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1992

**Plan for Complementary Paratransit Service
(Des Moines Metropolitan Transit Authority)**

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Des Moines Metropolitan Transit Authority

**Plan for
Complementary Paratransit
Service**

January 1992

Complementary Paratransit Service

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Chapter 1

Introduction

This document describes the Des Moines Metropolitan Transit Authority's (*Metro's*) plan to provide complementary paratransit service as is required by the Americans With Disabilities Act (ADA). The *Metro* is committed to quality transportation for all residents of the metropolitan area and offers this plan as a step toward comparable transit service for persons with disabilities.

This plan is divided into ten "chapters" each discussing various aspects of the *Metro's* plan to meet the ADA requirements. This discussion ranges from a description of existing services to an explanation and timeline of changes that will be necessary to provide a comparable level of paratransit service as is enjoyed by fixed-route (city) bus passengers.

Contact Person

The following *Metro* representative can be reached during normal business hours if additional information or questions arise pertaining to this plan.

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Chapter 2

Existing Transit Services

Fixed-Route

Service Area and Population

Metro provides fixed-route bus service to five cities within metropolitan Des Moines under a 28E Agreement signed in 1973. These cities are: Des Moines, West Des Moines, Clive, Windsor Heights and Urbandale. The map on the next page indicates the geographic location of each city. The population within the service area, based on the 1990 census data, is 261,041 residents. The following information delineates the population within each jurisdiction.

City	Population
Des Moines	193,187
West Des Moines	31,702
Clive	7,462
Windsor Heights	5,190
Urbandale	23,500

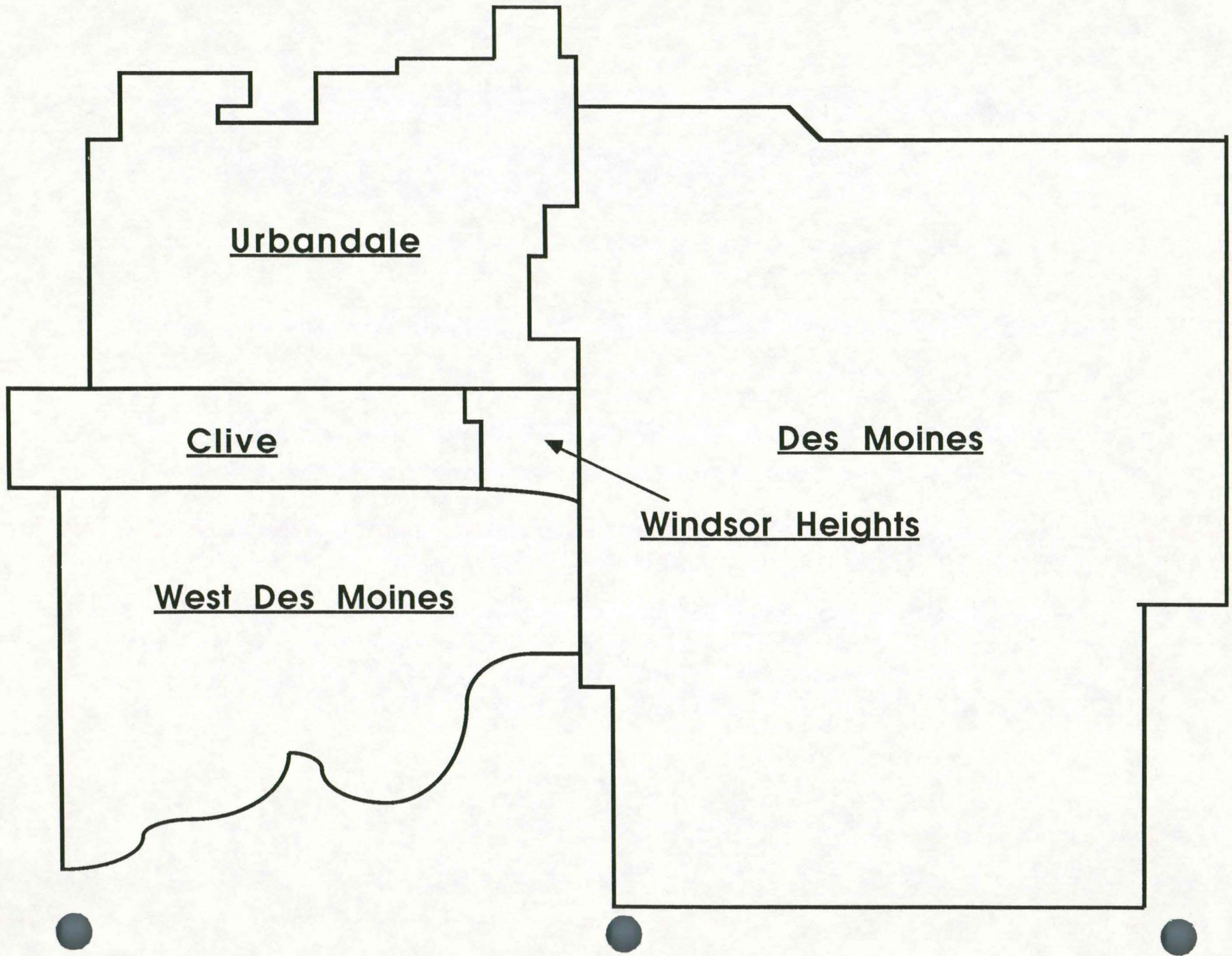
These five jurisdictions comprise the heart of central Iowa and encompass an area over 90 square miles.

Metro Routes & Ridership

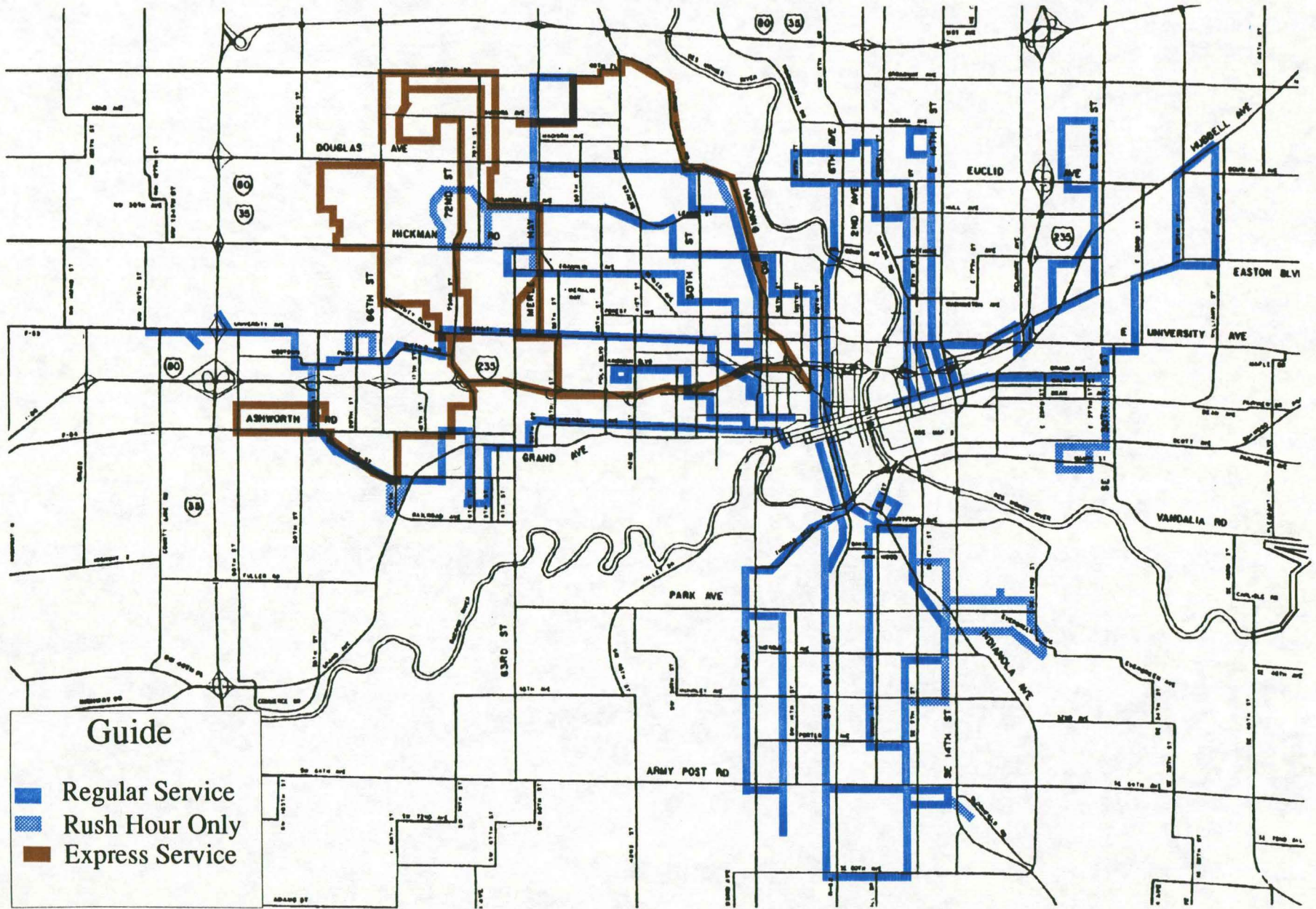
Metro operates eight regular routes, six express routes and three feeder services. (The map on page 4 illustrates the location of each route.) A summary of each route and its ridership are as follows.

Route	Type of Service	Annual Ridership
#1 - W. Des Moines/Fairground*	Reg. Route	544,044
#2 - Kingman	Reg. Route	33,489
#3 - University/High.-Oak Park*	Reg. Route	534,016
#4 - Urbandale/E. 14th*	Reg. Route	341,871
#5 - Clark/E. 6th & 9th*	Reg. Route	319,915
#6 - Douglas/Indian.-Lacona*	Reg. Route	417,576
#7 - Ft. Des Moines/Walker*	Reg. Route	444,223

Metro Service Area



Des Moines Metro Fixed Route Bus Service



Route	Type of Service	Annual Ridership
#8 - S.W. 14th-Havens/S. Union*	Reg. Route	171,388
Northwest Express	Express Route	-----
Clive Express	Express Route	-----
Windsor Heights Express	Express Route	-----
Urbandale Express	Express Route	-----
West Des Moines Express	Express Route	-----
Westtown Express	Express Route	-----
S.E. Park Circulator	Feeder Service	11,434
E. University Circulator	Feeder Service	4,439
University Extension	Feeder Service	<u>637</u>
Total		2,823,032

* Key route as defined in the regulations as a route operating all day with at least 1 hour frequencies.

Express route ridership is not included since it's considered commuter service and would not require comparable paratransit service.

Metro employees and equipment provide service on the above routes. *Metro's* FY1992 operating budget to support the above service (excluding express service) is \$ 6,325,369.

The current level of service is significantly less than that operated prior to 1982. A synopsis of service cuts since 1982 is as follows:

1982 - Altoona and Johnston services eliminated; Saturday service hours are reduced by 30 mins.; express fares raised; transfer charge initiated.

1983 - #2 Saturday route eliminated; #7 route, southern leg, eliminated.

1984 - Evening service eliminated; #8 Saturday route eliminated; north and south legs on #6 route in Urbandale eliminated.

1985 - Reduced frequency on #5 route and Northwest Express; S.E. Park route fare raised.

1986 - Reduced frequency on #1, #3, #4 and #5 routes; reduced service frequency on north end of #7 route.

1987 - No service reductions

1988 - Eliminated S.W. Park and Valley Express routes; reduced Saturday and midday services to 1 hour frequency.

1989 - #2 E. University route (east end) eliminated; #2 Kingman midday service eliminated; reduced weekday route mileage by 15%.

Service Hours and Days

The *Metro* provides service within the five cities from approximately 6:00 a.m. until 6:15 p.m. Monday through Saturday. The *Metro* does not provide Sunday, evening or holiday service. Depending on the type of service, these routes operate at varying times as outlined below.

Peak - Service Monday-Friday between the hours of 6:00 a.m. and 9:00 a.m. or 3:00 p.m. and 6:00 p.m.

All Day - Service operating Monday-Friday between the hours of 6:00 a.m. and 6:15 p.m.

Sat. - Service operating Saturday between the hours of 6:00 a.m. and 6:15 p.m.

Route	Hours of Service
#1 - W. Des Moines/Fairground	All Day/Sat.
#2 - Kingman	Peak
#3 - University/High.-Oak Park	All Day/Sat.
#4 - Urbandale/E. 14th	All Day/Sat.
#5 - Clark/E. 6th & 9th	All Day/Sat.
#6 - Douglas/Indian.-Lacona	All Day/Sat.
#7 - Ft. Des Moines/Walker	All Day/Sat.
#8 - S.W. 14th-Havens/S. Union	All Day
Northwest Express	Peak
Clive Express	Peak
Windsor Heights Express	Peak
Urbandale Express	Peak
West Des Moines Express	Peak

Route	Hours of Service
Westown Express	Peak
S.E. Park Circulator	Peak
E. University Circulator	Peak
University Extension	All Day

Fare Structure

The *Metro* modified its fare structure on September 9, 1991 by increasing its cash fares, introducing a new pass and offering no increase in its monthly and weekly passes. The *Metro's* current fare structure is as follows.

Full Cash Fare.....	75¢
Full Fare Token.....	75¢
Express Cash Fare.....	\$1.00
Express Disabled Fare.....	50¢
Children 6 through 10.....	50¢
Children under 6.....	Free
Senior Citizen Cash (certain hours).....	40¢
Half Fare Token.....	40¢
Loop Zone.....	25¢
Monthly Pass.....	\$22.00
Disabled/Senior Pass.....	\$16.00
Weekly Pass.....	\$5.50
Transfers.....	5¢

The attached map divides the city into three areas. The information on the next page describes the base fare cost to travel within these areas using regular route service.

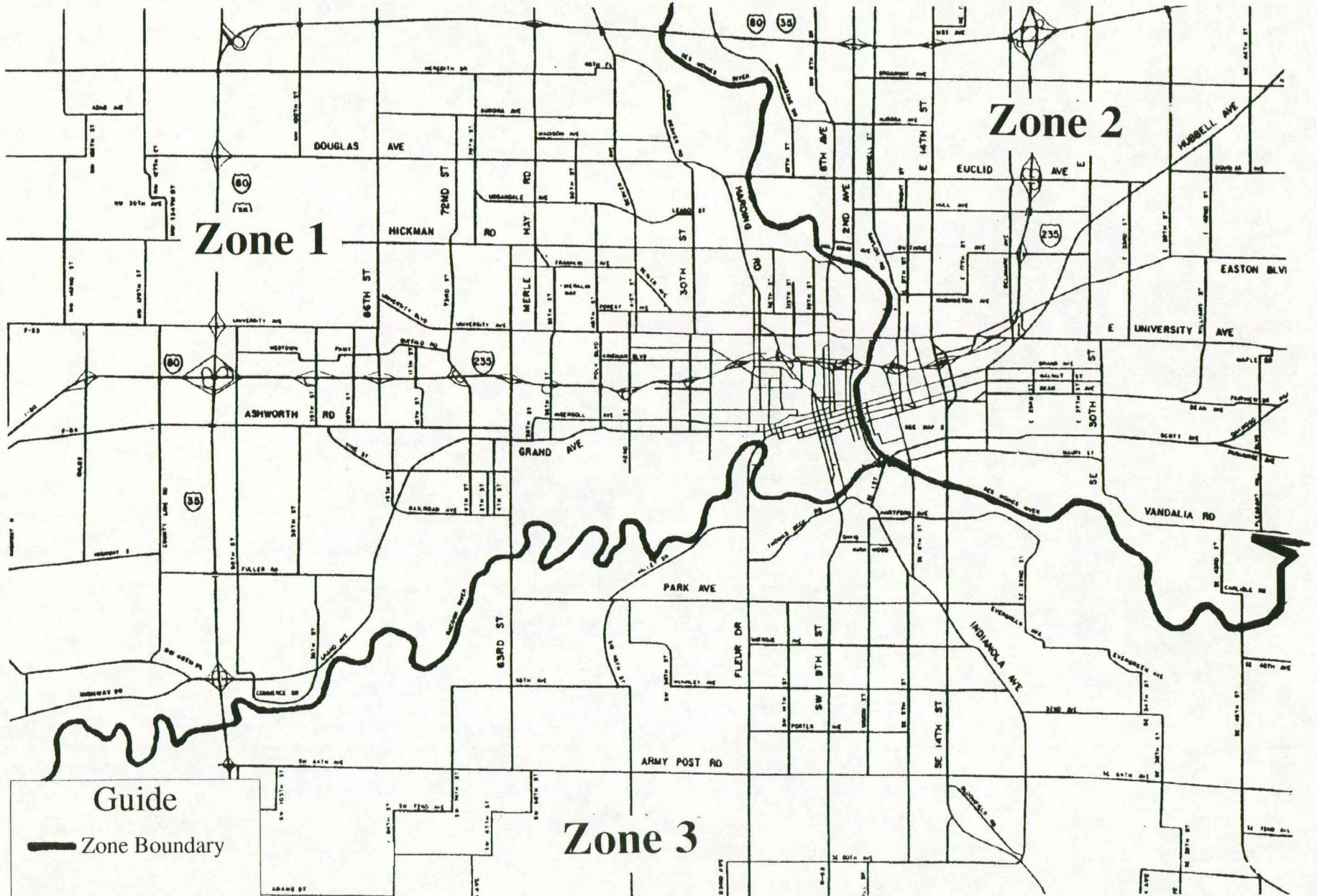
Zone 1 to 2.....	75 or 80¢
Zone 2 to 3.....	75 or 80¢
Zone 3 to 1.....	75 or 80¢

The higher fare occurs when a passenger requires transferring between routes.

Fixed-Route Bus Fleet and Accessible Vehicles

The *Metro* owns eighty-seven buses of which seventy-seven provide fixed-route (city) service. The remaining ten vehicles are locally owned and are used to provide charter service. Out of the seventy-seven vehicles, currently three are equipped with wheelchair lifts. The *Metro* will receive fifteen lift-equipped vehicles in late February and early March 1992 and will be placing these vehicles in service during late March and April. This brings the *Metro's* accessible fleet to eighteen representing 23% of the UMTA-funded fleet. *Metro* does not anticipate expanding the fleet size in the future. Procurements to replace current

Des Moines Metro Fixed Route Bus Service



vehicles at the end of their useful life are scheduled as follows:

	<u>1992</u>	<u>1993</u>	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>
UMTA-funded Bus Fleet	77	77	77	77	77	77
# Buses to be Purchased	15	5	0	12	10	0
% of Fleet Lift-Equipped	23%	30%	30%	45%	58%	58%

At the end of FY1997, 45 *Metro* fixed-route buses will be accessible representing 58 percent of the UMTA-funded fleet.

Weekday Service Accessibility

Currently the *Metro* has designated one route as "accessible" during the weekday. *Metro's* paratransit division provides service on the S.E. Park Circulator route using paratransit's lift-equipped vehicles, thereby making this route 100% accessible to the general public.

As of May 1992, *Metro's* eighteen lift-equipped, fixed-route buses will be assigned as follows:

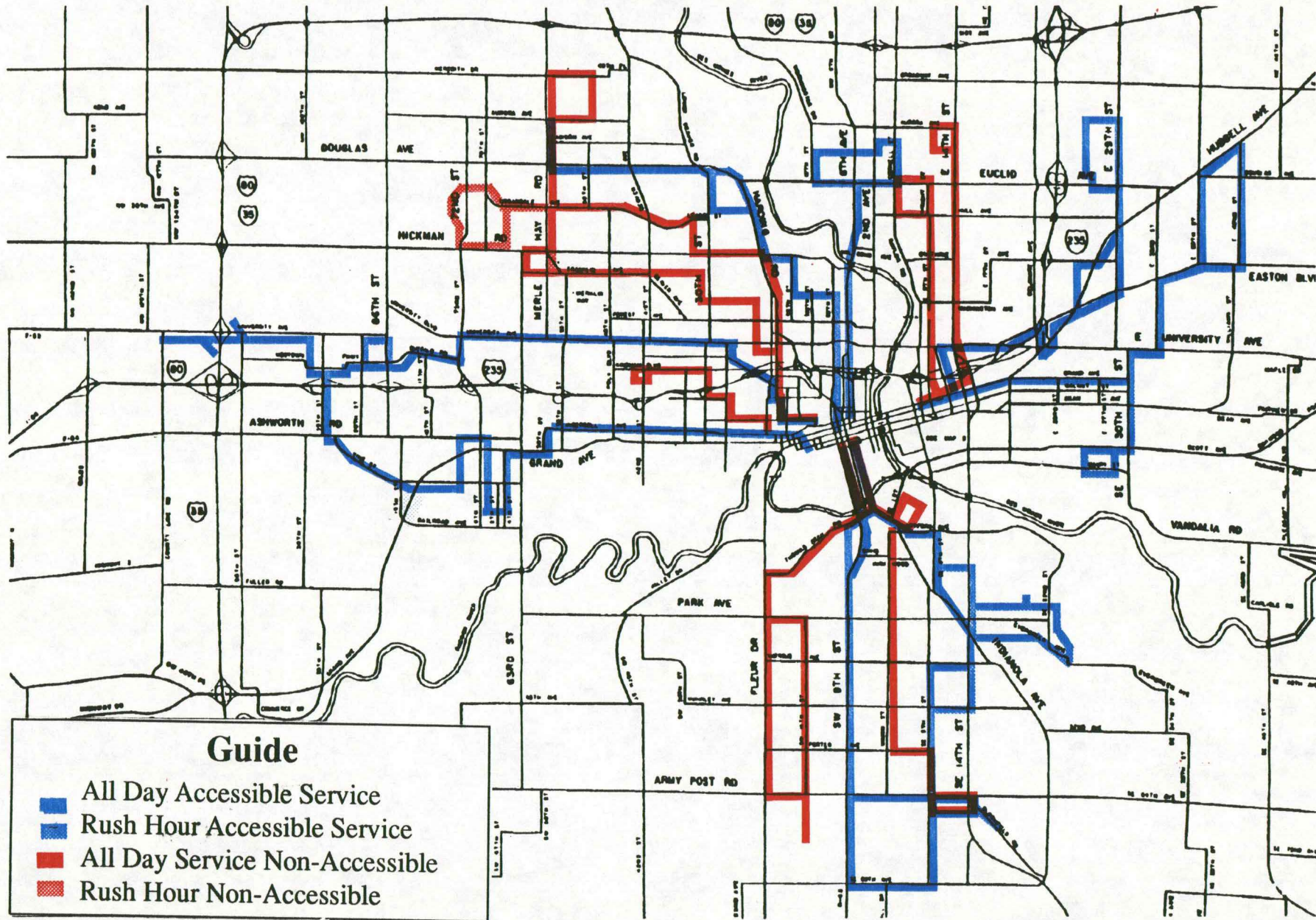
In consultation with the Paratransit User's Group and the Paratransit Advisory Committee, the *Metro* will place these vehicles in service on the following routes - #1, #3, #6 and #7. These groups, as well as the *Metro*, believe that a greater benefit results from more frequent accessible bus service provided on fewer routes versus operating accessible service approximately every 2 hours all day long on all *Metro* routes. By introducing accessible buses into fixed-route service on fewer routes, it's believed that a quality accessible service concentrating lift-equipped vehicles is more important than spreading accessible service too thin. The attached map highlights these routes. Midday service will be 90% accessible.

Saturday Service Accessibility





As of May 1992, *Metro's* lift-equipped buses will be assigned to routes #3, #4, #5, #6, and #7. This leaves the *Metro* with only one route inaccessible on Saturday - Route #1. To place vehicles on all routes except #1, requires fifteen vehicles leaving three spare buses in case of breakdowns or for maintenance. The map on page 11 illustrates the location of accessible routes on Saturday.

A synopsis of *Metro's* existing fixed-route service is located in the table on page 12.

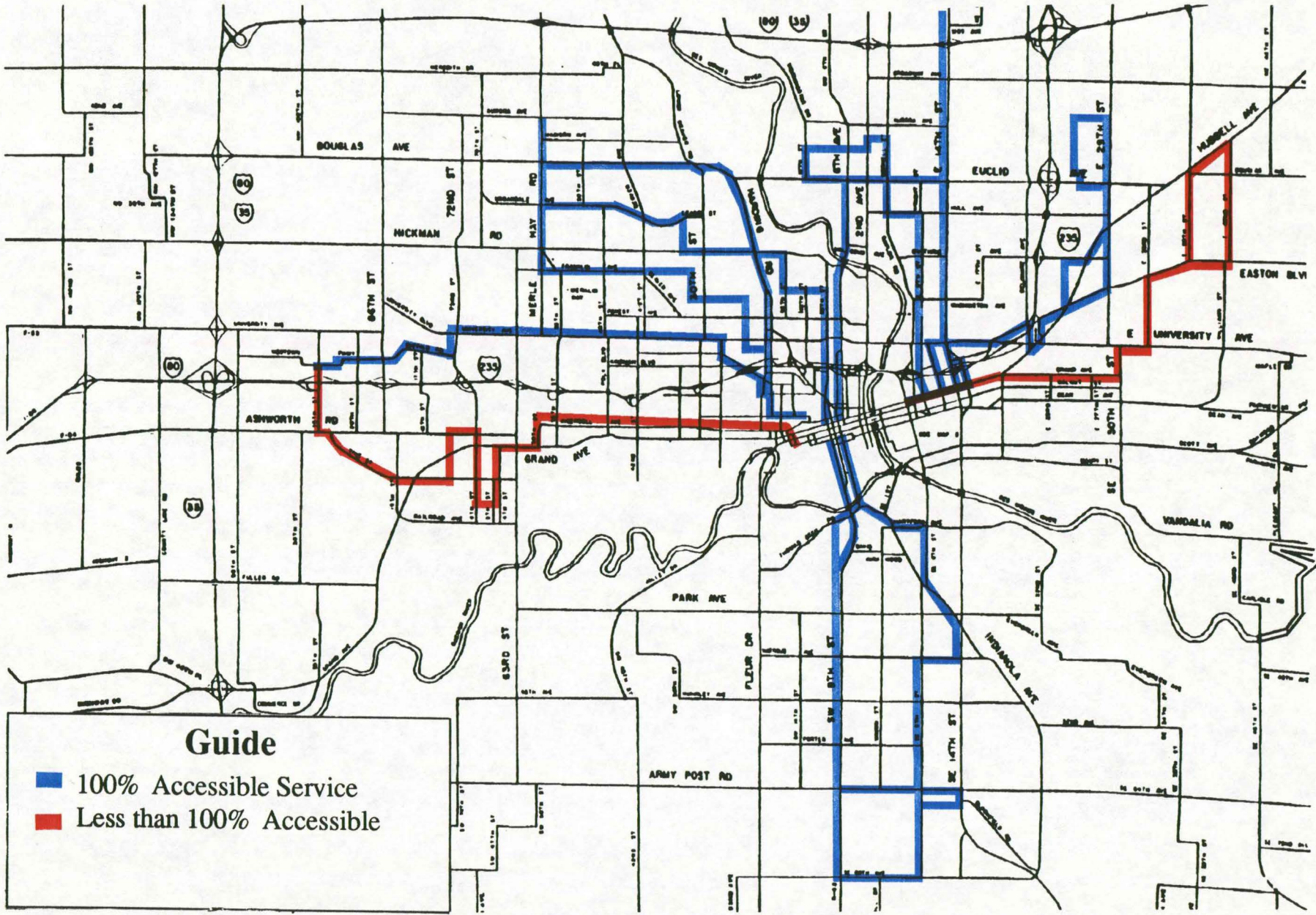
Weekday Accessible Routes



Guide

-  All Day Accessible Service
-  Rush Hour Accessible Service
-  All Day Service Non-Accessible
-  Rush Hour Non-Accessible

Saturday Accessible Routes



Guide

- 100% Accessible Service
- Less than 100% Accessible

Metro's Existing Fixed-Route Service

<u>Route</u>	<u>Type of Service</u>	<u>Hours of Service</u>	<u>Accessible Weekday</u>	<u>Accessible Saturday</u>
W. Des Moines/Fairground*	Regular	All Day/Sat.	40%	20%
Kingman	Regular	Peak	No	---
University/Highland-Oak Park*	Regular	All Day/Sat.	81%	100%
Urbandale/E. 14th*	Regular	All Day/Sat.	No	100%
Clark/E. 6th & 9th*	Regular	All Day/Sat.	No	100%
Douglas/Indianola-Lacona*	Regular	All Day/Sat.	76%	100%
Ft. Des Moines/Walker*	Regular	All Day/Sat.	63%	100%
S.W. 14th-Havens/S. Union*	Regular	All Day	No	---
Expresses	Express	Peak	No	---
S.E. Park Circulator	Feeder	Peak	100%	---
E. University Circulator	Feeder	Peak	No	---
University Extension	Feeder	All Day	No	---

* Key Routes

Paratransit

Paratransit Services

Metro's paratransit service is comprised of two types of services, contract and "Bus Plus". These programs serve the disabled, elderly and child protective portions of the metropolitan area population. Approximately 95% of the trips taken on the total paratransit service are taken under contracted services. Under ADA, contracted service would continue to provide a major portion of *Metro's* paratransit service.

"Bus Plus" was created by *Metro* to provide transportation to those disabled persons who could not otherwise qualify for service by one of the contracting agencies. The Bus Plus program has been in existence since July 1990 in anticipation of the Americans With Disabilities Act. Only the Bus Plus portion of the *Metro's* paratransit service must expand under the ADA regulations.

Both types of services are provided by the *Metro* or by its private contractor, Seraaj Family Homes, Inc.(Seraaj). Seraaj "stands in the shoes of" the *Metro* in providing contracted and Bus Plus services.

Eligibility Requirements

Persons interested in receiving paratransit service must complete a two tiered process to determine eligibility for either contracted or Bus Plus service. The reason for this two-tiered process is because service under contract is provided to passengers at no cost. Persons eligible for Bus Plus service only must pay for this service based on zone fares as discussed later.

Persons must first determine if they're eligible for service under a contract. This eligibility process is completed by Polk County Social Services and is based on income, disability, age, need and alternative means of transportation. If the person is denied eligibility for a service under contract, they must then complete the Bus Plus eligibility process through the *Metro*. *Metro's* review process is based on disability and ability to use fixed-route service. The following describes this two-tiered process.

- Step One: Contact Polk County Social Services and complete application via telephone.
- Step Two: Polk County will send form indicating denial or approval of service. If approved, form will state for what types of service. *Metro* notified of eligibility and approved trips.
- Step Three: If denied, applicant is sent Bus Plus brochure and a Physician's Statement form.

riders eligible
for Polk Co Social Services
contract trips
are not allowed
to participate
in Bus Plus

Step Four: Applicant returns completed physician's statement. Determination of eligibility is made. Evaluation results sent to applicant. If approved, unlimited trips may be taken on Bus Plus.

Service Area

Like eligibility, the service areas for transportation under contract and Bus Plus are different. The service area for contracted service is much larger -- entire Polk County; whereas the Bus Plus service area includes the five member cities serviced by the fixed-route system. Both service areas are larger than that required by ADA. The map on the next page indicates these boundaries.

Response Time

Currently, the paratransit department requires that passengers call in to reserve their trip by noon the day before. The passenger's trip is then scheduled to arrive at their destination at the time they desire. For example, a passenger may call in at 11:30 a.m. on Wednesday to schedule a trip to the doctor arriving at the doctor's office at 10:30 a.m. the next morning. This trip will be scheduled with similar trips from other passengers. Trips can be scheduled Monday through Friday, except holidays, between the hours of 6:00 a.m. and 6:00 p.m. Trips currently can not be scheduled on Saturday or Sunday.

Passengers can currently notify paratransit and schedule a trip a maximum of seven days before the trip is actually taken.

Fares

Service provided under contract is free to the passenger. Service provided under the Bus Plus program is based on a zonal fare system. The map on page 15 indicates these boundaries. The fare charged per trip for each zone is as follows:

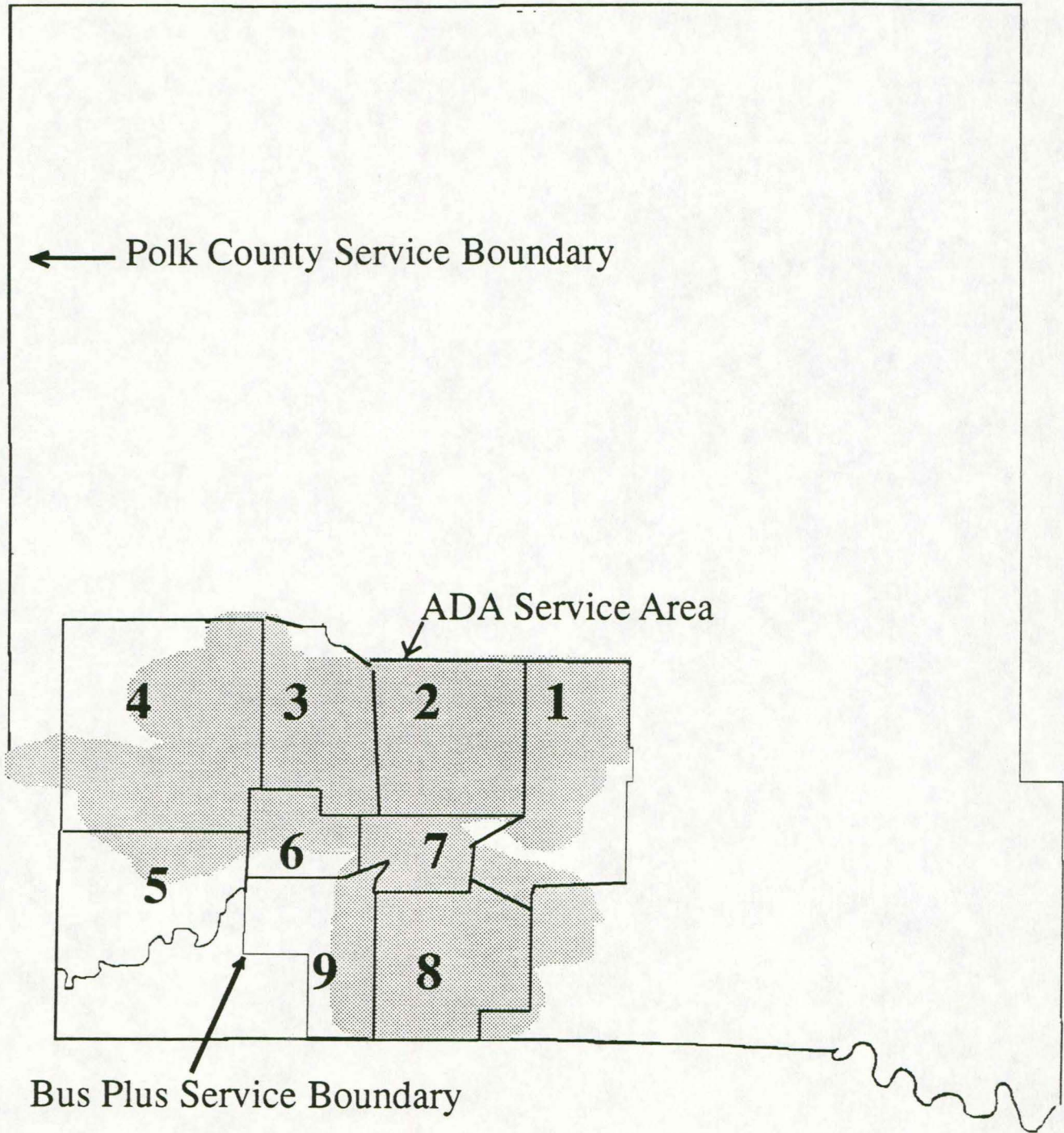
Stay within one zone	\$1.00
Travel into second zone	\$2.50
Travel into third zone	\$3.50
Travel into fourth zone	\$5.00

The *Metro* has established a "buffer zone" within one block of each zone boundary. Passengers beginning or ending their trip within this buffer zone are not charged the additional zone charge. This buffer zone was established to not penalize persons taking trips close to the boundaries.

This fare structure was established to generate revenues equal to the fixed-route fare recovery of 33%.

Currently companions and personal care attendants ride free on Bus Plus during the day. On Friday night service which will be explained later, both personal care attendants and companions pay the same fare as the person eligible for Bus Plus.

Paratransit Service Boundaries



Trip Purpose

Contracted and Bus Plus services handle trip purpose differently. Bus Plus service allows any person eligible for the service to take unlimited trips for any reason. No restrictions currently apply to this program.

Contracted service places trip restrictions on the passengers by allowing only a specified number of trips per month for limited purposes. Allowed trips vary from person to person based on their need for service. Some passengers may be eligible for only work trips, others may be eligible for grocery, medical, congregate meals, etc. This limitation is on a case-by-case basis.

Hours and Days of Service

Bus Plus and contract services operate Monday through Friday from 6:00 a.m. until 6:00 p.m. In addition, contracted service operates from 6:00 p.m. to 10:00 p.m. each week night and taxi service is available 24 hours a day based on need for this type of service. Bus Plus operates a Friday night service from 6:00 p.m. to 11:00 p.m.

Capacity Constraint

There are four types of capacity constraints defined by *Metro*: waiting lists, eligibility denial based on limited capacity, subscription service and limited trip purpose. Trip purpose capacity constraint was previously discussed. The following discusses *Metro's* services compared to the remaining three capacity constraints.

<u>Constraint</u>	<u>Bus Plus</u>	<u>Contracted</u>
Waiting Lists	None	None
Eligibility Denial	None	None
Subscription Service	No max. %	No max. %

Trip Rationing
Riders under
contracted serv-
are limited to
a certain # of
free trips
they are also
automatically
denied eligib-
for Bus Pl-
and thus
not allowe-
to buy
additional
trips

The ADA regulations state that "Subscription service may not absorb more than 50% of the number of trips available at a given time of day, unless there is non-subscription capacity." *Metro* does not turn passengers away based on available capacity. If capacity is not available on *Metro* vehicles, additional taxi service is used to supplement this service. All qualified persons and trips are scheduled. Currently *Metro's* subscription service accounts for about 75% of the total trips on both types of service.

Other operational constraints such as trip waiting time, etc. are not scheduled as constraints. A longer waiting time may occur occasionally due to weather conditions or other factors outside the *Metro's* ability to change.

Fleet Information

Metro currently operates a fleet of 25 vehicles and Seraaj (Metro's private operator) operates 7 vehicles in support of the contracted and Bus Plus services. The following details each operators fleet.

<u>Type of Vehicle</u>	<u>Metro</u>	<u>Seraaj</u>	<u>Tot. Veh.</u>	<u>Access.</u>
Flexette	X		2	2
Neoplan	X		14	14
Gillig - Spirit	X		7	7
Automobile	X		1	0
Van - 12 pass.	X		1	0
Van - 12 pass.		X	5	0
Van - 15 pass.		X	2	2
TOTAL			32	25

*Not ADA accessible?
forward facing*

All persons needing a lift to board or alight a vehicle are scheduled on one of the 25 accessible vehicles. No person or trip is turned down based on unavailability of accessible vehicles.

Paratransit Ridership/Cost

Paratransit's contracted and Bus Plus services combined operate approximately 1,300 trips each weekday to approximately 4,500 eligible persons for the services. Of these trips and persons, it's estimated that approximately 80% would be eligible under the ADA regulations. The following describes additional statistics regarding paratransit services.

Average Cost Per Trip	\$5.78
Average Cost Per Mile	\$1.48
Average Cost Per Hour	\$22.28

Paratransit Services Provided By Other Transportation Providers in Area

The chart on the next page briefly describes other transportation providers in the metropolitan area that provide services to persons with disabilities. This chart compares the providers service against the six ADA service criteria. West Des Moines Human Services is the second largest transportation provider in the metropolitan area. For this analysis, all other providers are studied together due to the small number of vehicles each provider owns. A complete description of other private and public providers services is described in Chapter 7.

Non-Metro Transportation Providers/Services

<u>Service Criteria</u>	<u>W.D. M. Human Service</u>	<u>Other Providers</u>
Service Area	W.D.M. Residents Only - Trips Throughout Metropolitan Area	Metropolitanwide Service
Response Time	Noon the Day Before	Variable
Fares	Free to Eligible Persons	Free to Eligible Persons
Trip Purpose	All Types of Trips Except Work Trips	Restricted to Group Offering Trips Purpose (Grocery Shopping Trip by Elderly Care Facility)
Hours & Days	Mon. - Fri., 8 a.m. to 4:30 p.m.	When Group Trip is Scheduled
Capacity Constraints	Trip Purpose, Limited Wheelchair Lift Trip	Trip Purpose, Limited Seats on Bus

Chapter 3

Comparison of ADA Service Criteria and Bus Plus Paratransit Service

Service Area

ADA regulations require a transit system's ADA paratransit service to serve the same geographic location as the system's fixed-route service. This service area is determined by mapping an area 3/4 of a mile either side of a transit system's fixed-route service. The map on the next page delineates this service area. The map on page 20 illustrates this boundary as compared to the current Bus Plus and fixed-route boundaries. Currently the fixed-route and Bus Plus service areas are identical. This map indicates that the ADA required paratransit service area is smaller than that provided by the Bus Plus program. Therefore, under these regulations, the current Bus Plus service exceeds the ADA required service area.

Response Time

ADA regulations require a transit system to incorporate the following into their paratransit programs:

1. Reservations accepted until 5:00 p.m. the day before service is requested.
2. Reservations be accepted during normal business hours (8:00 a.m. to 5:00 p.m.) on Sunday and holidays for service the following day.
3. Advance reservations at least 14 days prior to trip.
4. Pickup times that vary no more than 1 hour from the users desired time.

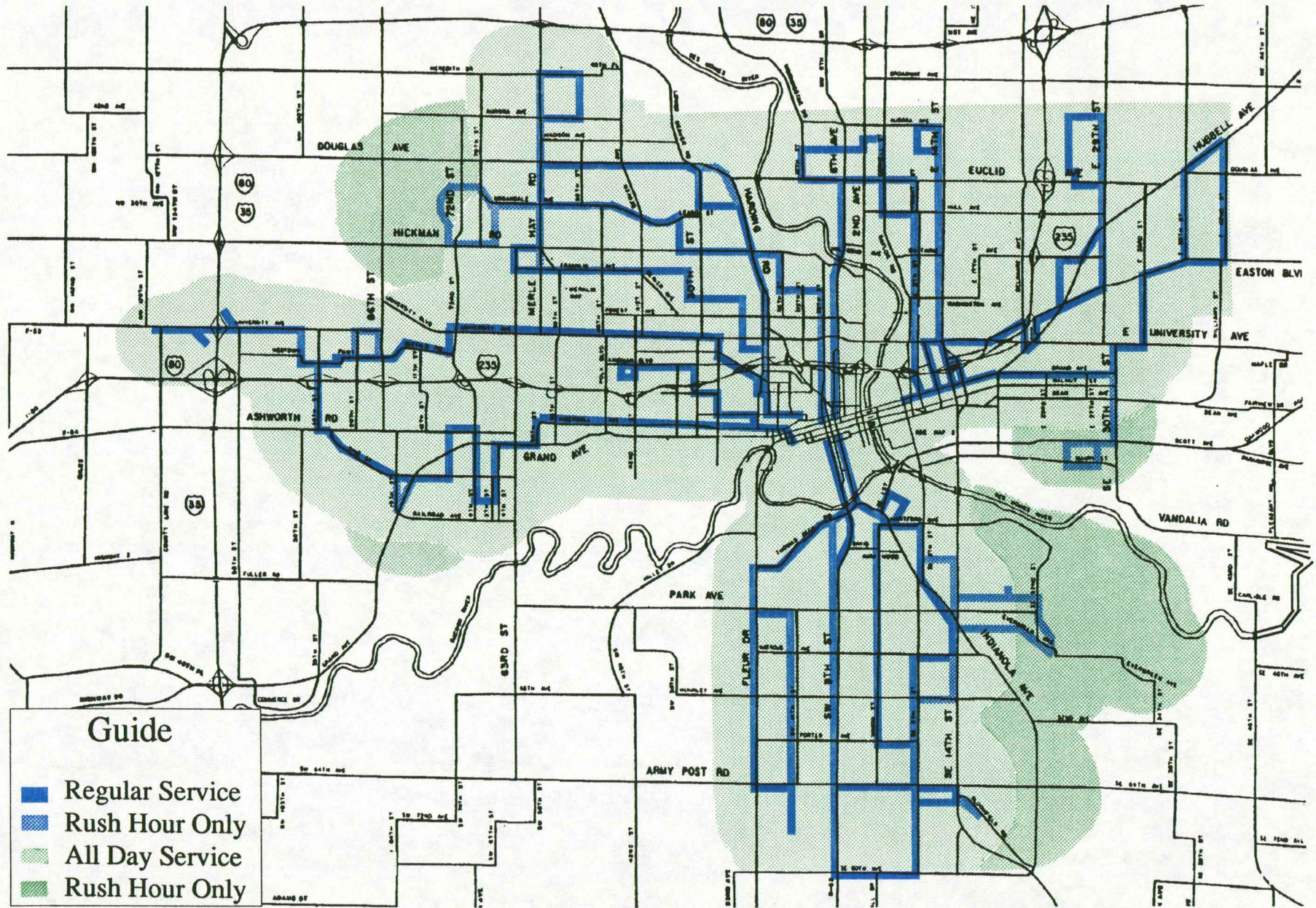
Currently reservations must be made by at least noon the day before service is required. *Metro* offices are not open on Sunday for reservations on Monday. In order to comply with ADA regulations the *Metro* must alter these reservation requirements.

Metro currently will accept reservations no more than 7 days in advance of the trip. This must be altered to 14 days.

Metro currently provides service to the destination at the desired time. The exception to this rule is when a passenger is unable to schedule a return time at the time of scheduling their pickup. The passenger will call paratransit when their return time is known. Paratransit will then work this trip into currently scheduled transportation. *Metro* meets this requirement.

Metro's current Bus Plus program is deficient in three out of the four response time criteria.

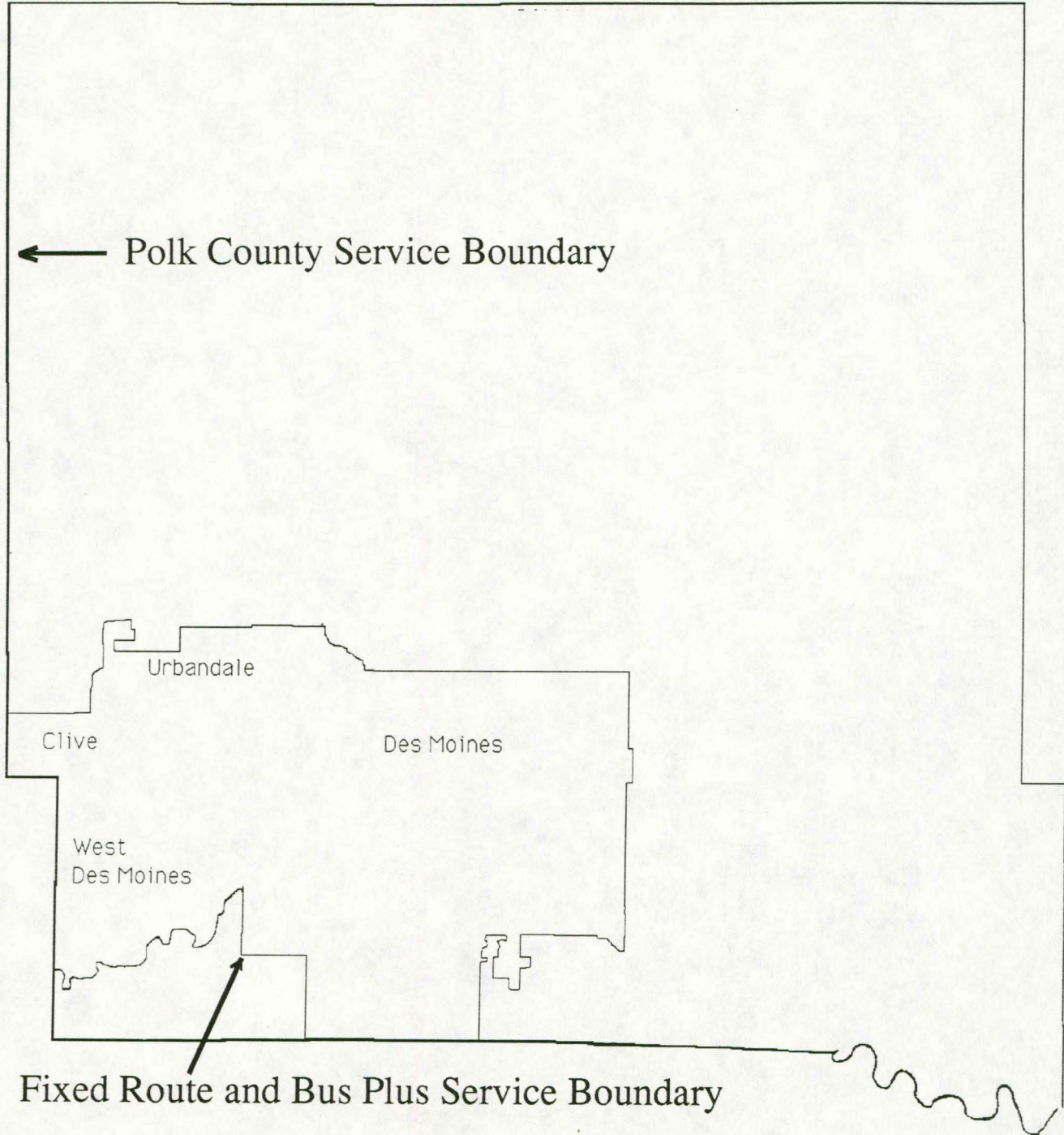
Des Moines Metro Fixed Route Bus Service



Guide

- Regular Service
- Rush Hour Only
- All Day Service
- Rush Hour Only

Comparison of Service Boundaries



Fares

ADA requires that a fare be paid on paratransit of no more than twice the base fixed-route fare plus any premiums or transfers. In the *Metro's* case this means that no more than \$1.50 or \$1.55 may be charged for any trip on Bus Plus ($(\$0.75 \times 2) + 5\text{¢}$ transfer). The regulations also state that a personal care attendant may ride at no charge and that a companion must pay the same rate as the eligible passenger.

Metro's Bus Plus fares are determined on a distance-based zone system. The more zones travelled, the higher the fare charged. *Metro's* highest fare is currently \$5.00 per trip. This fare must be reduced to no more than \$1.50 or \$1.55 depending on the passenger's trip in order to comply with the regulations.

A required personal care attendant is currently not charged a fare. *Metro* is in compliance with this part of the regulation.

During the weekday, a companion is currently not charged a fare. *Metro* exceeds the ADA requirements in this area. On Friday evening service, a companion is currently charged the same rate as the eligible passenger. With the changes required in the passenger's fare, this policy is in compliance with ADA.

Overall, *Metro* is deficient in some areas of this criterion and exceeds in others.

Trip Purpose

ADA requires no restrictions on the type of trip that can be allowed on ADA paratransit service. Currently Bus Plus has no restrictions on the type of trip eligible. *Metro* currently meets this criterion.

Hours and Days

ADA paratransit service is required to operate on the same days and during the same hours as a transit system's fixed-route service. The following summarizes each *Metro* system's hours and days of service.

Fixed-Route - Monday - Saturday, 6:00 a.m. to last pick-up at 6:15 p.m.

Bus Plus - Monday - Friday, 6:00 a.m. to last pick-up at 6:15 p.m. and Friday 6:00 p.m. to 11:00 p.m.

Under this regulation, Bus Plus service would need to be offered on Saturday.

Fixed-route and paratransit services operate during the same hours.

In summary, *Metro* currently meets or exceeds the hours requirement, but is deficient in the days requirement.

2 x (.75 + .05)

within ADA paratransit service area

Capacity Constraint

The regulations state that no constraints may be placed on a person or on the service such as waiting lists, prioritizing types of trips, etc. *Metro* currently applies no capacity constraints to its Bus Plus service except that persons eligible for agency contracted service are not allowed Bus Plus service. Under the ADA regulations, Bus Plus must be expanded to all eligible disabled persons.

Metro currently is deficient in this criterion.

Summary

The chart on the following page summarizes the six criteria, whether *Metro* currently meets the criteria and if not, corrective action that is necessary to become compliant.

Comparison of Existing Bus Plus Vs. Required Service

<u>Criteria</u>	<u>Meet Criteria?</u>	<u>Action(s) Required</u>
Service Area - Same as Fixed-Route	Yes	<ul style="list-style-type: none"> • None - Current service exceeds requirement
Response Time - Next Day Scheduling	No	<ul style="list-style-type: none"> • Reservations on Sunday • Schedule trips after 5:00 p.m. Sun. - Thurs., Fri. when Sat. service begins • 14 day advance scheduling instead of 7
Fare - Twice Base Fare	No	<ul style="list-style-type: none"> • Drop Bus Plus fare to \$1.50 or \$1.55 if transfer required
Trip Purpose	Yes	<ul style="list-style-type: none"> • None- currently no restrictions
Hours and Days	No	<ul style="list-style-type: none"> • Begin Sat. service to all passengers 6:00 a.m. to 6:15 p.m. • Exceed requirement by offering Fri. evening service
Capacity Constraint	No	<ul style="list-style-type: none"> • Open up Bus Plus to all ADA eligible passengers

Chapter 4

Public Participation Process

General Description

Metro's ADA public participation process consisted of the following:

- Paratransit User's Group
- Paratransit Advisory Committee
- List of interested individuals
- Public Hearing

The following describes each of the above and the public's comments at each meeting/hearing.

Paratransit User's Group

This group was established by the *Metro* to receive input and reaction directly from the *Metro's* current paratransit users regarding ADA. *Metro* felt it was important to those who would be affected by the changes to be able to comment and guide the *Metro* as the plan was developed. A flyer was placed on all paratransit buses asking for persons interested in serving on the committee to contact the *Metro*.

Twenty-three individuals representing all types of disabilities indicated an interest to be a part of this group. Due to the meeting facilities available, *Metro* asked the first twenty persons who contacted the *Metro* to be a part of the committee. Paratransit service was provided for all who needed transportation. The remaining three persons were placed on the "List of interested individuals" and kept informed of all plans.

The following recaps the presentations at each meeting and comments received from the participants.

November 12, 1991(6:00 p.m.)

This meeting was the first for the group. Ms. Jacquie Easley, Chair of the *Metro's* Board of Trustees and Jon Schneider, Chair of the Paratransit Advisory Committee was present at this meeting. The following agenda was followed.

1. Introductions of *Metro* staff and committee participants
2. Description of the groups role and responsibilities
3. Explanation of ADA requirements as related to the *Metro*
4. Explanation of, and reaction to, *Metro's* new eligibility process as required by ADA
5. Prioritization of ADA's six comparable paratransit service criteria
6. Next meeting date/time

One additional item was placed on the agenda but not discussed due to lack of time - best method of introducing accessible vehicles into fixed-route service.

The following briefly describes the discussion on eligibility and prioritization of the six service criteria.

Eligibility

Staff presented, and received the following reaction to, the eligibility forms and process.

Process was confusing and complicated to a number of committee members. The confusion revolved around the agency contracted service eligibility process versus the ADA, Bus Plus eligibility process. Forms seemed to be understandable to most members. No suggestions or changes were recommended. Staff indicated they would be working with the agency contracted service to see if the two processes could be combined.

Service Criteria

Committee members were asked to rank each of the criteria in order of importance. The following ranking was recommended by the committee.

1. Response time
2. Service area
3. Hours and days
4. Capacity constraint
5. Trip purpose
6. Fare

This information was used to guide *Metro's* plan on which service criteria to meet first in phasing-in the improvements. *Metro* felt it was important to implement those criteria first which were most important to the users.

December 11, 1991(6:00 p.m.)

Mr. Jon Schneider, Chair of the Paratransit Advisory Committee was present for this meeting. The following agenda was followed.

1. Cost to Implement ADA
2. Three Options to Phase-In Improvements
3. Public Hearing Information
4. Definition and Policies on "No Show" and "Late" Trips
5. Other Questions

The following describes their comments and discussion regarding each of the agenda items.

ADA Cost

Staff first described the deficiencies in each service criteria and then the related cost to become compliant with the regulations. Staff briefly described how each figure was calculated. The committee discussed how ridership figures were calculated and that it was difficult to comprehend such large dollar figures. The committee seemed a bit overwhelmed with what it will cost for the *Metro* to become compliant with ADA.

Phase-In Options

Metro staff discussed three options for phasing-in improvements to the Bus Plus service. These options are discussed in Chapter 6. The committee had no specific recommendations to the Advisory Committee, but general consensus was that option 3 seemed to be most beneficial to the disabled community.

Public Hearing

Staff explained the public hearing preparations. No suggestions for changes were received.

"No Show " and "Late" Policies

Staff explained the current "no show" and "late" policies (discussed in Chapter 7). The committee felt these policies were fair and that in the case of "no show's", *Metro* was being extremely lenient.

At this point the meeting adjourned, but committee members were asked to review the first five sections of the ADA plan which they received in the mail prior to the meeting. If they had any suggestions, corrections or changes, they were instructed to contact the *Metro*.

Paratransit Advisory Committee

This committee has been meeting since 1978 to guide *Metro* in the operation of a quality paratransit service. This committee is comprised of individuals representing various disabled organizations. The list of those organizations invited to attend is as follows:

Organization

City of D.M. 504 Coordinator
Fair Housing Board
Commission on Persons with Disabilities
Goodwill Industries
Assoc. for Retarded Persons
Commission for the Blind
Public Housing Authority
Easter Seal Society
Vocational Rehabilitation
Polk Co. Dept. of Social Services
MPO Exec. Dir.
Iowa DOT
Variety Club of Iowa

Organization

United Way
Neighborhood Development
Ia. Dept. of Social Services
Community Focus Dir.
Work Resources
Golden Circle Blind
Iowa Protection/Advocacy
Paralyzed Veterans of American
West Des Moines Human Services
Crossroads of Iowa Area Council on Aging
Citizens' Disability Council
Disability Action Committee

The following recaps the presentations at each meeting and comments received from the participants regarding ADA.

October 16, 1991

This meeting was the first for this group regarding ADA requirements. The following agenda was followed.

1. Introductions of *Metro* staff and committee participants
2. Brief summary of ADA requirements as related to the *Metro*
3. Description of "ADA Eligible" population calculations
4. Description of "comparable paratransit" service area
5. Results of the "Existing Services Survey"
6. Discussion of ADA public participation process
7. Next meeting date/time

The following briefly describes the discussion at this meeting.

"ADA Eligible" Calculations

No comments were received regarding the process or results.

"Comparable Paratransit" Service Area

Concern was raised on the ADA required area versus current Bus Plus boundary. The Bus Plus area is much larger and concern was raised that *Metro* should not reduce this area to meet ADA.

Existing Services Survey

Committee members reviewed the results of the survey.

Public Participation Process

Staff asked if a "user's group" should be organized to gain input directly from users and to open the process up to all those interested in participating. The committee felt this would be beneficial and that these meetings should be scheduled just prior to the Advisory Committee meetings. Reason for this scheduling would be to guide the Advisory Committee in their recommendation to the *Metro's* Board of Trustees.

Other Discussions

The committee discussed at length whether *Metro* should go beyond ADA required service. Of major importance was the requirement that in order to be eligible for paratransit, certain conditions/disability should prevent, as opposed to making it more difficult for, a passenger from travelling to a bus stop. Committee members believed that the ADA requirement should be surpassed in order to provide a quality service in the Des Moines metropolitan area.

November 13, 1991

Ms. Pat Isles, member of the *Metro's* Board of Trustees was present for this meeting. The following agenda was followed.

1. Best method of blending accessible fixed-route buses into system
2. Explanation of, and reaction to, *Metro's* new eligibility process as required by ADA
3. Prioritization of ADA's six comparable paratransit service criteria
4. Next meeting date/time

Blending of Accessible Fixed-Route Buses

Staff explained results of their analysis on this issue - which routes should receive accessible buses first and/or should vehicles be spread throughout service. Committee had no suggestions or changes from staff recommendation.

Eligibility

Staff explained forms and process as had been done at the User's Group meeting. The Advisory Committee's recommendations are as follows.

1. Work with committee member representing Iowa Protection/Advocacy to refine eligibility form.
2. When discussing appeals process with passengers or on forms, refer to it as a "grievance process".
3. Develop a list of persons willing to assist applicants with forms and through "grievance process". It was suggested that Advisory Committee members might be interested in assisting.

Items #2 and #3 have been incorporated into the eligibility process. Individuals at Iowa Protection/Advocacy stated they could not help us with this form due to legal restrictions and liability concerns.

Service Criteria

The Advisory Committee ranked these criteria as follows:

1. Trip purpose
2. Service area
3. Hours and days
4. Capacity constraint
5. Response time
6. Fare

The User's Group and Advisory Committee agreed on this ranking with the exception of #1 and #5. These discrepancies will be taken into consideration when developing the schedule to phase-in the improvements.

December 13, 1991

The advisory committee discussed the same agenda as the December 11, 1991 Paratransit User's Group. The following discusses their comments.

ADA Cost

Committee felt current Bus Plus capital costs should be included in the "total" cost of Bus Plus. Staff will attempt to identify these costs. Committee discussed enormous impact of implementing these changes. Paratransit's current budget (agency and Bus Plus) is \$1,500,000 versus Paratransit after changes of \$3,300,000. Committee discussed where these funds could be obtained. No feasible solution was found. The two options discussed were as follows:

1. Cut fixed-route (city) bus service and use these funds for paratransit (not a popular option)
2. Additional funding from unknown source

Phase-In Options

Consensus was that option 3 was the best.

Public Hearing

No suggestions for changes were received.

"No Show" and "Late" Policies

The advisory committee also felt that the "no show" policy was liberal to the point that they recommended it be modified to allow less "no shows". They felt this change was necessary to make those individuals more responsible citizens. They directed staff to develop a new, more restrictive policy and bring it before the committee. They believed the "late" policy was fair.

List of Interested Individuals

As stated previously, three persons were unable to participate in the User's Group meetings due to space availability. *Metro* placed these persons on a mailing list which received all materials distributed at the User's Group meetings. Persons on this list were told that if they had questions or suggestions regarding the material to call Sheri Kyras. Their comments would be included in the process and their suggestions considered with all other suggestions received. This list was expanded to include members of both the advisory committee and user's group who were unable to attend specific meetings.

Public Hearing

A public hearing regarding the *Metro's* plan to meet ADA was held on January 6, 1991 at 6:30 p.m. in the Human Services Campus located at 1111 9th St. This building was accessible to all persons. Transportation to and from the meeting was provided for those requesting service. Copies of the *Metro's* preliminary document on implementing ADA was available in standard-sized text, large print and in audio-cassette formats. The document was available in braille upon request. A signer was also present to interpret the meeting for the hearing impaired.

Metro staff briefly discussed the main points of the ADA transportation requirements, the changes necessary in the *Metro's* program to comply with the regulations, timing and cost of the improvements and the eligibility process. The following comments were received from the public. Excerpts from the statements are included.

Statement

Having the lifts on the big buses is a big waste of money. It would be better to invest the money in paratransit service where the money would be better spent.

I know that I can't get up over curbs and sit up there and wait for the bus to come. I know I would stay at home and that is my main concern.

Response

There are two schools of thought on this issue. Some people believe persons with disabilities should be mainstreamed into society requiring fixed route service to equip each bus with wheelchair lifts. Other people feel that paratransit service provides the best option for persons with disabilities. Unfortunately we don't have an option, *Metro* must place wheelchair lifts on all new buses. And persons with disabilities that can get to bus stops are required to under ADA.

Statement

Number one they think I can ride the regular bus instead of paratransit. I have three and a half blocks to walk to the bus. It is just too hard for me to do.

When a person goes to work, the weather can be just beautiful and storming when I get off. Then how am I supposed to get home?

Another thing is having to call 24 hours in advance to get a ride. I think that I should be able to call any time.

Why doesn't paratransit operate on Saturday and Sunday?

Response

Under ADA a person will be eligible for paratransit if their disability prevents them from making their trip.

The man applied for Polk County social services (contracted service). They gave this man coupons to use the fixed route system. Upon later request and subsequent review, he was approved for county funded paratransit. In the future, clients of Polk County Social Services will also be allowed to use Bus Plus service. This would eliminate the problem addressed.

Under ADA when people are conditionally eligible and weather forecasts predict conditions that invoke the persons eligibility, the person will be allowed to schedule a paratransit trip the day before they need the trip. However, if the weather condition does not arise, the person will be responsible for cancelling the trip they scheduled.

If funding permits, starting in July of 1992 reservations will be accepted until 5:00 p.m. the day before the trip.

Paratransit presently does not operate on Saturday due to the cost of providing this service. If funding permits, Saturday service will be implemented in October 1992. Sunday service is not provided on either fixed route or paratransit services.

Statement

With the implementation of the Americans with Disabilities Act, cities funding fixed route bus systems become financially responsible for providing complementary paratransit services to person unable to use the fixed route system.

Given Polk County's current budget difficulties the County Manager's office will be recommending a significant reduction in funding for the contracted Paratransit service. Given the limited dollars available, Polk County will reduce its funding of services that can or should be funded by others, including paratransit.

Response

No response from *Metro* required.

Comments During the Public Hearing

The following edited comments are examples of the type of questions asked at the public hearing. Metro representatives responded to statements at the hearing, additional written responses were added.

Earlier there was some discussion about express buses in our advisory committee meeting being commuter buses and not being accessible with wheelchair lifts. And if that is the case, how can you have an express disability fare when a person using a wheelchair will not be able to use them?

Response

The ADA rules do not require Metro to provide paratransit service along a commuter bus route. Commuter bus routes are defined as express bus routes. However, buses that are used on the express service have to be wheelchair lift accessible. When Metro begins getting the wheelchair lifts, they will have to be used on all routes including express bus service.

Comment

In your plan, you have the implementation date then you skip direct from there to no plan for the five year period.

How long are you going to wait before you request a waiver and why is there no in between?

Couldn't you possibly get funding in year two or three?

Response

We would spend whatever funds we have. For example, if we come up with \$500,000, then we would change the implementation dates to reflect that.

Comment

What do you do if you get a regular city bus driver who does not want to haul wheelchair persons and passes that person up?

Response

We need to train our drivers not only on how to operate the lifts but also, on how to give our drivers the people skills so that they know the kind of service they are providing, and why, and motivate them to do it in a proper manner. So believe me our goal is to make the fixed route service accessible. To make sure you have the very best service possible and we would deal with that situation the same as we deal with any other complaint in our system.

Comment

How are you going to keep any kind of schedule on the fixed routes when they will have to stop and get wheelchairs?

Response

That's part of what Metro has yet to determine.

Comment

If the fixed route is expanded to include other communities, will paratransit follow?

Response

If the fixed route system is expanded to include those communities, then we are obligated to have paratransit service unless it is an express service only.

Comment

Would this mean, that the fixed route system would be accessible to those communities?

Response

Yes. There is no guarantee they would be accessible the first day of operation though.

Written Comments

The following written comments are examples of the comments mailed to Metro. Excerpts from the statements are included. Metro representatives responded to these statements in writing.

Comment

According to the information contained on page 9, the fixed route system will only be 58% accessible by 1997. When will total accessibility be reached (year)?

Response

The *Metro's* capital improvement plan projects ahead for the next 5 years. Because the plan does not project farther into the future, it is not possible at this point to determine exactly when all buses will be accessible. It's anticipated that it will take at least ten years.

Comment

I am uncertain as to why the fixed route system is not to be considered together with the paratransit service when the former will be increasingly used by persons with disabilities (a) when new buses which have wheelchair lifts are placed into service and (b) when ADA eligibility limits certain persons to that mode of transportation almost exclusively.

Response

In the future, the two systems operationally will be considered together more than they presently are. Presently there is a distinction between the two services stemming from their different funding sources.

Comment

I am appreciative of the creation of a paratransit user's group in addition to the Advisory Committee. I am at a loss however, to explain why twenty three persons cannot be accommodated in current meeting space. If this is in the *Metro* training room, there is more than enough space for that many persons, including wheelchairs. To exclude three individuals purely on the basis of this situation is truly sad.

Response

Metro had to place an maximum limit on the number of committee members. Had Metro known only three additional persons were interested, they could have been accommodated; however, the final count could just as easily reached 40 or 50.

Comment

One marvels at the complexity and cumbersomeness of the application procedure and grievance process, which almost parallels that of obtaining a visa to visit another distant country. Would one such as myself, living outside the ADA service area, e.g., qualify for paratransit/fixed route service if I were able to get, let us say, to the corner of E. 29th and Madison? (I would use my own automobile to that point, not wishing to negotiate downtown traffic, parking, etc.). (The condition of that particular bus stop is also a

concern in as much as there is a distinct elevation which must be traversed.) It would be helpful if more examples of the matter referred to in item 4 at the top of page 32 might be cited. What is the purpose of the biennial renewal of the "ADA Eligibility Identification card?" Will it replace the "Handicapped" I.D. card now in place for use on fixed route service? How will card renewal be accomplished? Will "presumptively eligible" out of town visitors be issued cards, and how might that be accomplished? If the disability were permanent, why would renewal of the card be necessary?

Response

The complexity of the form is the result of three factors. First, disabilities are not all the same and subsequently the needs of individuals also vary. It would be a different case if all disabilities were the same, then only one type of service would be all that was necessary. Since there is not one homogeneous group, the *Metro* must determine as specifically as possible the person's abilities to use transportation services. Second, the ADA prohibits requiring a doctors statement for determination of eligibility. Third, while we would like to allow everyone who wanted to use paratransit to do so, the cost is prohibitive. A survey done last year by another transit authority determined that if passengers were charged a \$1.00 fare, 88% would use paratransit. This indicates the importance of determining who is truly eligible.

Anyone can apply for paratransit services even if they do not live in that city. For example, if a passenger lives in Ankeny, They can apply for paratransit service in the city of Des Moines. But, they would need to travel to a location within the city's paratransit service area. A person would then be able to use paratransit as long as they went to an accessible stop which is in the cities paratransit service area.

Unfortunately there are a number of bus stops in the Des Moines Metro area where the terrain prevents lift deployment. For example, the nature of the stop at E. 29th and Madison prevents a lift from being deployed. The *Metro* is in the process of making a map containing the locations of bus stops which are accessible.

An example of what item 4 on page 33 means is as follows: a person is eligible for paratransit only when it is below 30 degrees. If the temperature on August 15 is 80 degrees ,then the person is not eligible for paratransit.

In the past, *Metro* has had considerable problems in keeping up-to-date files on people who were eligible for special services. Many of these people move or no longer need service. The biennial review has been determined to be the best way to manage these records. The review also will allow the *Metro* to be able to meet the changing needs of the paratransit passengers. ADA regulations recommend an expiration date.

A decision has not yet been reached as to the exact policy regarding the use of allowing ADA cards. Both cards will probably be accepted. The public will be notified when a decision is reached.

Out of town visitors will be issued a card from their city of origin, which will be accepted by the Des Moines Metro.

Comment

On the eligibility form the part that indicates that the form is true and accurate is truly demeaning and insensitive! Iowa law permits the use of a signature stamp as legal for those who find writing their signatures difficult.

Response

Metro must allow for all disabilities. Not every individual will have a signature stamp. Therefore Metro must leave in this section, but will also add the use of a signature stamp.

Comment

Page 9 - Why is Saturday service being instituted a month earlier than weekday service?

Response

These will begin at the same time -- May 1992. The final plan has been changed to include this. The date has been moved back due to late receipt of the new buses.

Comment

Page 19 - Under "Response Time" should No. 2 read "Sunday and Holidays" and "for service on the following day?"

Response

Yes, this has been changed in the final document.

Comment

Page 32 - In "Step Four" it is stated that a "copy of appeal process" will be mailed if person is determined "ADA Eligible". It would seem that this would only be sent if the person were determined not to be "ADA Eligible."

Response

The person may be determined to be conditionally eligible or other aspects of their eligibility may not be to their liking so the form will go out to correct problems of this nature.

Comment

Page 40 - Why does one need a card to certify that one is eligible for "fixed-route service" in another city? Is not everyone regardless of disability eligible to use fixed-route service?

Response

The reason this is done is some cities have completely accessible fixed route bus services and some cities do not. The choice of mode in the other city may be either fixed route or paratransit depending on their service. ADA requires this certification.

Comment

Page 46 - I believe the commission for the Deaf prefers the use of TTY over TTD.

Response

Deaf Family Services indicated that either term is acceptable. There is a difference between a TTY which is a Telecommunications typewriter (which have been around longer) and a TDD which is a Telecommunications Device for the Deaf. A TTY cannot communicate with a TDD. The *Metro* is presently doing research to determine which type to purchase.

Comment

Page 46 - Office has been open from 6:00 a.m. to take calls. Is this now going to be changed to 8:00 a.m.?

Response

During the week reservations will be taken between 6:00 a.m. and 5:00 p.m.. On Sundays and holidays reservations will be taken 8:00 a.m. and 5:00 p.m..

Chapter 5

Eligibility

General Information

The Americans With Disabilities Act requirements regarding eligibility for paratransit service are extremely complex. The regulations call for a two step process to be developed which first determines a person's eligibility for paratransit and then whether the person's particular trip is eligible under the regulations. This two-step process is designed to decide if the person is able to use fixed-route, city bus service or if paratransit service is required to enable the person to complete their trip. *Metro* has developed a process and forms which will simplify this process as much as possible while at the same time meet the ADA.

One factor which serves to complicate the process is the *Metro's* agency contract service which requires its own eligibility process. Discussions have begun with the contract agency to try and coordinate the two eligibility processes. The following discusses eligibility for ADA service not the agency contract service.

Individual Eligibility Process

A five step process has been developed to determine the individuals eligibility under ADA regulations.

Step One: Call or write the *Metro* to request service.

Step Two: *Metro* will send "Metro Bus Service Eligibility Form" to person for completion. (See form on pages 34-37.)

Step Three: Metro will review completed form. Applicant, or person listed on application as knowledgeable about applicant's physical or mental condition, may be contacted if more information is necessary to make an informed decision of the applicant's ability to use public transportation.

Step Four: Based on information gained in step three, *Metro* will determine applicant's eligibility for fixed-route, paratransit or conditional approval for paratransit. Results of the determination will be mailed to the applicant on a "Des Moines Metropolitan Transit Authority Application Results" form. (See page 38.) A copy of the *Metro's* appeal (grievance) process and an eligibility card will be mailed with the form if the person is determined "ADA Eligible". (See pages 39-41.)

Step Five: If requested by applicant, appeal (grievance) process described on page 39 will be followed.

Trip Eligibility Process

Once a person has been determined eligible for paratransit service, he/she may call the *Metro* to reserve a trip. When the individual calls, a determination of trip eligibility will be

made by the dispatcher. Some examples of conditions that would not make a person's trip eligible on paratransit are as follows.

1. Person lives outside the ADA paratransit service area and is unable to get within the area for service.
2. Service is requested above what is required by ADA such as Sunday service.
3. Person is qualified for paratransit only if fixed-route, city bus service is not available and, this service is available for the person's trip.
4. Person is conditionally eligible for paratransit based on conditions other than fixed-route service and those conditions do not exist.

Appeal (Grievance) Process

As suggested in the regulations, an appeal (grievance) process has been developed by the *Metro* to allow the applicant the opportunity to have their transportation needs reviewed a second time. This review will be completed by an impartial committee. A committee of three persons, not involved in daily paratransit operations, has been selected to provide this appeal (grievance) function - *Metro's* General Manager, Assistant General Manager and the Paratransit Advisory Committee Chairperson.

The applicant, or his/her representative, may submit in writing or in person additional information or justification for paratransit service. If the applicant wishes to appeal (grieve) the decision, he/she has 45 days after notification by the *Metro* to initiate the process. This process should be completed within approximately 30 days, and no later than 45 days, after this notification to appeal (grieve) is received in the *Metro* offices.

Eligibility Card

All persons determined to be "ADA Eligible" will receive an identification card indicating his/her eligibility. This card may be sent with the "Application Results" form or with the results of the appeal process. A copy of this card and an explanation of its use are located on pages 40-41.

Metro Bus Service Eligibility Form

Please complete this form to help the Metro determine how it may best meet your transportation needs. Please type or print the information. Information contained in this form will be confidential.

Applicant Name: _____

Address: _____

City: _____ State: _____ Zip Code _____

Social Security #: _____

Telephone # (Home): _____ (Work): _____

Date of Birth: _____ / _____ / _____
(month) (day) (year)

1. What kind(s) of transportation do you currently use (check all that apply)?

Friends or Relatives Taxi Drive Self Social Service
 Fixed Route Buses Paratransit Variety Club
 Other (specify) _____

2. During daily activities do you use steps?

Yes No

3. If yes to question #2, what's the maximum number of steps? _____

4. If yes to question #2, approximately how high is the tallest step?

5. If no to question #2, why not? _____

6. Are you able to climb steps in your daily life?

Yes No

7. Would you require a lift or ramp to access a transit vehicle?

Yes No

8. Please indicate the ease of lifting your feet 10 inches.

Easy With Slight Difficulty With Great Difficulty
 Only With Assistance Impossible

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. (This will be developed prior to using the forms).

Dear Passenger:

Attached is a certification card indicating your eligibility for paratransit service under the Americans With Disabilities Act. This card certifies you as eligible for fixed-route and/or paratransit service in another city or town. You simply need to call the transit system to inform them of your eligibility. This card may need to be used upon boarding or at their request. Under federal regulations you'll automatically be eligible for their service for up to 21 days. If you have any questions on how to use this card, please give Metro's Paratransit Department a call at 283-8136.

Sincerely,

Des Moines Metropolitan Transit Authority

"ADA Eligible" Identification Card

Des Moines Metropolitan Transit Authority
**Certificate of Eligibility
for ADA Paratransit Service**

Name: _____

I. D. Card #: _____

Date Issued: _____

Expiration Date: _____

Signature: _____

This person can / cannot board, ride and disembark from vehicles complying with U.S. Department of Transportation accessibility standards.

The person identified on this card has been determined "ADA Paratransit Eligible" in accordance with the provisions of 49 CFR Part 37 and may be entitled to receive complementary paratransit service subject to the provisions thereof.

Signature of Public Entity's Representative

Des Moines Metropolitan Transit Authority

Name of Issuing Public Entity

Des Moines Iowa

City/Town State

Card Renewal:

- 1st renewal on passenger's birthdate in 1993
- Each renewal thereafter, every 2 years on birthdate

Chapter 6

ADA Cost, Ridership and Revenues

Cost, ridership and revenues listed in this section of the document assume that the agency sponsored(contractured) paratransit service will remain unchanged. This assumes that all contracting agencies will continue to assume the primary responsibility for transportation of the disabled and elderly in this metropolitan area.

ADA Ridership

Currently *Metro's* Bus Plus service is restricted to individuals who are disabled and not currently on one of the *Metro's* agency-sponsored paratransit services. In order to comply with the ADA, Metro must allow this program to expand to all eligible individuals whether they are currently receiving service under agency sponsorship or not. Therefore, the first step in determining the cost to comply with ADA is to determine the additional expense of opening up the Bus Plus program. This can be calculated by determining how many additional individuals will be eligible for Bus Plus and then how many trips they will take over the course of a year. A detailed explanation of these calculations is located in the Appendix. The results of these calculations are as follows:

Persons Who Would Use Bus Plus

Total number of "ADA Eligible" persons in <i>Metro</i> service area:	4,377
Total number of eligible persons who will use service:	2,354
Percent of eligible persons estimated to use service: (Current Users 2% + 52% new passengers & Polk Co.)	54%
Total number currently registered:	101

Total Trips on Bus Plus Only

Avg. number of trips taken <u>per person/month</u> :	15
Current Bus Plus trips taken each month:	1,182
Total Bus Plus trips each month after program is opened up:	12,106
Percent Increase in Bus Plus Trips/Month:	924%

Total Trips on Agency & Bus Plus Service

Current monthly trips on paratransit:	27,950
Additional monthly trips due to ADA:	10,922
Percent increase in paratransit trips:	39%

As these numbers indicate, expanding Bus Plus's current eligibility will greatly increase this program and the entire paratransit service within metropolitan Des Moines. These ridership figures influence the cost to modify service under the ADA as is explained in the next section.

Cost

Two cost estimates are required by the regulations -- one for service that meets the requirements (reducing service in areas where *Metro* exceeds the regulations) and one for continuing current service plus expanding where needed to comply with the regulations. Within these two estimates *Metro* has identified operating and capital costs. The following estimates identify the additional funds required above current program expenditures (\$46,500).

ANNUAL OPERATING COSTS

<u>Criteria</u>	<u>Complies With ADA</u>	<u>Exceeds and/or Complies With ADA</u>
Service Area	\$ - 3,542	\$ 14,170
Response Time	19,720	19,720
Fares	190,287	190,287
Hours & Days	72,743	73,852
Capacity Constraint & Trip Purpose	<u>489,608</u>	<u>489,608</u>
TOTAL ANNUAL OPERATING COST	\$ 768,816	\$ 787,637

It's estimated that ten additional vehicles will be needed to operate service for the number of disabled persons desiring paratransit service as calculated in the previous section. Each vehicle is anticipated to cost \$100,000 for a total paratransit ADA capital expenditure of \$1,000,000.

Once the *Metro* complies with all paratransit service criteria, the total capital and operating costs are as follows:

Current Annual Operating Costs	\$ 46,500	\$ 46,500
Total Add'l Annual Operating Cost	\$ 768,816	\$ 787,637
Current Annual Capital Cost	\$ 570	\$ 570
Total Add'l Capital Cost	<u>\$ 1,000,000</u>	<u>\$ 1,000,000</u>
TOTAL COST	<u>\$ 1,815,886</u>	<u>\$ 1,834,707</u>

Local cost to comply with ADA is between \$1,015,430 and \$1,034,251. This cost represents 100% of operating costs and 20% of the capital costs.

A detailed explanation of these calculations is located in the Appendix. If funding can be secured, *Metro* will not reduce current services to comply with ADA's minimum standards. *Metro* will meet ADA in all areas plus exceed the requirements in two areas.

Revenue

Current annual funding for the Bus Plus program is \$40,000 obtained from the following two sources:

- \$30,000 from State of Iowa formula funds
- Approximately \$10,000 from paratransit transit advertising revenues

Comparing these revenues against the cost to comply with ADA, *Metro* finds itself in a deficit situation.

TOTAL COST	\$ 1,815,886	\$ 1,834,707
TOTAL REVENUE	<u>40,000</u>	<u>40,000</u>
DEFICIT	(\$1,775,886)	(\$ 1,794,707)

Disabled receive no benefit of \$1 million + in federal operating assistance

In light of this large deficit, *Metro* began examining all options to generate additional revenue for ADA service. This examination resulted in two choices:

1. Reduce fixed-route (city) bus service and apply savings to fund ADA required Bus Plus service.
2. Increase local jurisdictions' millage rate for public transportation.

These two potential solutions are briefly discussed.

Reduced Fixed-Route Service

If additional funding cannot be secured to comply with ADA and a waiver request is denied, *Metro* will be forced to reduce its fixed-route service in order to comply. The annual cost to comply with ADA as detailed above would be between \$968,816 and \$987,637 (\$768,618 or \$787,637 in operating expense + \$200,000 each year for additional capital). A fifteen percent reduction in service or reduction of approximately 280,000 miles annually would be required to generate sufficient revenue to implement ADA. The magnitude of this reduction is illustrated when explained in terms of lost services. In order to generate funding sufficient to meet ADA, the following example demonstrates the amount of service that would need to be eliminated.

- #1 Route - Saturday
- #3 Route - Saturday
- #4 Route - Saturday
- #5 Route - Saturday
- #6 Route - Saturday
- #7 Route - Saturday

Northwest Express - Weekday
 Urbandale Express - Weekday
 Windsor Heights Express - Weekday
 Clive Express - Weekday
 West Des Moines Express - Weekday
 Westown Express - Weekday

As was discussed in the public participation section of this document, this option was not acceptable to the advisory committees.

Increase Millage Rate

The *Metro* has no taxing authority under state law; however, the local jurisdictions can levy 2 mil to support public transportation. As of the last legislative session, the maximum millage rate was increased to 3.5 mil. This millage was increased to fund the inflationary costs evidenced by transit systems statewide. For the Des Moines metropolitan area the following estimates the annual funds that could be generated by the 2 and 3.5 mil levies.

<u>Millage</u>	<u>Per \$1,000 Valuation</u>	<u>Local Support</u>
2 mil	\$.540	\$ 2,950,000
3.5 mil	<u>\$.945</u>	<u>\$ 4,868,590</u>
Additional Rev.	\$.400	\$ 1,918,590

Currently only the city of Des Moines levies this special transit tax, the remaining cities support public transportation from their general funds. The total local support required from each jurisdiction is calculated by using a cost allocation plan approved by the member cities. The 2 mil levy from Des Moines drives this cost allocation plan.

Discussions with the cities will begin in the next few months as they begin final budget preparations for FY1993. These discussions will center around the feasibility of increasing the millage to support local ADA costs (\$1,015,430 - \$1,034,251).

Service Change Phase-In

Metro developed three options in phasing-in service modifications required to meet the six service criteria over the five year period. The option recommended by the *Metro* and by the advisory committees is as follows. (Each year's cost includes current and additional funds as well as capital and operating funds.)

<u>Year</u>	<u>Service Modification(s)</u>	<u>Total Cost</u>
Year 1	<ul style="list-style-type: none"> • Reservations till 5 p.m., scheduling after 5 p.m., Sunday reservations • Implement Saturday service • Allow 10% more passengers on Bus Plus 	\$ 173,846
Year 2	<ul style="list-style-type: none"> • Allow 40% more passengers on Bus Plus 	\$ 811,526

Year 3	• Allow 60% more passengers on Bus Plus	\$ 323,688
Year 4	• Allow 80% more passengers on Bus Plus	\$ 535,496
Year 5	• Drop fare to \$1.50 or \$1.55 • Allow unlimited passengers & trips	\$ 834,720
Tot. 5 Yr. Cost		\$ 2,679,276

Local funding required to support ADA service expansion totals \$1,878,820 over the five year period. Specific implementation dates along with other changes required by the regulations are discussed in the next section.

Implementation Dates

This plan further identifies specific dates upon which the above service changes will become effective. In addition, implementation dates for fixed-route activities required under the regulation are also identified. Two implementation plans are identified below. The middle column identifies dates if additional funding can be secured. The second details dates if no additional funding is secured and fixed-route service cuts are required to meet ADA. Therefore, the actual implementation date is contingent on receipt of funding.

<u>Action</u>	<u>(a) Funding Date</u>	<u>(b) No Funding Date</u>
Year 1 (Jan. 1992 - Dec. 1992):		
Major intersection/transfer announcements	Jan. 1992	Jan. 1992
Two TDD's purchased & installed	Mar. 1992	Mar. 1992
Sched. available in braille upon request	June 1992	June 1992
Change maximum reservation from 7 to 14 days	June 1992	June 1992
Reservations accepted until 5:00 p.m. day before trip	July 1992	Jan. 1997
Scheduling completed after 5:00 p.m.	July 1992	Jan. 1997
Office open 8:00 a.m. to 5:00 p.m. to take reservations on Sundays/holidays	July 1992	Jan. 1997
Allow 10% more Bus Plus Passengers	July 1992	Jan. 1997

Eligible Passenger

Eligibility must be open from beginning

<u>Action</u>	(a) <u>Funding Date</u>	(b) <u>No Funding Date</u>
Implement Saturday Bus Plus service to current passengers	Oct. 1992	Jan. 1997
Year 2 (Jan. 1993 - Dec. 1993):		
Allow 40% more Bus Plus passengers	July 1993	Jan. 1997
Year 3 (Jan. 1994 - Dec. 1994):		
Allow 60% more Bus Plus passengers	July 1994	Jan. 1997
Year 4 (Jan. 1995 - Dec. 1995):		
Allow 80% more Bus Plus passengers	July 1995	Jan. 1997
Year 5 (Jan. 1996 - Dec. 1996):		
Allow unlimited eligible passengers & trips	July 1996	Jan. 1997
Flat fare structure of \$1.50 or \$1.55	Dec. 1996	Jan. 1997

At this time, *Metro* anticipates meeting implementation plan (a) which assumes funding will be available.

Chapter 7

Survey of Existing Providers and Policies

Two last topics are required in this ADA Plan -- a survey of existing transportation providers in the metropolitan area and a description of the *Metro's* policies on "no shows" and "late" trips. These issues are discussed below.

Survey of Existing Transportation Providers

Metro surveyed 56 transportation providers in the metropolitan area who operate vans, cars or small buses to transport residents. These providers include the following types of organizations:

Day Care Providers	Bus Lines
Hospitals	Human Service Agencies
Nursing Homes	Retirement Communities
Senior Citizen Services	Social Service Organizations
Other (YMCA and YWCA)	

The telephone survey included questions such as how many and what type of vehicle they owned, what type of clients they serve, geographic area served, service hours, etc. A summary of the survey results is located on the next page.

Results of this survey found that one transportation provider, other than the *Metro*, could provide a significant number of trips for the disabled community -- West Des Moines Human Services. They own and operate a number of vehicles in the West Des Moines area serving disabled and elderly residents. Over the last several months, *Metro* has initiated discussions with West Des Moines Human Services in an attempt to coordinate these two services.

Policies

In conjunction with this plan, two paratransit policies were discussed to determine if they were fair and/or if any changes were needed. The first policy concerns *Metro's* policy on "no shows". A complete description of this policy and penalties related to this action are described on page 50. In summary, a "no show" occurs when a person can not be found when the vehicle arrives or cancels a trip with less than 1 hour notice. If either of these occur on an "excessive" basis, *Metro* will take a range of action from cancelling their standing reservation to termination of service for a 2 week period. Based on the Paratransit Advisory Committee's request, *Metro* is in the process of drafting a new policy on this issue which will tighten these requirements. Both the User and Advisory committees believed this policy was too lenient. For bus plus passengers, the form on page 50 will be changed from requiring reservations by noon to requiring them by 5:00 p.m. this change will be effective July 1, 1992.

Metro's passenger "late" policy is described in detail on page 50. In summary, paratransit service will wait a maximum of 5 minutes after a scheduled pick-up time for a passenger. After that time, the vehicle will leave and the passenger will have to find alternate transportation. The paratransit operator will make every attempt to locate that passenger in the 5 minutes available. Both committees believed this policy was fair, therefore, no changes will be made.

Existing Services Survey Summary

Total Number of Groups Surveyed

56

General Description of Transit Operation

**Total From Groups
Surveyed**

Type of Service

For Residents	14
For Everyone	1
For Clients	10
For Patients	7

Groups Served

Residents of Group Home	13
Mentally Disabled	7
Physically Disabled	3
Clients of Organization	6
Patients of that Service	7
Elderly People	6

Service Area

Des Moines Only	7
West Des Moines Only	1
Metro Area Only	21
Outside Metro Area	3

Service Hours

24Hrs Every Day	22
Weekdays	7
Weekends	0

Staff

Full Time Administrative	26
Part Time Administrative	38
Volunteer Administrative	0
Full Time Drivers	47
Part Time Drivers	235
Volunteer Drivers	39

Union

Yes	2
-----	---

Recieve Public Money

Yes	13
-----	----

Vehicle Fleet

Buses	28
Vans	119
Station Wagons	2
Sedans	23
With Lifts or Ramps	44
Wheel Chair Spaces	59

Paratransit Policies

"No Show" Policy

Definition - Two instances when a trip is considered a "no show".

1. When a passenger schedules a trip and, for one reason or another, fails to take the trip when the driver arrives.
2. When a passenger schedules a trip and then wishes to cancel the trip, giving Paratransit less than 1 hour notice.

Policy & Penalties - There are two types of "no show" trips, those for standing trips (e.g. trips to work) and those more occasional trips (e.g. a trip to the movie theater).

Standing Reservation: A passenger in this category that "no shows" on three consecutive days will have their eligibility for a standing reservation cancelled. The passenger will then be required to notify the paratransit department by noon the day before each trip. To resume the standing reservation service, the passenger will need to have no "no shows" under the daily reservation policy for two consecutive weeks. The standing reservation privilege may then be reinstated.

Reservations By Noon the Prior Day: A passenger in this category that "no shows" ten or more times in one month will be notified, in writing, of their "excessive no shows". Written notification will be on or before, the 10th of the following month in which the "excessive no shows" occurred.

This notification will state the number of "no shows" received in the previous month and inform the passenger that paratransit service will be suspended from the 15th day of the month in which they were notified through the end of the month. To reinstate service, the passenger must call the paratransit department by noon on the last day of the suspension.

"Late" Trips

Policy - Paratransit's policy on waiting for a passenger who is late is as follows:

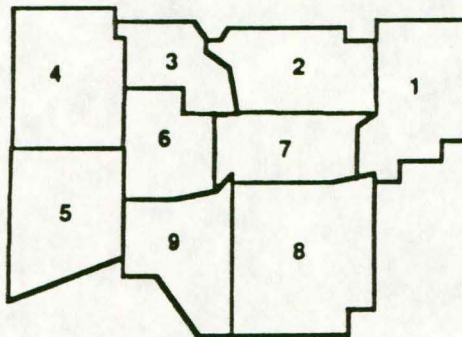
Paratransit will wait no longer than 5 minutes after the scheduled pick-up time.

Penalty - Paratransit will attempt to contact person by all means available, but will wait no longer than 5 minutes. If the pick-up request includes a wait at the destination, paratransit will wait no longer than 5 minutes. In these cases a second vehicle will not be sent.

Appendix

Paratransit Bus Plus User's Guide

*Service for
Farepaying Passengers*



*Paratransit
283-8136*

Paratransit

How To Obtain Service

STEP ONE: CALL 283-9283

You must complete an application with Polk County Social Services. In order to complete your application, contact an intake worker at 283-9283. Tell them you would like to put in an application for Paratransit Services.

STEP TWO: YOU WILL RECEIVE A LETTER

After filing your application, you will receive a letter either approving you for service or disapproving you for services.

If you are disapproved for County funded services you will receive a pamphlet explaining Paratransit's BUS PLUS program along with a medical statement to be completed by your doctor. Once the Medical statement is completed, it must be sent to Paratransit. When Paratransit receives the medical statement your eligibility for the BUS PLUS program will be determined by Paratransit. You will then be contacted stating either approval or disapproval for Paratransit.

STEP THREE: CALL BEFORE NOON FOR RESERVATIONS

In order to make reservations for services, you must contact Paratransit before noon the working day before you need the ride. Be prepared to give the reservation person the address you are going to and the time you need to be there. Please be sure to tell the reservation person to note any special needs, such as an escort, assistance from the driver, etc.

STEP FOUR: QUESTIONS

Should you have questions regarding your service, please call the Paratransit Office at 283-8136

What is Bus Plus?

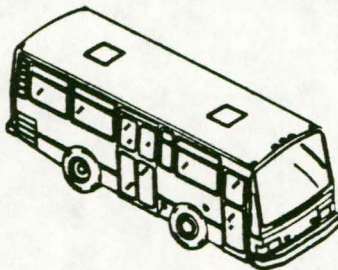
Bus Plus is a service provided by the Paratransit Division of the Metropolitan Transit Authority. This service operates lift-equipped buses serving passengers in the metropolitan area. Bus Plus operates door to door paratransit service with two major benefits:

- 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.



Who's Eligible for the Service?

Anyone who is not eligible for subsidized transportation through Polk County or the State Dept. of Human Services and satisfactorily completes a Physician's Statement. If you have questions about eligibility call Polk County at 286-3555 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.

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. You must make your reservation before noon one working day prior to your trip.

**Confused?
Call 283-8136**

Evening Service

Each Friday evening from 6-11 p.m., the Metro will offer the Bus Plus service to its passengers. This service will allow you to see a friend, movie or dine in a restaurant by simply paying the zone fare.

Reservations for this service must be made between 8:00 a.m. and 5:00 p.m. on Wednesday before your trip. This service will be based on a first come, first serve basis.

What's the Cost and How Do I Pay?

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

- Stay within one zone \$ 1.00
- Travel into Second Zone 2.50
- Travel into Third Zone 3.50
- Travel into Fourth Zone 5.00

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

- Green \$.50
- Purple \$ 1.00

A packet of 10 tokens may be obtained by calling the Metro at 283-8136. 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.

Zone Fares

<u>Zones</u>	<u>Fare</u>	<u>Zones</u>	<u>Fare</u>
1-1.....	\$1.00	2-1.....	\$2.50
1-2.....	2.50	2-2.....	1.00
1-3.....	3.50	2-3.....	2.50
1-4.....	5.00	2-4.....	3.50
1-5.....	5.00	2-5.....	5.00
1-6.....	3.50	2-6.....	3.50
1-7.....	2.50	2-7.....	2.50
1-8.....	2.50	2-8.....	3.50
1-9.....	3.50	2-9.....	3.50

<u>Zones</u>	<u>Fare</u>	<u>Zones</u>	<u>Fare</u>
3-1.....	\$3.50	4-1.....	\$5.00
3-2.....	2.50	4-2.....	3.50
3-3.....	1.00	4-3.....	2.50
3-4.....	2.50	4-4.....	1.00
3-5.....	3.50	4-5.....	2.50
3-6.....	2.50	4-6.....	2.50
3-7.....	2.50	4-7.....	3.50
3-8.....	3.50	4-8.....	5.00
3-9.....	3.50	4-9.....	3.50

<u>Zones</u>	<u>Fare</u>	<u>Zones</u>	<u>Fare</u>
5-1.....	\$5.00	6-1.....	\$3.50
5-2.....	5.00	6-2.....	3.50
5-3.....	3.50	6-3.....	2.50
5-4.....	2.50	6-4.....	2.50
5-5.....	1.00	6-5.....	2.50
5-6.....	2.50	6-6.....	1.00
5-7.....	3.50	6-7.....	2.50
5-8.....	3.50	6-8.....	3.50
5-9.....	2.50	6-9.....	2.50

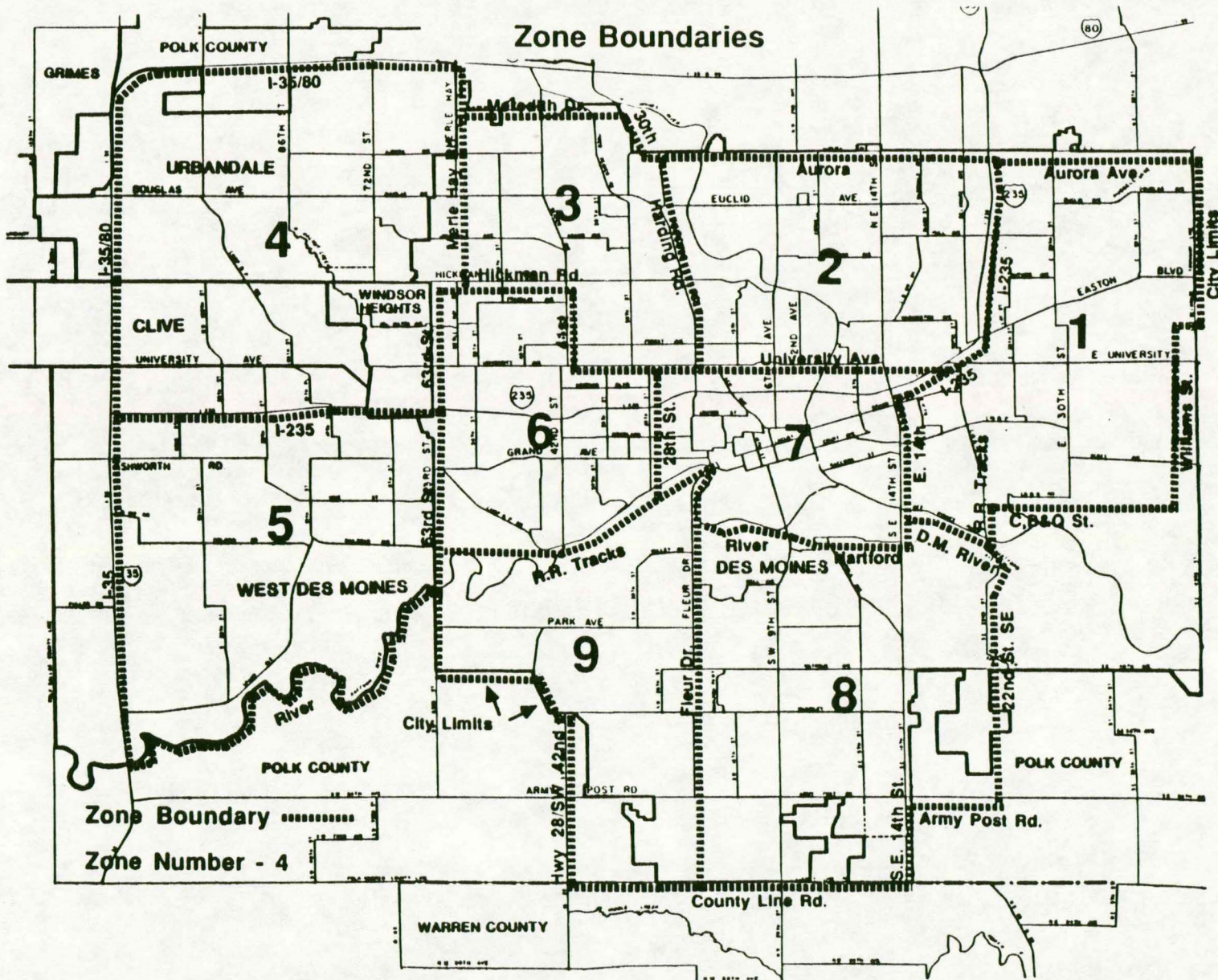
<u>Zones</u>	<u>Fare</u>	<u>Zones</u>	<u>Fare</u>
7-1.....	\$2.50	8-1.....	\$2.50
7-2.....	2.50	8-2.....	3.50
7-3.....	2.50	8-3.....	3.50
7-4.....	3.50	8-4.....	5.00
7-5.....	3.50	8-5.....	3.50
7-6.....	2.50	8-6.....	3.50
7-7.....	1.00	8-7.....	2.50
7-8.....	2.50	8-8.....	1.00
7-9.....	2.50	8-9.....	2.50

<u>Zones</u>	<u>Fare</u>
9-1.....	\$3.50
9-2.....	3.50
9-3.....	3.50
9-4.....	3.50
9-5.....	2.50
9-6.....	2.50
9-7.....	2.50
9-8.....	2.50
9-9.....	1.00

**Questions?
Call 283-8136**

Zones 7, 8 and 9 on back

Zone Boundaries



Bus Plus Service Eligibility

Applicant please complete section I. Physician please complete section II. Your responses will determine if the applicant is eligible for Paratransit's ***Bus Plus*** specialized transportation service. Please type or print the information. Additional information may be required to make a determination of eligibility.

Section I - Applicant Information

Name: _____

Address: _____

City: _____ State: _____

Zip Code: _____ SS#: _____

I hereby authorize _____ to release information necessary to
(Physician's Name)
complete this application.

(Signature of Applicant)

Section II - Physician's Statement

1. Please check the body system impairment(s) which apply to the applicant.

- | | |
|---|--|
| <input type="checkbox"/> 1. Neurological | <input type="checkbox"/> 7. Digestive |
| <input type="checkbox"/> 2. Musculoskeletal | <input type="checkbox"/> 8. Genito-Urinary |
| <input type="checkbox"/> 3. Special Sense Organs | <input type="checkbox"/> 9. Hemic/Lymphatic |
| <input type="checkbox"/> 4. Respiratory (including speech organs) | <input type="checkbox"/> 10. Skin |
| <input type="checkbox"/> 5. Cardiovascular | <input type="checkbox"/> 11. Endocrine |
| <input type="checkbox"/> 6. Reproductive | <input type="checkbox"/> 12. Mental Disorder |
| <input type="checkbox"/> 13. Other _____ | |

2. Is this person mentally or physically capable of walking three blocks in normal weather conditions without assistance?

1. Yes 2. No

3. If "No", please explain why. _____

4. Would the nature of the applicant's disability make it impossible for the applicant to walk three blocks without assistance during inclement weather?

1. Yes 2. No

5. Is the applicant capable of lifting his/her feet 10 inches without assistance?

1. Yes 2. No

6. Is the applicant's disability permanent or temporary?

1. Permanent 2. Temporary (Please indicate when disability will be cured _____)

7. Is the applicant mentally capable of understanding money and how to pay for services?

1. Yes 2. No

8. Other comments regarding applicant's mental or physical condition _____

9. Are you the Applicant's regular attending physician?

1. Yes 2. No

(Date)

(Physician's Signature/Telephone Number)

Eligibility and Ridership Calculations

Part 1: Calculation of "ADA Eligible"

Step 1: Determine Comparable Paratransit Service Area This method is shown on the figure on the following page.

- area within 3/4 of a mile either side of fixed-routes
- identify census tracts within this service area

Step 2: Determine percent of population that is "ADA" Eligible as defined by regulations

- Based on three surveys conducted to determine the Act's effect on transit, it was determined that on average 2.5% of the population would fall into a category as eligible.
- Multiply 2.5% times the total population identified in each census tract in step 1.

Step 3: Weighting of ADA eligible population identified in Step 2 based on local factors

- Identify the 1980 census data by census tract for those tracts within the area determined to be within the ADA service area as seen in the following figure. Find the "Population Percent from 1980 Census for Persons with Public Transit Disabilities"
- Multiply this percent times 3.5 percent (3.5% is the national percent of persons reporting a disability) This procedure is shown in the following table A1.

Step 4: Determine "ADA" eligible by census tract based on weighted factors This procedure is shown in the following table.

- Multiply the weighted average by census tract calculated in Step 4 times the number of "ADA" eligible identified in step 2

Step 5: Determine "ADA" eligible to total service area for weekdays The calculation of this is shown in table A2.

- Add together all census tract populations in Step 4 (4,377 disabled persons in weekday comparable service area)

Calculation of "ADA" Eligible Example

Census Tract 45.01

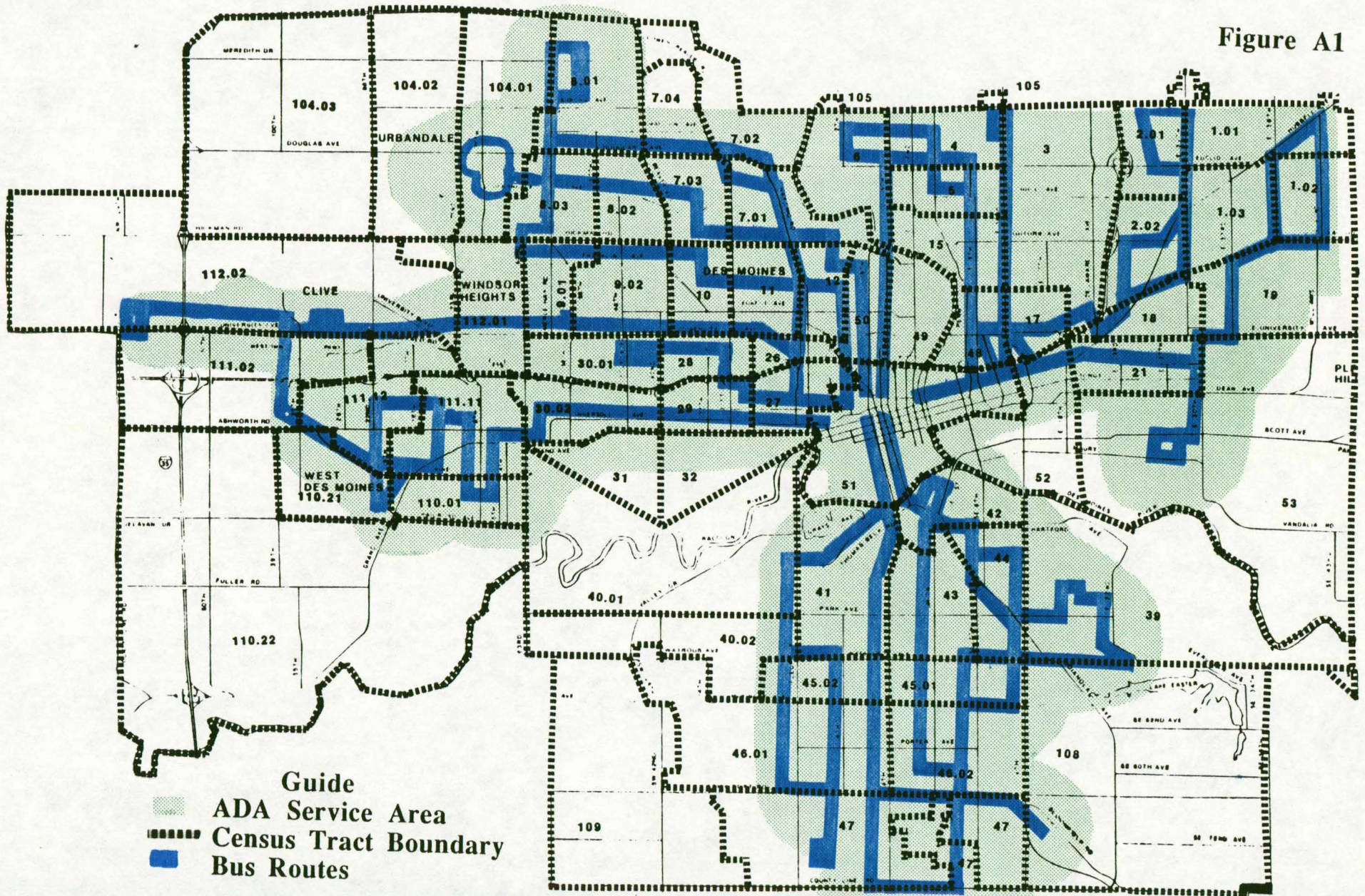
South side of Des Moines.
Boundaries are:

E. 14th - East
McKinley - South
Watrous - North
S.W. 9th - West

<u>Census Tract</u>	<u>Total Pop.</u>	<u>Estimated ADA Eligible</u>	<u>1980 % of Disabled</u>	<u>Weight Factor</u>	<u>Weighted Est. of ADA Eligible</u>	<u>Total Disabled Pop.</u>
45.01	2,500	63	2.0%	$2.0/3.5 = .57$	36	36

Determining Comparable Paratransit Service Area

Figure A1



Part 2: Capacity Constraints and Trip Purpose

Open Service for Current Client

Trips

Step 1: Determine how many people would possibly take more trips.

- The people who are funded by Polk county Social Services and the users of Bus Plus took an average of 11.7 trips in 1990. If those people who are supported by Polk county could take as many trips as they wanted, it is expected that they would average 15 trips per month per person an increase of 3.3 trips per person per month.
- The number of people who are presently funded for paratransit by Polk County Social Services and are classified as disabled is (as given in part 2 step 1) 1823 disabled clients.
- The number of people currently registered with Bus Plus is 101.

Step 2: Calculate the number of trips per year that would be taken by these individuals.

- A. For those people registered with Polk County, If on average each of the 1823 disabled persons took 3.3 additional trips bringing them up to an average of 15 trips per month there would be the following number of trips per year.
- $3.3 \text{ trips/month} * 1,823 \text{ Polk County Social service clients} * 12 \text{ months per year} = \underline{72,191}$ trips per year.
- B. For those people registered with Bus Plus, If on average each of the 101 disabled persons took 3.3 additional trips bringing them up to an average of 15 trips per month there would be the following number of trips per year.

$$3.3 \text{ trips} * 101 \text{ Bus Plus clients} * 12 \text{ months} = \underline{4,000} \text{ trips per year.}$$

Cost

- A. The cost to provide service to those people registered with Polk county Social Services would be as follows.
- $72,191 * \$5.78$ the average cost per tip on paratransit during 1990 = \$417,263 for allowing additional trips by present Polk county Social Service clients.
- B. The cost to provide service to those people registered with Bus Plus Would be as follows.
- $4,000 \text{ trips per year} * \$5.78 = \underline{\$23,118}$ for allowing additional trips by present Polk County Social Service Clients.
- C. The total costs for Bus Plus and Polk County funded services would be **\$440,381**

Revenue

- A. The revenue from this new service assuming the current average fare on Bus Plus of \$2.50 would be as follows for the the users of Polk County funded service and for the users of Bus Plus.
- For Polk County funded clients the revenue would be the following
 $72,191 \text{ trips} * \$2.50 \text{ fare revenue} = \underline{\$180,478}$
 - For Bus Plus clients the revenue would be the following.
 $4,000 \text{ trips per year} * \$2.50 \text{ fare revenue} = \underline{\$9,997}$
 - The total **new revenue** for current Metro Paratransit passengers is:
\$190,475

Opening Service to New Clients

Trips

Step 1: Determine the number of disabled people currently served by paratransit

- Determine the number of disabled persons registered for agency contracted service
2,251 total persons served during the past year in the metro area.
Last year 82% were classified as disabled.
Multiply $2,251 * 82\% = 1,823$ current registered disabled individuals.
- Add the 101 Bus Plus clients to the number registered with Polk County
 $1,823 + 101 = 1,924$ total current *Metro* paratransit clients

Step 2: Determine the number of ADA eligible persons served by other services.

- Assume that the 24 lift equipped vans serve an average of 10 passengers/van per day.
or a total of 240 passengers per day. Assuming that each passenger takes a round trip.
 - Assume that the 23 sedans serve an average of 2 passengers/vehicle/day.
or a total of 46 passengers per day.
 - Assume that the 1 station wagon serves an average of 5 passengers per day.
 - Assume that the 1 bus serves an average of 10 passengers per day.
- A. The number of passengers served is 296 per day.
- B. Determine the number of trips per month. $296 \text{ passengers/day} * 21.5 \text{ days/month}$
or 6,364 passengers per month.
- C. Assuming that each client is a passenger on average 7.5 times a month
(15 trips a month). Divide 6,346 by 15 = 424 clients using the services.
This gives 424 non-Metro clients.

Step 3: Determine the total number of disabled persons using paratransit services

- Add Metro clients and Non-Metro clients.
 $1,924 + 424 = 2,348$ total disabled persons using paratransit in the metro area.

Step 4: Determine the percent of eligible clients who are currently registered with the Metro.

- Divide the registered disabled by ADA eligible from Part 1, Step 5.
 $1,924 \text{ current Metro registered disabled} / 4,377 \text{ ADA eligible passengers} = 44\%$

Step 5: Determine the potential additional clients.

- The estimation procedure in Part 1 Step 5 estimated there are 4,377 ADA eligible persons.
- Subtract the present 1,924 Metro clients and the 424 non-Metro clients from the 4,377 ADA eligible disabled persons. $4,377 - 2,348 = 2,029$.
- Now we assume that only 20% of the potential additional disabled persons will use the service. This assumption is used because, 44% of those who are eligible are already registered with the Metro. And because, there are a number of other services in the area providing transportation services accounting for an additional 424 of the eligible individuals. The total accounts for 54% of those who are eligible.
- $2,029 \text{ additional eligible people} * .20 = 406 \text{ eligible people who will register}$. This means there are 406 potential additional clients.

Step 6: Determining the number of trips required of providing additional service

- $406 \text{ potential additional clients} * 15 \text{ trips per month} * 12 \text{ months/year} = \underline{73,080 \text{ trips/year}}$

Cost

- $73,080 \text{ trips per year} * \$5.78/\text{trip} = \$422,402$ per year in operating cost.

Revenue

- $73,080 \text{ trips per year} * \$2.50/\text{trip} = \$182,700$ per year in fare revenue

Limiting New Clients

Trips

- In the ADA service area there is the potential for 406 new clients (part 2 step 5) if these individuals were limited to an average of 12 trips per month. Or an average of 3 trips per month fewer than calculated above. The savings would be as follows.
- 406 people * 3 trips per month * 12 months * 14,616 trips

Costs

- 14,616 trips per year * \$5.78/trip (the average cost per trip). This equals a savings of **\$84,480**.

Revenue

- 14,616 trips per year * \$2.50/trip (the average Bus Plus fare). This equals **\$36,540**

Part 3: Service Areas

Additional Cost to Go Beyond Regulations

Trips

- Determine the additional clients if providing service to the 5 cities service area which is larger than the ADA Service area.
- Assume that the number of current users of paratransit will not change.
- Given that the population of the 5 cities is 261,041 and then using the procedure presented in Part 1 to calculate the number of people in the 5 city area who would be eligible. The calculations are as follows:
 $261,041$ (residents of the 5 cities) * 2.46% (Number transportation disabled 1980 census) * .70 (weight factor) = 4,495 people ADA eligible in the 5 city area.
- We next subtract the number of people in the ADA service area from the people in the 5 city area. $4,495$ people eligible in the 5 city area - $4,377$ eligible in the ADA service area = 118 additional ADA eligible people, as compared to the ADA service area.
- Estimate the percent who will register and use the service.
 118 additional eligible people * 20% from Part 2 step 5. Gives 24 additional eligible disabled people who will register.
- Now determine the number of trips per year. 24 people * 15 trips per month * 12 months = 4320 trips.

Costs

- The costs of providing the additional trips is calculated by,
 $4,320$ trips/year * \$5.78/trip (The 1990 average cost per paratransit trip) = **\$24,970**/year for the additional paratransit service if the service area is enlarged from the ADA service area to the 5 city service area.

Revenue

- Second, the revenue received from these trips is calculated by,
 $4,320$ trips per year * \$2.50 (the average Bus Plus Fare) = **\$10,800** revenue per year.

Part 4: Response Time

Step 1: Determine cost of taking reservations during the week until 5:00 pm on the day before trip is desired. This would require having a Scheduler from 5-9 pm weekdays. First, assume the scheduler's wage is \$10 per hour including benefits. Second, assume that it would take the scheduler 4 hrs per weekday to schedule the calls. Third, assume that the schedules will be done on Monday - Friday.

- $\$10/\text{hr} * 4 \text{ hrs/day} * 5 \text{ days/week} * 52 \text{ weeks/year} = \$10,400$

Step 2: Determine the cost of taking reservations on Sundays and Holidays and Scheduling those trips in the evenings.

- Determine the cost of taking reservations. Assume this could most inexpensively be accomplished by purchasing an answering machine. The answering machine would process the calls that come in on Sundays and Holidays. The machine will ask questions and wait for a response between questions. As well as handle hundreds of calls per day. The quoted price for a machine of this nature is \$7,000.
- Determine the cost of having a scheduler from 5-9 pm on Sundays and Holidays. First assume that the scheduler would receive a wage including benefits of \$10 per hour. Second, assume that it would take the scheduler 4 hours per day to make up the schedules. Third, assume that there are 58 days/year Saturdays and Holidays. The calculation is as follows:
 $\$10 * 4\text{hrs/day} * 58 \text{ days/year} = \$2,320.$
- Combined with scheduler cost during the weekdays gives a total of **\$19,720** for the first year. The cost in the following years would be \$12,720 because the answering machine would only have to be purchased once, and after that the only cost would be the scheduling cost..

Part 5: Hours and Days

Saturday Service Cost

Trips

- Determine the number of of expected passengers who would use Saturday service. It is assumed that 1/3 of the number who use the service during the week would use the service on a Saturday, the reason for this is, on the fixed route bus service there are 1/3 as many riders on Saturday as compared to an average weekday.
- Presently there are 1300 riders per day on paratransit. 1/3 of this is 433 potential passenger trips per Saturday.
- 433 trips per Saturday * 52 Saturdays per year = 22,516 trips per year on Saturdays.

Costs

- Determine the cost of providing Saturday service assuming that the average cost per trip will be the same as the average cost per trip for 1991.
- 22,516 trips * \$5.78/trips = **\$130,142** per year.

Revenue

- The fare revenue calculated by taking the 22,516 trips * \$2.50 per trip = **\$56,290**

Friday Night Service

Trips

- 6.5 trips per Friday night * 52 Fridays per year = 338 Trips per year.

Costs

- 338 trips per year * \$5.78 (the average cost for a paratransit trip) = **\$1,954** per year.

Revenue

- 338 trips per year * \$2.50 (the average fare for a paratransit trip) = **\$845** per year of fare revenue from Friday night service.

Part 6: Fares

Current Service

- Presently there are 101 Bus Plus clients averaging 11.7 trips per month. This amounts to 101 clients * 11.7 trips per month * 12 months = 14,180 trips per year by bus plus clients. Assuming that the lost revenue from a fare reduction would be \$2.50 the average bus plus fare - \$1.50 the ADA required fare or \$1.00. Now taking the \$1.00 per trip lost revenue * 14,180 = \$14,180.

ADA Required Service

Opening Service to Current Clients

- Reducing the fare from \$2.50 to \$1.50 would amount to a reduction of \$1.00 per trip. Multiplying the number of trips by \$1.00 will determine the amount of lost revenue.
- There were 4,000 projected trips on Bus Plus per year thus the lost revenue would be **\$4,000** from setting the fare at the level required by the ADA.
- There were projected to be an additional 72,191 trips by people who are funded by Polk County Social Services, at a cost of \$1.00 per trip the total lost revenue would be **\$72,191** from setting the fare at the level required by the ADA.

Raising fixed route fare to \$1.00 would increase revenue as well as ~~increase~~ allowable para fa and thus cutting cost

opening service to new clients

- It is projected that there would be an additional 73,080 trips per year from allowing new clients to use the service. Assuming that the lost revenue would be \$1.00 per trip. the lost revenue would be **\$73,080**.
- It is projected that there would be 22,516 trips per year on Saturdays. assuming that the lost revenue would be \$1.00 per trip. The lost revenue would be **\$22,516**.

Extra Service

- It is projected that there would be 4,320 additional trips if the service area was expanded from the required ADA service area to the 5 city service area. Assuming that the lost revenue would be \$1.00 per trip. the lost revenue from from a reduction would be **\$4,320**.
- There are presently 338 trips per year on Friday night Bus Plus service. Assuming a fare decrease of \$1.00 per trip the total lost revenue would be **\$338** per year.

Cost Calculation

Option 3: Meets ADA July 1, 1996

Year 1
(July, 1992) * Service Area - Unchanged
* Response Time - Schedule after 5 Sunday - Thursday,
Reservations taken until 5 p.m.
Fare - Unchanged
* Trip Purpose - Unchanged (Unlimited)
Hours and Days - add Saturday Service
Capacity Constraint - No more than 10% more passengers on Bus Plus.
\$65,534

Additional Costs: $\$19,720 + \$19,021 + \$14,170 + \$73,852 = \$126,763$

Total Costs: $\$46,513 + \$126,763 = \$173,276 + \$570 \text{ Capital Costs} = \mathbf{\$173,846}$

Year 2
(July, 1993) * Service Area - Unchanged
* Response Time - Unchanged
Fare - Unchanged
* Trip Purpose - Unchanged
* Hours and Days - Unchanged
Capacity Constraint - No more than 40% more passengers on Bus Plus.
\$83,482. And open up service to the clients of Polk county. \$19,732

Additional Costs: $(83,482 - 65,534) + \$19,732 = \$37,680$

Total Costs: Total cost year 1 + $\$37,680 = \mathbf{\$211,526}$

Total cost: Operating + Vehicle Cost = $\mathbf{\$811,526}$

Year 3
(July, 1994) * Service Area - Unchanged
* Response Time - Unchanged
Fare - Unchanged
* Trip Purpose - Unchanged
* Hours and Days - Unchanged
Capacity Constraint - No more than 60% more passengers on Bus Plus.
\$95,644

Additional Costs: $\$(95,644 - 83,482) = \$12,162$

Total Operating Costs: Total cost year 2 + $\$12,162 = \$223,688$

Total cost: Operating + Vehicle Cost = $\mathbf{\$323,688}$

Year 4
(July, 1994) * Service Area - Unchanged
* Response Time - Unchanged
Fare - Unchanged
* Trip Purpose - Unchanged
* Hours and Days - Unchanged
Capacity Constraint - No more than 80% more passengers on Bus Plus.
\$107,452

Additional Costs: $\$(107,452 - 95,644) = \$11,808$

Total operating Costs: Total cost year 3 + $\$11,808 = \$235,496$

Total cost: Operating + Vehicle Cost = $\mathbf{\$535,496}$

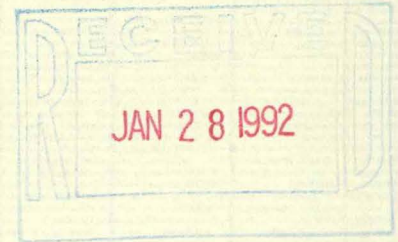
-
- Year 5** * Service Area - Unchanged
 (July, 1994) * Response Time - Unchanged
 * Fare - \$1.50 or \$1.55 cost \$190,287
 * Trip Purpose - Unchanged
 * Hours and Days - Unchanged
 * Capacity Constraint - Unlimited (862,784 - 190,475 - 182,700) = \$489,608

Additional Costs: $\$(489,608 - 60,939 - 19,732) + \$190,287 = \$599,224$
 Total operating Costs: Total cost year 4 + \$599,224 = \$834,720

* Meets or Exceeds ADA requirements

Vehicle Costs

	<u>Rides/Month</u>	<u>Vehicles</u>
Current	27,950	25
year 1	Polk County 26,768 Add'l Bus Plus 118 Bus Plus 1,182 <hr style="width: 100%;"/> Total 28,068	25
Year 2	Polk County 26,768 Polk County open 6,016 Bus plus current 1,633 Bus Plus 40% 606 <hr style="width: 100%;"/> Total 35,023	31
The additional 6 vehicles required here would cost \$600,000.		
Year 3	Polk County 26,768 Bus Plus Add'l 60% 420 Bus Plus year 2 8,255 <hr style="width: 100%;"/> Total 35,443	32
The additional vehicle required here would cost \$100,000		
Year 4	Polk County 26,768 Bus Plus year 3 8,675 Bus Plus Add'l 3,341 <hr style="width: 100%;"/> Total 38,874	35
The 3 additional vehicles required here would cost \$300,000.		
Year 5	Polk County 26,768 Bus Plus year 3 12,106 <hr style="width: 100%;"/> Total 38,874	35



January 24, 1992

Dear Paratransit Advisory Committee Member:

The Des Moines Metropolitan Transit Authority greatly appreciated all your help in developing the *Metro's* plan for complementary paratransit service as required by the Americans with Disabilities Act.

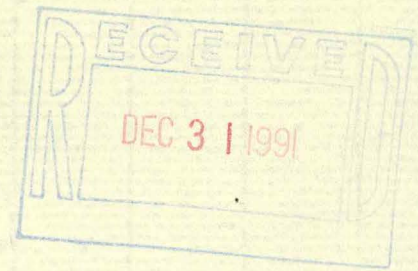
Enclosed, please find a set of all changes that were made to the plan. You can update your copy of the plan by inserting the new pages.

If you have any questions please feel free to contact me at (515) 283-8111

Sincerely,

A handwritten signature in cursive script that reads "Sheri Kyras".

Sheri Kyras
Asst. Gen. Mgr.



December 30, 1991

Dear User's Group, Advisory Committee Members and Board of Trustees:

The enclosed document is the final draft of the ADA Plan which will be distributed at the hearing on the 6th of January. It incorporates comments and suggestions from all committees and individuals through the 20th of December. Comments received after that date will be incorporated into the final plan submitted to UMTA just prior to January 27.

Don't forget about the public hearing on Monday, January 6. All reservations for transportation must be made by noon, Friday, January 3.

If you would like this document in large print or cassette, or have questions regarding the plan or hearing, please give me a call at 283-8111. Have a fun and safe New Year!

Sincerely,

Sheri Kyras

Sheri Kyras

Assistant General Manager

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