

RESOLUTION NO. 1997-33

AMENDING THE GCRTA ADA COMPLEMENTARY  
PRARTRANSIT PLAN AND AUTHORIZING THE GENERAL MANAGER  
TO REQUEST A TIME EXTENSION FROM THE  
FEDERAL TRANSIT ADMINISTRATION

WHEREAS, on March 17, 1992, the Greater Cleveland Regional Transit Authority adopted an ADA Complementary Paratransit Plan as required by the regulations of the Americans with Disabilities Act (ADA) in accordance with the Code of Federal Regulations - 49, parts 27, 37, and 38; Transportation for Individuals with Disabilities; Final Rule, September 6, 1991; and,

WHEREAS, the GCRTA in consultation with the GCRTA Advisory Committee on Disability Issues has determined that the adopted ADA Complementary Paratransit Plan needs to be amended; and,

WHEREAS, outreach efforts regarding public input to the amended plan have been conducted in accordance with ADA regulations; and,

WHEREAS, public hearings on the amended plan were held on January 29, 1997, in accordance with ADA regulations; and,

WHEREAS, there is general public consensus on the various provisions of the amended plan; and,

WHEREAS, the Board's Operations Committee has reviewed the amended plan at its February 11, 1997, meeting and recommends adoption of the amended plan to the full Board of Trustees.

NOW, THEREFORE, BE IT RESOLVED, By the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the Greater Cleveland Regional Transit Authority hereby amends its ADA Complementary Paratransit Plan as follows:

- A. All ADA-certified customers in Categories #1 and #3 will be provided door-to-door paratransit service from their origin to their destination (i.e., there will not be a service delivery distinction made between the two disability categories).

For trips of 5 miles or less, the service will be provided without regard to whether or not there is parallel fixed-route service.

For trips greater than 5 miles, the provision of paratransit service will be dependent on whether or not parallel fixed-route service is available at the time of travel.

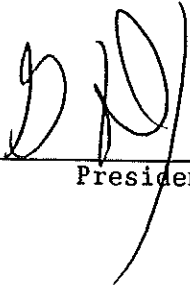
- B. The Category #3 paratransit feeder service to fixed-route service is eliminated with the provisions in Section 1.A. above.

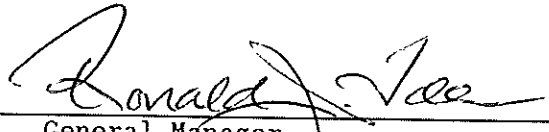
Section 2. All other components of the GCRTA ADA Complementary Paratransit Plan as adopted on March 17, 1992, shall remain unchanged.

Section 3. That the General Manager and Secretary-Treasurer is hereby authorized to request a time extension from the Federal Transit Administration for implementation of the amended GCRTA ADA Complementary Paratransit Plan.

Section 4. That this Resolution is effective immediately upon its adoption.

Adopted: February 18, 1997

  
\_\_\_\_\_  
President

Attest:   
\_\_\_\_\_  
General Manager  
Secretary-Treasurer

**RESOLUTION NO. 1992-45**

**A RESOLUTION ADOPTING A COMPLEMENTARY PARATRANSIT  
PLAN IN ORDER TO COMPLY WITH THE AMERICANS WITH  
DISABILITIES ACT.**

**WHEREAS**, the Greater Cleveland Regional Transit Authority, is required to develop a locally approved Complementary Paratransit Plan as required by the regulations of the Americans with Disabilities Act (ADA) in accordance with the Code of Federal Regulations - 49, parts 27, 37, and 38; Transportation for Individuals with Disabilities; Final Rule, September 6, 1991; and,

**WHEREAS**, the Complementary Paratransit Plan was developed in consultation with the RTA Advisory Committee on Disability Issues; and,

**WHEREAS**, outreach efforts regarding public input to the plan have been conducted in accordance to ADA regulations; and,

**WHEREAS**, public hearings on the Complementary Paratransit Plan were held on February 5, 1992, in accordance with ADA regulations, and the comments received therefrom incorporated into the plan,

**WHEREAS**, RTA will take leadership in meeting with the aging network to develop a plan to prevent the drastic reduction in transportation service to elderly non-disabled riders resulting from RTA's proposed complementary paratransit plan, developed in response to the Americans with Disabilities Act; a progress report should be made to the RTA board by June 30, 1992 with a draft plan submitted for board consideration by September 30, 1992,

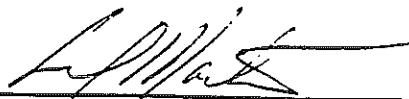
**NOW, THEREFORE, BE IT RESOLVED**, By the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the Greater Cleveland Regional Transit Authority hereby adopts an ADA Complementary Paratransit Plan which is attached hereto and fully incorporated as if written herein.

Section 2. That this Resolution is effective immediately upon its adoption.

Attachment: ADA Complementary Paratransit Plan.

Adopted: March 17, 1992

  
\_\_\_\_\_  
President

Attest:   
\_\_\_\_\_  
Secretary-Treasurer

**ADA  
Complementary  
Paratransit Plan  
1997 Update**

**Executive Summary**

January 1997

## EXECUTIVE SUMMARY

The 1997 Update of the Complementary Paratransit Plan is being submitted to address those outstanding items that RTA must resolve to comply with the required service criteria. ADA Complementary Paratransit service was initiated in the third quarter of 1995. While many of the required service changes are in effect, logistical difficulties encountered with simulating paratransit-to fixed route feeder service and customization of the computerized paratransit scheduling software, have necessitated a re-evaluation of our ADA service plans.

The following service options will be used to provide ADA complementary paratransit service to the eligibility categories. The service options by eligibility category are:

- Category #1 and Category #3 All ADA-certified customers in Categories #1 and #3 will be provided door-to-door paratransit service from their origin to their destination (i.e. there will not be a service delivery distinction made between the two disability categories). Under the current plan, only Category #1 customers are provided door-to-door paratransit service for all trips. This revision benefits the Category #3 customer.
- For trips of 5 miles or less, the service will be provided without regard to whether or not there is parallel fixed-route service.
- For trips greater than 5 miles, the provision of paratransit service will be dependent on whether or not parallel fixed-route service is available at the time of travel
- This service will utilize the RTA's existing fleet of paratransit vehicles and will be supplemented by contracted service to achieve compliance.
- Category #2 Call-A-Lift Bus service.
- This service allows individuals to call ahead to request that an accessible bus is used on a particular route at a time they need to travel. This service will utilize the RTA's existing fleet of lift equipped fixed route buses.

## **GCRTA ACCOMPLISHMENTS: COMPLETED MILESTONES - JANUARY TO DECEMBER, 1996.**

### **Eligibility Certification Process**

The ADA eligibility re-certification program was implemented in 1992. The re-certification of all registered CRT patrons was completed September, 1993. The marketing outreach program targeting this population is ongoing with members of the RTA, ADA Disability Advisory Committee meeting with community groups, describing the ADA service and encouraging people to register for ADA complementary paratransit service.

### **Training Program**

Began internal training for transit operations personnel late 1992, classes are ongoing. Authority wide training began in September, 1993.

### **New Scheduling Software**

The new software was installed in the second quarter of 1995 and is continuing to be refined. The software was initially tested in a "real-time" scheduling mode. The implementation of "batch" scheduling in late 1996 has improved the process but additional modifications are needed for the software programs to function at their optimum levels.

### **ADA Advisory Committee on Disability Issues**

The Advisory Committee has continued to be a valuable resource in its role as a functional forum for addressing the transit needs of disabled individuals, assisting RTA with the implementation of the Complementary Paratransit service and reviewing progress made on the adopted ADA plans. The members patience and support during these challenging times has been greatly appreciated.

### **Continued Implementation of ADA Complementary Paratransit Service**

The following elements of ADA Paratransit Plan service milestones were implemented in the last year:

- Implemented Sunday (day) Door-to Door service for Category #1 and Category #3 individuals
- ADA response time requirements for next day to 7 day advance reservation capability were implemented
- Reservation hours have been expanded during regular business hours on weekends.

The complete implementation of the 1996 listed milestones is subject to further refinements of the new scheduling software and elimination of Category #3 Feeder service option.

# REVISED TIMETABLE FOR IMPLEMENTATION

1997

## 1ST QUARTER

- Continued refinement of ADA/CIS software to resolve residual trip scheduling inefficiencies
- Continue refinement of operational phase-in plans.
- Review options for hiring of private contractor(s) for supplementing increased trip demand.

## 2ND QUARTER

- Continued refinement of ADA/CIS software to resolve residual trip scheduling inefficiencies.
- Implement Saturday (day) Door-to-Door service for Category #1 and Category #3 individuals subject to five (5) mile limit and linkage with fixed route service.
- Continue refinement of operational phase-in plans.
- Ongoing monitoring of ADA services and eligibility certification process.

## 3RD QUARTER

- Ongoing monitoring of ADA services and eligibility certification process.
- Implement weekday evening Door-to-Door service for Category #1 and Category #3 individuals subject to five (5) mile limit and linkage to fixed route service.

## 4TH QUARTER

- Make preparations for expanded weekend service hours (evening) to be implemented in March 1998
- Obtain additional resources/ i.e., contracted services, if analysis dictates, for late 1998 owl service/low density areas and overflow capacity.
- Ongoing monitoring of ADA services and eligibility certification process.



# **ADA Complementary Paratransit Plan 1997 Update**

Tables:

- Timetables and Progress Report
- Service Criteria
- Budget, Cost & Vehicle Estimates

January 1997

# 1996-1997 ADA PARATRANSIT PLAN - IMETABLE & PROGRESS REPORT (TABLE 1)<sup>1</sup>

1996 Update Target Date (MM/YY)	1996 Mile Stone Met? (Y/N)	1996 MILESTONE PROGRESS REPORT - as of January, 1997 (Y/N period January 26, 1996 - January 25, 1997)	1997 New Date? (MM/YY)
5/96	Y	Implement weekday (9/95) and Sunday (day) Door-to-Door service for Category #1 individuals.	N/A
(5/95)	N (Y)	(Implement weekday and Sunday (day) <u>Feeder</u> service for Category #3 individuals.) <b>Milestone superseded by proposed elimination of "Feeder" element in favor of Door-to-Door service for Category #3 individuals</b>	5/96  N/A
5/96	Y	ADA response time with respect to seven (7) advance reservation implemented.	N/A
5/96	N	Implement Saturday (day) Door-to-Door service for Category #1 individuals.	9/97
(12/95)	N	(Implement Saturday (day) <u>Feeder</u> service for Category #3 individuals.) <b>Milestone superseded by proposed elimination of "Feeder" element in favor of Door-to-Door service for Category #3 individuals</b>	5/96  4/97
5/96	Y	ADA response time requirements fully met as reservation hours are expanded to regular business hours on the weekend.	N/A

**REVISED 1997 ADA PARATRANSIT PLAN TIMETABLE (TABLE 2)**

1997

Target Date

(MM/YY)

Any Remaining Milestones - January 1997 Update

---

4/97	Implement Saturday (day) Door-to-Door service for Categories #1 and Category #3 individuals
9/97	Implement weekday evening Door-to-Door service for Category #1 and Category #3 individuals

The remaining services required for Full ADA Compliance are as follows:

3/98	Implement weekend (Saturday and Sunday) evening Door-to-Door service for Category #1 and Category #3 individuals
6/98	Implement owl Door-to-Door service for Category #1 and Category #3 individuals seven days per week
12/98	Remove all capacity constraints. Full ADA hours & days of service. Meet all ADA standards.

**ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE (TABLE 3, PAGE 1)**

COMPLIANCE ITEM	In Full Compliance Now (Y/N)	If No, Expected Date of Full Compliance (MM/YY)
<b><u>ELIGIBILITY PROCESS</u></b>		
1. Requests for certification being accepted and all aspects of policy (appeals, documentation, etc.) established no later than 1/26/94.	Y	
2. Compliance with companion and personal care attendant requirements.	Y	
3. Compliance with visitor requirements.	Y	
<b><u>SIX SERVICE CRITERIA</u></b>		
<b>SERVICE AREA</b>		
4. Service to all origins and destinations within the defined area.	Y	
5. Coordination with contiguous/overlapping service areas, if applicable.	Y	
<b>RESPONSE TIME</b>		
6. Requests accepted during normal business hours on "next day" basis.	Y	
7. Requests accepted on all days prior to days of service (e.g., weekends/holidays).	Y	
8. Requests accepted days in advance	Y	
9. Trips scheduled within one hour of requested pickup time.	Y	

**ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE (TABLE 3, PAGE 2)**

COMPLIANCE ITEM	In Full Compliance Now (Y/N)	If No, Expected Date of Full Compliance (MM/YY)
<b>FARES</b>		
10. No more than twice the base fixed route fare for eligible individuals.	Y	
11. Compliance with companion fare requirement.	Y	
12. Compliance with personal care attendant fare requirement.	Y	
<b>DAYS AND HOURS OF SERVICE</b>		
13. Paratransit provided during all days and hours when fixed route service is in operation.	N	12/98
<b>TRIP PURPOSES</b>		
14. No restriction on types of trip purposes.	Y	
15. No prioritization by trip purpose in scheduling.	Y	
<b>CAPACITY CONSTRAINTS</b>		
16. No Restrictions on the number of trips an individual will be provided.	Y	
17. No waiting lists for access to the service.	Y	
18. No substantial numbers of significantly untimely pickups for initial or return trips.	Y	

**ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE (TABLE 3, PAGE 3)**

<b>COMPLIANCE ITEM</b>	<b>In Full Compliance Now (Y/N)</b>	<b>If No, Expected Date of Full Compliance (MM/YY)</b>
19. No substantial numbers of trip denials or missed trips.	N	12/98
20. No substantial numbers of trips with excessive trip lengths.	N	12/97
21. When capacity is unavailable, subscription trips are less than 50 percent.	Y	
<b>Date Targeted in Plan for Full Compliance with All ADA Paratransit Requirements</b>		
<b>In 1996 Update Submission</b>		12/96
<b>In 1997 Update Submission</b>		12/98

**ADA PARATRANSIT CAPITAL & OPERATING BUDGET SUMMARY (TABLE 5)**  
*(projections in thousands of 1995 dollars)*

<u>ADA Paratransit Expenses<sup>2</sup></u>	<u>Actual 1993</u>	<u>Actual 1994</u>	<u>Actual 1995</u>	<u>Est. 1995</u>	<u>Proj. 1996</u>	<u>Proj. 1997</u>	<u>6 Year Total 92-97</u>
1. CAPITAL EXPENSES	\$0	\$0	\$3,537	\$510	\$764	\$0	\$4,811
2. OPERATING EXPENSES	\$0	\$0	\$0	\$1,835	\$2,919	\$5,243	\$9,997
3. SUBTOTAL ADA Paratransit Expenses (lines 1 & 2)	\$0	\$0	\$3,537	\$2,345	\$3,683	\$5,243	\$14,808
<u>Total Paratransit Expenses<sup>3</sup></u> (ADA & Non-ADA combined)							
4. Capital Expenses	\$3,913	\$1,757	\$1,757	\$1,537	\$1,626	\$0	\$10,590
5. Operating Expenses	\$5,606	\$6,121	\$6,121	\$5,534	\$6,211	\$5,845	\$35,438
6. Total Paratransit Expenses (sum of lines 4 & 5)	\$9,519	\$7,878	\$7,878	\$7,071	\$7,837	\$5,845	\$46,028

In 1992, Total Paratransit costs (line 6) for our transit system were \$7,592,000

Cleveland, Ohio

<sup>2</sup> Using a ratio to break out ADA from total paratransit expenses is acceptable. Do not include any ADA fixed-route costs.  
<sup>3</sup> If non-ADA paratransit service is provided, add ADA to non-ADA costs to obtain Total Paratransit Expenses.

**TOTAL TRANSIT SYSTEM COST ESTIMATES (TABLE 6)**  
*(projections in thousands of 1995 dollars)*

<b>TOTAL TRANSIT SYSTEM COSTS<sup>4</sup></b>	<b>Actual 1992</b>	<b>Actual 1993</b>	<b>Actual 1994</b>	<b>Est. 1995</b>	<b>Proj. 1996</b>	<b>Proj. 1997</b>	<b>6 Year Total 92-97</b>
<b>1 Capital Expenses</b>	\$44,622	\$38,323	\$65,846	\$75,700	\$97,561	\$133,879	\$455,931
<b>2 Operating Expenses</b>	\$158,290	\$154,998	\$159,643	\$170,020	\$179,543	\$186,477	\$1,008,971
<b>3 Total System Costs</b> (lines 1 + 2)	\$202,912	\$193,321	\$208,344	\$245,720	\$277,103	\$320,356	\$1,464,902
<b>4 ADA Paratransit Expenses</b> (line 3, Table 5)	\$0	\$0	\$0	\$2,345	\$3,684	\$4,218	\$10,246
<b>5 ADA Paratransit as percent</b> of Total Costs (line 4 divided by line 3)	0%	0%	0%	1.0%	1.3%	1.3%	1.0%

In 1991, total system costs (line 3) for our transit system were \$158,290.

<sup>4</sup> Total transit system costs encompass all system costs, not just ADA-related costs. These transit system costs must include: (1) all fixed-route costs (bus, rail, etc.), plus (2) all paratransit expenses (ADA and non-ADA).



**ADA ACCESSIBILITY: FIXED-ROUTE BUSES (TABLE 7)**

BUSES IN ACTIVE FLEET	<u>Actual 1993</u>	<u>Actual 1994</u>	<u>Actual 1995</u>	<u>Est. 1996</u>	<u>Proj. 1997</u>	<u>Proj. 1998</u>	<u>Proj. 1999</u>
1. Total Number of Buses	703	753	785	785	705	705	705
2. Buses Without Lifts/Ramps	397	394	394	394	199	199	77
3. Buses With Pre-ADA Lifts/Ramps	0	0	0	0	0	0	0
4. Buses With ADA Lifts/Ramps (meets Part 38 lift specifications)	306	359	391	391	506	506	628
5. Percent With Lifts/Ramps (sum of lines 3 & 4, divided by line 1)	44%	48%	50%	50%	72%	72%	89%

For 1996, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed route system: 10,500.

For an average day, can you estimate the total number of persons with disabilities that use your fixed-route service? (Do not include customers who normally use ADA paratransit service). (Optional): \_\_\_\_\_

**TOTAL "PARATRANSIT" VEHICLES USED BY YOUR SYSTEM<sup>5</sup> (TABLE 8)**

TOTAL NUMBER IN ACTIVE FLEET	Actual <u>1993</u>	Actual <u>1994</u>	Actual <u>1995</u>	Est. <u>1996</u>	Proj. <u>1997</u>	Proj. <u>1998</u>	Proj. <u>1999</u>
1. All Paratransit - Vans & Minivans	20	20	20	20	56	56	56
2. All Paratransit - Buses	53	53	55	55	31	31	31
3. Paratransit - Sedans/Wagons (other than taxis)	0	0	0	0	0	0	0
<b>LIFT EQUIPPED PARATRANSIT VEHICLES</b>							
4. Paratransit - Buses, Vans & Minivans (with lifts/ramps from lines 1 & 2)	75	75	75	75	87	87	87
<b>CONTRACTOR VEHICLES</b>							
5. For 1996, from lines 1 and 2, estimate the number of buses, vans, and minivans, etc., "owned" by your contractors that routinely provide paratransit (ADA & non-ADA) for your system.					<u>27</u>		
Please estimate 1997	<u>32</u>						

<sup>5</sup> Please include all dedicated paratransit vehicles (ADA or non-ADA service combined) used on your system. Include all paratransit vehicles your system owns or leases, as well as vehicles used from your contractor's fleet. Do not include any accessible vehicles used on the fixed-route.