

Final Report on

ADA Impacts on



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By



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Table of Contents

List of Tables	iv
Preface	v
Executive Summary	vii
Background	1
The Florida Coordinated Transportation Disadvantaged System	1
Section 504 of the Rehabilitation Act of 1973	2
The Americans With Disabilities Act of 1990	2
ADA Complementary Paratransit	4
Project Scope and Methods	6
Impacts	8
Impacts on Community Transportation Coordinators	11
Prior to ADA	11
Operational Arrangements for ADA Complementary Paratransit Service Provision	11
Implementation of ADA Complementary Paratransit Service	12
Effects of ADA Paratransit Service Criteria	13
Other Effects of ADA Paratransit on Coordinated TD Transportation	16
Impacts on Demand and Funding	19
Eligibility	19
Certification	20
Sponsorship	21
Ridership	22
Demand	23
Funding	23
Recommendations	25
Appendix: System-by-System Summary	A-1
Florida Total	A-6

List of Tables

Table 1	Transportation Disadvantaged Populations	1
Table 2	Americans With Disabilities Act of 1990	3
Table 3	ADA Paratransit Eligibility	5
Table 4	Service Criteria for ADA Complementary Paratransit	6
Table 5	Counties With ADA Complementary Paratransit	9
Table 6	Provision of ADA Paratransit Service	12
Table A1	Data In System-by-System Summaries	A-2
	System-by-System Numerical Data	A-7 - A-41

Preface

The Americans with Disabilities Act of 1990 brought profound changes to services and facilities available to the public, especially public transportation. Among these changes is a requirement for fixed-route public transit systems to provide complementary paratransit service for individuals who cannot use the fixed-route system due to a disability. The requirement may have significant impacts on the Florida Coordinated Transportation System already in place to coordinate transportation services for Florida's transportation disadvantaged population.

The Florida Commission for the Transportation Disadvantaged contracted with the Center for Urban Transportation Research in the Fall of 1993 to examine the initial impacts of ADA complementary paratransit service on the Florida Coordinated Transportation System. This report documents these findings.



The Center for Urban Transportation Research and the Commission for the Transportation Disadvantaged acknowledge with appreciation the organizations that shared their plans and experiences for this study.

*Big Bend Transit, Inc.
Broward Transit Division
COMSIS Corporation (Duval County)
COMSIS Corporation (Escambia County)
Coordinated Transportation System, Inc.
East Volusia Transit Authority
Escambia County Transit System
Good Wheels, Inc.
Hillsborough Area Regional Transit Authority
Hillsborough County Board of County Commissioners
Jacksonville Transportation Authority
Key West Transit Authority
Lakeland Area Mass Transit District
Lee County Transit
Lynx*

*Manatee County Area Transit
Metro-Dade Transit Agency
Palm Beach County MPO
Palm Beach County Transportation Authority
Pinellas County MPO
Pinellas Suncoast Transit Authority
Polk County Board of County Commissioners
Regional Transit System
Sarasota County Area Transit
Senior Friendship Centers, Inc.
Space Coast Area Transit
Suwannee Valley Transit Authority
Tallahassee Transit Authority
Volusia County Council on Aging, Inc.*

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Executive Summary

The Americans with Disabilities Act of 1990 (ADA) requires public transit systems to provide paratransit service as a complement to their fixed-route transit service for individuals with disabilities who are unable to use the fixed-route system. This ADA paratransit service affects, directly or indirectly, sixteen (25 percent of) community transportation coordinators (CTCs) in Florida. The Center for Urban Transportation Research (CUTR) conducted a short study of these impacts in late 1993 at the request of the Florida Commission for the Transportation Disadvantaged (CTD). CUTR examined 1993 ADA paratransit plans and interviewed officials at CTCs and transit systems. The results are summarized below.

- Prior to ADA, many transit systems were already involved in paratransit at some level, and already coordinated with CTCs or served as the CTC themselves. Since ADA, the involvement of transit systems in paratransit has increased dramatically.
- Of the sixteen CTCs affected, thirteen (81 percent) are directly involved in providing or coordinating some or all ADA paratransit service.
- Requirements for ADA paratransit have had some impact on specific CTC service parameters. Many CTCs are altering reservation hours to accommodate ADA requirements. The TD and ADA fares paid by passengers are changing, affecting demand and causing some confusion among riders. ADA paratransit is also providing some additional evening and weekend service.
- Transit systems are required (by 1997) to provide ADA paratransit without capacity constraints. ADA paratransit is therefore a rapidly growing program, and is contributing to the rapid growth of CTC trip volume.
- Some trends that are not specific to ADA requirements have also emerged. The level of communication and coordination between transit systems and CTCs has increased substantially. Both transit systems and CTCs are trying to identify TD riders who could use fixed-route services, and reserve demand-responsive paratransit for those who cannot. Some CTCs have upgraded computer equipment or made other improvements because other changes were being made to accommodate ADA at the same time.
- ADA paratransit eligibility is limited to a subset of the TD eligible population that cannot use the fixed-route transit system because of their disability. Those who are ADA eligible are frequently eligible for other programs with overlapping eligibility criteria; how each trip is assigned to a sponsor varies among CTCs. Riders sometimes do not know which program they are riding under for a given trip.
- Most ADA paratransit riders were already registered under the TD non-sponsored

program, some are new paratransit users. Fewer were previously relying on an agency program.

- In 1992 and 1993, ADA paratransit represented nineteen and seventeen percent respectively of all coordinated paratransit trips in Florida, and both increased dramatically. ADA increased from 1.6 to an estimated 2.1 million, and total coordinated trips increased from 8.5 to 12.4 million.
- Transit systems expect ADA paratransit ridership of 3.8 million in 1997, which would meet approximately 26 percent of the estimated unmet demand for general TD trips in 1997.
- Generally, transit systems are paying for all ADA paratransit trips out of existing budgets, without any separately identified funding source, but are very uncertain about future funding, especially as ridership and capacity grow. The total operating cost to Florida transit systems for ADA paratransit was approximately \$21 million in 1992 and estimated to be \$28 million in 1993. By 1997, annual operating costs are expected to exceed \$55 million.
- As ADA paratransit becomes an increasingly important part of the transportation in Florida for those who are transportation disadvantaged, the CTD should continue to monitor the implementation of ADA. More importantly, the future role of the CTD in ADA implementation, and the future role of ADA paratransit in the Florida Coordinated TD System should be carefully considered.

Background

The Florida Coordinated Transportation Disadvantaged System

Florida has sought to coordinate transportation for those who are transportation disadvantaged since the enactment of Chapter 427 of the Florida Statutes in 1979. Today there exists an independent commission, the Florida Commission for the Transportation Disadvantaged (CTD), reporting directly to the Legislature. The CTD oversees the Florida Coordinated Transportation Disadvantaged System. In this system, the CTD contracts with an entity in each county or designated service area to coordinate transportation disadvantaged (TD) transportation services as the designated community transportation coordinator (CTC).

The CTC coordinates trips that are sponsored by social service programs and trips that are otherwise non-sponsored up to the limits of its resources. The service includes both trips for specific social service programs and additional general trips. The CTC holds purchase-of-service contracts with organizations and agencies that require TD transportation services, and may directly provide these trips or broker some or all trips to contracted transportation operators.

The TD population served by the coordinated system can be classified into two categories, shown in Table 1. The TD population includes those that are eligible for ADA complementary paratransit service, which is discussed later in this document.

TABLE 1

Transportation Disadvantaged Populations	
TD Category I	Disabled, elderly, and low-income persons, and "high-risk" or "at risk" children, who may be eligible to receive governmental or social service agency subsidies for program and general trips.
TD Category II	A subset of Category I. Those persons who are transportation disadvantaged according to the eligibility guidelines of Chapter 427 and are eligible to receive TD Trust Fund monies for general trips.
ADA Eligibility	Transit systems must provide <i>complementary paratransit</i> service to those who are unable to ride the fixed-route service due to a disability. This eligibility is further explained later in this section.

Section 504 of the Rehabilitation Act

Section 504 of the Rehabilitation Act prohibits discrimination against individuals with disabilities in any program that receives federal financial assistance. In its implementing rule, the Urban Mass Transportation Administration (now the Federal Transit Administration - FTA) allowed urban transit systems to meet the requirement by providing either a special service for individuals with disabilities or by making the regular fixed-route service accessible, or by some combination of the two. Non-urban transit systems needed only to certify that special efforts were being made to serve individuals with disabilities. Private non-profit organizations were not required to submit any special certification.

Section 504 still requires that entities must not discriminate against individuals with disabilities if they are to be eligible for federal funding, but now references the ADA for compliance criteria.

The Americans With Disabilities Act of 1990

The Americans with Disabilities Act (ADA), a civil rights bill, was passed by Congress and signed into law on July 26, 1990. It lays out national goals for ending discrimination against individuals with disabilities. These goals include assuring that individuals with disabilities have equality of opportunity, a chance to fully participate in society, are able to live independently, and can be economically self-sufficient.

The Act is organized into five titles, which are summarized in Table 2. Most important to transportation are Titles II and III, which address public and private services and facilities.¹

The ADA requirements for transportation are implemented by the U.S. Department of Transportation (USDOT) in the "Transportation for Individuals with Disabilities; Final Rule" published September 6, 1991.² The transportation regulations establish a variety of requirements, including:

¹ Thatcher, Russell H. and Gaffney, John K. *The ADA Paratransit Handbook: Implementing the Complementary Paratransit Service Requirements of the Americans with Disabilities Act of 1990*, U.S. Department of Transportation, UMTA-MA-06-0206-91-1, September 1991.

² U.S. Department of Transportation. 49 CFR Parts 27, 27, and 38, "Transportation for Individuals with Disabilities; Final Rule," *Federal Register*, September 6, 1991.

- General requirements regarding non-discrimination and definitions;
- Explanatory discussion on interpretation and construction of the regulations;
- Rules outlining which requirements apply to what types of organizations;
- Accessibility requirements for transportation facilities;
- Rules on acquisition of accessible vehicles by public entities;
- Rules on acquisition of accessible vehicles by private entities;
- Rules for the provision of transportation service;
- Specific physical and operational accessibility requirements for varying types of vehicles; and
- Requirements for paratransit as a complement to fixed-route transit.

TABLE 2

Americans with Disabilities Act of 1990	
Title I	Employment. Prohibits discrimination against qualified individuals with disabilities, in all aspects of employment. Businesses must also make reasonable accommodations for qualified applicants or employees.
Title II	Public Services. Prohibits discrimination against persons with disabilities in all services, programs, or activities provided by public entities.
Title III	Private Sector. Provides for the full and equal enjoyment of public accommodations, goods, and services offered by private entities. Discrimination by private entities is prohibited in the provision of services, the setting of policies, or other advantages, privileges, and accommodations provided to the public.
Title IV	Telecommunications Access. Requires telephone companies to offer relay services for individuals with hearing or speech impairments.
Title V	Administrative. This title provides for administration and implementation of the Act. Varying federal departments are responsible for enforcing ADA.

Each of these requirements has some effect on Florida's Coordinated Transportation Disadvantaged System, especially the requirement for transit systems to provide paratransit as a complement to fixed-route service. This requirement includes extremely specific criteria for eligibility and service characteristics. This report examines the impacts of implementing *complementary paratransit service* on Florida's designated community transportation coordinators and the coordinated TD program.

ADA Complementary Paratransit

USDOT's "Transportation for Individuals with Disabilities; Final Rule" contains many requirements that apply to transportation programs; however, *complementary paratransit* requirements apply only to public entities operating fixed-route transit systems. The complementary paratransit requirements still apply if another organization provides this service for the transit system. *Throughout this document, the phrase "ADA paratransit" is used to mean the "ADA complementary paratransit" required of public transit systems.* Requirements vary for other types of specialized transportation.

Complementary paratransit service must be provided to ADA paratransit eligible individuals, which includes those persons who are unable to get to or use the fixed-route service due to a permanent or temporary disability. Because eligibility is functional, based on inability to use fixed-route service, a person may be eligible for some trips but not for others. Public entities (i.e., the transit systems or the entity that provides the complementary paratransit service) may provide service for persons other than ADA paratransit eligible individuals, but must apply "ADA eligibility" strictly, counting additional service separately. The ADA regulations contain very specific definitions of disability and eligibility, and contain equally detailed certification procedures that must be implemented. This is required in order to track ADA costs and ensure compliance, and so that ADA eligibility criteria are applied uniformly. The ADA eligibility requirements are detailed in Table 3.

The regulations also contain very specific service criteria for complementary paratransit to make it comparable to fixed-route service. Service criteria are defined for six aspects of service: service area, response time, fares, trip purpose restrictions, hours and days of service, and capacity constraints. These requirements are summarized in Table 4.

It should be noted that the transit system can charge users (i.e., riders) no more than twice the applicable fixed-route fare for ADA paratransit trips, but can charge higher rates to agencies for agency trips. Agency trips are those trips guaranteed to an agency, paid for by an agency, or offered as a special service in addition to what ADA paratransit would offer to eligible individuals. This means that the transit system is responsible for a large portion of the cost of each ADA paratransit trip, but can charge higher rates, including the full cost of the trip, to agencies for agency trips.

TABLE 3

ADA Paratransit Eligibility ³	
Eligibility is based on a functional inability to use fixed-route transportation; individuals may therefore be eligible only for certain trips. The transit system must strictly limit <i>ADA paratransit eligibility</i> to the criteria summarized below, although service to others may also be provided.	
Category 1	Any individual with a disability who is unable, as a result of an impairment, to board, ride, or disembark from any accessible vehicle on the fixed-route system without the assistance of another person (except the operator).
Category 2	Any individual with a disability who is only able to board, ride, or disembark from accessible vehicles, when an accessible vehicle is not available on the route <u>and</u> at the time the individual wants to travel.
Category 3	Any individual with a disability who has a specific impairment-related condition that prevents him or her from travelling to or from a boarding location on the fixed-route system.
Others	Visiting individuals with disabilities must be presumed eligible for 21 days. Up to one personal care attendant and one companion must be provided service if they are travelling with an ADA paratransit eligible individual. Additional companions must be provided service only on a space-available basis.

It should also be noted that the term *complementary* refers to paratransit that complements the fixed-route transit service, and does not mean "free" transportation.

The rules outline specific requirements for transit systems in planning for complementary paratransit. Each transit system was required to develop a *complementary paratransit plan*, with specific contents. The original plans were submitted to the FTA in January 1992. FTA reviewed these plans, requested additional information and changes as necessary, and approved the plans when they addressed all the requirements. Transit systems were required to begin to implement complementary paratransit in January 1992, but do not need to be in full compliance until January 1997. Annual plan updates and progress reports, therefore, must be submitted to FTA every January for approval. These plans and plan updates were used by CUTR staff for this project.

The planning process also requires extensive public participation. Transit systems are required each year to conduct outreach to make people aware that the plan is being developed or modified, consult with individuals with disabilities, make the draft plan available in accessible formats, provide an opportunity for public comment, hold a public hearing, and establish and maintain an ongoing mechanism for public input. These requirements are especially significant

³ Summarized from 49 CFR Part 37 §37.123-127.

because they should heighten awareness of passenger rights and the availability of TD transportation in urban communities.

TABLE 4

Service Criteria for ADA Complementary Paratransit ⁴	
Service Area	Origins and destinations within 3/4 mile of fixed routes and within the core service area.
Response Time	Reservations must be accepted during normal business hours for service the next day or up to 14 days in advance. The negotiated pickup time must be within an hour of the individual's desired departure time.
Fares	The fare charged to the user shall not exceed twice the fixed-route fare for a comparable trip, including transfers. The transit system may charge a higher fare to an agency for agency trips.
Trip Purpose	No restrictions or priorities based on trip purpose can be imposed.
Hours & Days	Must be available during the same days and hours as the fixed-route service. This can vary by route.
Capacity	Availability cannot be limited by restrictions on the number of trips that will be provided, by waiting lists, or by any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.

Project Scope and Methods

This document evaluates the impacts of ADA complementary paratransit services on local CTC systems. Specifically, it attempts to describe the general extent to which local CTCs and TD Trust Fund monies are involved in the provision of ADA complementary paratransit services and the general impact that ADA complementary paratransit is having on the operation of and the demand for regular TD paratransit services.

Supporting research included the following tasks:

- CUTR staff collected ADA complementary paratransit plans and 1993 plan updates from Florida's fixed-route public transit systems. Draft 1994 updates were requested but were not

⁴ Summarized from 49 CFR Part 37 §37.131. These service criteria apply specifically to ADA complementary paratransit service, but not to other or additional paratransit service.

yet available. Each ADA plan and plan update was reviewed for information about funding and the operational relationship between ADA and TD paratransit services.

- CUTR staff interviewed by telephone CTCs and transit systems in the affected urban areas to obtain additional information on local experience coordinating ADA and TD transportation services, with regard to both operations and funding. These interviews were conducted during November and December 1993.
- Known and estimated ADA demand, expenses, and revenue figures were compiled for each urban area, using the knowledge gained from review of ADA plans, updates, and interviews. The ADA figures were examined in comparison to known and estimated TD demand, expenses, and revenue.
- CUTR staff analyzed the collected information to determine the impact complementary paratransit is having on the TD program.
- A draft report was submitted to CTD staff, followed by a presentation of preliminary findings to the CTD. This final report documents the research described above.

This final report presents:

- The extent to which TD Trust Fund monies are used for the provision of ADA paratransit services, based on knowledge gained from review of ADA plans and updates, and telephone interviews.
- The general extent to which local CTCs are involved in the provision of ADA paratransit services, based on the plan reviews and interviews.
- The relationship between ADA and TD eligibility, demand, expenses, and revenues.
- Based on the above tasks, this final report documents, to the extent possible, the impact ADA is having on demand for regular TD paratransit services, and estimates, to the extent possible, future impacts on regular TD transportation funding.
- This final report also documents the impact ADA complementary paratransit is having on the operation of other TD transportation services, identifying trends in Florida, unique

arrangements, and any difficulties that are unique to coordinating ADA complementary paratransit service with other TD services.

Impacts

There are 17 public entities in Florida that operate fixed-route systems and, therefore, have moved to implement ADA (complementary) paratransit service. The ADA paratransit service affects a CTC in each of these locations, except Monroe County, which did not have a CTC. These 16 CTCs serve 19 counties. The transit systems, CTCs, and counties studied are summarized in Table 5.

Changes in coordinated TD transportation are discussed in the following section.

TABLE 5

Counties With ADA Complementary Paratransit		
County	Transit System	CTC
Alachua	Regional Transit System	Coordinated Transportation System, Inc.
Brevard*	Space Coast Area Transit	Space Coast Area Transit
Broward*	Broward Transit Division	Broward Transit Division, Soc. Serv. Transp. Section
Dade*	Metro-Dade Transit Agency	Metro-Dade Transit Agency
Duval	Jacksonville Transportation Authority	COMSIS Corporation
Escambia	Escambia County Transit System	COMSIS Corporation
Hillsborough	Hillsborough Area Regional Transit Authority	Hillsborough County Board of County Commissioners
Lee	Lee County Transit	Good Wheels, Inc.
Leon	Tallahassee Transit Authority	Big Bend Transit, Inc.
Manatee*	Manatee County Area Transit	Manatee County Area Transit
Monroe	Key West Transit Authority	No 1992 or 1993 CTC
Orange, Osceola, Seminole*	Lynx	Lynx
Palm Beach	Palm Beach County Transportation Authority	Palm Beach County MPO
Pinellas	Pinellas Suncoast Transit Authority	Pinellas County MPO
Polk	Lakeland Area Mass Transit District	Polk County Board of County Commissioners
Sarasota	Sarasota County Area Transit	Senior Friendship Centers, Inc.
Volusia*	East Volusia Transit Authority	East Volusia Transit Authority

* The transit system is also the CTC.

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Impacts on Community Transportation Coordinators

Prior to ADA

Because of Section 504 requirements, most of Florida's transit systems offered some sort of door-to-door demand-response paratransit service before ADA was passed in 1990. This service generally was provided for disabled persons in the transit system's service area who were unable to use fixed-route service. In this respect, eligibility for these services was similar to ADA eligibility. Certification for eligibility was not especially stringent in most cases. Because federal requirements were not very specific, the availability of this service varied from system to system. Because community transportation coordinators were at the same time attempting to coordinate TD transportation, a variety of coordination arrangements existed. Some transit systems contracted with CTCs to coordinate and provide paratransit service, while other transit systems served as transportation operators for the CTC. In some cases the transit system and the CTC operated separate services with some minimal coordination. Several transit systems served *as* the CTC. Because Section 504 allowed transit systems the alternative of making their fixed-route service accessible, some transit systems in Florida had no involvement in the coordinated TD program or paratransit services.

Operational Arrangements for ADA Complementary Paratransit Service Provision

The passage and implementation of ADA did not necessarily force a change in the general arrangement between the transit systems and CTCs. Which organizations sponsor, coordinate, and provide service remained the same in many counties. For example, in six counties the transit system was already the CTC, so no new relationships were necessary in order to implement and coordinate ADA paratransit. The transit systems that were CTCs prior to ADA remain CTCs. Transit systems that provided some paratransit service under contract or coordination agreement with the CTC, continue to do so. Transit systems that previously purchased service from their local CTC have altered agreements to purchase service that meets ADA paratransit criteria.

Two transit systems that were not previously involved in paratransit, have become involved. In several counties where the transit system served only as an operator for the CTC, the transit system became responsible for ADA paratransit.⁵ In all cases, the level of communication and coordination between transit systems and CTCs has increased.

In most areas, ADA paratransit service is being coordinated or provided by the CTC, as summarized in Table 6:⁶

TABLE 6

Provision of ADA Paratransit Service		
Number of Urban Areas	ADA Paratransit Provider	Counties
11	CTC coordinates all of the ADA paratransit. Many are transit systems.	Brevard, Broward, Dade, Duval, Escambia, Hillsborough, Lee, Manatee, Orange/Osceola/Seminole, Sarasota, Volusia
2	CTC coordinates some of the ADA paratransit.	Alachua, Leon
4	Non-CTC coordinates all of the ADA paratransit.	Monroe, Palm Beach, Pinellas, Polk

In three counties (Alachua, Brevard, and Broward), the CTC will be involved in ADA paratransit, but ADA paratransit service is just being implemented. In Monroe County, where ADA paratransit service also is just starting up, the ADA plan does not call for CTC involvement.⁷

Implementation of ADA Complementary Paratransit Service

The ADA not only requires that transit systems must provide (for) complementary paratransit service, it specifically expresses the ways in which that service must be comparable

⁵ ADA paratransit is used throughout this document to mean ADA complementary paratransit, i.e., paratransit as a complement to fixed-route transit service, as required by the Transportation for Individuals with Disabilities Final Rule (49 CFR Part 37 Subpart F).

⁶ The many responsibilities of service provision are actually coordinated slightly differently in each area, as detailed in the Appendix.

⁷ Monroe County does not yet have a CTC, but is likely to within the next year.

to fixed-route transit. Where ADA paratransit service is coordinated or provided by the CTC, changes to some of the coordinated service have been required. The steps taken and specific operational changes made to paratransit service in each urban area are described in the *Appendix*, in the system-by-system summaries. The most common changes that occurred in implementing ADA paratransit in Florida are described below.

The transit systems are changing the service requirements for the paratransit service with which they are involved. For all transit systems, the paratransit they sponsored or provided exceeded the ADA paratransit minimum requirements in some ways and did not meet them in others. Generally, the transit systems are tightening the criteria for the service they will sponsor or provide in order to match the ADA requirements. The primary reason for tightening service parameters (such as decreasing service area, restricting eligibility, and raising fares) is to more closely relate ADA paratransit to fixed-route service and to ensure that sufficient capacity will exist to meet all ADA demand.

Effects of ADA Paratransit Service Criteria

In most arrangements the CTC is coordinating ADA paratransit service and is working with the transit systems, through agreements or contracts, to modify paratransit service to comply with ADA service criteria (*see Table 4*). In some cases the service changes are being applied to both TD and ADA service, while in others ADA paratransit service is provided with a set of service parameters that are different from TD service. The changes in service parameters are discussed below.

Service Area. Most CTCs have been providing paratransit to entire counties, exceeding the service area required of ADA paratransit. In some cases, the transit system also sponsored paratransit service throughout a county. More often, the transit systems have concentrated sponsorship and service provision in their fixed-route service area. Typically, these service areas are slightly larger than the service area required by ADA (i.e., 3/4 mile around fixed routes). The transit systems are now focusing their paratransit involvement on their ADA service area. In these cases, TD service is sponsoring trips for people who are transportation disadvantaged, and ADA eligible for some trips, when they are travelling outside of the ADA service area.

Response Time. Most CTCs are having to adjust the hours during which reservations are accepted in order to meet ADA paratransit requirements for "next day" reservations. In such cases the CTC is now accepting trips until the end of the business day and having to broker and/or schedule trips later in the day than previously. In some cases this improved reservation schedule is being offered to all riders, in other cases just for ADA paratransit. In the cases where the transit system is one of the operators, the transit system is accepting brokered trips later. In at least one case, the transit system is taking trips later but beginning to refuse same-day "add-ons". A few CTCs and their operators previously had a several-day to one-week response time, and are having to take next-day reservations for the first time, which is a significant change for them.

CTCs are also having to establish a mechanism for accepting trip requests on the weekends for Monday service; this is new for many of them. Saturday dispatchers are in some cases able to take reservation requests for Monday service. In other cases CTCs are able to help meet the weekend reservation requirement with an answering machine. In general, the weekend reservation service is a slight additional cost but is not yet being widely used by riders.

The requirement for ADA paratransit reservations to be taken up to at least 14 days in advance is having little effect on CTCs, as most previously accepted reservations farther in advance than 14 days.

ADA paratransit requirements to schedule paratransit trips for within one hour of the eligible individual's desired departure time has been more difficult to meet because of limited peak capacity. This problem, more than the requirement, is of ongoing concern for most transit systems and CTCs, although the requirement may now be used as the benchmark for transit systems seeking to resolve peak capacity problems.

Fares.⁸ The requirement for ADA paratransit fares to be no more than twice the applicable fixed-route fare has caused some of the most interesting changes in coordinated transportation. The transit systems are modifying their fare structure to meet ADA exactly, either to come into compliance or to take advantage of the highest passenger fare allowed (still significantly below the actual cost of providing the trip). Fares for transit-sponsored paratransit trips varied greatly before ADA, so they are now lowering fares, revising zone-based fares, or

⁸ The term "fares" refers to the share of a trip's cost paid by the passenger, distinguished from the trip cost or rates charged to sponsoring agencies. Rates are developed based on criteria established by the CTD.

raising fares to equal twice the fixed-route fare. The CTCs have revised fares also, in most cases setting the fare for non-sponsored TD trips above the ADA fare, although there are also areas where TD non-sponsored trips are still free to the passenger. In a few cities, fares paid by the rider are now the same for general TD trips and ADA paratransit.

The difference between the rider's fare and the actual cost of providing the ADA trip is paid for by the transit system in almost all cases. Who pays for ADA trips is discussed further in the next section, *Impacts on Demand and Funding*.

The fare issue relates directly to ridership. Where the ADA fare is lower than the TD fare, demand for ADA paratransit eligibility is higher. Likewise, where the ADA fare is higher than the fare for TD service, the demand for ADA paratransit eligibility is only great where the CTC has limited availability due to capacity, trip purpose restrictions, or service times. In many cases, the changes in fare are a form of demand management, an attempt to encourage ridership on one program or another. The changes in fare structure have created some confusion among passengers.

For CTCs with very highly coordinated service in which the CTC determines the most appropriate funding source for each trip, a rider's fare may vary greatly from trip to trip if the programs have different fare requirements. In some counties, for example, a rider may be eligible for Medicaid for one trip (riding for free), for ADA the next trip (paying twice the fixed-route rate), and only for non-sponsored TD for the next trip (paying a different fare). In some cases this is especially confusing for the riders, who may not understand who their sponsor is for each trip. A few CTCs are working with transit systems to equalize fares, which would minimize confusion and allow demand to be influenced more by service parameters.

Many CTCs are finding the collection of ADA paratransit fares to be problematic. The ADA paratransit fare does not consider ability to pay or trip purpose, which some users are not used to. Many CTCs have been striving to help users with all transportation needs, but ADA paratransit service is generally offered only to passengers who pay the fare themselves, rather than for trips sponsored by agencies. In problem situations, some CTCs are covering the rider's fare with TD or other funds.

Another issue of concern for CTCs that previously did not charge fares to TD passengers but who now, as part of their contract with the local transit agency, must collect fares from ADA passengers is the presence of cash on the vehicles. In some cases fare boxes will have to be

added to the vehicles and security and safety procedures will have to be established for handling and accounting for the money. In other cases passes and script are being considered as measures of avoiding dealing with cash.

Days and Hours of Service. In many cases, the CTC provided very little service during evening and weekends. In order to provide ADA paratransit service during the same days and hours as fixed-route transit, many CTCs have had to arrange to provide more evening and weekend service. In many cases ADA paratransit is handling riders that need to travel in the evenings or on weekends, but the actual demand for evening and weekend service has been less than expected. A number of CTCs have had to expand service to start earlier in the morning. For many areas expanded hours of service was applied only to ADA paratransit, but those that expanded service for both ADA and TD service are already realizing some early morning demand. The amount of additional service, additional hours of dispatch time, and any associated costs vary widely.

Capacity. Because transit systems have to provide for ADA paratransit service without capacity constraints by 1997, ADA paratransit is a rapidly growing program in most locales. Although the ADA paratransit trips are mostly subsidized by the transit systems, CTCs are having to expand their capacity to process or carry these new trips. CTCs that provide some or all of the service directly are finding it necessary to expand capacity, although this expansion is not entirely attributable to ADA paratransit. Nearly all CTCs have generally found it necessary to expand capacity to take more reservations, schedule more trips, and process more billing; again, some but not all of this expanded capacity is attributable to ADA paratransit. As an additional source of funding, however, ADA paratransit has expanded the total amount of transportation coordinated by the CTCs. To a large extent, the growth pains experienced by CTCs seem to be considered part of the normal process of change and growth, even where the change is difficult.

Other impacts related to capacity are discussed in the later section, *Impacts on Demand and Funding*.

Other Effects of ADA Paratransit on Coordinated TD Transportation

Naturally, the implementation of ADA paratransit has affected coordination in the local arenas in ways other than the six service criteria specific to ADA paratransit. Other major impacts are described below.

Communication. One of the most positive effects in Florida has been greatly increased communication and cooperation between CTCs and transit systems. In some cases, the transit system has been able to provide new resources. In one county (Hillsborough) the transit system was able to arrange for the purchase of a new fleet of accessible vans and new computer software and hardware with the CTC providing only 20 percent of the cost. In some cities, the extensive public participation process required for ADA paratransit planning is establishing better communications with the community as well. Some transit systems and CTCs now provide both ADA and TD applications to individuals seeking eligibility.

Use of Fixed-Route Transit. Both transit systems and CTCs are interested in limiting paratransit transportation to those who are unable to reasonably travel by other means. CTCs in particular are faced with having to provide as much service as needed and possible with limited funds and capacities. Meanwhile, the transit systems are interested in increasing fixed-route revenue. With the implementation of paratransit that is designed to shadow the fixed-route service, the relationship between paratransit and fixed-route is becoming more pronounced. In more and more cities, transit systems and CTCs are making available free monthly transit passes for both TD and ADA riders who will switch to fixed-route services, freeing paratransit capacity for other TD and ADA eligible persons who cannot. In the case of TD transportation, CTCs usually purchase these passes from the transit system. Also, because CTCs coordinating ADA paratransit must determine whether or not each trip could be taken on fixed route (even if trip-by-trip eligibility is not used, the ADA trip must match the service area and days and hours of service), the CTCs are now better equipped to determine which non-ADA riders might be able to willingly shift to fixed-route usage, which is less expensive to the sponsor and taxpayers.

Computers. In a number of areas, CTCs have upgraded computer software and/or hardware to handle the additional numbers of trips and/or to handle the specific service requirements of ADA paratransit service. Several, for example, have incorporated fixed-route service information into other computer programs. The organization paying for these improvements varies.

Other Improvements. In some cities, ADA has prompted the CTC to make improvements to service in general only because other changes were necessary at this time to meet ADA. Examples include providing ID cards, upgrading scheduling capabilities, and improving training.

Effects on eligibility, demand, and funding are discussed in the next section.

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Impacts on Demand and Funding

Eligibility

ADA complementary paratransit is designed for individuals with disabilities who are unable to use fixed-route services because of that disability. The eligibility criteria are based simultaneously on the abilities of the individual, the accessibility of the fixed-route system, the nature of specific trips, the environment, and the cause and effects of the individual's limitations. In practice, most transit systems are applying strict eligibility to individuals but are not strictly enforcing the eligibility of each trip. A number of transit systems have had similar criteria in the past, but in most cases eligibility is now being more carefully controlled.

ADA paratransit eligibility does not necessarily include all of the persons who are eligible for TD service.⁹ Elderly and low-income persons and children who are "high-risk" or "at-risk" are not *specifically* included in the ADA eligibility criteria. In fact, persons who do not meet ADA eligibility *cannot* be considered "ADA paratransit eligible," although the transit systems are permitted to also make paratransit available to non-ADA eligible persons, provided there is sufficient capacity for ADA eligible individuals. Many elderly and low income persons or "at risk" or "high risk" children of course may have disabilities that prevent their use of fixed-route transit, which would qualify them as ADA eligible. ADA eligibility applies to a subset of disabled persons: those disabled persons who are unable to use fixed-route due to their disability. ADA eligibility can therefore be considered a subset of the population eligible for TD transportation.

Persons with disabilities make up a significant portion (approximately one-third) of the TD-eligible population. Each person who would not be able to use the fixed-route service for his or her trips is potentially ADA eligible. ADA paratransit eligibility is determined on a case-by-case basis, however, and in order to be considered, an eligible individual needs to apply for certification. The number in each city that are actually applying for eligibility and becoming certified depends on several factors.

⁹ *ADA paratransit* is used throughout this document to mean *ADA complementary paratransit*, i.e., paratransit as a complement to fixed-route transit service, as required by the Transportation for Individuals with Disabilities Final Rule (49 CFR Part 37 Subpart F).

Knowledge of ADA paratransit service is needed before individuals will apply for the service. In most cases, it is the existence of the service itself that creates the most awareness, so the transit systems with paratransit programs newly created to meet ADA requirements are experiencing slower enrollment than expected. Riders that use paratransit services already sponsored or provided by the transit system are most likely to be aware of, and apply for, the new ADA paratransit eligibility. The portion that are actually being found eligible depends on how carefully previous eligibility criteria were enforced.

The most influential factor affecting ADA paratransit registrants is the availability of other transportation services. The greatest growth in ADA paratransit is occurring where TD availability is limited. In particular, where the funding for non-sponsored trips is insufficient to meet demand, applications for ADA eligibility are much higher. Much of the shift in eligibility to ADA is related to the service parameters. Where service parameters, fares, and capacity for service are the same for ADA and TD service, there remains little demand for ADA paratransit. Disabled individuals who need evening or weekend transportation while fixed-route transit is operating but general TD service is not, find ADA paratransit an alternative. The differences in response time between ADA and TD service do not seem to be as important, except in those areas with very long advance-notice requirements. Fare differences have the potential to have a great impact on registrations but they have not been the primary factor yet. This is in part due to the recency of fare changes, and in part because the availability of service is far more important. CTCs with insufficient funding necessarily have trip prioritization strategies. Those individuals who find their trips to be low or no priority are those already applying for and taking advantage of ADA paratransit, which cannot limit trips based on trip purpose.

Certification

In nearly all cases, completed applications for ADA paratransit eligibility are returned to the transit systems for assessment. While doctors' notes or additional assessments are sometimes required, Florida's transit systems are usually able to make a determination based upon information in the application and knowledge of the fixed routes, stops, and service area. This arrangement is common so that the transit systems can ensure that eligibility standards are strictly enforced (to limit the financial impact) and because the certification process itself has a number of specific federal requirements that must be met.

Most commonly, the transit system then provides the individual with documentation of eligibility (a letter or an ID card), often further explaining the conditions under which they are

eligible. Some provide the rider with an ID number that will indicate to the CTC that they are ADA eligible. Rosters are then provided to the CTC so that eligible individuals can be provided ADA paratransit service when they call the CTC for reservations. The exception to this, of course, is where the transit system provides the ADA paratransit service. The CTC generally maintains a client file also. Depending on the service arrangements, ADA eligibility may entitle clients to different service from other TD clients. Transit systems providing service tend to assign ADA paratransit trips a higher priority.

Sponsorship

An ADA paratransit eligible individual will usually not be eligible for ADA paratransit service for all trips he or she may want. Technically, ADA paratransit is not to be used for trips when the individual is able to use the fixed-route service. In Florida, this is largely self-monitored. More important in actuality is whether or not the trip request fits into the service area and days and hours of service outlined for ADA paratransit service. In some cases, whether or not a trip is accepted as an ADA paratransit trip also depends on the amount of funding allocated for that time period for ADA paratransit trips. Transit systems are increasing budgets annually, but the budget is sometimes fixed per-day or per-month for now.

Because ADA eligibility is a subset of TD eligibility, overlaps with certain program eligibility criteria, and may not meet all trip needs, persons who are ADA paratransit eligible may also be registered for other programs. How a trip request gets to be considered an ADA paratransit trip varies by system. In some cases, the individuals need specifically to ask for an ADA trip or offer their ADA eligibility number when placing the reservation. For some CTCs, riders understand enough about their funding sources to request trips under particular programs (including TD and ADA), although their eligibility has to be confirmed by the CTC. In other cases, particularly the more coordinated CTCs, the rider may have been certified for several programs and funding sources and the CTC assigns the most appropriate funding source to each trip. In these cases, the CTC tends to assign the trip to a specific program if the trip meets that program's criteria (such as Medicaid for eligible medical trips). The second choice is generally ADA service, followed by TD Trust Fund-sponsored service if the trip is neither program- nor ADA-eligible. Because the TD Trust Fund is the most flexible funding source and is applied last, CTCs are becoming better able to meet most requests for service up to the limits of funding.

The availability of ADA paratransit for eligible individuals without limitations by trip purpose or destination (within the service area) has allowed CTCs to shift some ridership between

ADA and TD, and is giving the CTCs greater flexibility to match the most appropriate sponsor to the trip. Although demand still consumes all available resources, TD Trust Fund monies are being used to sponsor needed trips that would otherwise be unfunded.

Ridership

The implementation of ADA paratransit is generating and meeting some new demand, and is causing some shift in demand. Transit systems and CTCs indicate that many of the ADA paratransit eligible passengers are new, not coming from any other programs. ADA paratransit seems to be capturing many of the eligible individuals with disabilities who are only now seeking paratransit service. A slightly larger portion of the ADA registrants were also registered under the TD program. The smallest portion of ADA registrants and trips seem to have been previously sponsored by an agency program.

In some cases, agencies are seeking to take advantage of the low fares and unrestrained capacity required of ADA paratransit service. Transit systems are not required to guarantee any service to a particular agency but do have to provide ADA paratransit for individuals regardless of their trip purpose, so whether or not a trip can be shifted from a program to ADA paratransit depends upon the level of service and control desired by the agency and the individual. The extent to which each trip is sponsored by the most appropriate program (an agency, ADA, or TD) varies, depending upon the vigilance of the CTC.

Because the service criteria sometimes vary for ADA and TD service, and because CTCs often establish trip priorities for applying TD Trust Fund monies, ADA ridership in each community tends to capture more of some types of trips than others. In many locales, ADA paratransit service is carrying more employment, recreation, evening, and weekend service. The TD programs are now carrying a greater portion of trips outside of the transit service area, creating some longer average trip lengths, which can increase the CTCs trip costs.

In 1992 and 1993, ADA paratransit represented nineteen and seventeen percent respectively, of all coordinated trips in Florida, and both increased dramatically. ADA increased from 1.6 to an estimated 2.1 million, and total coordinated trips increased from 8.5 to 12.4 million.

Demand

Ridership continues to increase for both TD and ADA paratransit service. Based on the estimates by transit systems for ADA paratransit, this increase will continue. The total demand for ADA paratransit trips, however, is less than the total estimated demand for general TD trips. Actual ADA paratransit ridership has grown more slowly in some cases than projected, and in some cases much faster.

ADA paratransit service does not seem to be generating a lot of new demand (need for paratransit trips), but is experiencing some of the demand that could not previously be met. If the predicted ridership for ADA of 3.8 million trips is realized in 1997, approximately 26 percent of the 1997 estimated unmet demand for general trips should be met by ADA paratransit alone. The influence of the Americans with Disabilities Act itself — reducing discrimination and increasing accessibility in public places — should generate some new demand in the long term. However, this potential increase in demand for paratransit is likely to be offset by the increasing accessibility and acceptability of fixed-route transit.

Funding

The ADA regulations require transit systems to develop and submit annual plans for implementing ADA paratransit and require transit systems to provide such a service, but do not specifically require the transit systems to pay for paratransit service. Provided that the transit system can ensure that all ADA service criteria will be met, ADA paratransit is allowed to be provided through another program. In nearly every case (95 percent), however, the transit systems have assumed full responsibility for ADA paratransit and are providing the funding necessary for the service.

For now, the ADA paratransit required of transit systems has proven to be an additional sponsored program. With some exceptions, the transit systems have been able to support this service out of their regular operating budgets with few cuts to fixed-route services. Over the next few years, however, as capacity for ADA paratransit increases (and it must), the transit systems are uncertain about its funding. USDOT is not, at this time, expected to provide any additional operating assistance for the provision of ADA paratransit services.

In at least one area, where ADA ridership will be low, ADA paratransit will be provided as part of the previously-existing coordinated services using TD Trust Fund grants. Although

uncommon, neither ADA nor TD regulations seem to prevent this arrangement, provided that TD Trust Fund allocations do not supplant or replace any financial contributions of the transit systems to TD service.

So far, ADA paratransit has not significantly reduced the demand for TD transportation. As capacity grows, it is expected that demand will also grow because of the more far-reaching requirements of ADA for non-discrimination and accessibility. Current funding levels will continue to be far short of what is needed to meet the demand for TD services, even if ADA paratransit is fully funded for eligible trips.

Recommendations

As ADA paratransit becomes an increasingly important part of the transportation in Florida for those who are transportation disadvantaged, the CTD should continue to monitor the implementation of ADA. More importantly, the future role of the CTD in ADA implementation, and the future role of ADA paratransit in the Florida Coordinated TD System should be carefully considered. In support of these important directions, several recommendations are offered.

- This report was based on ADA paratransit plan updates available in late 1993. This information should be updated in the spring of 1995, after January 1995 updates are available. These updates will provide actual and projected ADA ridership, registration, and costs.
- The CTD should consider the possibility of specifically identifying ADA paratransit information in uniform data collection efforts (e.g., annual operating reports and management information systems).
- The CTD should continue to work closely with organizations responsible for ADA and transportation, such as transit systems, FDOT, and state civil rights offices.
- The impact and role of ADA, if any, in existing CTD activities such as training, quality assurance, information sharing, technical assistance, standards development, and reporting should be carefully considered.
- The future role of the Florida Coordinated TD program in ADA transportation and its relationship with the transit systems responsible for ADA paratransit should be considered, as should the roles of CTCs, designated official planning agencies (DOPAs), and local coordinating boards (LCBs).
- Reliable technical assistance on ADA requirements and implementation should be made available to organizations within the Florida Coordinated TD System.



APPENDIX

Appendix

System-by-System Summary

This appendix presents a two-page summary for each county in Florida with fixed-route transit. The left page describes how ADA paratransit affects the coordinator. The right page presents numerical data for the reader's perusal, comparing ADA and CTC demand, ridership, and budgets. These summaries are organized alphabetically by county.

The descriptive information is based on interviews conducted by CUTR staff with each transit system and CTC. The top of the page lists basic information on the transit system and CTC, including:

- Name of the organization
- Service area
- Type of organization
- Contact used for interview
- Which organization provides the ADA paratransit service.

The rest of the page describes, for each county:

- **Before ADA:** The relationship between the CTC and transit system before ADA paratransit was implemented, and any service information needed to understand the changes brought about by ADA paratransit;
- **Implementing ADA Paratransit:** What changes occurred as a result of implementing ADA paratransit;
- **Eligibility and Coordination:** How ADA paratransit eligibility is coordinated and who does what; and
- **Demand and Funding:** Known effects of ADA paratransit on demand and funding.

The numerical data shown on the right hand page supports the described effects of ADA on demand and funding. A significant amount of data is also provided as additional information for the reader who wishes to examine the effects of ADA on a particular county in more detail. Information on populations, ridership, budgets, and other statistics are presented on the CTC and transit system. Similar information is provided for the CTC and the transit system so comparisons may be drawn.

The numerical data is compiled from three sources:

- *Statewide Operations Report (SOR)* (CTC operating data for FY1991 to 1993);
- Section 15 Reports (transit system data reported for 1991 and 1992); and
- ADA Complementary Paratransit Plan Updates submitted to the Federal Transit Administration by each transit system in January 1993 (estimates for 1992 to 1997).

These sources were the most recent available at the time this report was prepared, and do not in all cases provide information for the same years. Researchers should also note that fiscal years vary between CTCs and some transit systems. A list of the data presented, its source, and a description with additional information is provided in Table A-1.

TABLE A-1

Data in System-by-System Summaries		
Data	Source	Description
Population		
County(ies) Population	SOR	Total population living in the county or counties that the transit system serves.
Fixed Route Service Area Pop.	Section 15	Population estimated to live within 1/4 mile of a transit route.
TD Category I	SOR	Population estimated to be disabled, elderly, low-income, or children at risk, who are eligible to receive government and social service agency subsidies for program and general trips.
TD Category II	SOR	Population estimated to be transportation disadvantaged according to the eligibility guidelines in Chapter 427 (i.e., unable to transport themselves or purchase transportation).

TABLE A-1

Data in System-by-System Summaries		
Data	Source	Description
CTC Passenger Trips		
Demand for General Trips	SOR	Updated estimate of demand for trips by individuals to destinations of their choice, not associated with any agency program, based on the estimated TD Category II population. A subset of these trips would be ADA eligible.
Fixed-Route (Section 9 & 18) Paratransit School Bus	SOR	Actual coordinated trips by mode, reported by CTCs in annual operating reports. If the CTC provides ADA paratransit, then a subset of the paratransit trips reported would be ADA paratransit trips.
All Disabled All Non-Disabled	SOR	Subtotals of coordinated trips by rider characteristics. "All disabled" includes all riders that have disabilities, including any elderly, poor, and children with disabilities, as reported by CTCs in annual operating reports. A subset of all disabled trips would be potential ADA paratransit trips.
Total Trips	SOR	All coordinated trips reported by CTCs in annual operating reports. The total is equal to the sum (fixed route + paratransit + school bus trips) and/or the sum (all disabled + all non-disabled). All CTC trip information is reported for the July—June fiscal year. This total includes ADA trips provided/coordinated by CTCs.
CTC Budget		
Revenue and Expenses	SOR	Actual administrative and operating figures for the total coordinated system reported by CTCs in annual operating reports, according to the Model Uniform Accounting System for Rural and Specialized Transportation Providers. These figures do not include capital expenses or capital revenues other than that portion covered by depreciation. All CTC budget information is reported for the July—June fiscal year.

TABLE A-1

Data in System-by-System Summaries		
Data	Source	Description
Transit System Passenger Trips		
ADA Paratransit Trips	ADA Plan Updates	Number of one-way ADA paratransit trips actually provided in 1992, estimated for 1993, and projected for years 1994 through 1997 (when ADA complementary paratransit must be fully implemented). This information is compiled from ADA paratransit plan updates submitted by each transit system in January 1993.
ADA Trips Denied	ADA Plan Updates	Actual, estimated, and projected requests for ADA paratransit service that were eligible but could not be provided. This information assumes capacity constraints, and will not be reported in 1994 paratransit plan updates, per FTA instructions.
Total Paratransit Trips	ADA Plan Updates	The total number of one-way paratransit trips provided/sponsored by the transit system including ADA and non-ADA paratransit trips, as reported and estimated by transit systems in ADA plan updates.
Total Transit Trips	Section 15	Total trips provided or sponsored by the transit system (including all fixed-route ridership) from available Section 15 reports.
Transit System Budget		
ADA Capital Expenses ADA Operating Expenses	ADA Plan Updates	Actual 1992, estimated 1993, and projected 1994-1997 expenses reported by transit systems for ADA paratransit only. These should only include expenses that are related to the provision of ADA paratransit.
Total Paratransit Capital Expenses Total Paratransit Operating Expenses.	ADA Plan Updates	Expenses for all paratransit sponsored or provided by the transit system including both ADA paratransit and any non-ADA paratransit. Reporting years are the same as for ADA expenses above.
Total System Capital Expenses Total System Operating Expenses	ADA Plan Updates	Total expenses for the transit system including all modes, as reported in ADA plan updates, for the same reporting years as paratransit above. The expenses for future years are intended to be realistic projections.
Total System Revenue	ADA Plan Updates	Total revenue for the transit system, including grants and farebox revenue, though transit systems varied in sources included. Projected revenue for 1994-1997 is very uncertain.

TABLE A-1

Data In System-by-System Summaries		
Data	Source	Description
Statistics		
Ratio ADA : CTC Total Trips	Calculated	Calculated from compiled data: ADA Paratransit Trips divided by CTC Total Trips. This number estimates the percent of coordinated trips that are ADA paratransit trips only in counties where the CTC coordinates ADA trips; where the CTC is not involved in ADA paratransit this number is a ratio of ADA to CTC trips. Some differences in fiscal years limit the accuracy of this estimate.
ADA % of Demand for General Trips	Calculated	Calculated from compiled data: ADA Paratransit Trips from ADA plan updates divided by the estimated Demand for General Trips (x 100), reflecting the portion of demand for general trips that is being met through ADA paratransit services.
ADA % of Total Transit Expenses	Calculated	Combined ADA Capital and Operating Expenses divided by combined Capital and Operating Total System Expenses, estimating the portion of transit budgets to be spent on ADA paratransit.
Notes	Various	Footnotes as needed to clarify variations in available data for each county.
Graph	Calculated	Shows thousands of one-way paratransit trips, showing actual CTC-coordinated trips for 1991-1993, and actual and projected ADA paratransit trips for 1991-1997, based on data in table. ADA trips are zero for 1991, reflecting the implementation of ADA paratransit requirements, which went into effect January 26, 1992.

SOR = Statewide Operations Report

Section 15 = Section 15 Reports (transit system data reported for 1991 and 1992)

ADA Plan Updates = ADA Complementary Plan Updates submitted to the Federal Transit Administration by each transit system in January 1993 (estimates for 1992 to 1997)

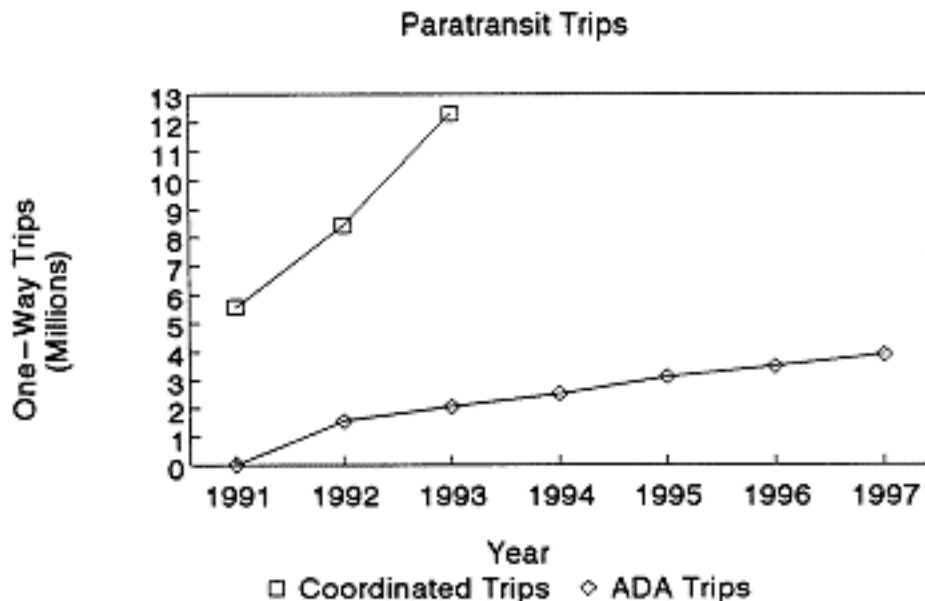
The following pages provide written descriptions and numerical data summarizing the impacts of ADA paratransit on CTCs in each county, preceded by total figures for Florida.

Florida Total

The table opposite compares total CTC and ADA numerical data for Florida, compiled from the system-by-system summaries that follow.

FLORIDA							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	10,532,914	10,749,175	10,970,080	-	-	-	-
Fixed Route Service Area Pop.	10,336,920	8,464,830	-	-	-	-	-
TD Category I	3,933,668	4,014,203	4,081,165	-	-	-	-
TD Category II	679,329	693,331	704,512	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	8,210,526	8,379,171	8,513,748	-	-	-	-
Fixed Route (Section 9 & 18)	1,321,117	1,312,469	2,642,073	-	-	-	-
Paratransit	4,238,190	7,033,975	9,441,567	-	-	-	-
School Bus	19,034	86,048	241,744	-	-	-	-
All Disabled (1)	694,598	1,798,931	4,057,882	-	-	-	-
All Non-Disabled (1)	1,173,194	3,448,260	7,164,279	-	-	-	-
Total Trips	5,578,341	8,432,495	12,325,384	-	-	-	-
CTC Budget							
Revenue	\$42,000,592	\$54,799,508	\$75,880,619	\$0	\$0	\$0	\$0
Expenses	\$43,315,258	\$54,818,262	\$75,900,758	\$0	\$0	\$0	\$0
Transit System Passenger Trips							
ADA Paratransit Trips	-	1,563,317	2,060,297	2,504,847	3,098,651	3,468,972	3,878,619
ADA Trips Denied	-	40,878	170,028	150,180	99,541	50,324	7,198
Total Paratransit Trips	-	2,912,726	3,737,785	4,306,468	5,031,347	5,436,356	5,902,636
Total Transit Trips	149,222,180	148,471,510	0	0	0	0	0
Transit System Budget							
ADA Capital Expenses (2) (3)	-	\$171,300	\$1,689,750	\$3,865,000	\$4,527,000	\$4,070,000	\$2,810,000
ADA Operating Expenses (2)	-	\$21,020,541	\$28,256,437	\$35,543,837	\$44,115,205	\$49,881,104	\$55,900,425
Total Paratransit Capital Expens.(3)	-	\$276,700	\$2,374,820	\$4,460,000	\$5,512,000	\$4,919,000	\$4,137,000
Total Paratransit Operating Expens.	-	\$32,162,458	\$40,883,358	\$48,701,048	\$57,571,725	\$63,489,973	\$69,011,666
Total System Capital Expenses	-	\$131,903,427	\$212,251,680	\$254,850,344	\$325,677,910	\$493,956,127	\$517,131,204
Total System Operating Expenses	-	\$336,065,712	\$463,482,237	\$526,615,159	\$619,446,729	\$863,758,447	\$911,701,211
Total System Revenue (4)	-	\$428,115,961	\$509,654,517	\$547,499,843	\$659,134,549	\$797,669,123	\$1,114,102,162
Statistics							
Ratio ADA : CTC Total Trips	-	0.19	0.17	-	-	-	-
ADA % of Demand for General Trips	-	18.7%	24.2%	-	-	-	-
ADA % of Total Transit Expenses	-	4.5%	4.4%	5.0%	5.1%	4.0%	4.1%
Notes							
(1) Many CTCs did not report this data in 1991, a few did not report this data in other years.							
(2) Alachua ADA budget is only included Total Paratransit Expenses.							
(3) Lee County did not report capital ADA or Paratransit expenses for 1992, likely zero.							
(4) Several systems did not report total system revenue in a comparable form.							

Graph



Alachua County

Transit System:

Regional Transit System
Service Area: City of Gainesville
Type: City Government
Contact: Mr. George Boyle

Community Transportation Coordinator:

Coordinated Transportation System, Inc.
Service Area: Alachua County
Type: Private Non-Profit, Complete Brokerage
Contact: Ms. Marion Marks

ADA Paratransit Providers: Transit System and CTC

Before ADA: The transit system provided door-to-door service as one of several paratransit operators for the CTC. The transit system does not sponsor any paratransit trips but provides trips at a rate subsidized by the county. The transit system currently provides paratransit service throughout Gainesville; a service area that is larger than required by ADA. Trip purpose restrictions are dependent on funding availability: there are no trip purpose restrictions except when necessary due to funding limitations. The transit system's paratransit service capacity has been limited by the number of vehicles available. Reservation, scheduling, and billing is contracted to the CTC.

Implementing ADA Paratransit: The transit system is just beginning to implement ADA paratransit service. The fare charged the clients was recently reduced from \$0.50 to \$0.35 per zone; however, a higher non-zone fare structure based on fixed-route fares is also under consideration. The transit system plans to produce a brochure explaining the various paratransit services available and the fares in order to reduce confusion among clients. The transit system is expanding the days and hours that service is provided, and is now providing service on Saturdays. The transit system plans to accept trip requests up to 14 days in advance. The transit system currently accepts reservations for ADA and TD trips for the next day until 3:30 p.m., and intends to extend this to 5:00 p.m. The transit system hopes to reduce or eliminate same-day "add-on" service. The transit system has added staff, plans driver training on ADA service, and has targeted fixed-route accessibility for improvement. The transit system is currently modifying the conditions of its reservation and scheduling contract with the CTC. The CTC is reluctant to assume the cost of providing weekend reservation hours, so the transit system is investigating the establishment of backup contracts to ensure capacity.

Eligibility and Coordination: ADA eligibility will be certified by an independent center, under strict criteria. ADA-eligible clients will have priority over non-ADA-eligible clients for the transit system's paratransit service. The CTC will maintain rosters of eligibility, take trips requests, and broker trips to operators (the transit system probably will operate all ADA trips). The transit system will attempt to shift ADA and TD clients who are able to use fixed-route transit to fixed-route transit service.

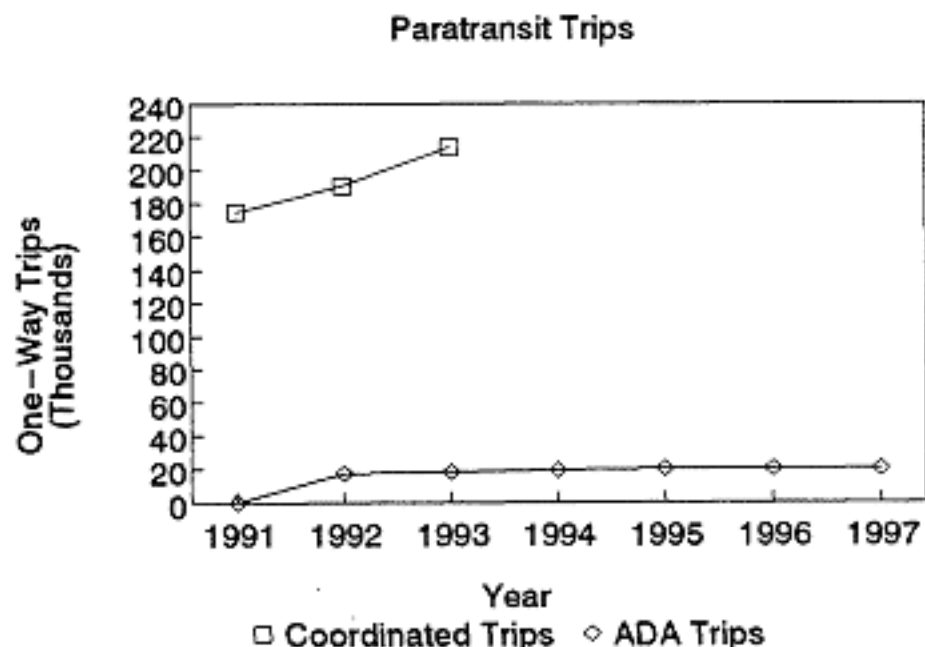
Demand and Funding: The number of paratransit trips operated by the transit system for the CTC is expected to increase from 65,000 annually prior to ADA to 100,000 after ADA. Twenty percent of the trips are expected to be ADA trips. ADA trips will be funded by a combination of county funding, TD Trust Fund monies, and fares charged the client. Funding is expected to remain a problem.

Alachua							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	184,621	187,697	190,821	-	-	-	-
Fixed Route Service Area Pop.	183,770	182,940	-	-	-	-	-
TD Category I	69,633	70,794	72,251	-	-	-	-
TD Category II	8,677	8,821	9,035	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	104,124	105,852	108,420	-	-	-	-
Fixed Route (Section 9 & 18)	89,146	0	0	-	-	-	-
Paratransit	85,281	186,531	206,869	-	-	-	-
School Bus	0	3,914	6,488	-	-	-	-
All Disabled	135,327	45,805	118,832	-	-	-	-
All Non-Disabled	39,100	114,640	94,525	-	-	-	-
Total Trips	174,427	190,445	213,357	-	-	-	-
CTC Budget							
Revenue	\$1,393,035	\$1,341,707	\$1,777,480	-	-	-	-
Expenses	\$1,344,178	\$1,315,209	\$1,801,088	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	17,000	18,000	19,000	20,000	20,000	20,000
ADA Trips Denied	-	0	0	0	0	0	0
Total Paratransit Trips	-	85,000	90,000	95,000	100,000	100,000	100,000
Total Transit Trips	2,569,580	2,569,580	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses*	-	-	-	-	-	-	-
ADA Operating Expenses*	-	-	-	-	-	-	-
Total Paratransit Capital Expenses	-	\$0	\$100,000	\$85,000	\$100,000	\$200,000	\$615,000
Total Paratransit Operating Expenses	-	\$511,816	\$611,192	\$641,752	\$673,840	\$707,532	\$742,909
Total System Capital Expenses	-	\$1,637,000	\$2,852,000	\$2,994,600	\$3,144,330	\$3,301,547	\$3,466,624
Total System Operating Expenses	-	\$4,845,043	\$5,219,660	\$5,480,643	\$5,682,675	\$5,966,809	\$6,265,149
Total System Revenue	-	\$6,482,043	\$8,071,660	\$8,475,243	\$8,827,005	\$9,268,356	\$9,731,773
Statistics							
Ratio ADA : CTC Total Trips	-	0.09	0.08	-	-	-	-
ADA % of Demand for General Trips	-	16.1%	16.6%	-	-	-	-
ADA % of Total Transit Expenses	-	NA	NA	NA	NA	NA	NA

Notes

* Due to small ADA population ADA expenses are incorporated in paratransit totals in ADA plan.

Graph



Brevard County

Transit System:

Space Coast Area Transit
Service Area: Brevard County
Type: County Government
Contact: Mr. Jim Liesenfelt

Community Transportation Coordinator:

Space Coast Area Transit
Service Area: Brevard County
Type: Public Transit, Partial Brokerage
Contact: Mr. Jim Liesenfelt

ADA Paratransit Provider: Transit System/CTC

Before ADA: The transit system and the CTC are the same agency. The transit/CTC operates fixed-route service and subscription vanpool service, and brokers TD service, including Medicaid service, to a private company. Management of the vanpool service is also brokered to a private company.

Implementing ADA Paratransit: The transit/CTC has not yet begun ADA service, but expects to begin service in February 1994 and have full service operating by April 1994. The transit/CTC will operate its own ADA service and TD service using the same vehicles and personnel for both services. (TD service is currently brokered but will be taken over by the transit/CTC, except for Medicaid services. Medicaid service will remain brokered.) The transit/CTC expects to carry ADA clients and other TD clients at the same time on the same vehicles. The maximum fare for TD service is currently \$2.00, but a half fare of \$1.00 is the actual fare paid by TD persons. The ADA fare may be \$2.00 or may be \$1.00. If the ADA fare is \$2.00, the transit/CTC expects confusion among disabled clients due to difference in fares. The transit/CTC does not expect ADA service to have a significant impact on the level of other TD service, but does foresee possible capacity constraints in the future if sufficient funding is not available.

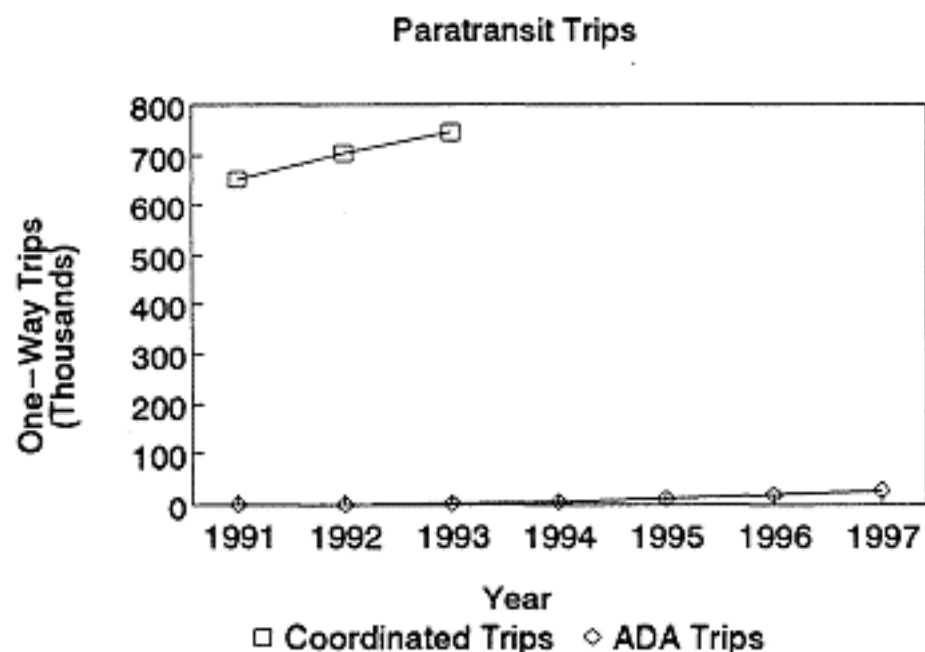
Eligibility and Coordination: The transit/CTC will determine ADA eligibility, and expects that the majority of ADA clients will be current clients of the other TD services. The transit/CTC will coordinate ADA service, and does not expect coordination to cause any difficulties.

Demand and Funding: The transit/CTC forecasts that 10 percent of the paratransit service provided by the transit/CTC will be ADA service. (This estimate does not include Medicaid service, which is currently 50 percent of all paratransit service). The transit/CTC expects some client shedding by social service agencies onto ADA service, and expects that much of the ADA service will be new service because the TD service currently provided is primarily medical and employment trips. The transit/CTC expects that ADA service will include many social, recreational, and shopping trips. The transit/CTC received paratransit funding from the county this year, but does not know if this funding will continue. No dedicated ADA funding is currently available.

Brevard							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	409,971	421,268	432,860	-	-	-	-
Fixed Route Service Area Pop.	409,370	409,370	-	-	-	-	-
TD Category I	142,647	146,579	152,048	-	-	-	-
TD Category II	25,871	26,583	27,615	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	310,452	318,996	331,380	-	-	-	-
Fixed Route (Section 9 & 18)	0	82,330	124,132	-	-	-	-
Paratransit	651,777	587,306	587,003	-	-	-	-
School Bus	0	34,411	34,305	-	-	-	-
All Disabled	NA	NA	NA	-	-	-	-
All Non-Disabled	NA	NA	NA	-	-	-	-
Total Trips	651,777	704,050	745,440	-	-	-	-
CTC Budget							
Revenue	\$3,130,834	\$2,686,118	\$3,270,293	-	-	-	-
Expenses	\$3,558,886	\$2,725,945	\$2,864,211	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	0	2,000	6,000	12,000	20,000	28,000
ADA Trips Denied	-	0	200	900	400	200	0
Total Paratransit Trips	-	0	44,000	49,000	57,000	67,500	78,000
Total Transit Trips	721,250	716,170	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$200,000	\$630,000	\$35,000	\$50,000	\$40,000
ADA Operating Expenses	-	\$0	\$10,000	\$37,500	\$75,000	\$112,500	\$150,000
Total Paratransit Capital Expenses	-	\$0	\$200,000	\$630,000	\$35,000	\$50,000	\$40,000
Total Paratransit Operating Expenses	-	\$1,000,000	\$519,000	\$572,000	\$636,000	\$702,000	\$769,000
Total System Capital Expenses	-	\$947,000	\$1,962,000	\$2,060,000	\$2,164,000	\$2,273,000	\$2,386,000
Total System Operating Expense	-	\$4,100,000	\$3,064,000	\$3,199,000	\$3,340,000	\$3,581,000	\$3,611,000
Total System Revenue	-	\$5,047,000	\$5,026,000	\$5,259,000	\$5,504,000	\$5,584,000	\$5,997,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.00	0.00	-	-	-	-
ADA % of Demand for General Trips	-	0.0%	0.6%	-	-	-	-
ADA % of Total Transit Expenses	-	0.0%	4.2%	12.7%	2.0%	2.8%	3.2%

Notes

Graph



Broward County

Transit System:

Broward Transit Division
Service Area: Broward County
Type: County Government
Contact: Mr. Jim Siwek

Community Transportation Coordinator:

Broward Transit Division, Soc. Serv. Transp. Sect.
Service Area: Broward County
Type: Public Transit, Complete Brokerage
Contact: Mr. Jim Siwek

ADA Paratransit Provider: Transit System/CTC

Before ADA: The transit system and the CTC are the same agency. The transit system is a division of Broward County government, and the CTC is a section of the transit system. The transit/CTC does not operate paratransit service, all TD paratransit service is brokered out.

Implementing ADA Paratransit: ADA service will be implemented at the end of January 1994. The transit/CTC will broker ADA service to a private operator. Some fixed-route service routes extend into Dade and Palm Beach Counties, so ADA service will be provided along those routes. Paratransit response time will go from one hour to 30 minutes for both ADA and TD service. Hours have been extended from 6:00 a.m.-6:00 p.m. to 5:30 a.m.-10:00 p.m. These changes apply to all paratransit service. Fares of \$1.70 will not change. Subscription service is expected to remain at current level of about 50 percent of paratransit service.

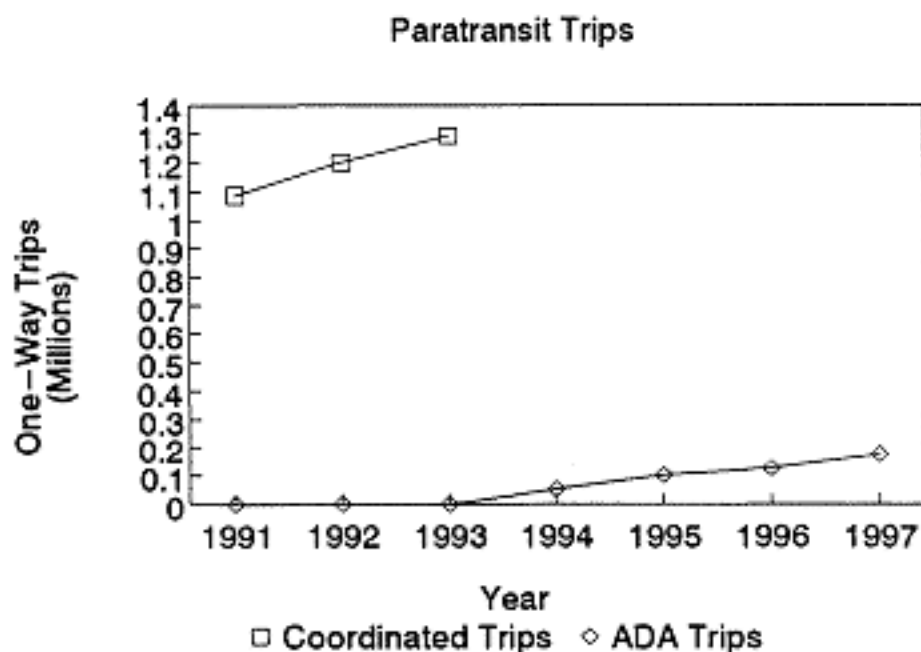
Eligibility and Coordination: A formalized process for eligibility determination will be finalized by time of ADA startup at end of January 1994. The CTC is a section of the transit system and will be handling the coordination of the ADA service and the other TD service. The coordination process is not expected to cause any problems.

Demand and Funding: The CTC expects that total ADA demand could amount to, at a maximum, a 200 percent increase over current TD service, which could result in cut-backs in service to non-ADA eligible TD persons. The CTC expects that, while most ADA clients will be current clients of TD service, there are potentially two new client groups: school-age disabled children and ADA-eligible persons who are currently able to drive themselves. The CTC expects demand by these two groups to be a small percentage of total ADA demand. The CTC does not expect the TD Trust Fund to fund ADA service. No dedicated ADA funding is currently available.

Broward							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	1,279,085	1,303,125	1,327,557	-	-	-	-
Fixed Route Service Area Pop.	1,278,380	1,337,000	-	-	-	-	-
TD Category I	487,248	496,406	499,837	-	-	-	-
TD Category II	87,238	88,877	89,433	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	1,046,856	1,066,524	1,073,196	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	0	-	-	-	-
Paratransit	1,087,066	1,199,677	1,291,924	-	-	-	-
School Bus	0	0	0	-	-	-	-
All Disabled	398,950	285,866	934,862	-	-	-	-
All Non-Disabled	688,116	913,811	357,062	-	-	-	-
Total Trips	1,087,066	1,199,677	1,291,924	-	-	-	-
CTC Budget							
Revenue	\$8,894,352	\$10,920,301	\$10,338,956	-	-	-	-
Expenses	\$9,692,215	\$10,920,301	\$10,338,956	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	0	0	50,000	100,000	125,000	175,000
ADA Trips Denied	-	NA	NA	0	0	0	0
Total Paratransit Trips	-	546,000	475,080	572,000	622,000	647,000	697,000
Total Transit Trips	19,537,270	20,551,810	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$14,300	\$10,750	\$311,000	\$15,000	\$20,000	\$20,000
ADA Operating Expenses	-	\$53,200	\$183,225	\$692,380	\$1,239,000	\$1,500,950	\$2,013,500
Total Paratransit Capital Expenses	-	\$28,700	\$43,820	\$343,000	\$47,000	\$52,000	\$52,000
Total Paratransit Operating Expens.	-	\$4,031,198	\$4,785,966	\$5,240,151	\$5,870,592	\$6,186,699	\$6,711,144
Total System Capital Expenses	-	\$7,595,878	\$4,150,680	\$4,150,680	\$4,150,680	\$4,150,680	\$4,150,680
Total System Operating Expens.	-	\$41,492,554	\$41,678,349	\$42,928,699	\$44,216,560	\$45,543,057	\$46,909,349
Total System Revenue	-	\$49,088,432	\$45,829,029	\$47,079,379	\$48,367,240	\$49,693,737	\$51,060,029
Statistics							
Ratio ADA : CTC Total Trips	-	0.00	0.00	-	-	-	-
ADA % of Demand for General Trips	-	0.0%	0.0%	-	-	-	-
ADA % of Total Transit Expense	-	0.1%	0.2%	1.1%	1.4%	1.6%	2.1%

Notes

Graph



Dade County

Transit System:

Metro-Dade Transit Agency
Service Area: Dade County
Type: County Government
Contact: Ms. Christina Sizemore

Community Transportation Coordinator:

Metro-Dade Transit Agency
Service Area: Dade County
Type: Public Transit, Partial Brokerage
Contact: Ms. Shiela Winitzer

ADA Paratransit Provider: Transit System/CTC

Before ADA: The transit system and the CTC are the same agency. The transit/CTC operated some paratransit service and brokered some service to private operators, and the transit/CTC coordinated paratransit service. This arrangement continues.

Implementing ADA Paratransit: The transit/CTC brokers ADA service to a private operator. The operator already provided some of the TD service for the transit/CTC, and no changes were necessary to the service to meet ADA requirements. The client pays a \$2.00 fare for ADA service or TD service. The transit/CTC is currently in the process of working out an agreement with Broward County on the fare to be charged for inter-county trips.

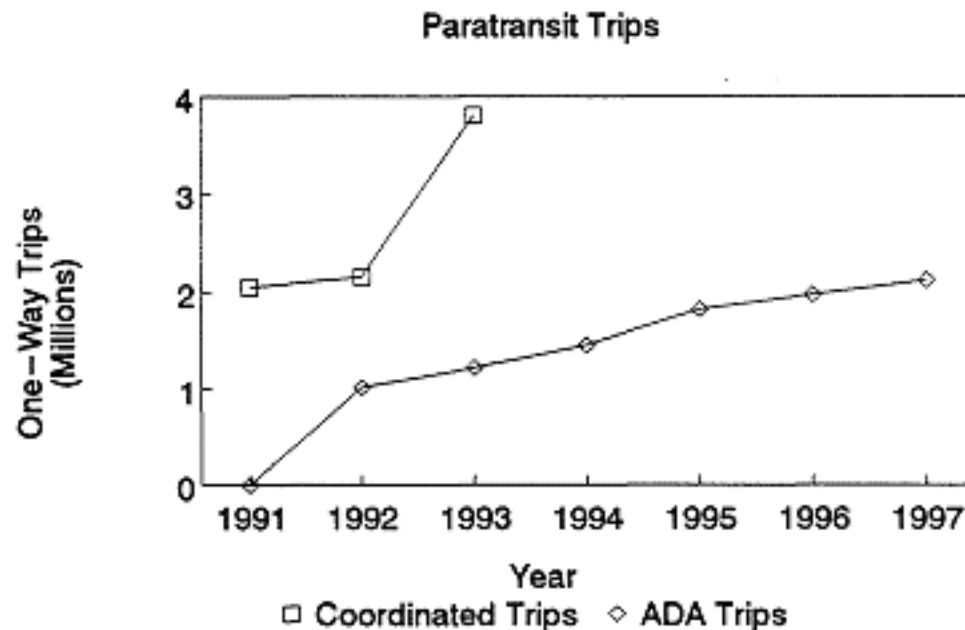
Eligibility and Coordination: The transit/CTC certifies ADA eligibility, and issues an ID card to ADA clients. The client calls the transit/CTC when a trip is desired. The transit/CTC informs the operator, who is also responsible for arranging the scheduling and dispatching of the trip. The transit/CTC will be implementing a new brokerage system in January 1994, and the current arrangement may change as a result.

Demand and Funding: The demand for ADA service has been about what the transit/CTC expected. The demand for both ADA service and TD service is extensive. The transit/CTC offers a travel training program to encourage persons who are able to use fixed-route service to use the fixed-route service, and provides free monthly fixed-route passes to low-income ADA-eligible persons who use fixed-route service. The extent of the demand for both ADA and TD services presents funding difficulties. The transit/CTC does not have a dedicated ADA funding source, but uses its general revenue to fund the service. Much of this revenue is supplied by the county government.

Dade							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	1,965,538	1,994,401	2,023,679	-	-	-	-
Fixed Route Service Area Pop.	1,961,690	1,735,000	-	-	-	-	-
TD Category I	742,817	753,726	763,010	-	-	-	-
TD Category II	112,227	113,875	115,133	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	1,346,724	1,366,500	1,381,596	-	-	-	-
Fixed Route (Section 9 & 18)	1,212,197	1,182,677	2,400,366	-	-	-	-
Paratransit	831,386	964,515	1,396,172	-	-	-	-
School Bus	0	4,930	8,100	-	-	-	-
All Disabled	NA	NA	697,453	-	-	-	-
All Non-Disabled	NA	NA	3,107,185	-	-	-	-
Total Trips	2,043,583	2,152,122	3,804,638	-	-	-	-
CTC Budget							
Revenue	\$14,937,346	\$16,064,898	\$18,035,758	-	-	-	-
Expenses	\$14,937,346	\$16,064,898	\$18,035,758	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	1,016,000	1,224,000	1,448,000	1,822,000	1,971,000	2,117,000
ADA Trips Denied	-	-	0	0	0	0	0
Total Paratransit Trips	-	1,016,000	1,224,000	1,448,000	1,822,000	1,971,000	2,117,000
Total Transit Trips	73,415,300	72,376,590	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
ADA Operating Expenses	-	\$15,800,000	\$20,600,000	\$25,000,000	\$30,700,000	\$33,400,000	\$35,700,000
Total Paratransit Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
Total Paratransit Operating Expenses	-	\$15,800,000	\$20,600,000	\$25,000,000	\$30,700,000	\$33,400,000	\$35,700,000
Total System Capital Expenses	-	\$105,000,000	\$111,000,000	\$124,000,000	\$158,000,000	\$378,000,000	\$416,000,000
Total System Operating Expenses	-	\$172,000,000	\$288,000,000	\$326,000,000	\$381,000,000	\$618,000,000	\$658,000,000
Total System Revenue	-	\$271,000,000	\$277,000,000	\$273,000,000	\$305,000,000	\$482,000,000	\$811,000,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.47	0.32	-	-	-	-
ADA % of Demand for General Trips	-	74.4%	88.6%	-	-	-	-
ADA % of Total Transit Expenses	-	5.7%	5.2%	5.6%	5.7%	3.4%	3.3%

Notes

Graph



Duval County

Transit System:

Jacksonville Transportation Authority
Service Area: City of Jacksonville
Type: Authority
Contact: Mr. Joe Mistrot

Community Transportation Coordinator:

COMSIS Corporation
Service Area: Duval County
Type: Private For-Profit, Complete Brokerage
Contact: Mr. Andrew DeCandis

ADA Paratransit Provider: CTC

Before ADA: Just before the startup of ADA service, the transit system began to contract with the CTC for the CTC to provide paratransit service for the transit system. The service was limited to work and school trips. The CTC does not directly operate the service, but brokers the service to private operators.

Implementing ADA Paratransit: The CTC now provides brokered ADA service as well as TD service for the transit system. Few changes were required to the TD service previously provided to accommodate ADA requirements; however, service hours were increased slightly.

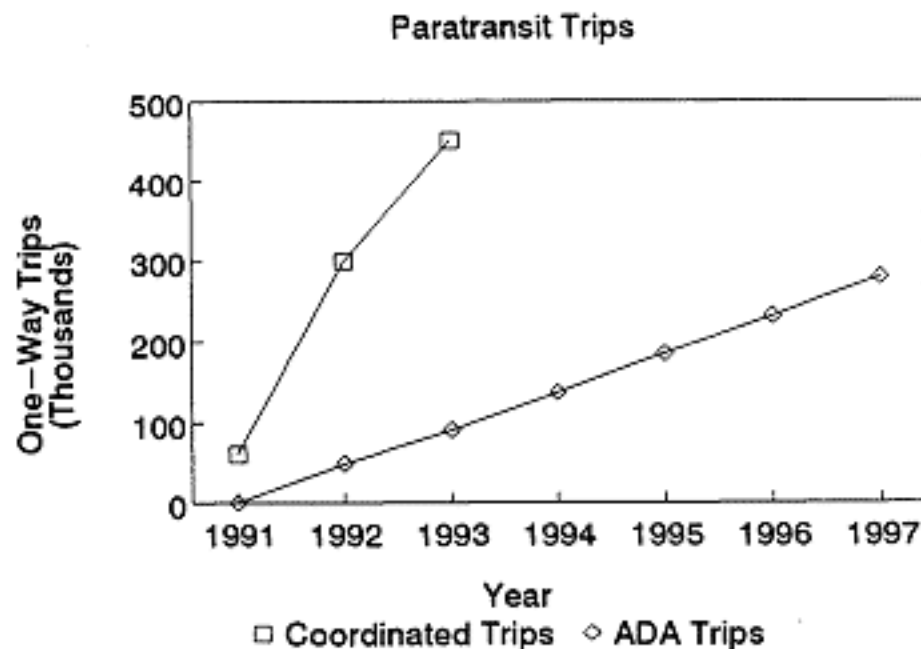
Eligibility and Coordination: The CTC certifies ADA eligibility, coordinates ADA and TD service, and provides the service (through private operators). The CTC assigns funding responsibility for each trip to Medicaid, ADA, or TD non-sponsored (in that order of preference) depending on the service for which the client is eligible. The CTC bills the transit system for the ADA service provided, up to a pre-set daily limit.

Demand and Funding: Demand for ADA service is somewhat less than the transit system expected. The transit system expects demand for ADA service to increase greatly over the next few years. The transit system estimates that client shedding by social service agencies has been the source of half of the ADA service currently provided. The transit system has a line item budget for ADA service. No dedicated funding source is available for ADA service, so the transit system funds the service out of its general revenue. Recently, additional funding has been available through toll collections and a new sales tax, but this is expected to be a temporary source of funding and the transit system expects funding to remain a problem.

Duval							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	681,778	690,701	699,731	-	-	-	-
Fixed Route Service Area Pop.	681,630	529,730	-	-	-	-	-
TD Category I	208,122	210,845	215,078	-	-	-	-
TD Category II	34,455	34,906	35,632	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	413,460	418,872	427,584	-	-	-	-
Fixed Route (Section 9 & 18)	2,984	32,669	76,596	-	-	-	-
Paratransit	57,541	266,463	373,970	-	-	-	-
School Bus	0	0	0	-	-	-	-
All Disabled	NA	NA	154,946	-	-	-	-
All Non-Disabled	NA	NA	295,620	-	-	-	-
Total Trips	60,525	299,132	450,566	-	-	-	-
CTC Budget							
Revenue	\$816,719	\$3,884,092	\$5,313,270	-	-	-	-
Expenses	\$851,994	\$3,600,307	\$5,583,295	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	48,508	90,266	137,380	184,493	231,607	278,720
ADA Trips Denied	-	30,600	152,758	141,337	94,223	47,110	6,611
Total Paratransit Trips	-	55,123	96,881	143,995	191,108	238,222	285,335
Total Transit Trips	9,709,280	9,868,250	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
ADA Operating Expenses	-	\$659,997	\$1,360,312	\$2,070,312	\$2,780,312	\$3,490,312	\$4,200,312
Total Paratransit Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
Total Paratransit Operating Expenses	-	\$750,000	\$1,460,000	\$2,170,000	\$2,880,000	\$3,590,000	\$4,300,000
Total System Capital Expenses	-	\$5,889,000	\$42,216,000	\$49,861,000	\$60,761,000	\$5,191,000	\$3,071,000
Total System Operating Expenses	-	\$20,665,000	\$23,062,000	\$24,653,000	\$26,355,000	\$28,175,000	\$30,422,000
Total System Revenue	-	\$26,554,000	\$65,278,000	\$74,514,000	\$87,116,000	\$33,336,000	\$33,493,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.16	0.20	-	-	-	-
ADA % of Demand for General Trips	-	11.6%	21.1%	-	-	-	-
ADA % of Total Transit Expense	-	2.5%	2.1%	2.8%	3.2%	10.5%	12.5%

Notes

Graph



Escambia County

Transit System:

Escambia County Transit System
Service Area: Escambia County
Type: County Government
Contact: Mr. Kenneth Westbrook

Community Transportation Coordinator:

COMSIS Corporation
Service Area: Escambia County
Type: Private For-Profit, Complete Brokerage
Contact: Ms. Patricia Warner

ADA Paratransit Provider: CTC

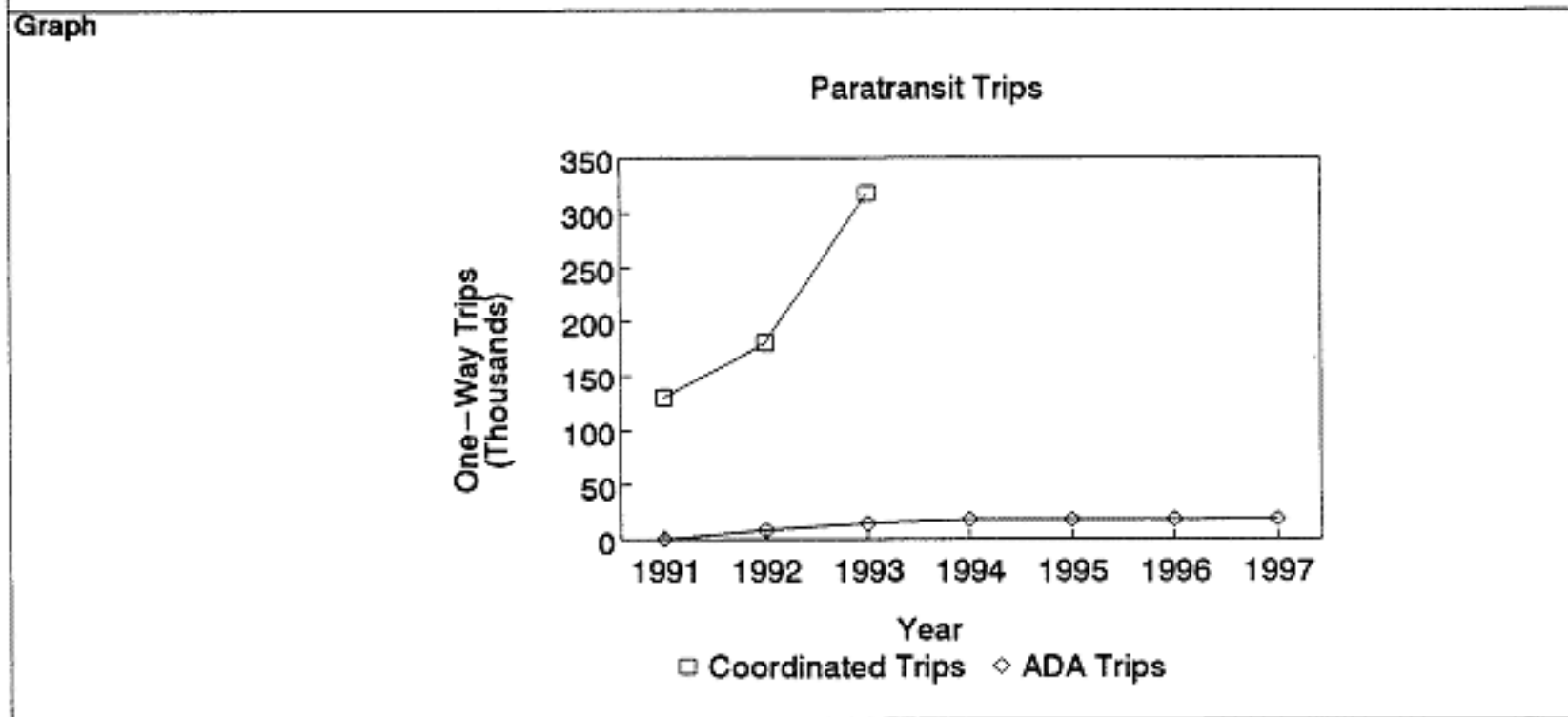
Before ADA: The CTC was already providing all of the paratransit service for the transit system before ADA. This arrangement continues.

Implementing ADA Paratransit: The fare for ADA service is \$2.00, the fare for other TD service is \$1.00. The fare differential between ADA service and TD service has not caused any confusion among clients. ADA requirements led to the purchase of some new lift-equipped vehicles. No other significant changes to the service were required. Elimination by the transit system of some fixed-route service has left some clients that would have been eligible for ADA service now eligible only for trips sponsored by the TD Trust Fund.

Eligibility and Coordination: The transit system certifies eligibility and issues ID cards to ADA clients, and the clients then call the CTC for service. The transit system forecasts that there will be 1,050 clients certified eligible by 1997. When an uncertified person requests service from the CTC, the CTC refers the person to the transit system for certification. The transit system reviews the application and, if the person is eligible, sends a fax certifying eligibility to the CTC (if immediate service is requested) and issues an ID card to the client. The CTC coordinates ADA service with the TD service that it provides. This coordination has not created any problems for the CTC. The CTC uses a GIS system to determine if a particular trip request is eligible, and schedules, dispatches, and provides the trip.

Demand and Funding: Demand for ADA service has been slightly greater than the transit system anticipated. Most ADA clients were already clients of the CTC's TD service, but many of the ADA trips are additional trips that the client would not have made before ADA. The CTC estimates that 25 percent of the paratransit service it provides is ADA service. The largest percentage of ADA trips is for medical purposes, the next largest percentage is for employment purposes, and the third largest percentage is for educational purposes. The CTC has been successful in attempts to discourage agencies from shedding clients, and demand for TD service has not decreased. The ADA service is causing minor capacity constraints for the CTC. The transit system has a line item in its budget for ADA. The transit system has no dedicated funding source for ADA, but funds the service out of its general revenue. The TD Trust Fund is not funding ADA service.

Escambia							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(jes) Population	265,059	267,339	269,638	-	-	-	-
Fixed Route Service Area Pop.	265,120	200,000	-	-	-	-	-
TD Category I	94,145	94,955	95,928	-	-	-	-
TD Category II	14,147	14,269	14,425	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	169,764	171,228	173,100	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	0	-	-	-	-
Paratransit	129,638	180,971	318,336	-	-	-	-
School Bus	0	0	0	-	-	-	-
All Disabled	53,152	74,198	58,905	-	-	-	-
All Non-Disabled	76,486	106,773	259,431	-	-	-	-
Total Trips	129,638	180,971	318,336	-	-	-	-
CTC Budget							
CTC Revenue	\$1,303,788	\$1,554,041	\$1,762,835	-	-	-	-
CTC Expenses	\$1,303,714	\$1,554,803	\$1,729,578	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	8,326	14,500	18,000	18,200	18,400	18,600
ADA Trips Denied	-	0	0	0	0	0	0
Total Paratransit Trips	-	10,070	20,000	21,000	21,200	21,400	21,600
Total Transit Trips	1,112,980	1,118,600	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
ADA Operating Expenses	-	\$101,000	\$142,000	\$150,000	\$157,000	\$164,000	\$171,000
Total Paratransit Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
Total Paratransit Operating Expens.	-	\$121,000	\$147,000	\$155,000	\$162,000	\$169,000	\$176,000
Total System Capital Expenses	-	\$1,169,000	\$1,101,000	\$83,000	\$883,000	\$97,000	\$875,000
Total System Operating Expenses	-	\$3,351,000	\$3,695,000	\$3,926,000	\$4,170,000	\$4,430,000	\$4,695,000
Total System Revenue *	-	-	-	-	-	-	-
Statistics							
Ratio ADA : CTC Total Trips	-	0.05	0.05	-	-	-	-
ADA % of Demand for General Trips	-	4.9%	8.4%	-	-	-	-
ADA % of Total Transit Expenses	-	2.2%	3.0%	3.7%	3.1%	3.6%	3.1%
Notes							
* Total System Revenue was not reported in comparable form.							



Hillsborough County

Transit System:

Hillsborough Area Regional Transit
Service Area: Hillsborough County
Type: Authority
Contact: Ms. Roseanne Sullivan

Community Transportation Coordinator:

Hillsborough Co. Board of County Commissioners
Service Area: Hillsborough County
Type: County Government, Partial Brokerage
Contact: Ms. Sidney Moss

ADA Paratransit Provider: CTC

Before ADA: The transit system did not provide or operate paratransit service. The CTC operated some of the TD service in the county, and contracted with private operators for some of the service. This arrangement continues.

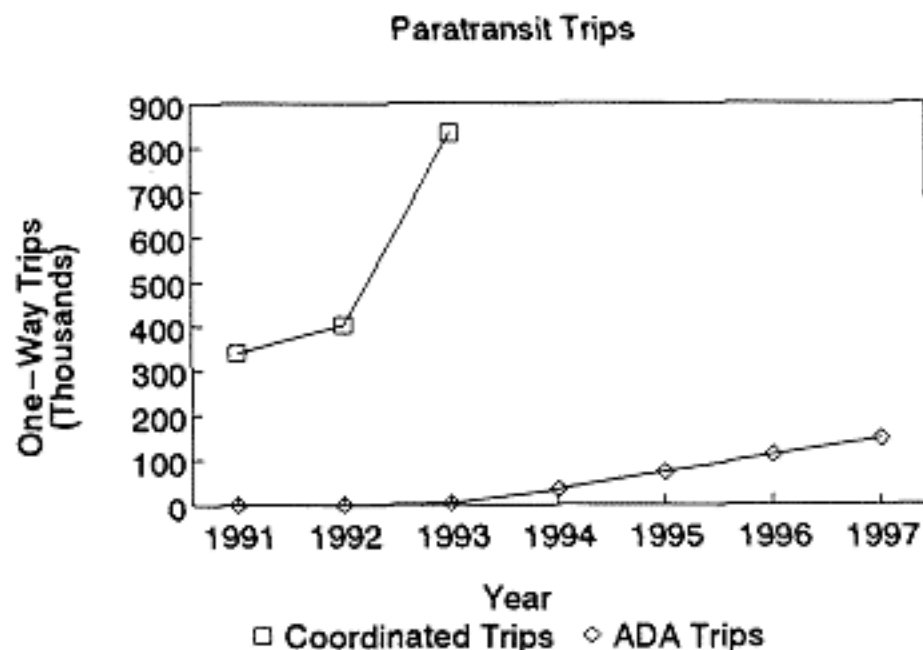
Implementing ADA Paratransit: The CTC coordinates and provides the ADA service. Currently, the CTC is operating all of the ADA service and some of the TD service, and is brokering some of the TD service. Some changes were required to the paratransit service operated by the CTC to meet ADA requirements. Hours for both ADA and TD service were expanded to include weekend service and to run from 6:00 a.m. to 7:00 p.m. on weekdays. Reservation time for both ADA and TD service was changed to next day.

Eligibility and Coordination: The transit system certifies ADA eligibility, and provides clients with an ID number and an explanation of what ADA trips they are eligible for. The transit system provides eligibility information to the CTC. The CTC coordinates both ADA and TD service, and determines the funding responsibility for each trip. Currently, the ADA service is providing some TD trips that otherwise could not be provided due to limitations in the funding available for TD service.

Demand and Funding: The demand for ADA service has been about what the transit system and the CTC expected. Most of the ADA service being provided is new service. The demand existed before ADA but the service was not available. Neither agency believes that client shedding by social service agencies has been a problem. Both the transit system and the CTC are working to encourage persons who are able to use fixed-route service to use the fixed-route service. The transit system has no dedicated ADA funding available, and is funding ADA service out of its general revenue. Some of this funding has been provided by delaying capital projects.

Hillsborough							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	850,144	866,545	883,259	-	-	-	-
FR Svc Area Population	843,200	834,050	-	-	-	-	-
TD Category I	278,069	283,434	289,869	-	-	-	-
TD Category II	45,481	46,359	47,441	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	545,772	556,308	569,292	-	-	-	-
Fixed Route (Section 9 & 18)	16,790	14,793	0	-	-	-	-
Paratransit	303,211	369,220	817,220	-	-	-	-
School Bus	19,034	18,264	15,072	-	-	-	-
All Disabled	77,978	92,524	359,201	-	-	-	-
All Non-Disabled	261,057	309,753	473,091	-	-	-	-
Total Trips	339,035	402,277	832,292	-	-	-	-
CTC Budget							
Revenue	\$2,562,369	\$2,973,828	\$4,157,786	-	-	-	-
Expenses	\$2,562,369	\$2,973,828	\$4,307,091	-	-	-	-
Transit System Passenger Trips*							
ADA Paratransit Trips	-	0	3,250	34,490	72,480	109,920	147,360
ADA Trips Denied	-	-	-	-	-	-	-
Total Paratransit Trips	-	0	3,250	34,490	72,480	109,920	147,360
Total Transit Trips	8,338,540	8,323,710	-	-	-	-	-
Transit System Budget*							
ADA Capital Expenses	-	\$0	\$958,000	\$1,387,000	\$540,000	\$0	\$0
ADA Operating Expenses	-	\$0	\$52,000	\$416,000	\$832,000	\$1,290,000	\$1,724,000
Total Paratransit Capital Expenses	-	\$0	\$958,000	\$1,387,000	\$540,000	\$0	\$0
Total Paratransit Operating Expenses	-	\$0	\$52,000	\$416,000	\$832,000	\$1,290,000	\$1,724,000
Total System Capital Expenses	-	\$945,000	\$5,164,000	\$17,379,000	\$5,832,000	\$3,390,000	\$8,718,000
Total System Operating Expenses	-	\$21,038,000	\$21,378,000	\$22,413,000	\$23,796,000	\$24,398,000	\$25,249,000
Total System Revenue	-	-	-	-	-	-	-
Statistics							
Ratio ADA : CTC Total Trips	-	0.000	0.004	-	-	-	-
ADA % of Demand for General Trips	-	0.0%	0.6%	-	-	-	-
ADA % of Total Transit Expenses	-	0.0%	3.8%	4.5%	4.6%	4.6%	5.1%
Notes							
* From 1994 ADA plan update; trips denied and total system revenue not available.							

Graph



Lee County

Transit System:

Lee County Transit
Service Area: City of Fort Myers
Type: County Government
Contact: Mr. Jim Fetzer

Community Transportation Coordinator:

Good Wheels, Inc.
Service Area: Glades, Henry, and Lee Counties
Type: Private Non-Profit, Partial Brokerage
Contact: Ms. Deloris Sheridan

ADA Paratransit Provider: CTC

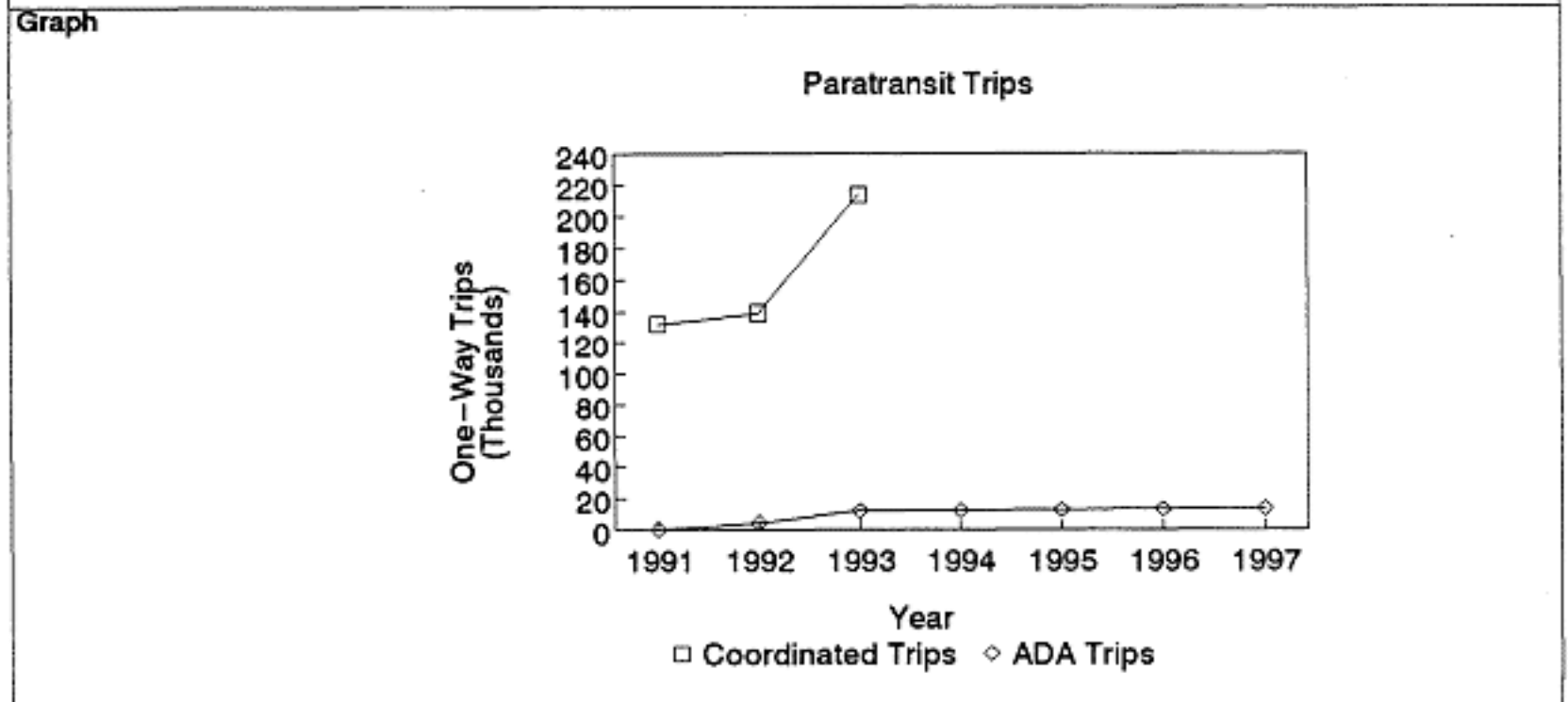
Before ADA: The transit system provided its own paratransit service, not coordinated with the CTC. All eligible persons in the transit system's service area could reserve the transit system's paratransit service 24 hours in advance for allowable trip purposes. The fare paid by the client was \$1.75. Paratransit service was available during the same days and hours as fixed-route service, and service could be reserved 14 days in advance. Just prior to ADA, the transit system contracted with the CTC for the CTC to provide some of the transit system's paratransit service.

Implementing ADA Paratransit: The transit system contracts with the CTC for the CTC to coordinate and provide all ADA service for the transit system. The transit system leased six vehicles for the CTC to use to provide ADA service. The CTC made some service changes to its ADA service, but not to its TD service. For ADA service, longer advance reservation time is allowed, there are no restrictions on trip purpose, and the fare is reduced from \$1.75 (for TD service) to \$1.50 (for ADA service).

Eligibility and Coordination: The transit system certifies ADA eligibility. The transit system keeps a record of ADA-eligible clients and sends an updated computer file to the CTC on a monthly basis. The CTC coordinates both ADA service and TD service. When a client calls the CTC for service, the client is asked who his or her sponsor is. The CTC then determines funding responsibility for the trip and bills the appropriate agency.

Demand and Funding: There has been more demand for ADA service than the transit system expected, and demand for both ADA and TD service is growing. All requests for ADA service are currently being accommodated. ADA currently accounts for just five percent of the paratransit service provided. There has been some shift in demand from TD service to ADA service, but the majority of ADA service is new service. Both the transit system and the CTC encourage the use of fixed-route services through travel training and bus passes; however, the transit system is not yet fully accessible. The transit system has funded ADA service out of its general revenue; however, the Board of County Commissioners has recently allocated 1/2 cent of the gas tax to fund ADA service. TD Trust Fund monies are sometimes used to pay the ADA service fare for low-income ADA-eligible persons.

Lee							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	380,452	392,819	405,577	-	-	-	-
Fixed Route Service Area Pop.	344,030	331,340	-	-	-	-	-
TD Category I	162,917	168,234	172,152	-	-	-	-
TD Category II	31,293	32,294	33,006	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	385,291	397,510	406,202	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	0	-	-	-	-
Paratransit	132,090	139,017	213,800	-	-	-	-
School Bus	0	0	0	-	-	-	-
All Disabled	NA	91,177	77,052	-	-	-	-
All Non-Disabled	NA	47,840	136,748	-	-	-	-
Total Trips	132,090	139,017	213,800	-	-	-	-
CTC Budget							
Revenue	\$789,505	\$931,882	\$1,543,878	-	-	-	-
Expenses	\$991,337	\$914,998	\$1,517,868	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	4,211	11,741	12,081	12,431	12,792	13,163
ADA Trips Denied	-	0	0	0	0	0	0
Total Paratransit Trips	-	139,017	143,182	148,126	152,569	157,146	161,860
Total Transit Trips	1,352,410	1,451,670	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	NR	\$0	\$627,000	\$2,200,000	\$3,080,000	\$1,980,000
ADA Operating Expenses	-	\$41,344	\$189,000	\$195,145	\$200,793	\$206,842	\$212,613
Total Paratransit Capital Expenses	-	NR	\$0	\$627,000	\$2,200,000	\$3,080,000	\$1,980,000
Total Paratransit Operating Expenses	-	\$41,344	\$189,000	\$195,145	\$200,793	\$206,842	\$212,613
Total System Capital Expenses	-	\$99,249	\$37,000	\$1,507,964	\$2,300,000	\$3,180,000	\$2,080,000
Total System Operating Expenses	-	\$3,158,915	\$3,492,228	\$3,631,917	\$3,777,194	\$3,928,281	\$4,085,413
Total System Revenue	-	\$3,737,986	\$3,523,828	\$5,616,221	\$4,976,104	\$5,198,830	\$5,454,160
Statistics							
Ratio ADA : CTC Total Trips	-	0.03	0.05	-	-	-	-
ADA % of Demand for General Trips	-	1.1%	2.9%	-	-	-	-
ADA % of Total Transit Expenses	-	1.3%	5.4%	16.0%	39.5%	46.2%	35.6%
Notes							
NR = Not reported.							



Leon County

Transit System:

Tallahassee Transit Authority
Service Area: City of Tallahassee
Type: City Government
Contact: Mr. John Smith

Community Transportation Coordinator:

Big Bend Transit, Inc.
Service Area: Gads., Jeff., Leon, Madison, Taylor
Type: Private Non-Profit, Partial Brokerage
Contact: Mr. Ted Waters

ADA Paratransit Providers: Transit System and CTC

Before ADA: The CTC had no relationship with the transit system prior to ADA. Prior to ADA, the transit system operated paratransit service in the city of Tallahassee and the CTC operated paratransit service in the rest of Leon County.

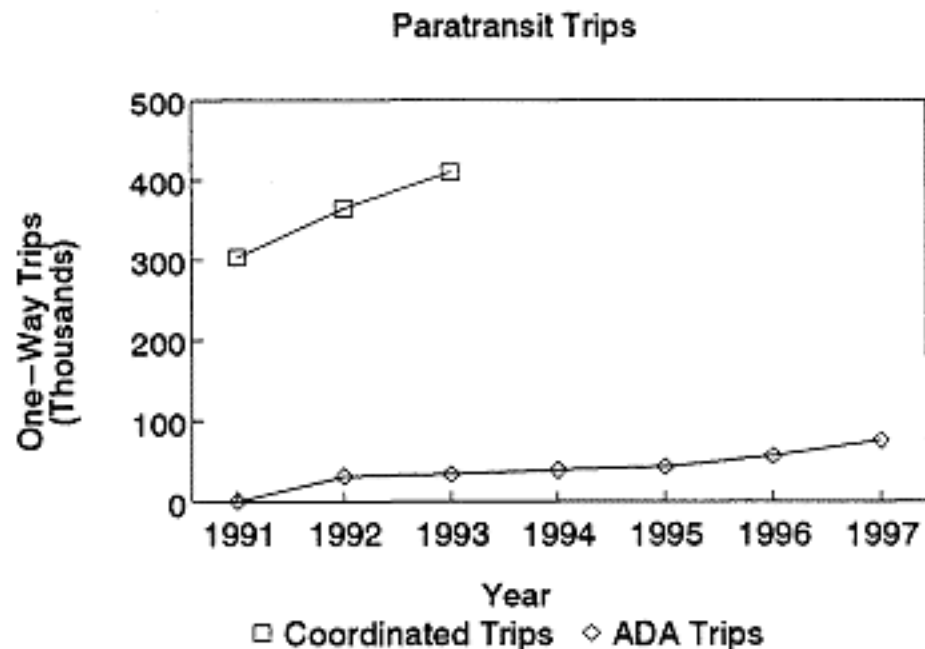
Implementing ADA Paratransit: The transit system operates its own ADA service during weekday business hours. The ADA service on weekends and after 6:00p.m. on weekdays is brokered to the CTC, which operates the service. Changes were made to the transit system's paratransit service to meet ADA requirements, but the changes were not a big problem for the transit system. Prior to ADA, the transit system required reservation one week in advance of a trip. Reservation time is currently three days, and will soon be 24 hours. Fare went from \$1.00 before ADA to \$1.50 currently. Four additional vehicles were purchased to meet additional service needs. These changes apply to all of the paratransit service operated by the transit system. No changes were necessary to the paratransit service operated by the CTC, except that the fare for ADA service is \$1.50 and the fare for TD service is \$2.00. The ADA service is simply filling up some of the excess capacity that the CTC already had available.

Eligibility and Coordination: The transit system determines ADA eligibility, but does not currently issue ID cards. The transit system refers eligible trips to the CTC, usually two or three days in advance of the trip. The CTC schedules and dispatches ADA trips. Providing ADA service has allowed the CTC to better coordinate its paratransit service by filling up some of its excess capacity. Most of the CTC's ADA service is provided to clients that are new to the CTC, because the clients are residents of Tallahassee who had previously ridden on the transit system's paratransit service rather than the CTC's service.

Demand and Funding: Demand for the service operated by the transit system has been about as expected. The number of paratransit trips provided by the transit system on a busy day has increased from about 250 to approximately 300 trips. The purposes of ADA trips provided by the transit system are approximately equally divided between medical, sheltered workshop, other employment, and social/recreational purposes. Approximately 55 percent of the transit system's paratransit ridership is ADA service. Demand for ADA service operated by the CTC has been much less than expected, and is not increasing. Most of the ADA service is new service for the CTC. Since the ADA service provided by the CTC is after-hours and on weekends, most trips are for social/recreational and employment purposes. Less than one percent of the CTC's Leon County service is ADA service. The transit system has no dedicated ADA funding. The CTC reports ADA funding as contracted transportation revenue received from the transit system.

Leon							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	282,611	286,720	290,894	-	-	-	-
Fixed Route Service Area Pop.	198,270	129,260	-	-	-	-	-
TD Category I	97,932	99,255	100,876	-	-	-	-
TD Category II	21,192	21,407	21,692	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	283,989	286,673	290,196	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	0	-	-	-	-
Paratransit	302,909	363,628	410,742	-	-	-	-
School Bus	0	0	0	-	-	-	-
All Disabled	NA	91,801	113,675	-	-	-	-
All Non-Disabled	NA	271,827	297,067	-	-	-	-
Total Trips	302,909	363,628	410,742	-	-	-	-
CTC Budget							
CTC Revenue	\$1,556,923	\$2,139,992	\$2,343,965	-	-	-	-
CTC Expenses	\$1,601,438	\$2,139,992	\$2,343,965	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	31,090	33,578	38,140	42,524	54,866	73,858
ADA Trips Denied	-	268	289	312	212	164	73
Total Paratransit Trips	-	53,605	57,893	62,524	67,527	84,409	105,511
Total Transit Trips	3,453,080	3,626,890	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses (1)	-	-	-	\$336,000	\$150,000	\$167,000	\$0
ADA Operating Expenses	-	\$356,000	\$485,000	\$536,000	\$581,000	\$788,000	\$1,063,000
Total Paratransit Capital Expens. (1)	-	-	-	\$551,000	\$238,000	\$257,000	-
Total Paratransit Operating Expens.	-	\$647,000	\$836,000	\$878,000	\$922,000	\$1,213,000	\$1,518,000
Total System Capital Expenses (1)	-	\$686,000	\$7,602,000	\$1,600,000	\$4,241,000	\$12,844,000	-
Total System Operating Expenses	-	\$6,881,000	\$7,643,000	\$8,025,000	\$8,426,000	\$8,847,000	\$9,290,000
Total System Revenue (2)	-	\$3,587,000	\$6,578,000	\$7,249,000	\$7,217,000	\$16,082,000	\$3,432,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.09	0.08	-	-	-	-
ADA % of Demand for General Trips	-	10.8%	11.6%	-	-	-	-
ADA % of Total Transit Expenses	-	4.7%	3.2%	9.1%	5.8%	4.4%	11.4%
Notes							
(1) ADA paratransit plans shows no capital expenses ("") for some years.							
(2) Revenue less expenses results in a deficit historically funded by local government.							

Graph



Manatee County

Transit System:

Manatee County Area Transit
Service Area: Urban Manatee County
Type: County Government
Contact: Ms. Mary Constiner

Community Transportation Coordinator:

Manatee County Area Transit
Service Area: Manatee County
Type: Public Transit, Sole Source
Contact: Ms. Mary Constiner

ADA Paratransit Provider: Transit System/CTC

Before ADA: The transit system and the CTC are the same agency. The transit/CTC operated all of its own paratransit service. This arrangement continues.

Implementing ADA Paratransit: The transit/CTC provides its own ADA and TD service. Some changes were required to the paratransit service that was previously operated in order to meet ADA requirements. Hours for ADA service were expanded to include Saturday service, and hours were expanded from 7:30 a.m. to 4:00 p.m. prior to ADA to 6:00 a.m. to 7:00 p.m. after ADA. Hours for TD service remain unchanged. Next day service is available for ADA service, but not for TD service. A new reservation system was installed to take ADA service requests on Sundays. A change made to all service was the removal of cut-off times for will-call return trips. The fare paid by the client for either ADA service or TD service is \$1.00.

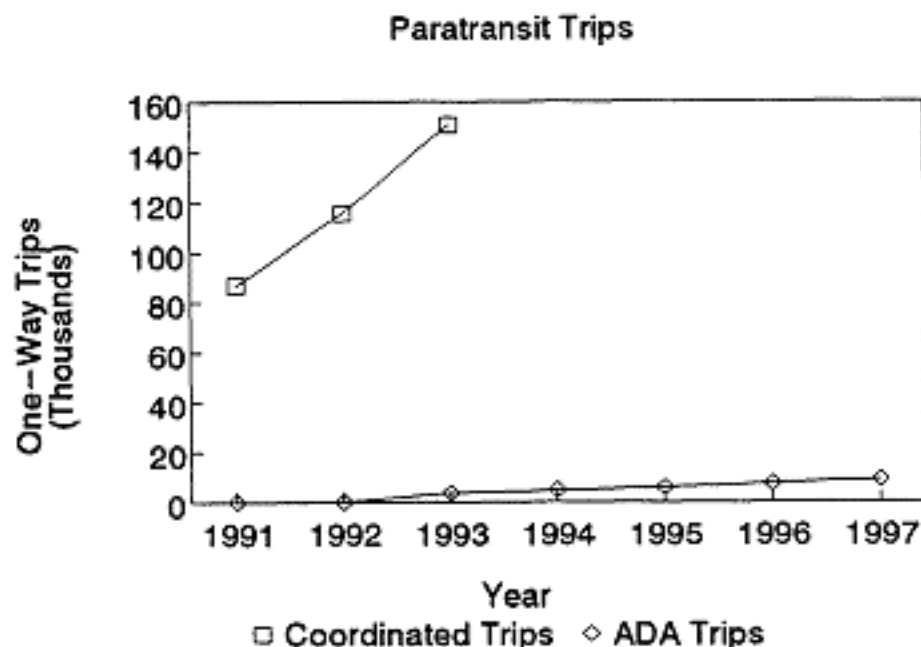
Eligibility and Coordination: The transit/CTC certifies ADA eligibility and issues an ID card to eligible persons. The transit/CTC also coordinates and operates both ADA and TD service. ADA trips are given a priority over TD trips.

Demand and Funding: The demand for ADA service has been greater than expected. The transit/CTC believes that there has been some shedding of clients onto ADA service by social service agencies. Weekday ADA service is mostly for medical purposes, while weekend ADA service is primarily for shopping or recreational trips. The transit/CTC encourages the use of fixed-route services where possible. No dedicated ADA funding is available, so ADA service is funded out of the transit system's general revenue.

Manatee							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	217,284	223,007	228,859	-	-	-	-
Fixed Route Service Area Pop.	215,130	215,000	-	-	-	-	-
TD Category I	100,976	103,636	104,800	-	-	-	-
TD Category II	18,057	18,532	18,706	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	216,684	222,384	224,472	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	0	-	-	-	-
Paratransit	86,918	115,641	130,151	-	-	-	-
School Bus	0	0	20,619	-	-	-	-
All Disabled	22,599	29,828	120,504	-	-	-	-
All Non-Disabled	64,319	85,813	30,266	-	-	-	-
Total Trips	86,918	115,641	150,770	-	-	-	-
CTC Budget							
Revenue	\$707,303	\$1,136,805	\$1,362,670	-	-	-	-
Expenses	\$823,941	\$1,136,805	\$1,362,670	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	0	3,588	4,632	5,790	7,238	9,048
ADA Trips Denied	-	0	0	0	0	0	0
Total Paratransit Trips	-	114,500	115,000	116,000	117,000	118,000	119,000
Total Transit Trips	636,720	643,170	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$33,000	\$0	\$35,000	\$35,000	\$35,000	\$0
ADA Operating Expenses	-	\$0	\$35,000	\$46,000	\$60,000	\$77,000	\$97,000
Total Paratransit Capital Expenses	-	\$33,000	\$0	\$35,000	\$35,000	\$35,000	\$0
Total Paratransit Operating Expenses	-	\$1,050,000	\$1,125,000	\$1,162,000	\$1,204,000	\$1,252,000	\$1,282,000
Total System Capital Expenses	-	\$33,000	\$0	\$35,000	\$35,000	\$35,000	\$0
Total System Operating Expenses	-	\$1,050,000	\$1,125,000	\$1,162,000	\$1,204,000	\$1,252,000	\$1,282,000
Total System Revenue	-	\$478,000	\$500,000	\$535,000	\$537,000	\$539,000	\$543,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.00	0.02	-	-	-	-
ADA % of Demand for General Trips	-	0.0%	1.6%	-	-	-	-
ADA % of Total Transit Expenses	-	3.0%	3.1%	6.8%	7.7%	8.7%	7.6%

Notes

Graph



Monroe County

Transit System:

Key West Transit Authority
Service Area: Key West and Stock Island
Type: City Government
Contact: Mr. Ben Gibson

Community Transportation Coordinator:

No CTC
Service Area: n/a
Type: n/a
Contact: n/a

ADA Paratransit Providers: Transit System and Other

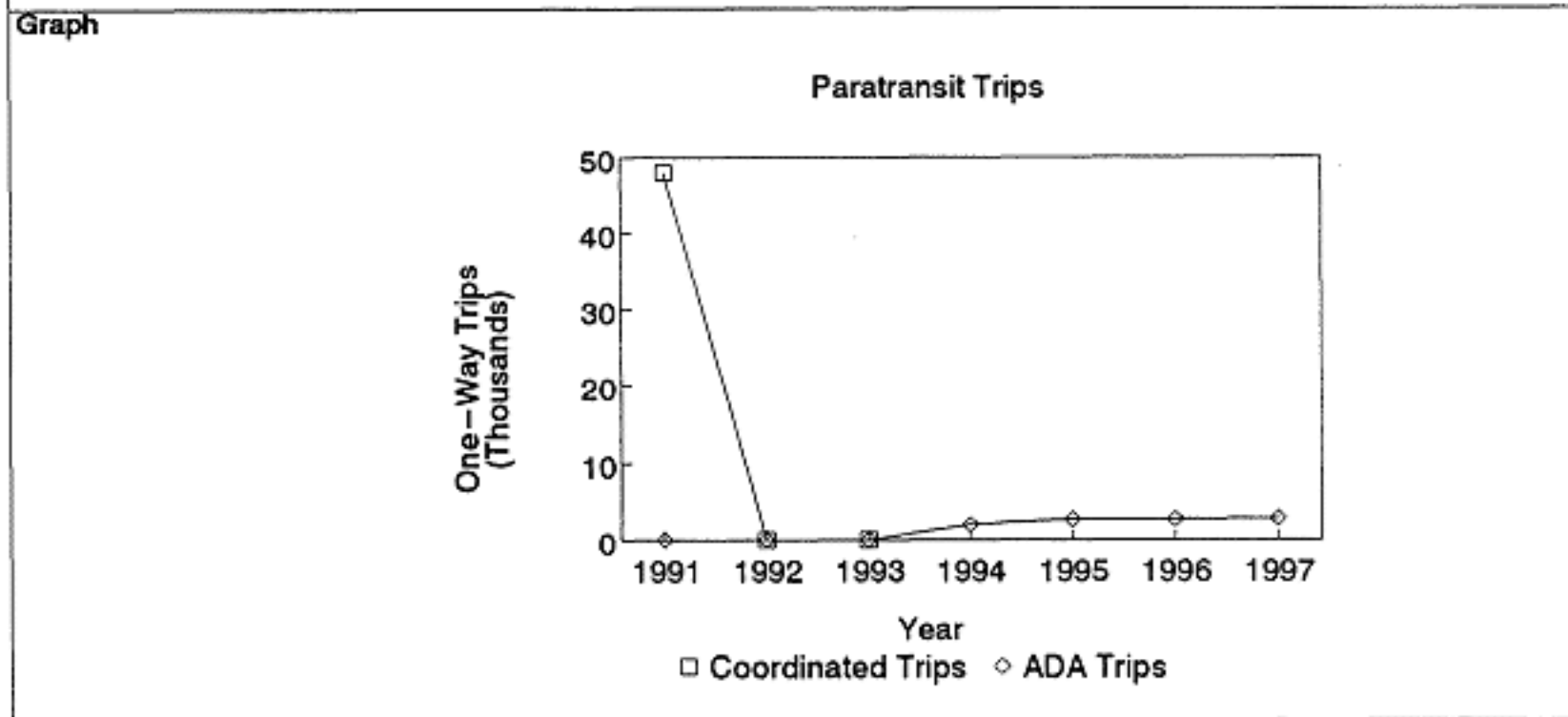
Before ADA: The transit system does not currently operate paratransit service. Monroe County does not currently have a CTC. Monroe County Social Services (MCSS) operates paratransit service throughout the county.

Implementing ADA Paratransit: ADA service will be implemented by June or July 1994. MCSS operates paratransit service during weekday business hours, and will provide ADA service also during those hours. MCSS will not charge ADA clients any fare. MCSS service already meets ADA requirements so no changes to service are anticipated. The transit system will purchase one van and contract with a private operator to operate the van and provide ADA service on weekends and before- and after-hours on weekdays. The transit system will charge ADA clients a fare of \$1.50. The transit system may take over daytime ADA service at some time in the future, because MCSS eligibility guidelines are broader than required by ADA.

Eligibility and Coordination: The transit system will certify ADA eligibility for the weekend and before- and after-hours service. The transit system does not anticipate that coordination of this service will be a problem because the private contractor will schedule the trip. The transit system will not coordinate the service provided by MCSS.

Demand and Funding: The transit system expects that most ADA demand will be for weekend service. The transit system will fund the service out of its general revenue because no dedicated ADA funding is available. The transit system does not anticipate the use of TD Trust Fund monies to fund ADA service.

Monroe							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	79,278	80,551	81,843	-	-	-	-
Fixed Route Service Area Pop.	29,230	32,470	-	-	-	-	-
TD Category I	28,220	28,672	28,795	-	-	-	-
TD Category II	7,966	8,095	8,159	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	114,710	116,568	117,490	-	-	-	-
Fixed Route (Section 9 & 18)	0	NA	NA	-	-	-	-
Paratransit	48,000	NA	NA	-	-	-	-
School Bus	0	NA	NA	-	-	-	-
All Disabled	NA	NA	NA	-	-	-	-
All Non-Disabled	NA	NA	NA	-	-	-	-
Total Trips	48,000	NA	NA	-	-	-	-
CTC Budget							
Revenue	\$343,829	NA	NA	-	-	-	-
Expenses	\$343,829	NA	NA	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	0	0	1,990	2,652	2,705	2,759
ADA Trips Denied	-	0	0	10	13	14	14
Total Paratransit Trips	0	0	0	199	2,652	2,705	2,759
Total Transit Trips	242,580	227,590	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$0	\$25,000	\$0	\$0	\$0
ADA Operating Expenses	-	\$3,000	\$5,000	\$80,000	\$120,000	\$122,000	\$124,000
Total Paratransit Capital Expenses	-	\$0	\$0	\$25,000	\$0	\$0	\$0
Total Paratransit Operating Expenses	-	\$3,000	\$5,000	\$80,000	\$120,000	\$122,000	\$124,000
Total System Capital Expenses	-	\$4,000	\$1,229,000	\$2,546,000	\$80,000	\$84,000	\$88,000
Total System Operating Expenses	-	\$671,000	\$704,000	\$819,000	\$859,000	\$901,000	\$946,000
Total System Revenue	-	\$274,000	\$1,459,000	\$2,916,000	\$480,000	\$505,000	\$530,000
Statistics							
Ratio ADA : CTC Total Trips	-	NA	NA	-	-	-	-
ADA % of Demand for General Trips	-	0.0%	0.0%	-	-	-	-
ADA % of Total Transit Expenses	-	0.4%	0.3%	3.1%	12.6%	12.4%	12.0%
Notes							



Orange, Osceola, and Seminole Counties

Transit System:

Lynx

Service Area: Orange, Osceola, Seminole

Type: Authority

Contact: Mr. Bill Morris

Community Transportation Coordinator:

Lynx

Service Area: Orange, Osceola, Seminole

Type: Public Transit, Complete Brokerage

Contact: Mr. Bill Morris

ADA Paratransit Provider: Transit System/CTC

Before ADA: The transit system and the CTC are the same agency. The transit/CTC brokered its paratransit service to a private operator. This arrangement continues.

Implementing ADA Paratransit: The transit/CTC already had well-developed brokered paratransit services. The ADA service is also brokered. Minor changes were required to the paratransit service to meet ADA requirements, but these changes were not a big problem. The changes were made to all paratransit services. The fare for ADA service is \$1.50, and for TD service the fare varies depending on length of trip (the average fare for a TD trip is \$1.87). The fare differential is sometimes an issue the first time a client encounters it. Overall, ADA has led to improved service for all clients, even those who are not eligible for ADA service.

Eligibility and Coordination: The transit/CTC certifies eligibility for ADA service. The transit/CTC has distributed approximately 20,000 copies of a brochure explaining the ADA service, and has been adding an average of 20 new clients per week. The transit/CTC informs the ADA operator of trip requests, the operator schedules and dispatches the trips. This procedure is the same as before ADA.

Demand and Funding: Demand has been about what the transit/CTC expected. Many of the trips are new trips that would not have been provided prior to ADA. Data on the trip purposes of ADA service are not available. Demand for TD service is stable, and client shedding by social service agencies has not been a problem. ADA service is about 15 percent of total paratransit ridership. The transit/CTC has good relationships with agencies and their clientele. Growth in service has not created problems, because the growth is anticipated and planned for. The TD Trust Fund does not provide funds for ADA service. County governments contribute funding for ADA service in proportion to the percent of Lynx paratransit service in each of the three counties. The transit/CTC has a specific line item in its budget for ADA service.

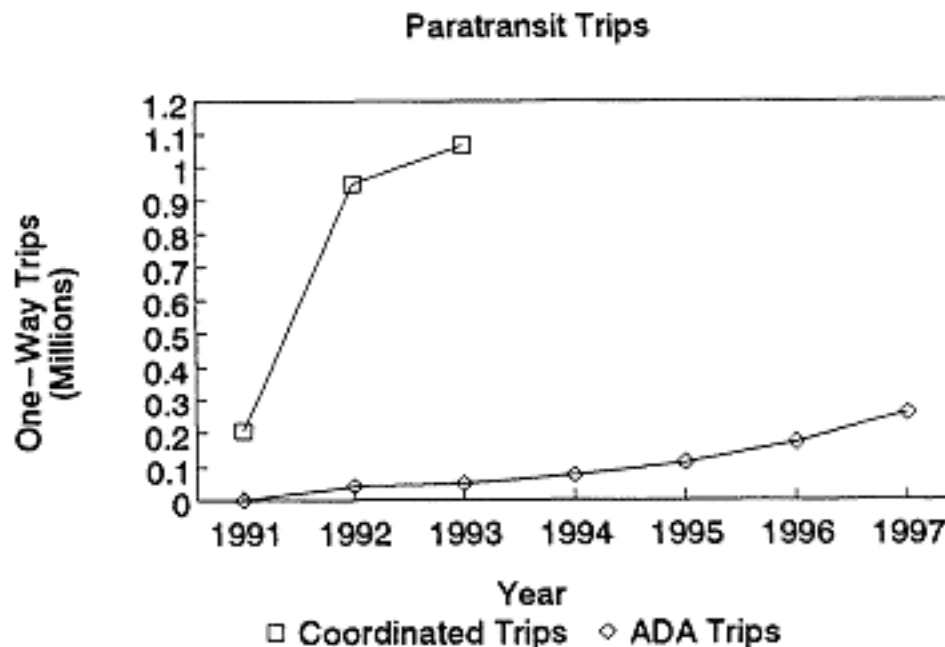
Orange, Osceola, Seminole

	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	1,106,910	1,142,195	1,178,570	-	-	-	-
Fixed Route Service Area Pop.	1,113,760	768,430	-	-	-	-	-
TD Category I	317,928	328,055	343,209	-	-	-	-
TD Category II	56,317	58,121	60,857	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	675,804	697,452	730,284	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	409	-	-	-	-
Paratransit	207,198	948,462	1,065,563	-	-	-	-
School Bus	0	0	0	-	-	-	-
All Disabled	0	141,981	331,282	-	-	-	-
All Non-Disabled	0	806,481	734,690	-	-	-	-
Total Trips	207,198	948,462	1,065,972	-	-	-	-
CTC Budget							
Revenue	\$3,060,640	\$2,440,035	\$5,822,820	-	-	-	-
Expenses	\$2,801,942	\$2,721,110	\$5,896,027	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	41,421	50,899	76,334	114,501	171,752	257,628
ADA Trips Denied	-	NA*	5,271	0	0	0	0
Total Paratransit Trips	-	214,769	361,899	419,334	495,231	594,362	726,728
Total Transit Trips	9,641,660	9,726,160	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
ADA Operating Expenses	-	\$534,000	\$1,004,900	\$1,405,500	\$2,027,100	\$2,939,500	\$4,303,000
Total Paratransit Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
Total Paratransit Operating Expens.	-	\$2,721,100	\$4,268,200	\$4,695,000	\$5,164,500	\$5,680,900	\$6,249,000
Total System Capital Expenses	-	\$1,140,300	\$16,900,000	\$25,172,100	\$68,843,900	\$68,843,900	\$68,843,900
Total System Operating Expenses	-	\$17,022,200	\$19,800,000	\$37,923,900	\$66,295,300	\$66,295,300	\$66,295,300
Total System Revenue	-	\$18,162,500	\$36,700,000	\$63,096,000	\$135,139,200	\$135,139,200	\$135,139,200
Statistics							
Ratio ADA : CTC Total Trips	-	0.04	0.05	-	-	-	-
ADA % of Demand for General Trips	-	5.9%	7.0%	-	-	-	-
ADA % of Demand for General Trips	-	2.9%	2.7%	2.2%	1.5%	2.2%	3.2%

Notes

* Per ADA paratransit plan update.

Graph



Palm Beach County

Transit System:

Palm Beach County Transportation Authority
Service Area: Palm Beach County
Type: County Government
Contact: Ms. Kathy Giffin

Community Transportation Coordinator:

Palm Beach County MPO
Service Area: Palm Beach County
Type: Government, Complete Brokerage
Contact: Mr. Randy Whitfield

ADA Paratransit Provider: Other

Before ADA: Neither the transit system nor the CTC directly operated paratransit service. The transit system and the CTC contracted before ADA; the transit system provided some paratransit service for the CTC using a private operator. This arrangement continues.

Implementing ADA Paratransit: The transit system contracts directly with a private operator to provide ADA service. This private operator also provides TD service for the transit system. The private operator had to purchase some additional lift-equipped vehicles to provide the ADA service. No other significant changes were required to the previously-existing service to meet ADA requirements.

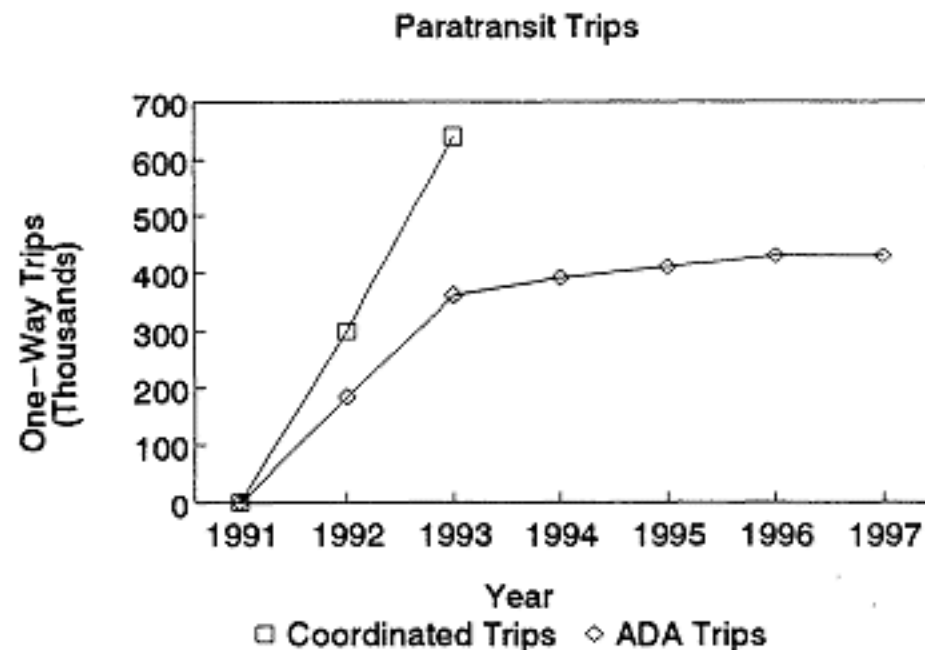
Eligibility and Coordination: The transit system determines eligibility for ADA service. The CTC is unsure if most ADA clients are new or existing clients because the TD service provided by the transit system started up about the same time as the ADA service started. The CTC contracts with the transit system for the transit system to schedule all of the ADA and TD service provided. A private operator actually provides the trips.

Demand and Funding: The transit system reports ADA demand about as expected. The CTC has not tracked demand for ADA services; ADA service and TD service are not separately identified. Demand is growing for both ADA service and TD service. No client shedding is yet apparent. The transit system plans an expansion of fixed-route service in the near future, which will increase demand for ADA service. The CTC expects that as demand for ADA service increases, there may have to be decreases in the level of TD services provided. The CTC is investigating providing paratransit shuttle service within the city limits of some municipalities in the county. Employment is the major trip purpose of both ADA and TD service. Neither the CTC nor the transit system knows what percent of all paratransit service is ADA service. The transit system uses both its general revenue and TD Trust Fund monies to fund ADA service. The CTC expects funding to be the biggest problem in the future.

Palm Beach							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	888,860	914,947	941,747	-	-	-	-
Fixed Route Service Area Pop.	883,040	775,340	-	-	-	-	-
TD Category I	369,210	380,047	386,666	-	-	-	-
TD Category II	67,055	69,023	70,141	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	804,660	828,276	841,692	-	-	-	-
Fixed Route (Section 9 & 18)	NA	0	0	-	-	-	-
Paratransit	NA	299,593	638,475	-	-	-	-
School Bus	NA	516	0	-	-	-	-
All Disabled	NA	148,705	151,394	-	-	-	-
All Non-Disabled	NA	151,404	487,081	-	-	-	-
Total Trips	NA	300,109	638,475	-	-	-	-
CTC Budget							
Revenue	NA	\$2,107,101	\$4,155,873	-	-	-	-
Expenses	NA	\$2,107,101	\$3,999,165	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	185,000	360,000	390,000	410,000	430,000	430,000
ADA Trips Denied	-	NA	NA	0	0	0	0
Total Paratransit Trips	-	430,000	830,000	900,000	1,000,000	1,000,000	1,000,000
Total Transit Trips	2,712,880	2,712,880	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$69,000	\$317,000	\$202,000	\$221,000	\$247,000	\$260,000
ADA Operating Expenses	-	\$1,277,000	\$1,444,000	\$1,805,000	\$2,000,000	\$2,221,000	\$2,338,000
Total Paratransit Capital Expenses	-	\$160,000	\$733,000	\$465,000	\$510,000	\$570,000	\$600,000
Total Paratransit Operating Expenses	-	\$2,950,000	\$3,335,000	\$4,170,000	\$4,620,000	\$5,130,000	\$5,400,000
Total System Capital Expenses	-	\$1,253,000	\$7,500,000	\$7,920,000	\$3,650,000	\$1,325,000	\$0
Total System Operating Expenses	-	\$8,558,000	\$9,696,000	\$10,077,000	\$10,841,000	\$11,382,000	\$11,952,000
Total System Revenue	-	\$9,811,000	\$17,196,000	\$17,997,000	\$14,491,000	\$12,707,000	\$11,952,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.62	0.56	-	-	-	-
ADA % of Demand for General Trips	-	22.3%	42.8%	-	-	-	-
ADA % of Total Transit Expenses	-	13.7%	10.2%	11.2%	15.3%	19.4%	21.7%

Notes

Graph



Pinellas County

Transit System:

Pinellas Suncoast Transit Authority
Service Area: Pinellas County
Type: Authority
Contact: Mr. Bill Steele

Community Transportation Coordinator:

Pinellas County MPO
Service Area: Pinellas County
Type: Government, Complete Brokerage
Contact: Mr. Richard Stiles

ADA Paratransit Provider: Transit System

Before ADA: The transit system already operated paratransit service. The CTC contracted with the transit system for the transit system to operate some TD service for the CTC. This arrangement continues.

Implementing ADA Paratransit: The transit system provides its own paratransit service. The transit system operates some of the ADA service itself and brokers some to private operators. Some changes were required to the paratransit service operated by the transit system in order to meet ADA requirements. Days and hours of service were expanded, eligibility requirements were revised, next-day scheduling was begun, scheduling windows were tightened, zone-based fares were abolished in favor of a standard \$2.00 fare, the fare for attendants was eliminated, and new staff training programs were initiated. These changes have benefited both ADA and TD clients. To increase the funding available for ADA service, the transit system no longer subsidizes the trips that it provides for social service agencies.

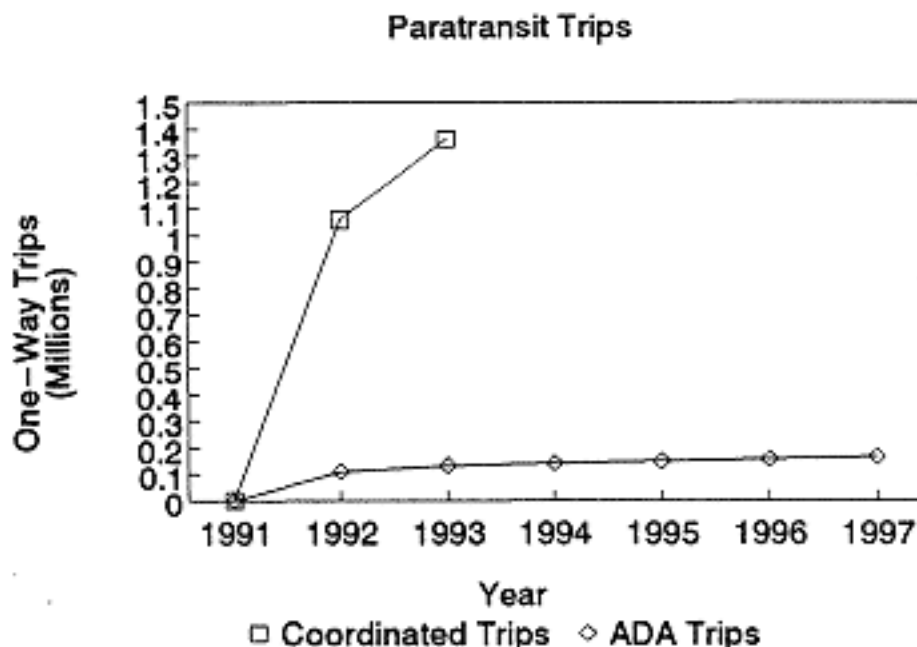
Eligibility and Coordination: The transit system certifies eligibility for ADA services, and coordinates, schedules, dispatches, and provides the ADA service. Revisions to this system are currently under consideration, and the ADA service may be provided through the CTC in the future.

Demand and Funding: Demand for both ADA and TD service is quite large. The transit system's paratransit ridership has doubled since ADA. To meet the demand for ADA service, the transit system has tightened its paratransit eligibility criteria. Thus, many clients that previously were eligible for the transit system's paratransit service are now turning to the CTC for service. The transit system is working to prevent client shedding by social service agencies. The transit system has no dedicated ADA funding, so ADA service is funded out of the system's general revenue.

Pinellas							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	862,639	873,760	884,988	-	-	-	-
Fixed Route Service Area Pop.	855,760	436,870	-	-	-	-	-
TD Category I	372,496	377,299	378,225	-	-	-	-
TD Category II	67,939	68,815	68,947	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	815,268	825,780	827,364	-	-	-	-
Fixed Route (Section 9 & 18)	NA	0	0	-	-	-	-
Paratransit	NA	1,057,436	1,361,665	-	-	-	-
School Bus	NA	0	200	-	-	-	-
All Disabled	NA	732,537	881,408	-	-	-	-
All Non-Disabled	NA	324,899	480,457	-	-	-	-
Total Trips	NA	1,057,436	1,361,865	-	-	-	-
CTC Budget							
Revenue	NA	\$4,047,516	\$8,794,030	-	-	-	-
Expenses	NA	\$4,047,516	\$8,794,030	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	111,647	134,875	142,800	149,940	157,437	165,309
ADA Trips Denied	-	0	0	0	0	0	0
Total Paratransit Trips	96,889	125,528	136,000	142,800	149,940	157,437	165,309
Total Transit Trips	10,805,160	9,413,740	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$0	\$312,000	\$312,000	\$0	\$0
ADA Operating Expenses	-	\$1,471,000	\$1,855,000	\$2,032,000	\$2,201,000	\$2,363,000	\$2,539,000
Total Paratransit Capital Expenses	-	\$0	\$0	\$312,000	\$312,000	\$0	\$0
Total Paratransit Operating Expenses	-	\$1,662,000	\$1,871,000	\$2,032,000	\$2,201,000	\$2,363,000	\$2,539,000
Total System Capital Expenses	-	\$2,886,000	\$8,537,000	\$5,461,000	\$3,485,000	\$8,281,000	\$4,163,000
Total System Operating Expenses	-	\$22,613,000	\$25,497,000	\$26,271,000	\$27,168,000	\$28,049,000	\$28,965,000
Total System Revenue	-	\$26,514,000	\$34,034,000	\$31,732,000	\$30,653,000	\$36,330,000	\$33,128,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.11	0.10	-	-	-	-
ADA % of Demand for General Trips	-	13.5%	16.3%	-	-	-	-
ADA % of Demand for General Trips	-	5.8%	5.5%	7.4%	8.2%	6.5%	7.7%

Notes

Graph



Polk County

Transit System:

Lakeland Area Mass Transit District
Service Area: City of Lakeland
Type: Authority
Contact: Mr. Steve Githens

Community Transportation Coordinator:

Polk County Board of County Commissioners
Service Area: Polk County
Type: Government, Partial Brokerage
Contact: Mr. Roger Eckert

ADA Paratransit Provider: Transit System

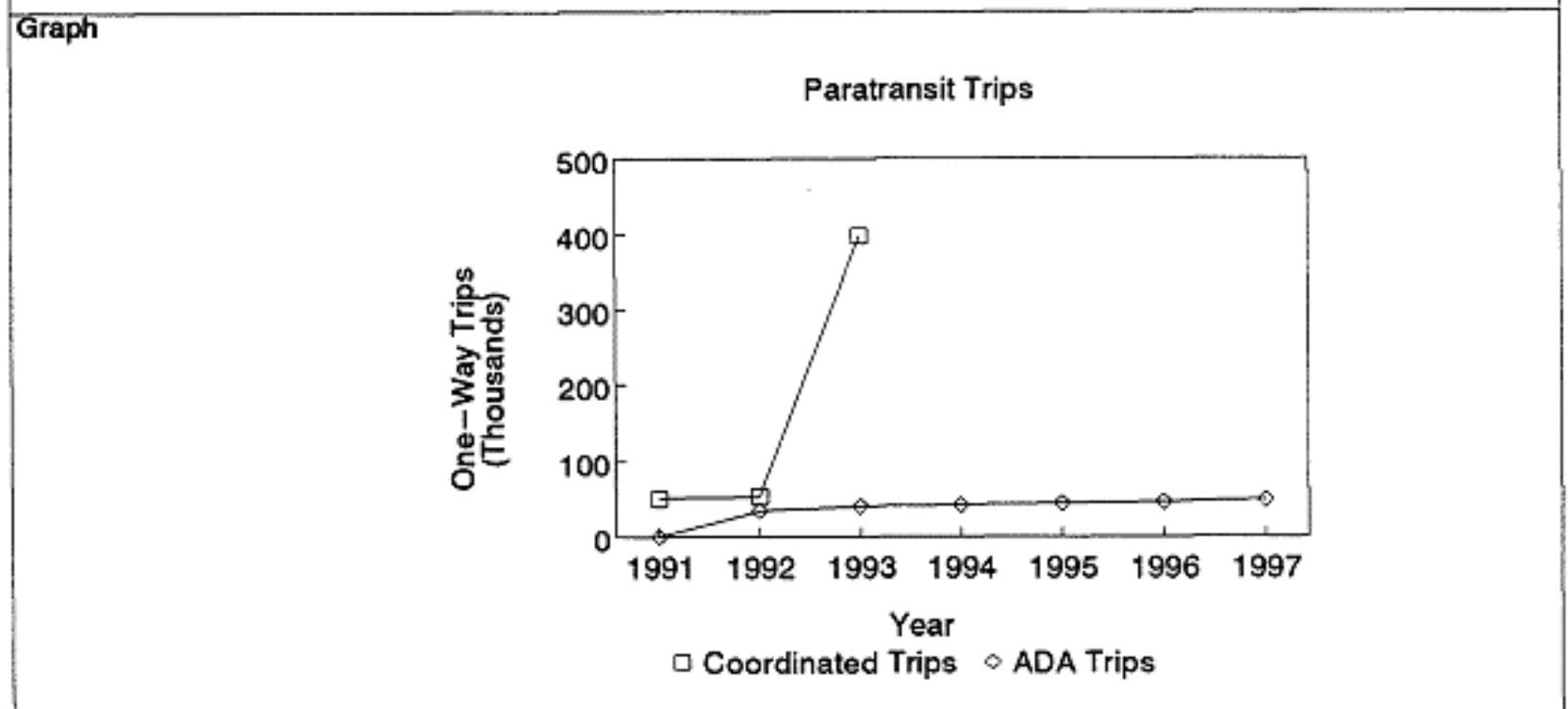
Before ADA: The transit system and the CTC both operated paratransit service. The transit system operated some paratransit service for the CTC.

Implementing ADA Paratransit: The transit system provides its own ADA service along with the other paratransit service operated by the transit system. No significant changes were required to the service, which is less restrictive than required by ADA. The fare for ADA service is \$1.00 (less than the allowable twice the \$0.75 fare for fixed-route service). The ADA service is provided on the same vehicles at the same time as the TD service. As a small operator, the transit system finds the extra administrative work required to be the biggest burden. ADA paratransit requirements have not directly affected the CTC.

Eligibility and Coordination: The transit system currently allows all persons who cannot use fixed-route service to use ADA service, and does not have an ID system in place. However, the transit system intends to implement an ID system in the future so that residents of the transit system's service area who visit other cities can use the ADA service in those other cities. The transit system coordinates the ADA service with the TD service, and has not experienced any problems resulting from this coordination. The ADA service clients are primarily the same persons as the TD service clients. The ADA trips provided are mostly trips that would have been provided even without ADA.

Demand and Funding: Demand is about as expected. Client shedding by social service agencies has not been an issue so far, but the transit system expects it to be a problem in the future. Approximately 60 percent of the paratransit service provided is ADA service. ADA service is funded from the transit system's general revenue; no dedicated ADA funding is available.

Polk							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	412,958	420,676	428,496	-	-	-	-
Fixed Route Service Area Pop.	414,700	110,000	-	-	-	-	-
TD Category I	161,174	164,186	164,857	-	-	-	-
TD Category II	27,308	27,819	27,822	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	327,696	333,828	333,864	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	40,570	-	-	-	-
Paratransit	50,708	53,390	200,823	-	-	-	-
School Bus	0	0	156,960	-	-	-	-
All Disabled	6,592	6,941	6,851	-	-	-	-
All Non-Disabled	44,116	46,449	33,719	-	-	-	-
Total Trips	50,708	53,390	398,353	-	-	-	-
CTC Budget							
Revenue	\$528,198	\$664,678	\$3,786,151	-	-	-	-
Expenses	\$528,178	\$664,678	\$3,786,151	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	35,000	40,000	42,000	44,000	46,000	49,000
ADA Trips Denied	-	400	400	400	400	500	500
Total Paratransit Trips	-	58,000	67,000	70,000	73,000	77,000	82,000
Total Transit Trips	782,460	860,840	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$204,000	\$0	\$714,000	\$306,000	\$510,000
ADA Operating Expenses	-	\$225,000	\$281,000	\$323,000	\$365,000	\$407,000	\$448,000
Total Paratransit Capital Expenses	-	\$0	\$340,000	\$0	\$1,190,000	\$510,000	\$850,000
Total Paratransit Operating Expenses	-	\$375,000	\$469,000	\$539,000	\$608,000	\$678,000	\$747,000
Total System Capital Expenses	-	\$206,000	\$1,508,000	\$329,000	\$2,747,000	\$1,605,000	\$1,082,000
Total System Operating Expenses	-	\$1,840,000	\$2,113,000	\$2,398,000	\$2,601,000	\$2,804,000	\$3,008,000
Total System Revenue *	-	-	-	-	-	-	-
Statistics							
Ratio ADA : CTC Total Trips	-	0.66	0.10	-	-	-	-
ADA % of Demand for General Trips	-	10.5%	12.0%	-	-	-	-
ADA % of Total Transit Expenses	-	11.0%	13.4%	11.8%	20.2%	16.2%	23.4%
Notes							
* Only passenger fares were reported in Total System Revenue.							



Sarasota County

Transit System:

Sarasota County Area Transit
Service Area: Sarasota County
Type: County Government
Contact: Mr. Jay Goodwill

Community Transportation Coordinator:

Senior Friendship Centers, Inc.
Service Area: Sarasota County
Type: Private Non-Profit, Sole Source
Contact: Ms. Sue Berger

ADA Paratransit Provider: CTC

Before ADA: The CTC already provided all of the demand-responsive service for the transit system, and the two agencies had a very good relationship. This arrangement continues.

Implementing ADA Paratransit: The CTC operates the ADA service for the transit system. Saturday service was implemented to meet ADA requirements, and fares were lowered from \$1.50 to \$1.00. The fare is collected by the CTC and sent to the transit system, which then pays the CTC for the trip. These changes apply to both ADA service and TD service.

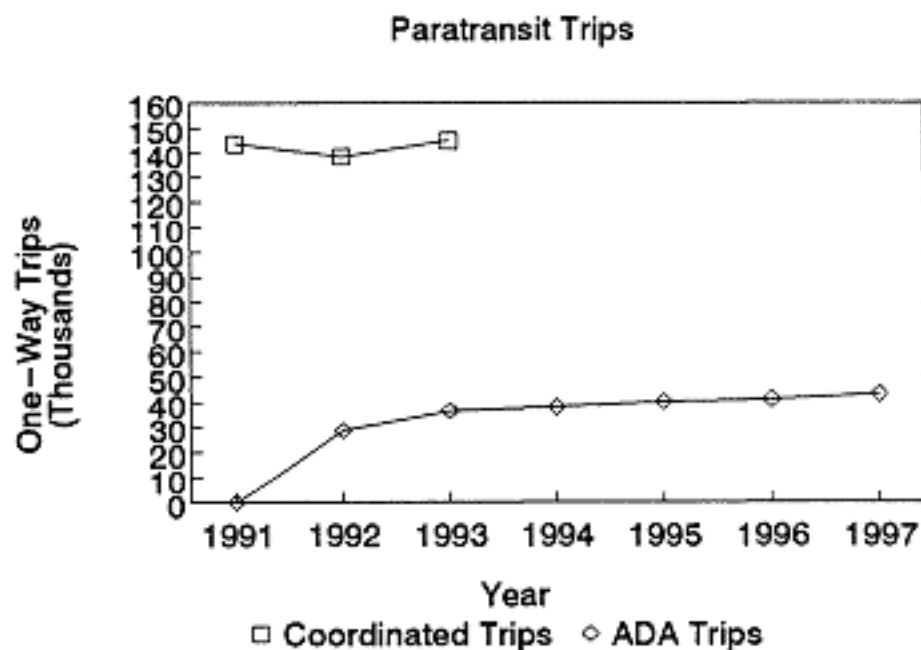
Eligibility and Coordination: Eligibility for ADA service is certified by the transit system, which issues ID cards to eligible clients. Most of the ADA clients are also clients of the TD service. The CTC coordinates and operates the service.

Demand and Funding: Demand for ADA service is extensive, and is currently increasing by 30 percent annually. The transit system attributes the high demand to several factors. These factors include new clients, expanded service, and client shedding by social service agencies. Approximately 40 percent of all paratransit service provided is ADA service. The transit system does not have dedicated funding for ADA service, and is funding the service out of its general revenue.

Sarasota							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	284,583	291,556	298,667	-	-	-	-
Fixed Route Service Area Pop.	283,140	241,710	-	-	-	-	-
TD Category I	137,394	140,760	142,030	-	-	-	-
TD Category II	25,973	26,610	26,829	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	311,676	319,320	321,948	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	0	-	-	-	-
Paratransit	143,564	114,403	144,785	-	-	-	-
School Bus	0	24,013	0	-	-	-	-
All Disabled	NA	20,770	23,015	-	-	-	-
All Non-Disabled	NA	117,646	121,770	-	-	-	-
Total Trips	143,564	138,416	144,785	-	-	-	-
CTC Budget							
Revenue	\$1,147,291	\$1,055,030	\$1,153,151	-	-	-	-
Expenses	\$1,147,291	\$1,055,030	\$1,153,151	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	28,400	36,600	38,000	40,000	41,000	43,000
ADA Trips Denied	-	0	0	0	0	0	0
Total Paratransit Trips	-	28,400	36,600	38,000	40,000	41,000	43,000
Total Transit Trips	1,189,380	1,258,560	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
ADA Operating Expenses	-	\$266,000	\$360,000	\$450,000	\$461,000	\$472,000	\$484,000
Total Paratransit Capital Expenses	-	\$0	\$0	\$0	\$0	\$0	\$0
Total Paratransit Operating Expenses	-	\$266,000	\$360,000	\$450,000	\$461,000	\$472,000	\$484,000
Total System Capital Expenses	-	\$2,230,000	\$31,000	\$8,292,000	\$3,676,000	\$50,000	\$50,000
Total System Operating Expenses	-	\$2,810,000	\$3,043,000	\$3,047,000	\$4,921,000	\$5,076,000	\$5,238,000
Total System Revenue	-	\$3,227,000	\$3,725,000	\$3,912,000	\$4,348,000	\$4,851,000	\$4,996,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.21	0.25	-	-	-	-
ADA % of Demand for General Trips	-	8.9%	11.4%	-	-	-	-
ADA % of Total Transit Expense	-	5.3%	11.7%	4.0%	5.4%	9.2%	9.2%

Notes

Graph



Volusia County

Transit System:

East Volusia Transit Authority
Service Area: Volusia County
Type: County Government
Contact: Mr. David Hope

Community Transportation Coordinator:

East Volusia Transit Authority
Service Area: Volusia County
Type: Public Transit, Complete Brokerage
Contact: Mr. David Hope

ADA Paratransit Provider: Other

Before ADA: The transit system and the CTC are the same agency. The transit/CTC does not operate paratransit service. The ADA operator already operated some paratransit service for the transit system before ADA.

Implementing ADA Paratransit: ADA service is brokered to a private operator. The ADA operator was also the CTC until the transit system recently assumed the role of CTC. The operator provides ADA service using the transit/CTC's "Handiwheels" vehicles. The ADA operator also provides TD service for the transit system. The operator provides some of this TD service directly and contracts with other operators for the rest. Some ADA trips are provided using TD service vehicles rather than Handiwheels vehicles. (Medicaid service is not provided through the ADA operator, but through a different private operator.) The ADA operator's paratransit service already met ADA requirements, so no changes were necessary to the service. However, changes may be required in the future because the service currently provided is approximately 85 percent subscription service, which is more than allowed under ADA regulations. The fare of \$1.50 is unchanged from before ADA.

Eligibility and Coordination: The transit/CTC certifies ADA eligibility and issues an ID card to the client, who then calls the ADA operator for service. Most ADA clients are new clients for the ADA operator. The operator coordinates and provides the ADA service. Coordination of ADA service with TD service has not caused any problems for the ADA operator. The transit/CTC and the ADA operator work from the same building, and work very closely together to plan solutions for potential issues before they are a problem.

Demand and Funding: Demand is about as great as expected, and is increasing at a small but steady rate. Demand for TD service is increasing as well as demand for ADA service. The transit/CTC just expanded to serve all of the county, and will be adding additional fixed-route service and, thus, additional ADA service. The transit/CTC cannot currently meet all of the demand for ADA service. Recently-acquired scheduling software will track unmet demand for ADA and TD service. Most ADA trips are medical or adult day-care trips, and are new trips that the ADA operator would not have provided before ADA. The transit/CTC has seen no indication of client shedding by social service agencies. ADA service is approximately 22 percent of all paratransit service provided for the transit system by the ADA operator. No TD Trust Fund money is used for ADA service. The transit/CTC receives ad valorem tax funding, and some of this revenue funds the ADA service.

Volusia							
	1991	1992	1993	1994	1995	1996	1997
Population							
County(ies) Population	381,143	391,868	402,894	-	-	-	-
Fixed Route Service Area Pop.	376,700	196,320	-	-	-	-	-
TD Category I	162,740	167,320	171,534	-	-	-	-
TD Category II	28,133	28,925	29,639	-	-	-	-
CTC Passenger Trips							
Demand for General Trips	337,596	347,100	355,668	-	-	-	-
Fixed Route (Section 9 & 18)	0	0	0	-	-	-	-
Paratransit	120,903	187,722	284,069	-	-	-	-
School Bus	0	0	0	-	-	-	-
All Disabled	NA	36,798	28,502	-	-	-	-
All Non-Disabled	NA	150,924	255,567	-	-	-	-
Total Trips	120,903	187,722	284,069	-	-	-	-
CTC Budget							
CTC Revenue	\$828,460	\$851,484	\$2,261,683	-	-	-	-
CTC Expenses	\$826,600	\$875,741	\$2,387,734	-	-	-	-
Transit System Passenger Trips							
ADA Paratransit Trips	-	36,714	37,000	46,000	47,640	49,255	50,174
ADA Trips Denied	-	9,610	11,110	7,221	4,293	2,336	0
Total Paratransit Trips	-	36,714	37,000	46,000	47,640	49,255	50,174
Total Transit Trips	3,001,650	3,025,300	-	-	-	-	-
Transit System Budget							
ADA Capital Expenses	-	\$55,000	\$0	\$0	\$305,000	\$165,000	\$0
ADA Operating Expenses	-	\$233,000	\$250,000	\$305,000	\$316,000	\$327,000	\$333,000
Total Paratransit Capital Expenses	-	\$55,000	\$0	\$0	\$305,000	\$165,000	\$0
Total Paratransit Operating Expenses	-	\$233,000	\$250,000	\$305,000	\$316,000	\$327,000	\$333,000
Total System Capital Expenses	-	\$183,000	\$462,000	\$1,459,000	\$1,685,000	\$1,305,000	\$2,157,000
Total System Operating Expenses	-	\$3,970,000	\$4,272,000	\$4,680,000	\$4,794,000	\$5,130,000	\$5,488,000
Total System Revenue	-	\$4,153,000	\$4,734,000	\$6,119,000	\$6,479,000	\$6,435,000	\$7,646,000
Statistics							
Ratio ADA : CTC Total Trips	-	0.20	0.13	-	-	-	-
ADA % of Demand for General Trips	-	10.6%	10.4%	-	-	-	-
ADA % of Total Transit Expenses	-	6.9%	5.3%	5.0%	9.6%	7.6%	4.4%

Notes

Graph

