

ADA Paratransit Plan Update

Des Moines Metropolitan Transit Authority

January 1994

Introduction

The following document updates the Des Moines Metropolitan Transit Authority's (Metro's) ADA Plan two years after submission of the plan to the Federal Transit Administration (FTA). Purpose of this report is to determine whether Metro has implemented changes scheduled during the second year of the plan and to determine if adjustments are necessary for the third through the fifth and last year of the plan. As circumstances change, adjustments may need to be made to reflect these new situations. The information contained in this update includes the following FTA required elements:

- Identification of the Submitting Agency & MPO Certification
- Timetables, Progress Reports on Milestones & Six Service Criteria
- Budget, Cost & Vehicle Estimates
- Public Participation
- Discussion of Unresolved ADA Issues
- Other Issues

The remainder of this document addresses each of these issues in detail.

Identification of Submitting Entity

Agency: Des Moines Metropolitan Transit Authority

Address: 1100 MTA Lane,
Des Moines, Iowa 50309

Telephone Number: (515) 283-8111

Authorized Representative: K. Stephen Spade, General Manager

Contact Person: Sheri Kyras, Assistant General Manager

Timetables and Progress Report on Milestones

Tables 1 and 2 on the next pages identify Metro's FY1993 progress and future ADA milestones. As table 1 indicates, Metro has met its 1993 goal and anticipates this same progress in future years as documented on Table 2. If you look at the total number of passengers on Bus Plus indicated on Table 4, the total number certified as eligible has grown from 101 to 216 with an estimate to again grow to 434 passengers estimated in the current year. This is substantially more than the milestones originally set. Metro has attempted to allow any individual eligible for the service to take advantage of Bus Plus. No passengers have been placed on a waiting list simply because we have met our milestone for the year. Metro is dedicated to providing the maximum service allowable within budget constraints for the program. This budget has allowed us to go above the established milestones.

One reason Metro has been able to go above these milestones is due to the number of trips eligible passengers are taking per month. It was originally estimated that 11 trips per month per passenger would be taken. Last year this estimate was revised down based on actual usage. Metro has found that the average number of trips for new clients since last year has been 2 trips per month. A majority of new passengers are simply using Bus Plus for one to two doctor's appointments each month. This fact has allowed Metro to place no restrictions on the number of passengers eligible for the service.

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SYSTEM NAME: DES MOINES METROPOLITAN TRANSIT AUTHORITY

CITY: DES MOINES

Table 1
STATE: IOWA

ADA PARATRANSIT PLAN TIMETABLE - PROGRESS REPORT

1993 UPDATE TARGET DATE (MM/YY)	1993 MILE- STONE MET? (Y/N)	MILESTONE PROGRESS REPORT - JAN. 1994 <u>(period January 26, 1993 - January 25, 1994)</u>	1994 NEW DATE? (MM/YY)
7/93	Y	Allow 40% more Bus Plus passengers	N/A

Jan. 1994

SYSTEM NAME: DES MOINES METROPOLITAN TRANSIT AUTHORITY

CITY: DES MOINES

Table 2
STATE: IOWA

REVISED ADA PARATRANSIT PLAN TIMETABLE

1994-1996
TARGET DATE
(MM/YY)

MILESTONES - JANUARY 1994 UPDATE

NO CHANGES FROM ORIGINAL ADA PLAN
AS INDICATED BELOW:

7/94	Allow 60% more Bus Plus passengers
7/95	Allow 80% more Bus Plus passengers
7/96	Allow unlimited eligible passengers & trips
12/96	Reduce Bus Plus Fare to \$1.50

ELIGIBILITY, SIX SERVICE CRITERIA AND FULL COMPLIANCE DATE

As table 3 on the next page indicates, Metro has met all service criteria except one - comparable fare. Metro's original ADA Plan scheduled compliance with this criteria by the end of 1996. Metro is still on schedule to meet this criteria.

ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N) (MM/YY)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
ELIGIBILITY PROCESS		
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	
SIX SERVICE CRITERIA		
SERVICE AREA		
4. Service to all origins and destinations within the defined area	Y	
5. Coordination with contiguous/overlapping service area, if applicable	N/A	
RESPONSE TIME		
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 at least 14 days in advance	Y	
9. Trips scheduled within one hour of requested pickup time	Y	

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SYSTEM NAME: DES MOINES METROPOLITAN TRANSIT AUTHORITY

CITY: DES MOINES

Table 3
STATE: IOWA

ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE

COMPLIANCE ITEM	IN FULL NOW (Y/N) (MM/YY)	IF NO, EXPECTED COMPLIANCE (MM/YY)
FARES		
10. No more than twice the base fixed route fare for eligible individuals	N	12/96
11. Compliance with companion fare requirement	Y	
12. Compliance with personal care attendant fare requirement	Y	
DAYS AND HOURS OF SERVICE		
13. Paratransit provided during lal days and hours when fix-route service is in operation	Y	
TRIP PURPOSES		
14. No restrictions on types of trip purposes	Y	
15. No prioritization of trip purpose in scheduling	Y	
CAPACITY CONSTRAINTS		
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	
19. No substantial numbers of trip denials or missed trips	Y	
20. No substantial numbers of trips with excessive trip lengths	Y	
21. When capacity is unavailable, subscription trips are less than 50 percent	Y	
DATE TARGETED IN PLAN FOR FULL COMPLIANCE WITH ALL ADA PARATRANSIT REQUIREMENTS		Dec. 1996

DEMAND ESTIMATES

Table 4 details the demand for Metro's Bus Plus service in the past, current need and anticipated demand in future years. Metro to date has provided this service with its own vehicles and personnel. The reason for this is that Metro combines ADA and contract paratransit trips together where possible to provide a more economical service for both types of paratransit service. By doing this, a greater number of passengers can be served.

Metro's ridership as increased substantially in the past few years and this trend is anticipated for the next several years. A large number of passengers currently eligible for contract service are becoming ineligible for this service and are consequently applying for, and becoming eligible for, Bus Plus service. This shift has caused major increases in the Bus Plus program that will continue in the near future. This shift has occurred due to the ADA and the contractor believing it's no longer their responsibility to provide service for these passengers.

ADA PARATRANSIT DEMAND ESTIMATE

DEMAND	Actual <u>1991</u>	Actual <u>1992</u>	Actual <u>1993</u>	Est. <u>1994</u>	Est. <u>1995</u>	Est. <u>1996</u>	Est. <u>1997</u>
ADA ELIGIBILITY							
1. Number of Persons Certified for ADA Paratransit	101	216	435	600	800	900	1,000
NUMBER OF TRIPS/YEAR (thousands of one-way passenger trips/hour)							
2. ADA Paratransit Trips Provided/Year	N/A*	N/A*	7,158	11,040	14,904	20,120	27,163
3. Total Paratransit Trips Provided/Year (Total ADA and non-ADA)	295,101	288,453	234,588	252,000	269,640	288,515	308,711
4. Total Paratransit Revenue Hours/Year (Total ADA and non-ADA) (Sec. 15 definition)	35,768	55,884	52,437	41,000	43,550	46,100	47,000
<hr/>							
5. For 1993, estimate the number of trips on line 2 that were provided by contracted taxi service:							<u>0</u>
6. For 1993, estimate the number of trips on line 2 that our system purchased (contracted out) rather than provide in-house: (include contracted taxi service from line 4 and other service owned or operated by the contractors)							<u>0</u>
7. Using 1990 Census or planning figures, estimate the total number of all persons (disabled and non-disabled combined) in the ADA paratransit service area							<u>268,946</u>

BUDGET, COST AND VEHICLE ESTIMATES

This section of the plan update contains four tables which detail Metro's ADA and total ridership estimates as well as the costs associated with service for these individuals. The following discusses unusual numbers which need additional explanation.

Table 5: ADA Paratransit Costs - The reason for the substantial increase in 1997 is due to two factors: the anticipated growth in passengers/trips taken and due to the required cost per trip reduction required by ADA. The lower fare will cause approximately a \$42,000 revenue loss that will need to be procured from other sources.

Table 6: Total System Costs - The fluctuating ADA Paratransit Percent on Line 5 is due to capital purchases. Operating costs evidence a slow, steady increase over the five year period.

Table 7: Fixed-Route Bus Fleet - Line one, total number of buses fluctuates due to Metro's excess of buses in 1990. Metro downsized its fleet to meet the Federal Transit Administration's (FTA) spare ratio requirement. The further reduction in the fleet in 1994 is due to the flooding in 1993. Increases in 1995 are due to the condition of Metro's bus fleet after the flood, the procurement of 10 buses for Omaha for a one year period and the anticipation of three articulated buses to relieve overcrowding occurring due to Metro's substantial ridership increases. After the one year period, Metro will reduce its fleet to the number of buses allowed by the FTA.

Table 8: Paratransit Bus Fleet - In the past, Metro's entire paratransit fleet has been lift equipped. Metro was fortunate in being given a van by Variety Club for paratransit service. This vehicle is not lift-equipped, but is used on routes and for passengers who do not require such a lift. The car used for paratransit is also available for these passengers.

ADA PARATRANSIT CAPITAL & OPERATING BUDGET SUMMARY
 (projections in thousands of 1993 dollars)

	<u>Actual 1992</u>	<u>Actual 1993</u>	<u>Est. 1994</u>	<u>Proj. 1995</u>	<u>Proj. 1996</u>	<u>Proj. 1997</u>	<u>6 Year Total 92-97</u>
ADA PARATRANSIT EXPENSES*							
1. Capital Expenses	0	32,985	40,500	140,400	0	75,000	288,885
2. Operating Expenses	173,000	175,000	175,000	200,000	280,000	442,000	1,445,000
3. Subtotal ADA Paratransit Expenses (lines 1 + 2)	173,000	207,985	215,500	340,400	280,000	517,000	1,733,885
TOTAL PARATRANSIT EXPENSES** (ADA & Non-ADA combined)							
4. Capital Expenses	245,040	274,870	270,000	780,000	0	270,000	1,839,910
5. Operating Expenses	1,463,370	1,482,920	1,516,995	1,603,926	1,668,083	1,734,807	9,470,101
6. TOTAL PARATRANSIT EXPENSES (sum of lines 4 and 5)	1,708,410	1,757,790	1,786,995	2,383,926	1,668,083	2,004,807	11,310,011

IN 1991, TOTAL PARATRANSIT COSTS FOR OUR TRANSIT SYSTEM WERE \$1,513,944

* Using a ratio to break our ADA from total paratransit expenses is acceptable.

** If non-ADA paratransit service is provided, add ADA to non-ADA costs to obtain Total Paratransit Expenses.

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SYSTEM NAME: DES MOINES METROPOLITAN TRANSIT AUTHORITY

CITY: DES MOINES

Table 6
STATE: IOWA

TOTAL TRANSIT SYSTEM COST ESTIMATES
CAPITAL & OPERATING BUDGET SUMMARY
(projections in thousands of 1993 dollars)

TOTAL TRANSIT SYSTEM COSTS*	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997	6 Year Total 92-97
1. Capital Expenses	1,842,610	32,985	1,688,500	140,400	2,150,000	48,600	5,903,095
2. Operating Expenses	7,836,844	8,234,498	8,819,915	9,141,807	9,582,858	9,045,321	52,661,243
3. TOTAL SYSTEM COSTS (lines 1 + 2)	9,679,454	8,267,483	10,508,415	9,282,207	11,732,858	9,093,921	58,564,338
4. ADA PARATRANSIT EXPENSES (line 3, Table 5)	173,000	207,985	215,500	340,400	280,000	517,000	1,733,885
5. ADA PARATRANSIT AS PERCENT OF TOTAL COSTS (line 4 divided by line 3)	1.8%	2.5%	2.1%	3.8%	1.9%	5.7%	3.0%

IN 1991, TOTAL SYSTEM COSTS FOR OUR TRANSIT SYSTEM WERE \$8,140,576.

* 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)

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SYSTEM NAME: DES MOINES METROPOLITAN TRANSIT AUTHORITY

CITY: DES MOINES

Table 7
STATE: IOWA

ADA ACCESSIBILITY: FIXED-ROUTE BUSES

	<u>Actual 1990</u>	<u>Actual 1991</u>	<u>Actual 1992</u>	<u>Actual 1993</u>	<u>Est. 1994</u>	<u>Proj. 1995</u>	<u>Proj. 1996</u>	<u>Proj. 1997</u>
BUSES IN ACTIVE FLEET								
1. Total Number of Buses	82	77	78	78	74*	87	84	84
2. Buses Without Lift/Ramps	64	59	50	50	38	51	38	38
3. Buses With Pre-ADA Lifts/Ramps	0	0	0	0	0	0	0	0
4. Buses With ADA Lifts/Ramps (meets Part 38 lift specifications)	18	18	28	28	36	36	46	46
(Note: The sum of lines 2, 3, and 4 should equal line 1.)								
5. Percent With Lifts/Ramps (sum of lines 3 and 4, divided by line 1)	22%	23%	36%	36%	49%	41%	55%	55%

For 1993, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed-route system: 6,900 boardings

* After flood fleet size

PARATRANSIT VEHICLES (OWNED/LEASED BY YOUR SYSTEM)*

TOTAL NUMBER IN ACTIVE FLEET (owned/leased by your system)	<u>Actual 1991</u>	<u>Actual 1992</u>	<u>Actual 1993</u>	<u>Est. 1994</u>	<u>Proj. 1995</u>	<u>Proj. 1996</u>	<u>Proj. 1997</u>
1. Paratransit - Vans and Minivans	0	1	1	1	1	1	1
2. Paratransit - Buses	24	24	23	20	20	21	22
3. Paratransit - Sedan/Wagons (other than taxis)	0	1	1	1	1	1	1
LIFT-EQUIPPED PARATRANSIT VEHICLES							
4. Paratransit - Buses, Vans and Minivans (with lifts/ramps from lines 1 and 2)	24	24	23	20	20	21	22

* Please include all your dedicated paratransit vehicles (ADA or non-ADA service combined) that your system owns/leases, even if a contractor operates the service. Do not include accessible vehicles used on the fixed-route.

5. For 1993, provide an approximate estimate of the number of buses, cars and minivans, etc. excluding taxis, owned by your contractors that routinely provide paratransit (ADA and non-ADA) for our system: 3 vehicles

6. Prior to ADA paratransit (in 1991 and earlier), our transit system: I- In-house*
 *[(N) Did not offer paratransit; (I) Offered paratransit which was provided In-House; (P) Offered paratransit which was primarily Purchased demand responsive service, or (O) Other, please explain.]

PUBLIC PARTICIPATION

The following describes Metro's efforts to involve the disabled community in provision of paratransit service in the greater metropolitan area.

Ongoing Outreach Activities - Metro has established a Paratransit Advisory Committee to oversee the operations of the paratransit division. This committee meets as issues evolve and met during 1993 on two occasions in the first six months of the year.

(Activities after the July 1993 flood has been placed on hold until Metro is back in its facility at 1100 MTA Lane. This return date is anticipated to be around January 19.)

The exact dates and number of participants is not available as all record of these activities were lost in the flood. Both these meetings were held at the Metro facility.

Plan Update Activities - Metro has attempted to inform and involve the disabled public to the greatest degree possible. The notice of public hearing is located in the Appendix and was published in the *Des Moines Register* on December 28, 1993. The plan was completed and available to the public on January 10, 1994. It was available in regular and large print and, upon request, in braille. The public was asked to review the document and submit comments by January 20 for consideration and necessary revisions to the document.

A copy of the document was mailed on January 10, 1994 to the Advisory Committee members and the committee who advised Metro on the original ADA Plan - the Paratransit User's Group comprising approximately 15 members who regularly use its services.

Metro invited anyone to attend the public hearing scheduled for January 19 and made transportation available at no cost to all who wished to attend. This hearing was at the Metro facility. Questions raised at the hearing and Metro's response are described below.

TO BE COMPLETED AFTER THE JAN. 19 HEARING

Metro has made a concerted effort to inform the public of its Bus Plus service and has developed a brochure which explains how to use the service, who is eligible and what the cost will be. A copy of this brochure is included in the Appendix.

UNRESOLVED ISSUES

Metro was found to be compliant in its 1993 update as referenced in FTA's letter leaving no issues yet to be resolved.

OTHER ISSUES

Metro has made no changes to its fixed-route or paratransit service area, the fixed-route base fare, the accessibility or days and hours of fixed-route service. In addition, Metro has made no policy changes in the paratransit service such as trip restrictions or capacity during the past year.

One issue discussed in last year's update that continues to hamper full compliance with ADA was the effect the State's property tax freeze and roll-backs is having on the cities ability to fund Metro's fixed-route and paratransit service. Metro was able to find budget savings last year so that no service changes were made to either system, but this year with this limitation still in place, Metro is facing a \$400,000 budget deficit beginning July 1994. Metro is still developing plans and strategies to balance next year's budget, but fixed-route service may need to be cutback in order to accomplish this. If this is the case, the paratransit service area could be affected in the future.

APPENDIX

FORM 1

MPO CERTIFICATION OF PARATRANSIT PLAN

The Des Moines Metropolitan Planning Organization hereby certifies that it has reviewed the ADA paratransit plan update prepared by the Des Moines Metropolitan Transit Authority as required under 49 CFR 37.139(j) and finds it to be in conformance with the transportation plan development under 49 CFR part 613 and 23 CFR part 450 (the FTA/FHWA joint planning regulation). This certification is valid for one year.

signature

name of authorized official

title

date

9. Under normal conditions, what's the maximum distance you can walk or roll your wheelchair?

- 2-3 blocks
- 3-4 blocks
- 4 or more blocks
- Other (please state how many blocks) _____

10. What abnormal conditions prevent you from walking or rolling your wheelchair this distance?

Weather (please explain your limitation and reason why) _____

Physical Condition (please explain your limitation and reason why)

Other (please explain your limitation and reason why) _____

11. If you're assisted by using one of the following, please indicate how far you can walk or roll your wheelchair (please check which ones):

- Walker
- Manual Wheelchair
- Electric Wheelchair
- 3-wheel vehicle (Lark, Amigo, etc.)
- Cane(s) For Support
- Crutches
- Another individual
- Guide Dog
- Cane used by those with visual impairments

- 2-3 blocks
- 3-4 blocks
- 4 or more blocks
- Other (please state how many blocks) _____

12. Are you mentally able to understand how to pay to ride the bus?

Yes No

13. Do you recognize numbers or colors?

Yes No

14. Can you find a bus stop with out the help of someone else? If not, explain why not.

_____ Yes _____ No

15. Can you decide what bus to get on and tell where to get off? If no, _____ explain why.

_____ Yes _____ No

16. Have you been diagnosed by a physician as having any of the following? (If so, please check which ones)

- _____ Chronic Fatigue
- _____ Blindness
- _____ Lack of cognitive ability to remember and follow directions
- _____ Special sensitivity to temperature
- _____ Impaired mobility
- _____ Severe communication disabilities
- _____ Cardiopulmonary conditions

17. If so, please explain how this affects your daily life (eating, breathing, getting around, etc.)

18. Is your condition permanent or temporary?

_____ 1. Permanent _____ 2. Temporary (please indicate when problem will be cured) _____

In order to determine the best transportation for you, the Metro may need to contact a physician or other professional to obtain additional information. Please complete the following information.

The following physician _____ health care professional _____ rehabilitation professional _____ (check one) is familiar with my physical/mental abilities and is authorized to provide information to the Metro.

Name: _____

Address: _____

State: _____

Zip Code: _____

Daytime Phone Number: _____

The following physician _____ health care professional _____ rehabilitation professional _____ (check one) is familiar with my physical/mental abilities and is authorized to provide information to the Metro.

Name: _____

Address: _____

State: _____

Zip Code: _____

Daytime Phone Number: _____

I, _____, state that information contained
(print your name)

in this form is true and accurate*.

Check the most appropriate line:

_____ I am physically able to sign my name

_____ I'm not physically able to sign my name

_____ I sign my name with an "X"

_____ I Can sign my name only at times

_____ I'm not physically able to sign my name, but am able to use a signature stamp.
(Stamp in place provided for signature).

(Your Signature) (or Witness if unable to sign) (Date)

* If information contained in this application is found to be untrue, applicant could be denied or removed from Metro bus service eligibility.

Des Moines Metropolitan Transit Authority Application Results

Dear _____:

The Des Moines Metropolitan Transit Authority has completed its review of your application for Metro bus service. Based on information contained in your application and from the person you indicated was familiar with your physical/mental abilities, the Metro certifies you as follows for paratransit and/or fixed-route, city bus service.

You are:

_____ Not "ADA Eligible" as defined by federal regulations and are therefore eligible for fixed-route, city bus service only. Reason(s) for this determination are:

_____ "ADA Eligible" as defined by federal regulations and are eligible for/under the following services/conditions:

_____ Fixed-route, city bus service only

_____ Paratransit service

_____ Conditional Paratransit service

Conditions that make you eligible for paratransit service are:

If you wish to appeal this certification, the enclosed sheet explains the Metro's appeal (grievance) process.

Date Application Received by Metro: _____

Date Passenger Notified: _____

Signature of Review Officer

Date

Paratransit Appeal (Grievance) Process

The following information details each step of the Metro's appeal (grievance) process for paratransit service. If you'd like to appeal (grieve) your eligibility for this service, you'll need to follow the steps described below.

Step One: Within 45 days from the notification date listed on your eligibility evaluation form, submit to the Metro your desire to appeal (grieve) your eligibility for paratransit service. This request must be in writing and mailed to the following address.

Sheri Kyras
Assistant General Manager
Des Moines Metropolitan Transit Authority
1100 MTA Lane
Des Moines, Iowa 50309

Step Two: Within 5 working days of receipt of your written notice to appeal (grieve), the Metro will notify you of the date, time and location of your appeals (grievance) hearing. You, and/or a representative for you, may be present to state your case to the appeals (grievance) committee. This committee is comprised of the Metro's General Manager, Assistant General Manager and Paratransit Advisory Committee Chairperson. The paratransit department will state their reasons for denying service and you, or your representative, may respond to these reasons.

Step Three: Within 5 working days after the hearing, a written response stating the following will be mailed to you.

- * Committee's decision
- * Reason for the decision
- * If eligible for paratransit service, an explanation of service for which you're eligible.

The committee's decision on this application will be final and binding for one year from the date of the appeals (grievance) committees written response. If your condition changes, you may submit a new application. The new application must be accompanied by a physician's statement indicating applicant's change of condition.

If you would like to have assistance in preparing information for the hearing, the attached list of persons would be willing to assist you with advice and direction.

Provided upon request.

___NOTICE OF PUBLIC HEARING

1. Notice is hereby given that a public hearing will be held to discuss the Des Moines Metropolitan Transit Authority's (Metro's) proposed plan update to provide complementary paratransit service as required by the American's with Disabilities Act. This public hearing will be held Wednesday, January 19, 1994 at 6:30 p.m. at the Metro, 1100 MTA Lane, training room. Transportation will be provided to all person's attending the hearing.
- II. At the hearing, Metro will afford an opportunity for interested persons or agencies to be heard with respect to the ADA Plan Update.
- III. The ADA requires:
 - Public entities providing fixed route bus service to the general public also provide comparable paratransit service to ADA eligible individuals with disabilities who are unable to use the fixed route system.
 - A plan update for implementing complementary paratransit service will be submitted by January 26, 1994 to the Federal Transit Administration.
 - Complementary paratransit service will be in full compliance as soon as possible but no later than January 26, 1997.
- IV. The proposed complementary Paratransit Plan Update will be made available for public inspection beginning January 10, 1994 at the Metro office, 1100 MTA Lane, Des Moines, Iowa, 50309. Large print documents are available and braille copies upon request.
- V. Interested persons or agencies may present evidence and recommendations orally or in writing at the public hearing.
- VI. Persons unable to attend the hearing may submit written comments to the Metro, 1100 MTA Lane, Des Moines, Iowa 50309. Comments must be postmarked no later than midnight January 20, 1994.

What is Bus Plus?

Bus Plus is a service provided by the Paratransit Division of the Metropolitan Transit Authority. This service operates lift-equipped buses, cars, and vans serving passengers in the metropolitan area. Bus Plus operates door to door paratransit service with two major benefits:

- There are no trip restrictions
- The fare is based on the distance travelled

We encourage people to take shorter trips. The shorter the trip, the lower the fare and more people we can serve with Bus Plus.

Why a Bus Plus Service?

The Metro realizes the hardship that's caused by limiting individuals and types of trips on its paratransit service. This Bus Plus service provides the opportunity to travel wherever you like for any reason during normal operating hours.

**Confused?
Call 283-8136**

Who's Eligible for the Service?

Anyone who is not eligible for subsidized transportation through an agency and meets requirements after filing a Metro Bus Service Eligibility Form. If you have questions about eligibility call Polk County at 283-9238 or the Metro at 283-8136.

What Type of Trips are Eligible?

Any type of trip is eligible. You may ride the Paratransit Bus Plus service to visit a friend, to travel to a grocery store, or see a movie. Simply call the paratransit office at 283-8136 before 5:00 p.m. the day before your trip.

When May I Use the Service?

You may use this service during regular paratransit service hours -- Monday - Friday 6:00 a.m. to 6:00 p.m. and on Saturday 6:00 a.m. to 6:15 p.m. You may call up to 14 days in advance to make your reservation, however, you must make your reservation no later than 5:00 p.m. the day prior to your trip.

What's the Cost and How Do I Pay?

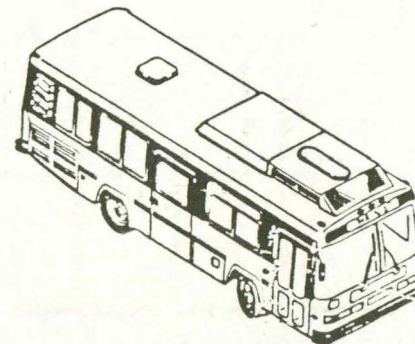
The cost to use the Bus Plus service is as follows:

- Stay within one zone \$ 1.50
- Travel into Second Zone 2.50
- Travel into Third Zone 3.50
- Travel into Fourth Zone 5.00

You must pay each time you board by using cash, check or the following tokens are available for your convenience.

- Green \$.50
- Purple \$ 1.00

A package of 10 tokens may be obtained by notifying the Metro at 283-8136 the day before. A paratransit driver will bring your tokens to you on your next trip. If you use cash, we request exact change.



How Do I Know How Many Zones I Will Cross?

The map on the back of this brochure illustrates the zone boundaries. An example of the cost is as follows.

Travel from Southridge Mall to Broadlawn's Hospital

Zone starting point: Zone 8
Travelling through: Zone 7
Zone ending point: Zone 2

Cost for one-way trip: \$ 3.50
(3 zone charge)

See insert for exact zone charges.

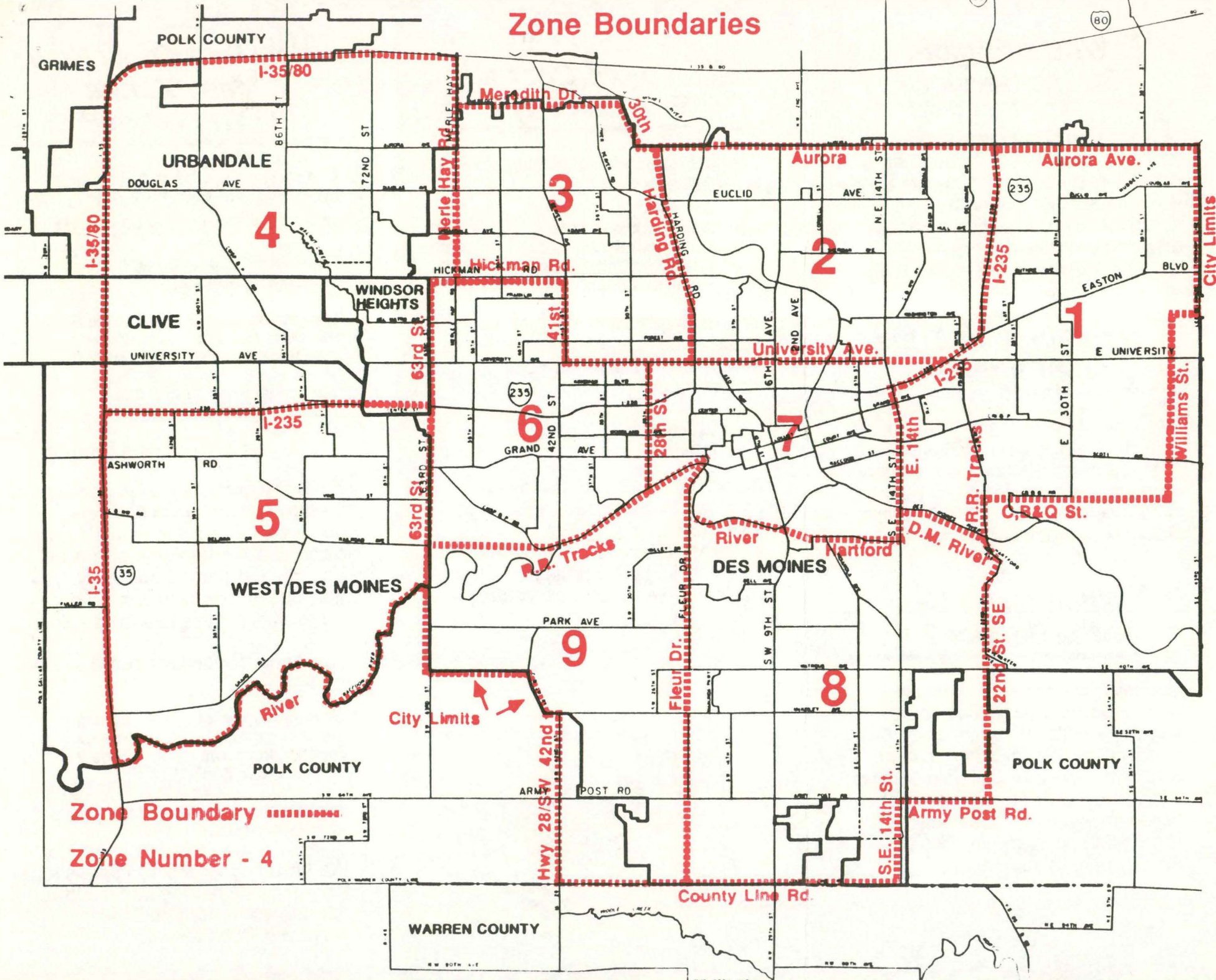
A **neutral zone** has been developed for trips that are close to a zone boundary. If your trip is within one block and/or one-eighth of a mile from the designated boundary, you may ride for one less zone charge. An example of this fare is as follows:

Travel from Southridge Mall to Lutheran Hospital

Zone starting point: Zone 8
Travelling through: Zone 7
Zone ending point: Zone 2
(1 block from Zone 7)

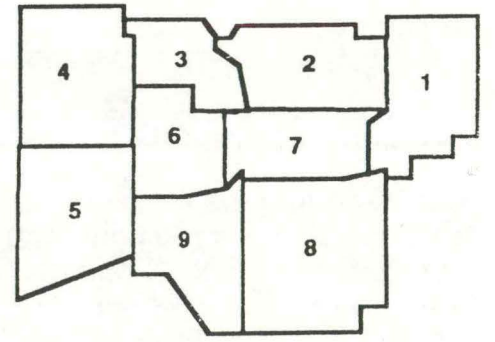
Cost for one-way trip: \$ 2.50
(2 zone charge)

We encourage people to take shorter trips. The shorter the trip, the lower the fare and more people we can serve with Bus Plus.



Paratransit Bus Plus User's Guide

Service for
Farepaying Passengers



Paratransit
283-8136

Action Item 6D - ADA Plan Update

Each January Metro is required to update its ADA Plan and report to the Federal Transit Administration its progress over the past year in meeting the needs of the disabled community. The enclosed document describes Metro's efforts this past year as well as its future plans toward meeting the ADA regulations by 1997.

The required elements of the plan are substantially different this year. FTA has asked transit systems to provide more detailed data in a standardized format so they can more quickly review each system's progress and plans. The document this year is divided into six sections as follows:

- Identification of the Submitting Agency & MPO Certification
- Timetables, Progress Reports on Milestones & Six Service Criteria
- Budget, Cost & Vehicle Estimates
- Public Participation
- Discussion of Unresolved ADA Issues
- Other Issues

Highlights of this document include the following:

- Metro is ahead of schedule as originally established in the ADA Plan. Metro was able to comply with the capacity constraint criteria this year as opposed to its original schedule of 1996. The budget allowed Metro to meet this criteria earlier than planned due to the lower than estimated demand for service as discussed next. Metro has met five of the six service criteria with the last, fare reduction, to follow in December 1996.
- Demand Estimates - new passengers to Bus Plus seem to be taking substantially less trips on Bus Plus. Until this year the average was 6.7 trips per month. This last year the average for new passengers is approximately 2.5 trips per month. It appears a majority of the new passengers are using Bus Plus to get to and from one or two doctor's appointments each month.
- The budget has been revised downward due to lowered capital costs. In the original plan, Metro anticipated the need for 10 buses to support the Bus Plus program. Due to the lower than estimated demand, Metro has revised this figure downward to 5 buses.
- Metro will achieve a 55% accessible bus fleet by 1997. As buses are retired they are replaced with accessible buses.
- Through this document, Metro has made FTA aware of the effect the property tax freeze and roll-backs have caused on the budget which may affect both the fixed-route and Bus Plus services in the future.

This plan will be discussed at a hearing to be held January 19, 6:30 p.m. at Metro's office. Comments and results of this hearing will be presented to the board at the meeting.

The general manager recommends approval of the ADA Plan Update and its subsequent submittal to the Federal Transit Administration.

January 25, 1994

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