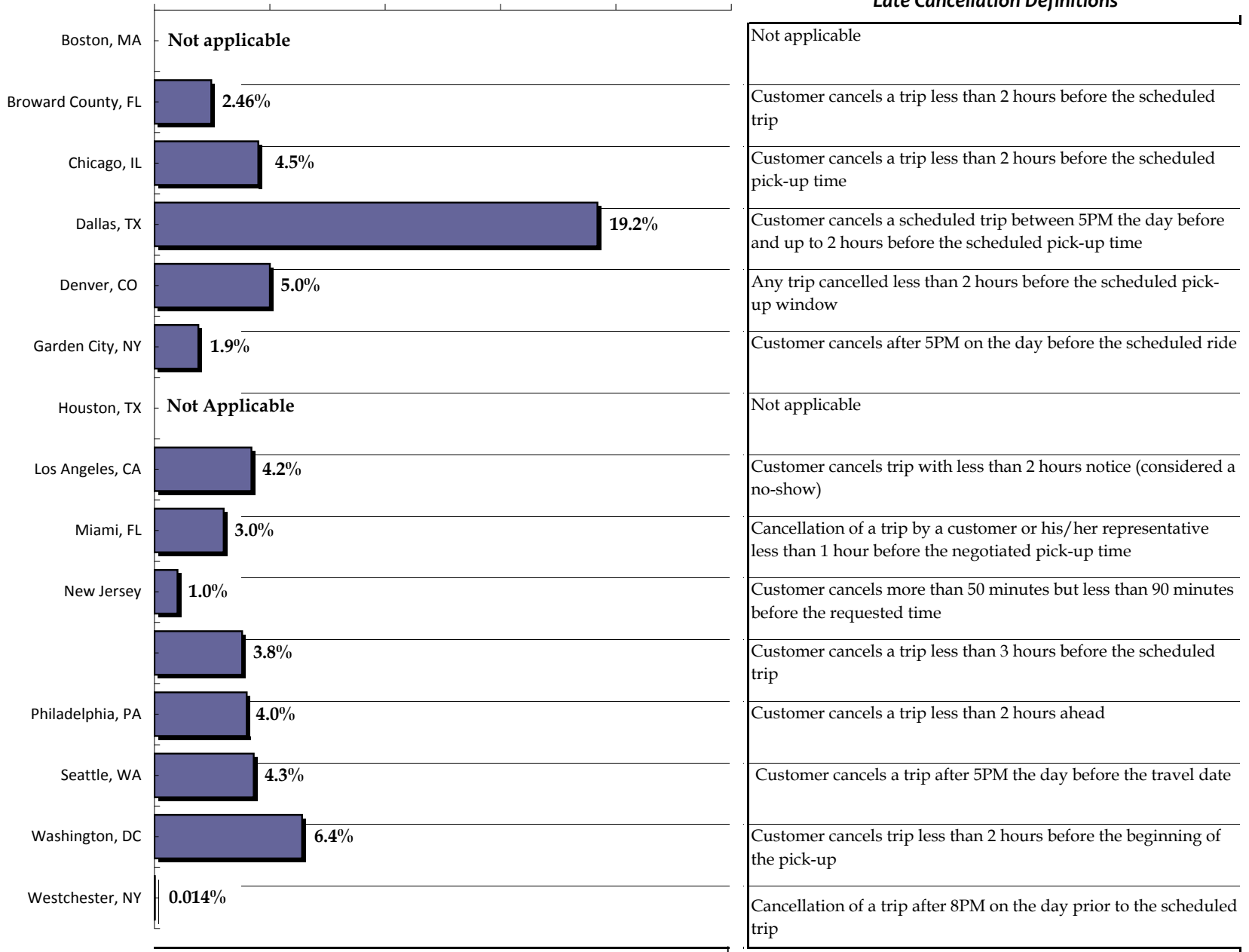
33

Customer No-Show Definitions

<b>Boston:</b> Trip requested, confirmed then customer fails to cancel with at least 1 hour's notice or s/he fails to show up within 5 minutes after scheduled pick-up	<b>Garden City:</b> Customer does not appear for the trip	<b>NYC:</b> Vehicle arrives at the pick-up location within the 30-minute pick-up window, waits the required 5 minutes and the customer does not board
<b>Broward County:</b> Customer places request for service but doesn't meet the ride upon its arrival, or isn't ready to board within 5 minutes after arrival of the vehicle (during the pick-up window)	<b>Houston:</b> Customer and driver do not connect and driver leaves without the customer	<b>Philadelphia:</b> Vehicles arrives at the pick-up location and the customer decides not to take the ride and/or the vehicle arrives at the pick-up location, waits the required 5 minutes and the customer does not show for the trip
<b>Chicago:</b> Customer does not present him/herself within 5 minutes of scheduled pick-up time	<b>Los Angeles:</b> Customer cancels less than 2 hours before scheduled trip, or doesn't show for a scheduled trip within 5 minutes of the driver's arrival (if the driver arrived within the 20-minute pick-up window)	<b>Seattle:</b> Customer does not board the vehicle within 5 minutes of its arrival
<b>Dallas:</b> Customer fails to board within 5 minutes of the ready-time window	<b>Miami:</b> Customer places a request for service but does not meet his/her ride upon arrival	<b>Washington:</b> Customer is not ready for boarding upon the driver's arrival and is still not present at the end of the 5-minute waiting period
<b>Denver:</b> Vehicle arrives on time (1) but the passenger no longer wants the ride, (2) but the driver cannot locate the passenger, and/or (3) the driver waits the six minutes but the passenger is not ready to go	<b>New Jersey:</b> Customer does not call at least 50 minutes before requested time or does not board at the time the vehicle arrives	<b>Westchester:</b> Customer fails to appear for their scheduled trip

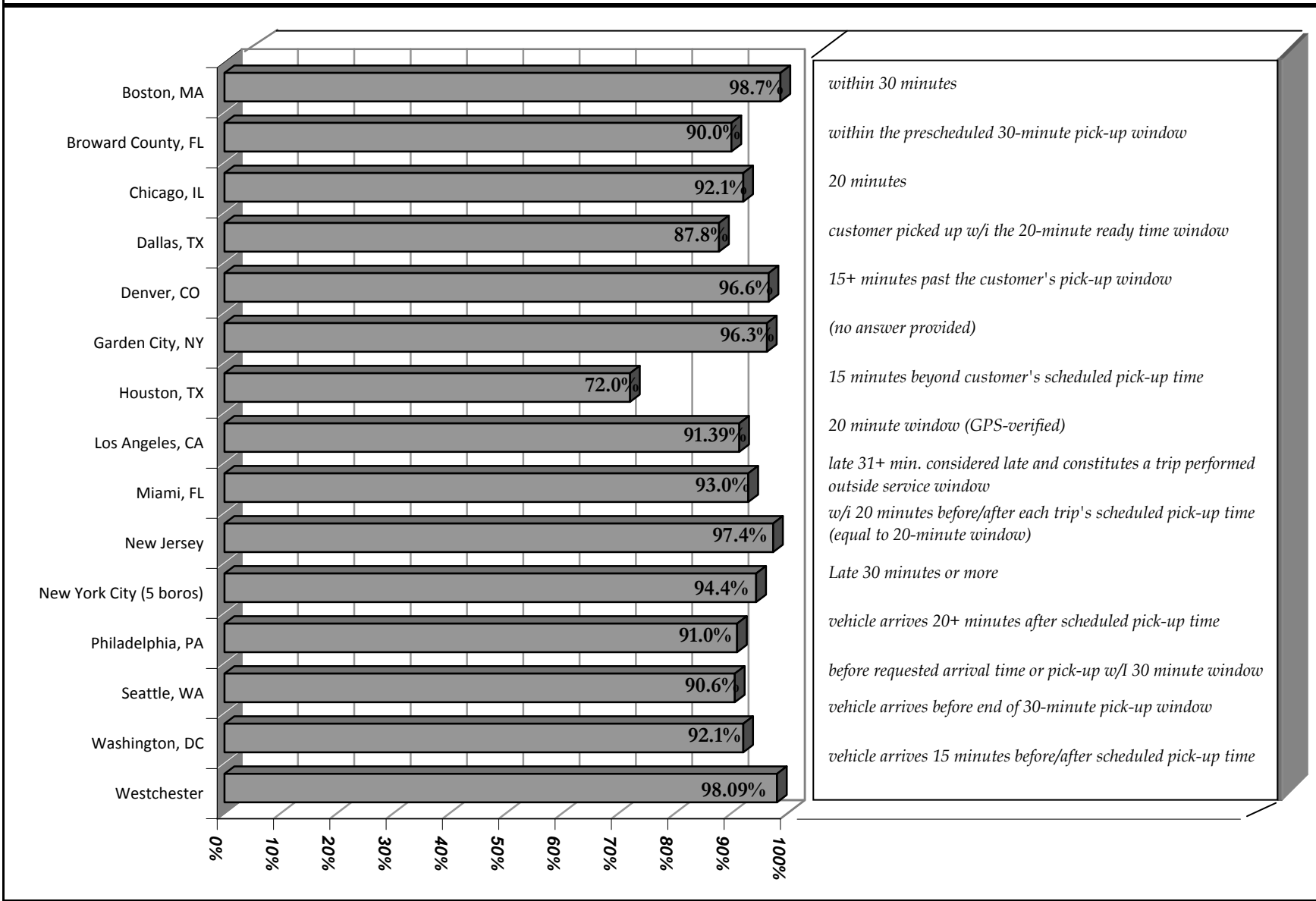
# Late Cancellations

Q7. Late Cancellation Rate 0.0% 5.0% 10.0% 15.0% 20.0% 25.0%



# On-Time Performance

**Q8. On-Time Performance (%) and Definitions**



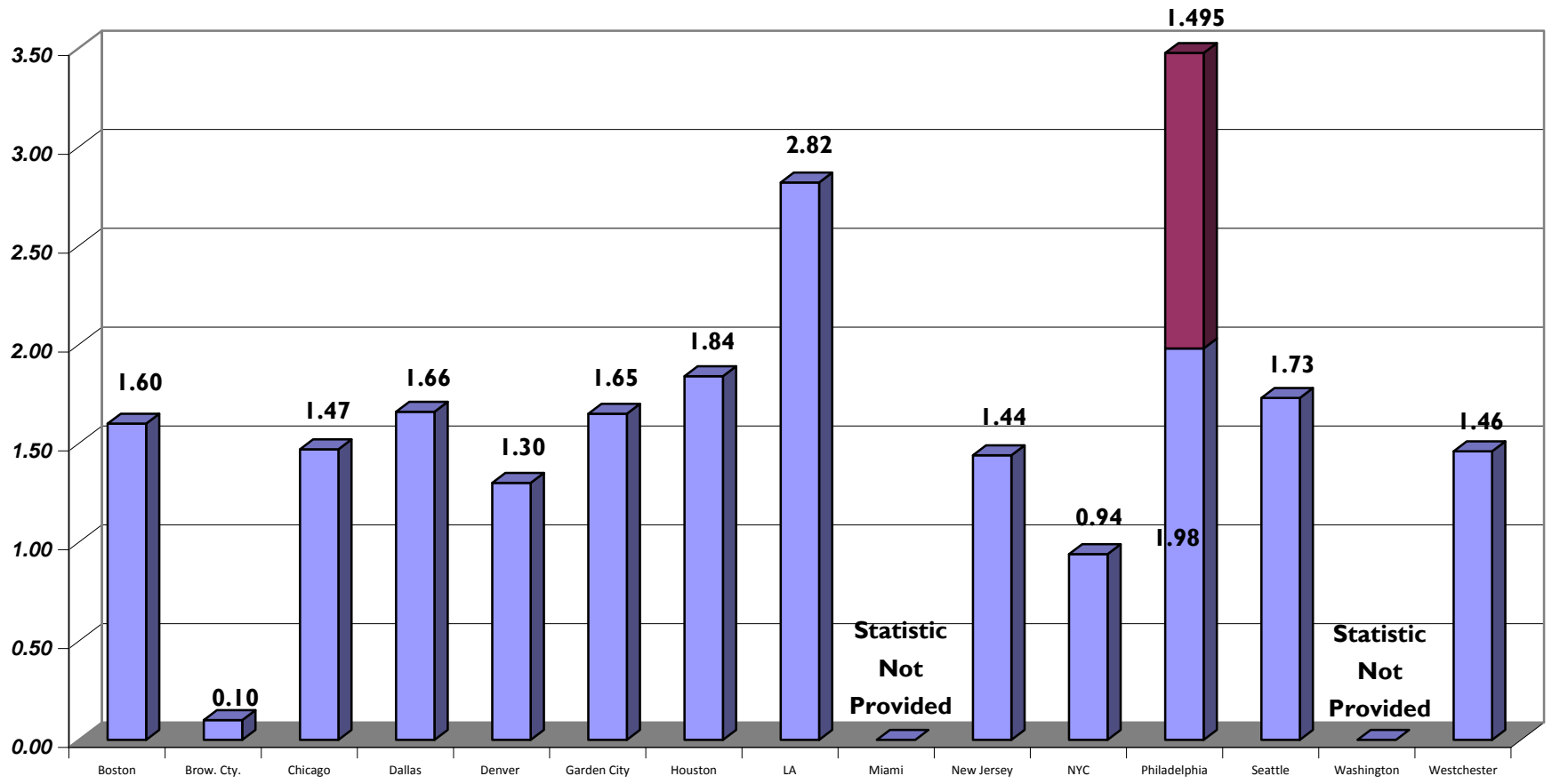
- within 30 minutes*
- within the prescheduled 30-minute pick-up window*
- 20 minutes*
- customer picked up w/i the 20-minute ready time window*
- 15+ minutes past the customer's pick-up window*
- (no answer provided)*
- 15 minutes beyond customer's scheduled pick-up time*
- 20 minute window (GPS-verified)*
- late 31+ min. considered late and constitutes a trip performed outside service window*
- w/i 20 minutes before/after each trip's scheduled pick-up time (equal to 20-minute window)*
- Late 30 minutes or more*
- vehicle arrives 20+ minutes after scheduled pick-up time*
- before requested arrival time or pick-up w/i 30 minute window*
- vehicle arrives before end of 30-minute pick-up window*
- vehicle arrives 15 minutes before/after scheduled pick-up time*

# Productivity

## Method of Measuring Productivity:

<b>BOSTON</b>	psgrs per rev hr	<b>GDN CITY</b>	total riders/service hours	<b>NYC</b>	# trips compl. by carrier/veh svc hrs by carrier
<b>BROWARD COUNTY</b>	psgr trips/rev miles	<b>HOUSTON</b>	psgr per rev hr (after svc del prod)	<b>PHILADELPHIA</b>	track both sched/perf. prod, system-wide/county; rates noted are for Phila. only; svce. in other counties is lower
<b>CHICAGO</b>	trips divided by hours	<b>LA</b>	psgrs/svce hr	<b>SEATTLE</b>	rides delivered per veh svc hr
<b>DALLAS</b>	actual ridership / actual rev hrs	<b>MIAMI</b>	10% of all trips performed	<b>WASHINGTON</b>	no response provided
<b>DENVER</b>	psgrs/ revenue hrs	<b>NJ</b>	total ADA psgrs carried/rev hr	<b>WESTCHESTER</b>	average # of passengers per hour

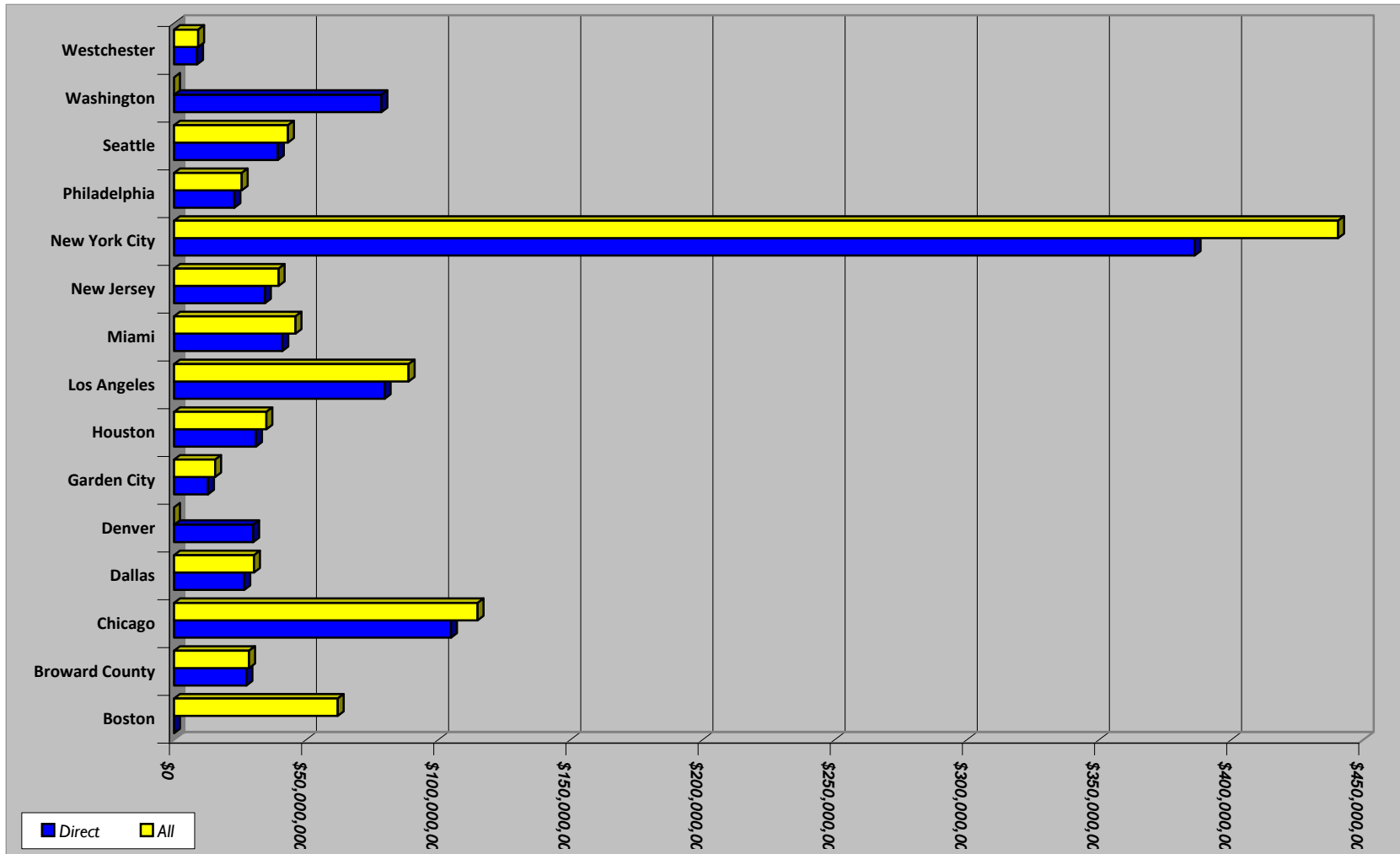
### Q9. Productivity



The "**Financial**" section of the report provides the following information on each participant's operating expenses (transportation only/all), costs per trip (transportation only/all), paratransit fares, system fares and any applicable discounts on the fixed-route service.

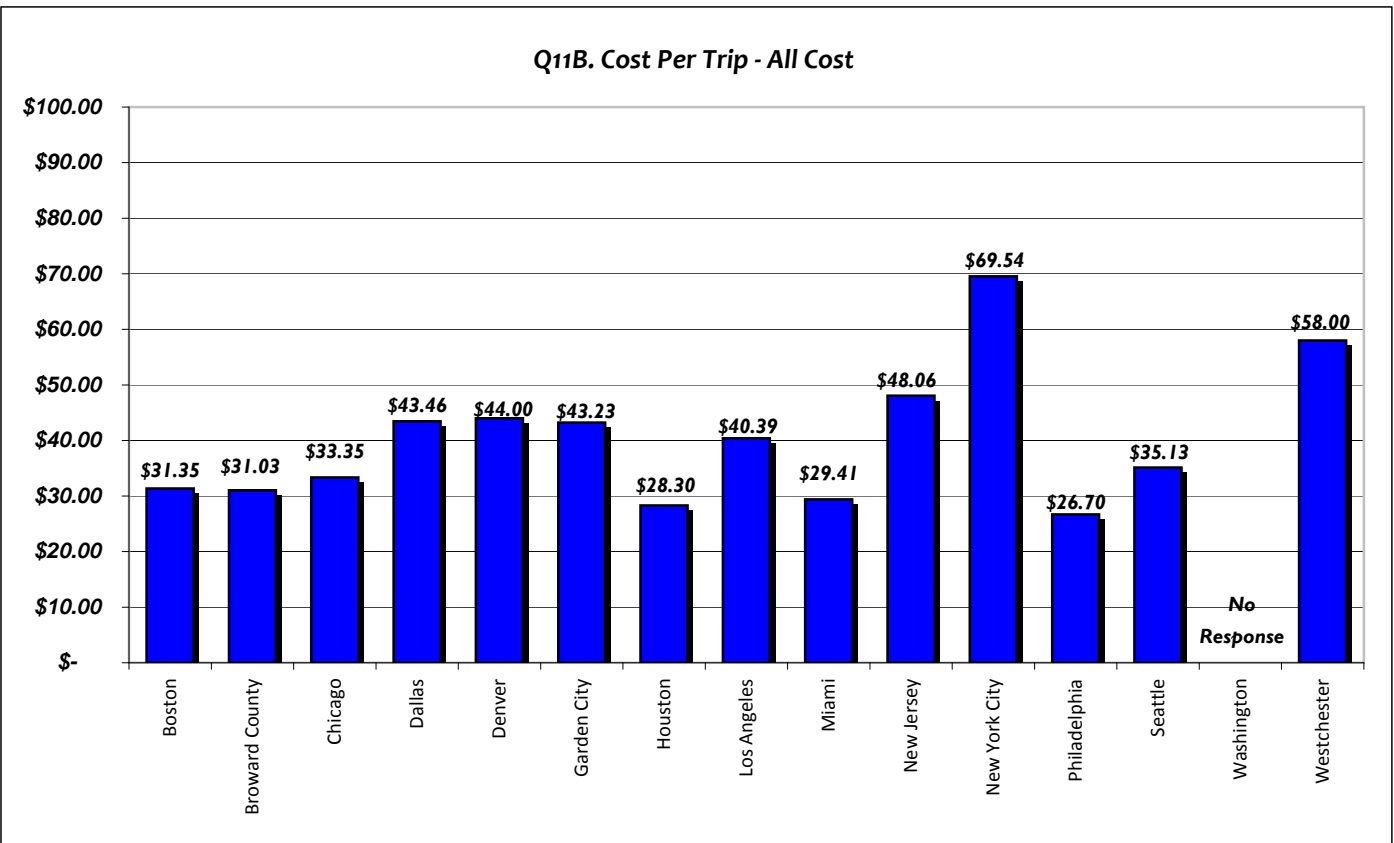
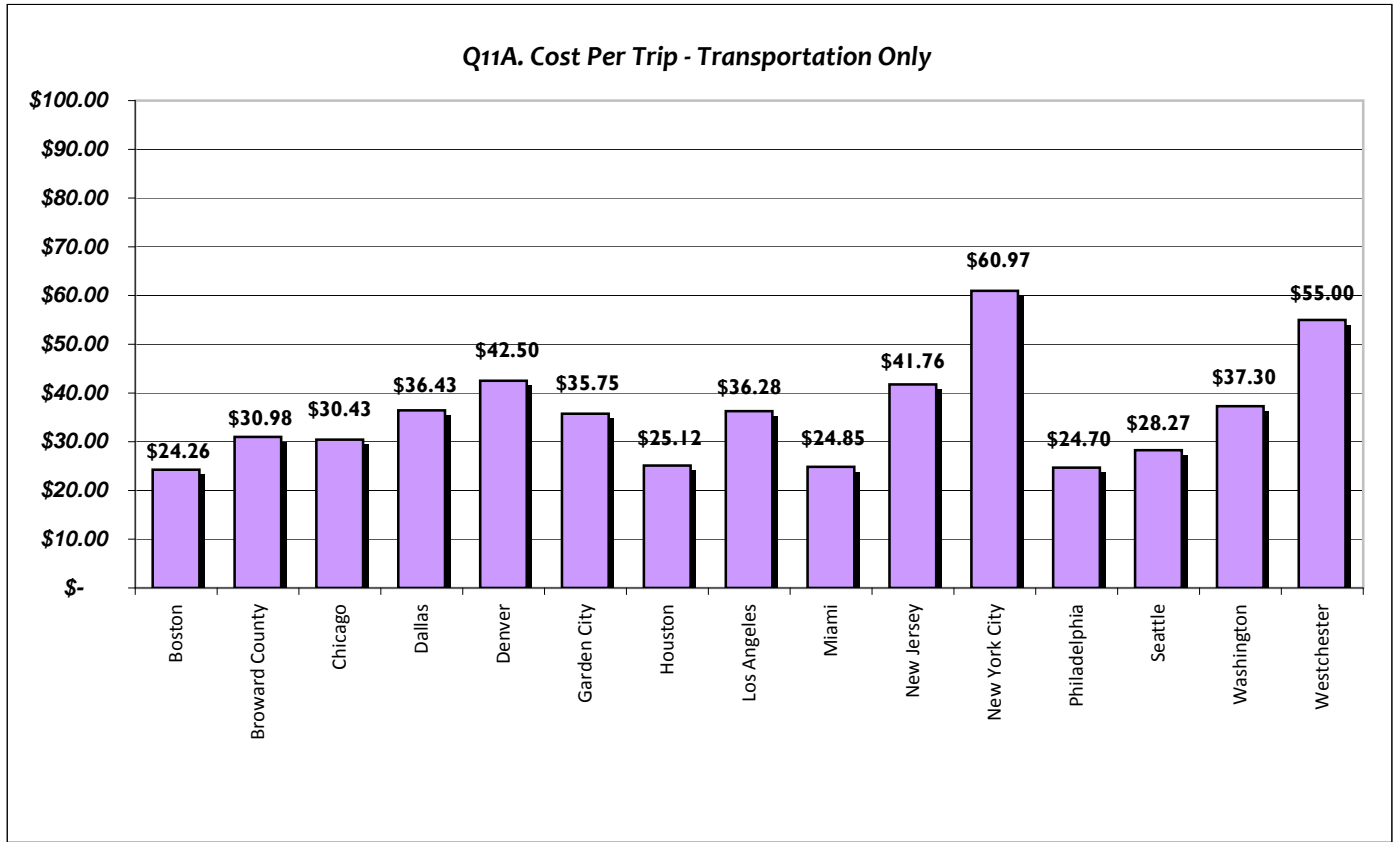
# Operating Expenses

Q10. Operating Expenses (for applicable 12-month reporting period) - Direct / All Expenses

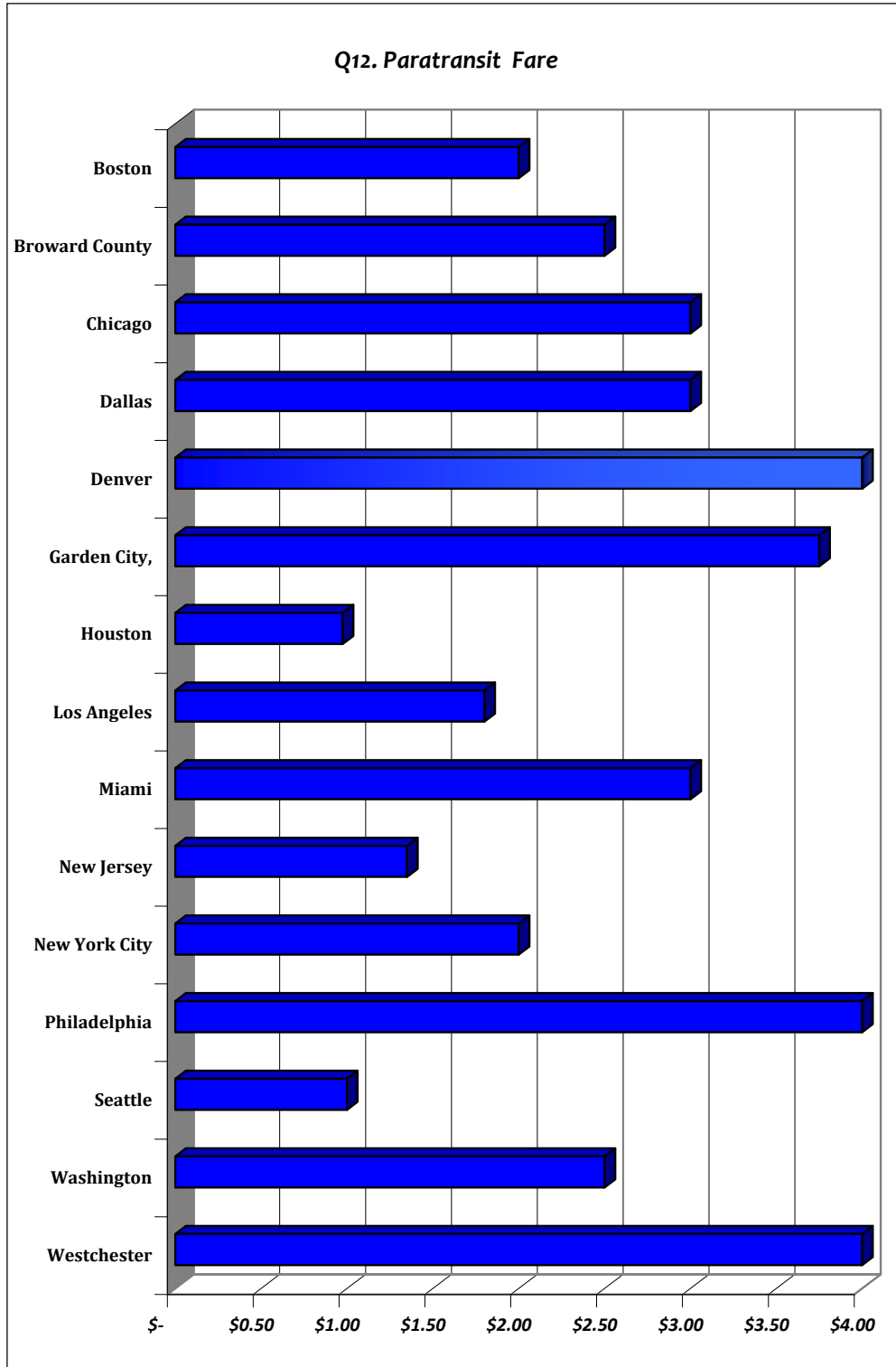


	Direct	All		Direct	All		Direct	All
<b>Boston</b>	\$ -	\$ 62,000,000	<b>Garden City</b>	\$ 12,900,273	\$ 15,599,089	<b>New York City</b>	\$ 386,212,000	\$ 440,496,136
<b>Broward Cty.</b>	\$ 27,407,197	\$ 28,425,077	<b>Houston</b>	\$ 31,035,621	\$ 34,965,512	<b>Philadelphia</b>	\$ 22,853,189	\$ 25,666,379
<b>Chicago</b>	\$ 104,827,412	\$ 114,865,867	<b>Los Angeles</b>	\$ 79,746,550	\$ 88,789,100	<b>Seattle</b>	\$ 39,333,995	\$ 43,124,457
<b>Dallas</b>	\$ 26,603,173	\$ 30,275,904	<b>Miami</b>	\$ 41,000,000	\$ 46,000,000	<b>Washington</b>	\$ 78,500,000	No Response
<b>Denver</b>	\$ 30,000,000	No Response	<b>New Jersey</b>	\$ 34,000,000	\$ 39,600,000	<b>Westchester</b>	\$ 8,732,355	\$ 9,186,928

Costs Per Trip



**Paratransit Fare**

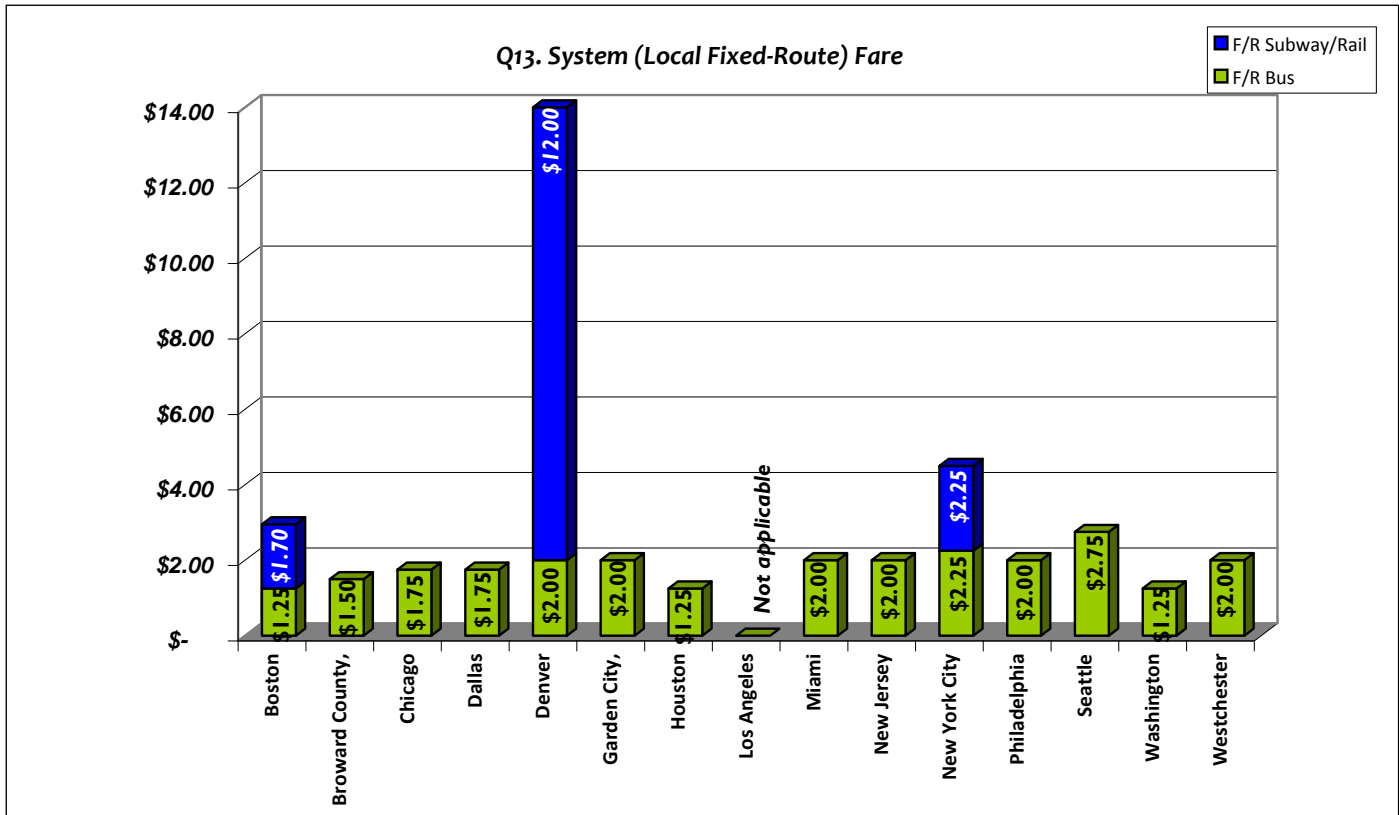


Boston	\$ 2.00
Broward Co.	\$ 2.50
Chicago	\$ 3.00
Dallas	\$ 3.00
Denver	\$ 4.00 - \$24.00
Garden City	\$ 3.75
Houston	\$ 0.98
Los Angeles	\$ 1.80
Miami	\$ 3.00
New Jersey <sup>1</sup>	\$ 1.35
New York City <sup>2</sup>	\$ 2.00 - \$2.25
Philadelphia	\$ 4.00
Seattle	\$ 1.00
Washington	\$ 2.50
Westchester	\$ 4.00

<sup>1</sup> New Jersey's paratransit fare is based on local bus fare and number of zones traveled; the minimum fare is \$1.35

<sup>2</sup> NYC's paratransit fare was \$2.00 from 1/1/09-6/27/09 but it increased to \$2.25 on 6/28/09.

**System (Local Fixed-Route) Fares**



**Discount Offered on Fixed-Route Service**

	Q14. Do you offer a discount to ADA paratransit customers traveling on fixed-route?		Q15. If yes, what is the discount to the customer?
	YES (√)	NO (√)	
Boston	√		Pilot program - customer travel free with/without PCA
Broward County	√		100% discount - travel free of charge
Chicago		√	
Dallas	√		Certified paratransit clients ride fixed-route bus/rail free of charge
Denver	√		10-ride local tickets - 33% discount
Garden City		√	
Houston	√		50% off bus/rail fare
Los Angeles	√		All Access paratransit riders can use the fixed-route buses of 22 Los Angeles County transit systems at no cost
Miami	√		Free fare
New Jersey	√		As an incentive the paratransit fare is waived for feeder trips so customers only pay fixed-route rail transportation costs
New York City	√		Certified paratransit customers ride on fixed-route bus/subway for half-fare upon presenting AAR ID
Philadelphia		√	Any rider with a disability can apply for PA reduced fare card, which permits the holder to ride for 1/2 fare
Seattle	-	-	If holding RRFP, the fare is \$.75 otherwise it's full fare
Washington	√		ADA paratransit customers travel free on fixed-route service
Westchester		√	

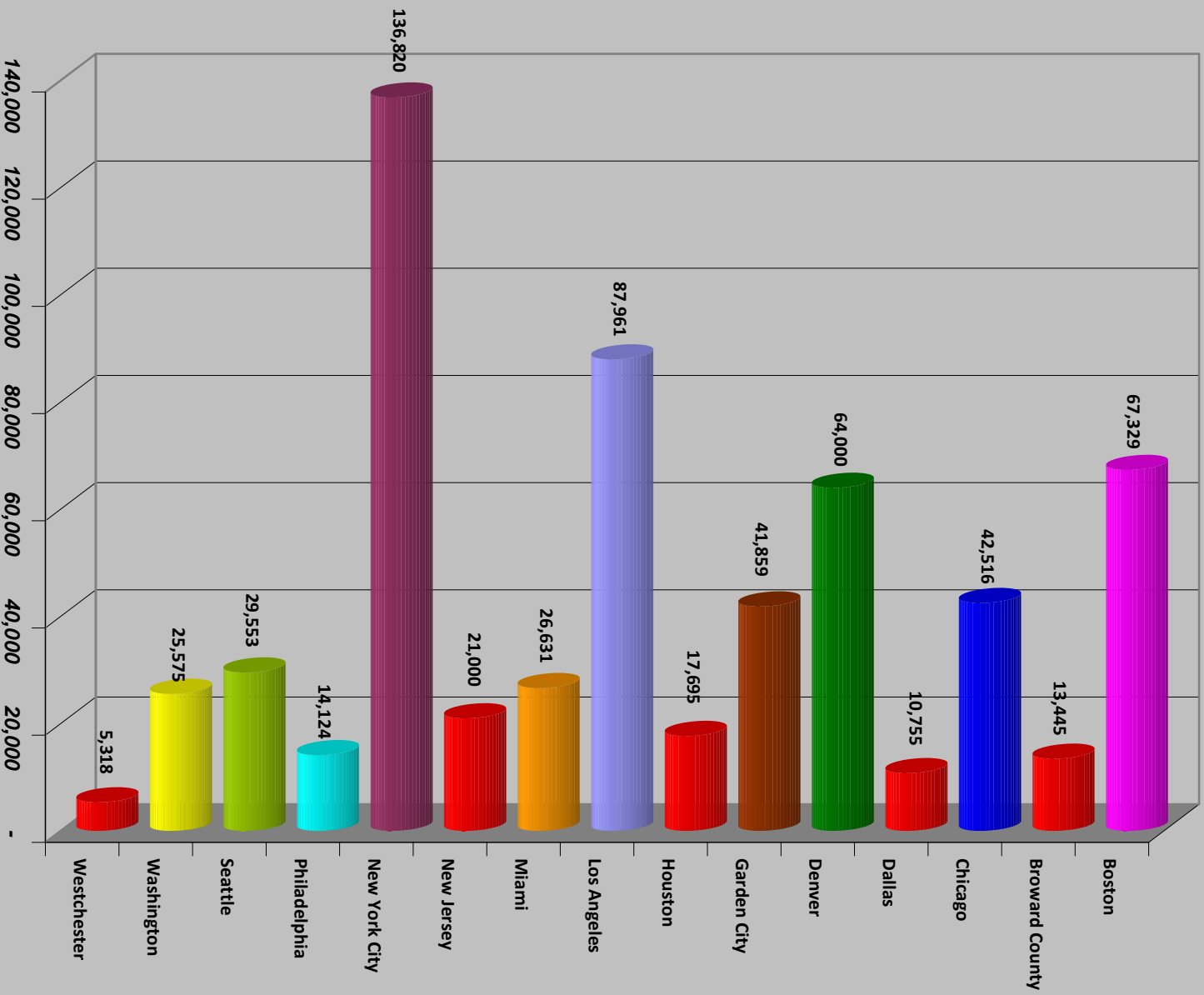
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**Eligibility**

The following "**Eligibility**" section provides information on each of the participant's ADA paratransit registrant base, eligibility and recertification procedures, eligibility categories and applications received.

**ADA Paratransit Registrants**

Q16. Total number of ADA paratransit registrants



ADA Paratransit Registrants (Full/Conditional)

Q17. ADA Paratransit Registrants by Eligibility Category - Percentage Full (F) / Conditional (C)

	F	C		F	C		F	C		F	C		F	C
Boston	92.6%	7.4%	Dallas	36.0%	64.0%	Houston	99.0%	1.0%	New Jersey	87.0%	13.0%	Seattle	77.0%	23.0%
Broward County	78.0%	22.0%	Denver	91.0%	7.0%	Los Angeles	72.0%	9.0%	NYC	40.5%	54.6%	Washington	100.0%	0.0%
Chicago	83.0%	17.0%	Garden City	81.0%	9.0%	Miami	97.4%	0.8%	Philadelphia	55.0%	45.0%	Westchester	75.0%	25.0%

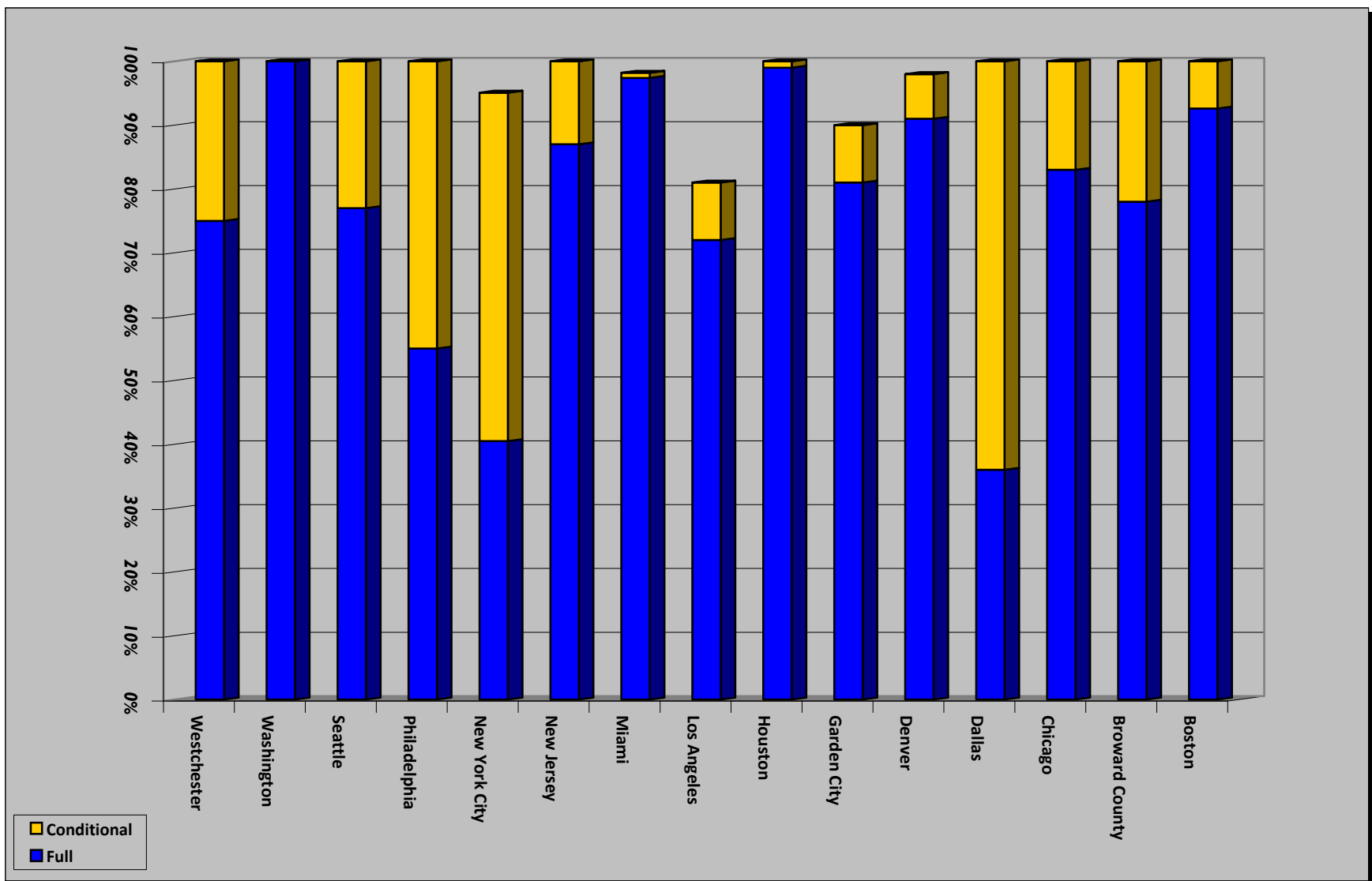
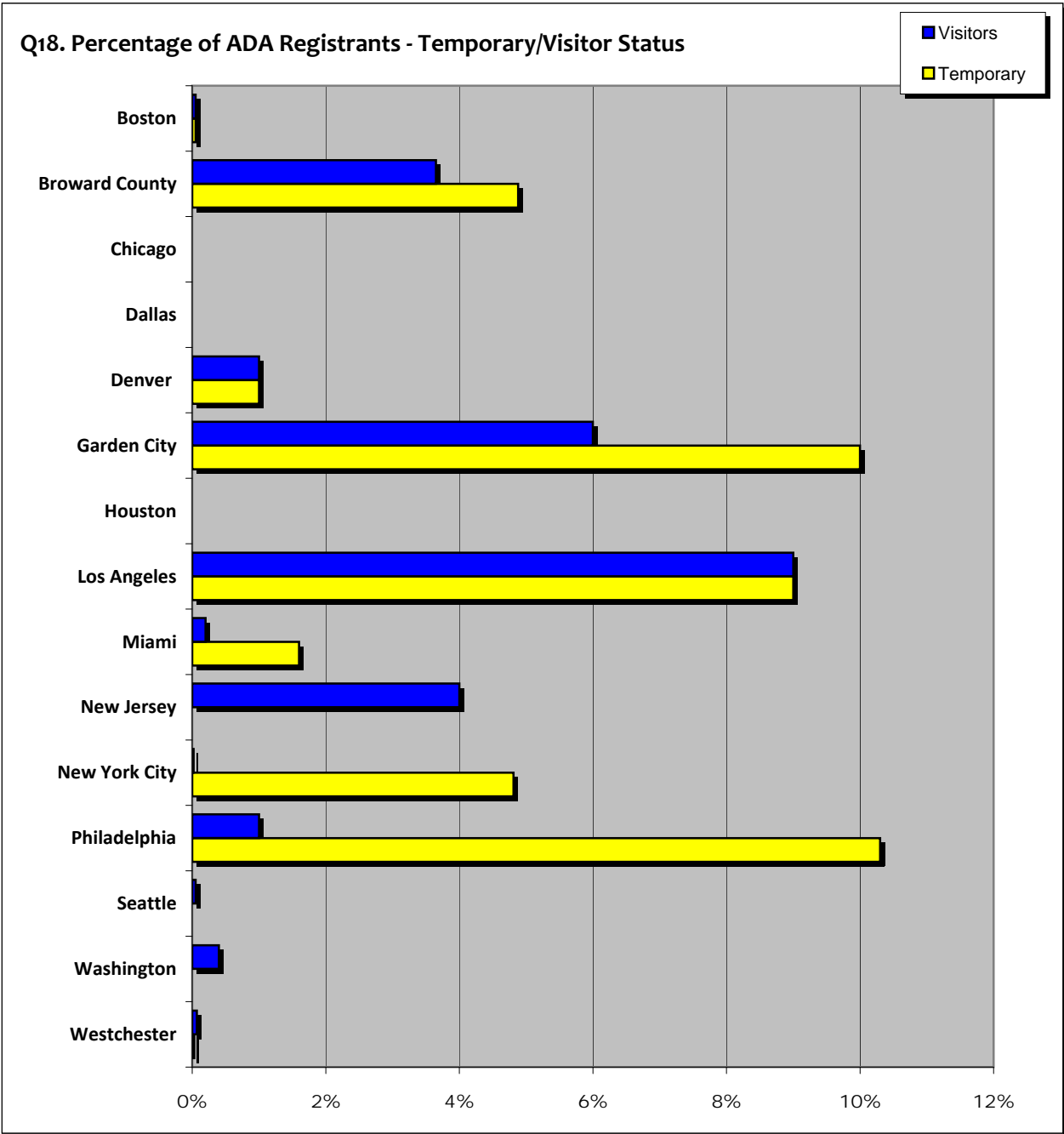


Chart 16: What % of ADA paratransit registrants are: Temporary /Visitors?



PERCENTAGE OF ADA REGISTRANTS THAT ARE:

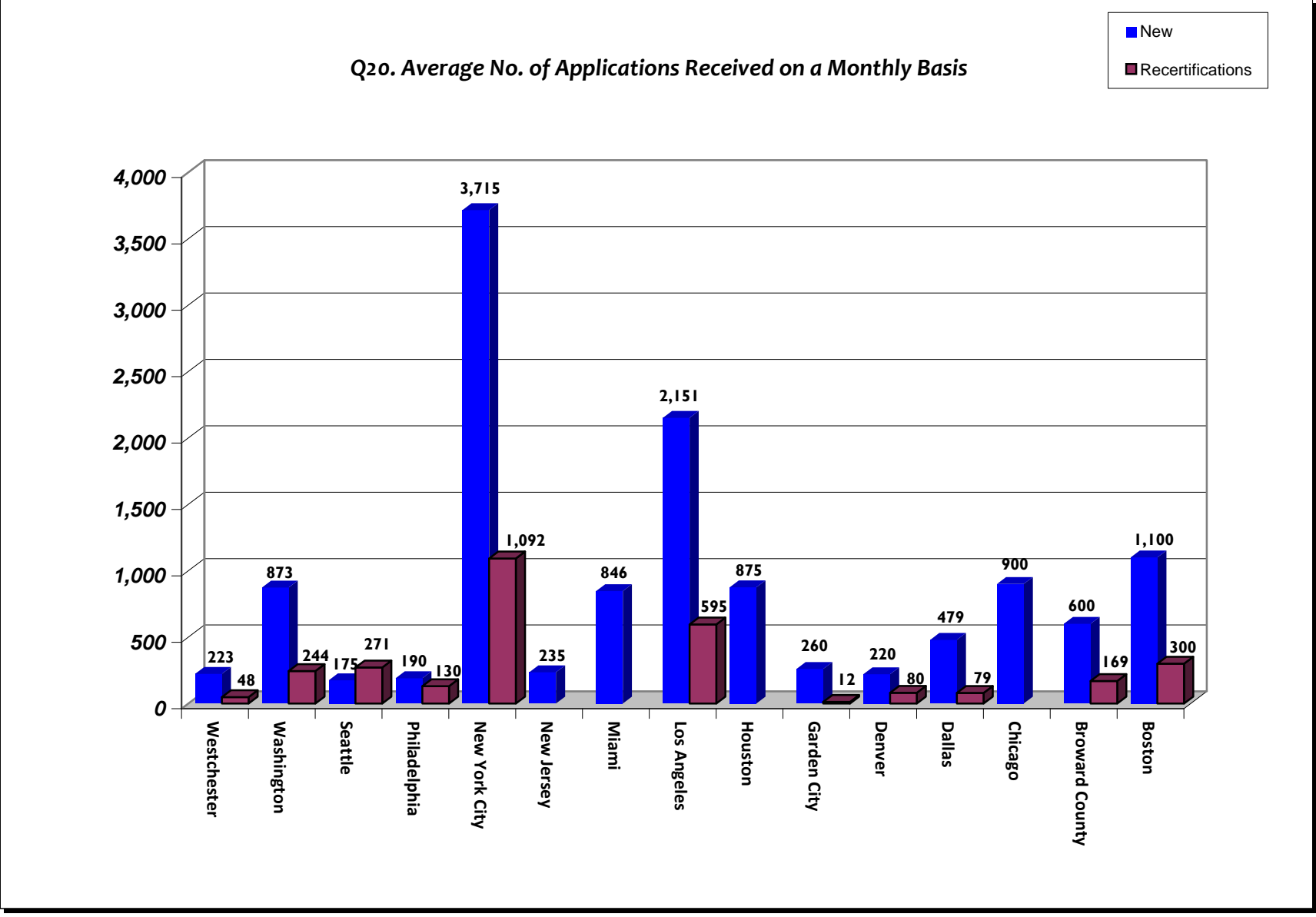
	Temporary	Visitors
Boston	less than 1%	less than 1%
Broward County	4.88%	3.65%
Chicago	-	-
Dallas	Not Reported	Not Reported
Denver	1.00%	1.00%
Garden City	10.00%	6.00%
Houston	-	-
Los Angeles	9.00%	9.00%
Miami	1.60%	0.20%
New Jersey	-	4.00%
New York City	4.81%	0.02%
Philadelphia	10.30%	1.00%
Seattle	-	less than 1%
Washington	-	0.40%
Westchester	0.03%	0.07%

## Eligibility Process

Q19. Eligibility Process: application, medical certification/verification, in-person assessment, telephone interview, photo for ID or other

	NO. OF APPLICATIONS RECEIVED		Application Form	Medical Certification/ Verification	In-Person Functional Assessment	Telephone Interview	Photo for ID	Other
	New	Recertifications						
Boston	1,100	300	√	√	√		√	
Broward County	600	169	√	√	√		√	<i>Real world assessment/bus ride</i>
Chicago	900	-	√			√	√	
Dallas	479	79	√	√	√		√	<i>Attendant form, if requesting PCA</i>
Denver	220	80	√	√	√		√	
Garden City	260	12	√	√	√		√	
Houston	875	-	√	√	√		√	
Los Angeles	2,151	595	√		√		√	
Miami	846	-	√	√	√			
New Jersey	235	-	√					<i>In-Person Interview</i>
New York City	3,715	1,092	√	<i>Recommended not requested</i>	√		√	
Philadelphia	190	130	√	√	√	√	<i>(to be Implemented in 2010)</i>	
Seattle	175	271	√	√	√		<i>(hand-to-hand riders only)</i>	
Washington	873	244	√	√	√	√	√	
Westchester	223	48	√	√			√	<i>In-Person Interview</i>

**Average No. of Applications Received -Monthly**



\*Chicago, Miami and New Jersey provided only Average Number of (New) Applications) received on a monthly basis.

\*\*Houston reports that it does not their data is not broken down this way.

### Eligibility Recertification and Continual and/or Permanent Eligibility

	Q21. Recertification (Eligibility Renewal/ Recertification Period)	Q22. Are Observations made of Registrants Ability when using paratransit service, after eligibility has been determined?		Q23. Do you have Permanent/Continual Eligibility?	
		If Yes, what action, if any, is taken.		If yes, what is the criterion?	
<b>Boston</b>	<i>less than 3 years, 3 years and 5 years</i>	No		Yes	<i>10 years maximum eligibility without recertification</i>
<b>Broward County</b>	<i>3 years</i>	No	<i>There is no such procedure in place; the drivers (contractor employees) are very helpful in reporting anomalies/changes, particularly when a client's safety is in question.</i>	No	
<b>Chicago</b>	<i>4 years</i>			Yes (Occasionally)	<i>May have to recertify</i>
<b>Dallas</b>	<i>3 years</i>	No		Yes	<i>Disability/condition will not change or will progressively get worse</i>
<b>Denver</b>	-	No		Yes	<i>After 3 assessments, 12 years on the system, customers' given lifetime status</i>
<b>Garden City</b>	<i>3 years</i>	No		Yes	<i>Any individual whose condition will not improve</i>
<b>Houston</b>	<i>less than 3 years and 3 years</i>	No		No	
<b>Los Angeles</b>	<i>3 years</i>	No		No	
<b>Miami</b>	<i>3 years</i>	No		Yes	<i>Alzheimer's, cognitive, multiple sclerosis, physical impairment, visual, etc.</i>
<b>New Jersey</b>	<i>Not Applicable</i>	No		No	<i>No recertification program present for Access Link Riders</i>
<b>New York City</b>	<i>5 years</i>	No		Yes	
<b>Philadelphia</b>	<i>3 years</i>	No		No	
<b>Seattle</b>	<i>3 years</i>	No		No	
<b>Washington</b>	<i>3 years</i>	No		No	
<b>Westchester</b>	<i>3 years</i>	No		No	

Conditional Eligibility by Weather and/or Distance

Q24-26. Is either eligibility condition enforced by your transit agency - weather and/or distance? If yes, what is weather defined by (season, months, temperature, other)? If yes, what is distance defined by (blocks, feet, mile)?

Boston	<i>weather:</i>	✓	seasons, months and temperature	Miami	<i>weather:</i>		
	<i>distance:</i>	✓	outside of hometown, e.g. develop. disability		<i>distance:</i>		
Broward County	<i>weather:</i>	✓	temperature	New Jersey	<i>weather:</i>	✓	Season and temperature
	<i>distance:</i>	✓	mile		<i>distance:</i>	✓	Blocks and miles
Chicago	<i>weather:</i>			New York City	<i>weather:</i>	✓	Months
	<i>distance:</i>				<i>distance:</i>		
Dallas	<i>weather:</i>	✓	Temperature	Philadelphia	<i>weather:</i>		Temperature and months
	<i>distance:</i>				<i>distance:</i>		
Denver	<i>weather:</i>	✓	Season	Seattle	<i>weather:</i>	✓	Season and temperature
	<i>distance:</i>				<i>distance:</i>	✓	Blocks
Garden City	<i>weather:</i>	✓	Season	Washington	<i>weather:</i>		
	<i>distance:</i>				<i>distance:</i>		
Houston	<i>weather:</i>			Westchester	<i>weather:</i>	✓	Season and months
	<i>distance:</i>				<i>distance:</i>	✓	Miles
Los Angeles	<i>weather:</i>						
	<i>distance:</i>						

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## Vehicles

The following "**Vehicles**" section provides a description and breakdown of the participating transit properties' vehicle fleets.

Q27-30. Vehicles						
	Q27. Owned by:	Q28. Breakdown of Total Fleet			30. Total No. of Customers Transp.	Q29. Are any vehicles low-floor style or able to kneel/squat lower?
		Types	Total #	Life Expectancy		
Boston	✓ CONTRACTOR	Sedans:	285	6 years	4	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 418 0	- 7 years -	- 8 -	
Broward County	✓ CONTRACTOR	Sedans:	21	5 years, 350,000 miles	3 - 4	No
	TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	54 157 65	5 years, 350,000 miles 5 years, 350,000 miles 5 years, 350,000 miles	5 - 6 2 - 14 14 - 25	
Chicago	✓ CONTRACTOR	Sedans:	60	4 years, 100,000 miles	3	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	480 64 307	4 years, 100,000 miles 4 years, 100,000 miles 4 years, 100,000 miles	4 12 15	
Dallas	CONTRACTOR	Sedans:	0	-	-	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 186 0	- 5 years, 250,000 miles -	- 11 -	
Denver	CONTRACTOR	Sedans:	0	-	-	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 325 -	- 4 years, 200,000 miles -	- 10 -	
Garden City	CONTRACTOR	Sedans:	4	3 years, 60,000 miles	-	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 0 97	- - 5 years, 200,000 miles	- 10 -	
Houston	CONTRACTOR	Sedans:	0	-	-	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	156 118 0	5 years, 250,000 miles 5 years, 250,000 miles -	5 14 -	
Los Angeles	CONTRACTOR	Sedans:	0	-	-	Yes
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	468 73 0	4 years, 100,000 miles 4 years, 100,000 miles -	4 8 -	
Miami	✓ CONTRACTOR	Sedans:	177	5 years, 300,000 miles	4	Yes
	TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	5 63 110	4 years, 280,000 miles 4 years, 280,000 miles 5 years, 320,000 miles	8 11 3	
New Jersey	CONTRACTOR	Sedans:	72	5 years, 200,000 miles	3	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 0 293	- - 5 years, 250,000 miles	- - *	
New York City	CONTRACTOR	Sedans:	566	7 years	3	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 1,646 0	- 7 years -	- 7 -	
Philadelphia	CONTRACTOR	Sedans:	15	5 years, 100,000 miles	4	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 392 18	- 6 years, 150,000 miles 6 years, 150,000 miles	- 7 - 12 14	
Seattle	CONTRACTOR	Sedans:	0	-	-	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 368 0	- 8-10 years, 350,000 miles -	- 11 -	
Washington	✓ CONTRACTOR	Sedans:	99	-	3	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 400 0	- - -	- 6 -	
Westchester	CONTRACTOR	Sedans:	0	-	-	No
	✓ TRANSIT AGENCY	Minivans: Vans: Buses (over 20 ft.):	0 83 4	- 4 years 4 years	- 6 - 7 20	

\*New Jersey Transit: The # of customers transported for "buses" is 15 (12 amb. and 3 w/c), 13 (10 amb and 3 w/c), 11 (8 amb and 3 w/c), 7 (6 amb and 1 w/c) and 4 amb.

**Q51. How many minutes/seconds do you schedule for boarding and exiting the paratransit vehicles (per instance)?**

	<b>Boarding (Time Allotted in Minutes)</b>		<b>Exiting (Time Allotted in Minutes)</b>	
	<b>Lift-Required</b>	<b>Non-Lift Required</b>	<b>Lift-Required</b>	<b>Non-Lift Required</b>
<b>Boston</b>	5:00	2:00	3:00	2:00
<b>Broward County</b>	5:00	1:00	5:00	1:00
<b>Chicago</b>	7:00	3:00	6:00	2:00
<b>Dallas</b>	Varies	Varies	Varies	Varies
<b>Denver</b>	5:00	2:00	5:00	2:00
<b>Garden City</b>	7:00	3:00	7:00	3:00
<b>Houston</b>	6:00	1:00	4:00	1:00
<b>Los Angeles</b>	5:00	1:00	5:00	:30
<b>Miami</b>	5:00	2:00	2:00	1:00
<b>New Jersey*</b>	5:00	2:00	3:00	1:00
<b>New York City</b>	7:00	4:00	4:00	1:00
<b>Philadelphia</b>	4:00	1:00	4:00	1:00
<b>Seattle</b>	7:00	3:00	3:00	3:00
<b>Washington</b>	7:00	2:00	6:00	2:00
<b>Westchester</b>	6:30	2:30	5:00	:30

The following "**Technology**" section provides information on each of the participating transit properties use of various technologies, in conjunction with their paratransit service.

## Technology (Internet/Telephone Prompts) Used in Conjunction with Paratransit Service)

Q31. Are any of the following completed through self-service options?

		Trip Reservations	Trip Changes	Trip Cancellations	Trip Assistance	Complaints	Vehicle Arrival Times
<b>Boston</b>	Internet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Broward County</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Chicago</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Dallas</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Denver</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Garden City</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Houston</b>	Internet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Los Angeles</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Miami</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>New Jersey</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>New York City</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Philadelphia</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Seattle</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Washington</b>	Internet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Westchester</b>	Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Telephone Prompt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Interactive Voice Response (IVR)

	Q32. Do you use IVR?	Q32a. If Yes, how did you introduce IVR to your customers?	Q33. Do you use the Auto Call-Out Feature?	Q34. Do you contact customers about driver status?
Boston	Yes	Mailings and meetings	Yes	No
Broward County	No	-	-	-
Chicago	No	-	-	-
Dallas	Yes	ADA Community, direct mail campaign*	No	-
Denver	No	-	-	-
Garden City	Yes	Correspondence, outreach functions	No	-
Houston	Yes	Bi-monthly meetings, mail-out with letters, etc.**	No	-
Los Angeles	No	-	-	-
Miami	No	-	-	-
New Jersey	Yes	Pilot program introducing reminder call/cancel feature the night prior (1st phase IVR application)***	No	-
New York City	No	-	-	-
Philadelphia	No	-	-	-
Seattle	Yes	Flyer, mail out, hold messages at reservations and inclusion	Yes	Yes
Washington	Yes	-	Yes	Yes
Westchester	Yes	Newsletter, TAC meetings and letters to riders	Yes	No

	Q35. Do you conduct surveys?	a. How often?	b. Avg. # Questions Asked?	c. Do surveys require a response by:		d. Have you found the surveys to be very useful?	Q36. What is customer Feedback on call-outs
				Prompt	Voice		
Boston	No	-	-	-	-	-	-
Broward County	-	-	-	-	-	-	-
Chicago	-	-	-	-	-	-	-
Dallas	-	-	-	-	-	-	-
Denver	-	-	-	-	-	-	-
Garden City	-	-	-	-	-	-	-
Houston	-	-	-	-	-	-	-
Los Angeles	-	-	-	-	-	-	-
Miami	-	-	-	-	-	-	-
New Jersey	-	-	-	-	-	-	-
New York City	-	-	-	-	-	-	-
Philadelphia	-	-	-	-	-	-	-
Seattle	No	-	-	-	-	-	Mixed reviews
Washington	No	-	-	-	-	-	Mixed reviews
Westchester	No	-	-	-	-	-	-

**Q37. Names of contact person(s) who could provide insight into IVR, including customer communications.**

**Boston** Paul Strobis, Assistant Manager  
[PSTROBIS@MBTA.COM](mailto:PSTROBIS@MBTA.COM)  
 617-222-1549

**Broward County** -  
 -  
 -

**Chicago** Randy Heinemann  
[Randy.heinemann@pacebus.com](mailto:Randy.heinemann@pacebus.com)  
 847-228-2479

**Dallas** David Sheppard  
[dsheppar@dart.org](mailto:dsheppar@dart.org)  
 214-828-8585

**Denver**

**Garden City** Richard Jenkins  
[RIJENKINS@LIBUS.ORG](mailto:RIJENKINS@LIBUS.ORG)  
 516-542-0100, #4399

<b>Houston</b>	Wanda Plunkett, Project Leader <u><a href="mailto:Wp04@ridemetro.org">Wp04@ridemetro.org</a></u> 713-652-4350	Michael Andrade, Manager <u><a href="mailto:Ma02@ridemetro.org">Ma02@ridemetro.org</a></u> 713-750-4241
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**Los Angeles** F. Scott Jewel  
[jewell@asila.org](mailto:jewell@asila.org)  
 213-270-6009

**Miami** Ruben Legra  
[rlegra@miamidade.gov](mailto:rlegra@miamidade.gov)  
 786-469-5013

**New Jersey** Heather Smith-Bermudez  
[Hsmith-bermudez@njtransit.com](mailto:Hsmith-bermudez@njtransit.com)  
 973-491-7378

**New York City** Bobby Samuel, Director, AVL  
[Bobby.Samuel@nyct.com](mailto:Bobby.Samuel@nyct.com)  
 718-393-4289

**Philadelphia** Richard Krajewski  
[rkrajewski@septa.org](mailto:rkrajewski@septa.org)  
 215-580-7576

**Seattle** Janey Elliott  
[Janey.elliott@kingcounty.gov](mailto:Janey.elliott@kingcounty.gov)  
 -

**Washington** Omari June  
[ojune@wmata.com](mailto:ojune@wmata.com)  
 -

**Westchester** [Tmf2@westchestergov.com](mailto:Tmf2@westchestergov.com)  
 914-995-2874