



WORKSHOP AND COMMUNITY FEEDBACK OUTCOMES

June 2013



Americans with Disabilities Act of 1990 (ADA) Requirements

Category	ADA Paratransit Requirement
Service area	Operate within ¼ mile of a local fixed-route
Hours and days of service	Operate during same days and hours as fixed-route
Advance reservation	Accept advance reservation at least a day in advance
Fares	Charge a fare no more than twice the base non-discounted adult fare for fixed-route
Trip purpose	Serve requests for all trip purposes
Without capacity constraints	Operate without a substantial number of untimely pick-ups, missed trips, excessive trip-lengths and telephone hold-times

METROLIFT MOVING FORWARD
WORKSHOP AND COMMUNITY FEEDBACK OUTCOME REPORT

by

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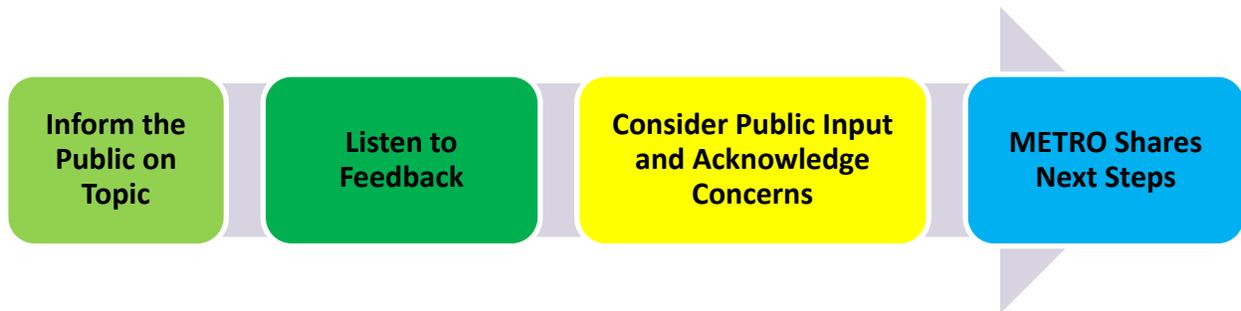
SECTION 1. INTRODUCTION

METROLift Moving Forward was a community outreach effort to gain feedback from the public on how to balance quality of service and sustainability of the Americans with Disabilities Act of 1990 (ADA) paratransit service moving forward. A series of 12 scheduled community outreach workshops were held across Houston. The workshops began Tuesday, March 26 and concluded Saturday, May 18, 2013. METROLift riders, transit riders who use other METRO services, and members of the public who may not use transit participated in the workshop. Three of the 12 workshops were targeted specifically to METROLift riders, organizations that serve persons with disabilities and advocates for people with disabilities. The goal and desired outcomes of the community outreach effort were as follows:

Goal: To obtain public feedback on METROLift’s policies and practices to balance quality of service and sustainability moving forward

Desired Outcomes: To gauge public opinion on nine (9) policies/practices for METRO to consider to pursue further that would most contribute to service quality and sustainability; and that would least contribute.

The *METROLift Moving Forward* community outreach effort was designed for METRO to first inform the public, listen to feedback from the public, consider public input and acknowledge concerns, and share next steps.



Organization of the Report

This report consists of four sections and three appendices (A, B & C). Section 1 “Introduction” provides introductory information and background. Section 2 “Workshop Format” describes the workshop format and process. Section 3 “Summary of Participation” summarizes participation in the workshops. Section 4 “*METROLift Moving Forward* Outcomes” details the public outreach outcomes for each of the nine areas of interest.

The analysis in Section 4 includes the following information for each area of interest:

- Background information about area of interest
- Statement agreement percentage
- Statement agreement percentage by METROLift user, non-METROLift user and total of all participants
- Representative participant comments
- Comments summarized by category

Appendix A documents participant comments for each of the nine areas of interest, as provided by participants in workbook responses. Appendix B provides three cross-tabulations of participant responses by feedback statement; there were 16 total statements amongst the nine areas of interest for participants to evaluate. Cross Tabulation #1 documents the participant responses by “Use METROLift” and “Do Not Use METROLift.” Cross Tabulation #2 documents participant responses by age category. Cross Tabulation #3 documents participant responses by household income category. Appendix C documents participant comments provided during the facilitated discussion with each working group. The note taker assigned to each group recorded opinions expressed by the participants on a flip chart during the facilitated discussions.

SECTION 2. WORKSHOP FORMAT

The *METROLift Moving Forward* community outreach effort was a round-table workshop format with participants working in small groups of a maximum of 10 people per table. The workshops were two and a half hours in duration with the METRO Senior Vice President of Service Delivery opening each session and the Community Outreach staff leading the participants through a workbook data collection tool and facilitated discussion.

METROLift staff were on hand to field technical questions relating to METROLift ADA paratransit. Researchers from the Texas A&M Transportation Institute (TTI) fielded peer agency questions, listened and observed the interaction between the public and METRO and collected participant responses. TTI serves as an independent third-party expert in transit/paratransit to compile and report on the findings from the public feedback.

Agenda

- 20 min.
 - Welcome of participants by METRO Senior Vice President of Service Delivery
 - What is METROLift and ADA paratransit
 - Trends in population and demographics and impact on service
 - Commitment to high-quality and sustainable service
 - Workshop organization, goals and desired outcomes
 - Director of Community Outreach provided the workshop format overview
- 10 min.
 - Transition of participants to workgroup tables
- 90 min.
 - Facilitation of small group discussion led by Community Outreach staff
 - Table facilitator introduces the workbook data collection tool and leads the discussion using the information specified in the workbook on each of the nine (9) policy/ practice areas of interest.
- 10 min.
 - Transition from workgroup tables
- 20 min.
 - Wrap-up with participants highlighting topics from table discussion

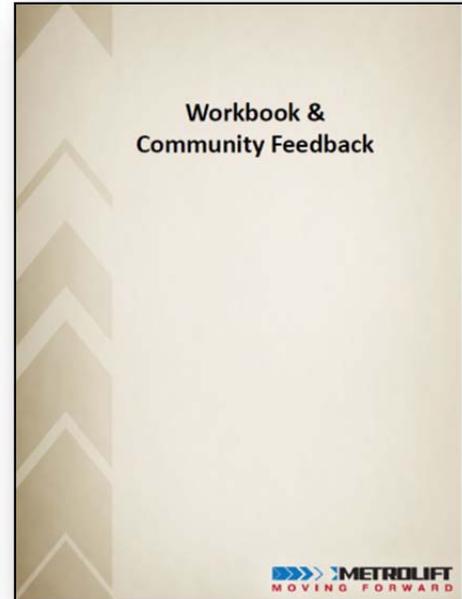


To ensure good communications with all audiences participating in the workshops, METRO provided an in-person Spanish translator, captioning and sign-language services, Braille workbooks and maps, audio workbooks and on-site one-on-one assistance if requested. The workbook was available in English and Spanish. An on-line version of the workbook was also available in English, Spanish and formatted for text-to-speech (TTS) conversion.

Nine Areas of Interest

METRO researched what other transit systems in large, fast growing urban areas like Houston are doing to develop sustainable ADA paratransit services. Based on what peer transit systems are doing, nine areas of interest were identified to ask for public feedback.

- Eligibility Program
- Curb to Curb
- No-Show Policy
- Service Area
- Fares
- Same Day Changes
- On-Time Performance
- Travel Training/Feeder Service
- Fixed-route Accessibility



Participant Workbook

The participant workbook is the data collection tool designed to quickly provide high-level information on each of the nine areas of interest and obtain feedback on the level of agreement/ disagreement. Each area of interest included a two-page sheet in 14-point font and included the following information:

- Description of the policy/practice and impact on sustainability and performance
- Americans with Disabilities Act of 1990 regulation
- METROLift policy/ practice
- Peer transit agency examples
- Statement ratings (strongly agree to strongly disagree)
- Comments

Participants also provided a relative rating of the nine areas of interest at the end of the exercise as well as participant profile information.

SECTION 3. SUMMARY OF PARTICIPATION

The *METROLift Moving Forward* community outreach effort resulted in 334 completed workbooks (299 in-person and 35 on-line). Of the 334 participants, 52 percent were METROLift users. A total of 11 percent completed the workbook in Spanish. Of the participants that responded to the profile question on age, 25 percent reported being age 65 or older (n=219). Of the participants that responded to the question on household income, 45 percent reported having a household income below \$16,000 (n=225). Of the participants that are METROLift users, 61 percent reported a household income of less than \$16,000, as compared to 22 percent of participants that do not use METROLift. Table 1 to Table 7 provide a summary of participant profiles.



Table 1. Transit User Profile

Do you ride... (check all that apply)			
	All Participants		
	Responses	Percent w/ Response	Percent Total
METROLift	175	63.7%	52.4%
METRO Bus	23	8.5%	7.0%
METRO Rail	17	6.2%	5.1%
METRO Park & Ride	9	3.3%	2.7%
Harris County RIDES	1	0.5%	0.4%
I don't use public transit	49	17.8%	14.7%
Total w/ Response	275	100.0%	
No Response	59		17.7%
TOTAL	334		100.0%

Table 2. Age Profile

Please tell us what year you were born.			
	All Participants		
	Responses	Percent w/ Response	Percent Total
65 years and older	55	25.1%	16.5%
50-64 years	85	38.8%	25.4%
25-49 years	74	33.8%	22.2%
16-24 years	5	2.3%	1.5%
Total w/ Response	219	100.0%	
No Response	115		34.4%
TOTAL	334		100.0%
Percent Total	100.0%		

Table 3. Race and Ethnicity Profile

Are you...?			
	All Participants		
	Responses	Percent w/ Response	Percent Total
White	75	27.8%	22.4%
Black / African American	113	42.0%	34.0%
Hispanic / Latino / Spanish	63	23.2%	18.8%
Asian, American Indian / Alaska Native	12	4.4%	3.6%
Native Hawaiian / Other Pacific Islander	1	0.4%	0.3%
Other	6	2.2%	1.8%
Total w/ Response	270	100.0%	
No Response	64		19.2%
TOTAL	334		100.0%

Table 4. Household Income Profile

What do you estimate was the combined total annual income in 2012 for everyone who lives in your household?

	All Participants		
	Responses	Percent w/ Response	Percent Total
Below \$16,000	101	44.9%	30.2%
\$16,000 - \$31,999	51	22.7%	15.3%
\$32,000 - \$53,999	28	12.4%	8.4%
\$54,000 - \$80,999	18	8.0%	5.4%
\$81,000 or more	27	12.0%	8.1%
Total w/ Response	225	100.0%	
No Response	109		32.6%
TOTAL	334		100.0%

Table 5. Gender Profile

What is your gender?

	All Participants		
	Responses	Percent w/ Response	Percent Total
Male	92	33.6%	27.5%
Female	182	66.4%	54.5%
Total w/ Response	274	100.0%	
No Response	60		18.0%
TOTAL	334		100.0%

Table 6. Primary Language Profile

What is the primary language spoken in your household?			
	All Participants		
	Responses	Percent w/ Response	Percent Total
American Sign Language (ASL)	1	0.4%	0.3%
Chinese	1	0.4%	0.3%
English	205	79.2%	61.4%
English / Spanish	4	1.5%	1.2%
English/ASL	1	0.4%	0.3%
French	1	0.4%	0.3%
Hindi	1	0.4%	0.3%
Persian	1	0.4%	0.3%
Persian/Farsi	1	0.4%	0.3%
Spanish	40	15.4%	12.0%
Swahili	1	0.4%	0.3%
Urdu	1	0.4%	0.3%
Vietnamese/Chinese/Spanish	1	0.4%	0.3%
Total w/ Response	259	100.0%	
No Response	75		22.5%
TOTAL	334		100.0%

Table 7. English Comprehension Profile

How well do you speak or understand English?			
	All Participants		
	Responses	Percent w/ Response	Percent Total
Very well	216	80.0%	64.7%
Well	29	10.7%	8.7%
Not well	22	8.1%	6.6%
Not at all	3	1.1%	0.9%
Total w/ Response	270	100.0%	
No Response	64		19.2%
TOTAL	334		100.0%
Percent Total	100.0%		

Participant Zip Code Profile

Workbook participants voluntarily provided their home zip code. Figure 1 depicts with red dots the zip code home location of the workshop or on-line participant. The size of the dot indicates the number of participants per zip code (see Figure legend). The light blue color is the current METROLIFT service area, the dark blue color is the ADA required service area and the orange color is the METRO service area. The home zip codes for participants were distributed throughout the METRO region, including zip codes within and outside the current METROLIFT service area. Of the participants that responded to the question of zip code, a total of 51 zip codes were represented (n=269).

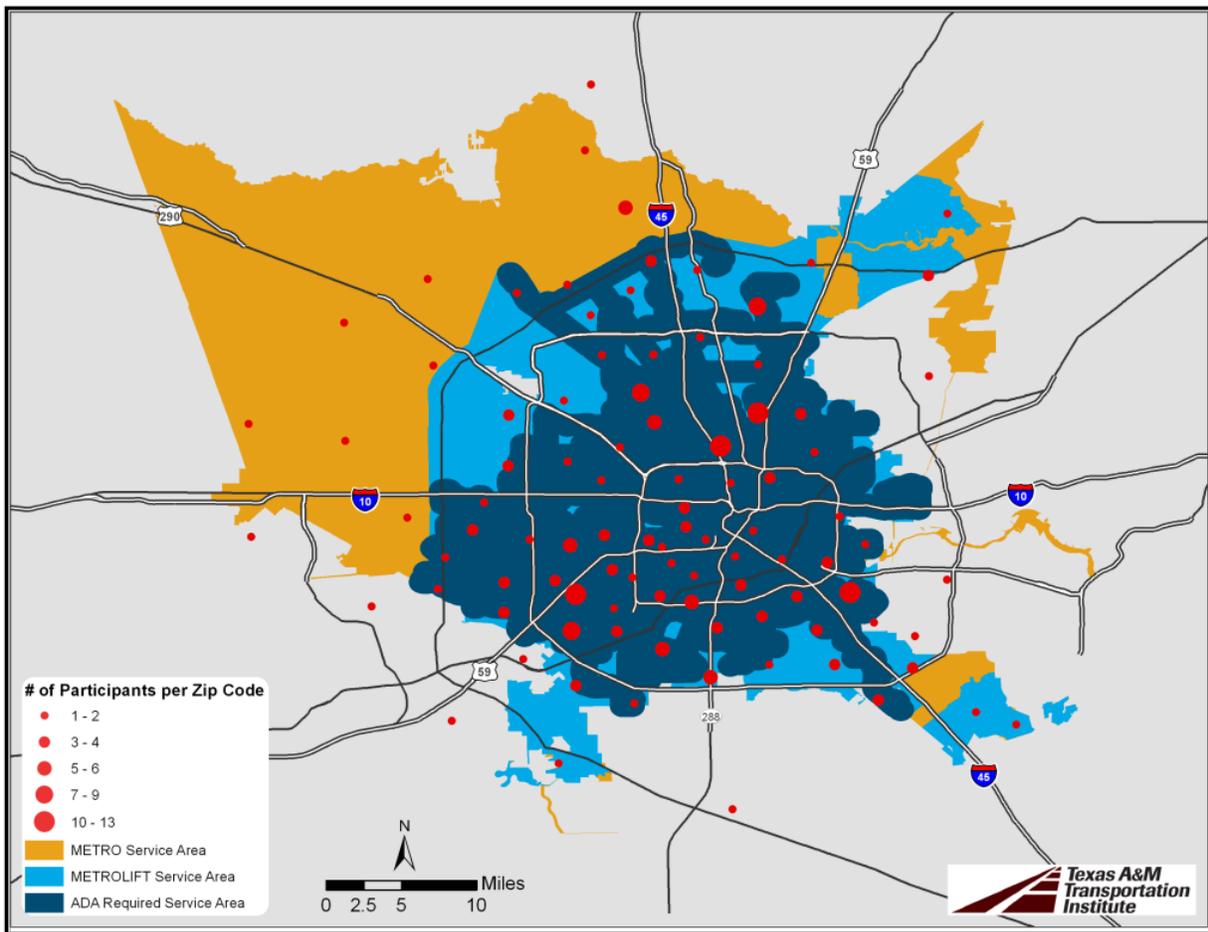


Figure 1. Participants by Zip Code

SECTION 4. *METROLIFT MOVING FORWARD* OUTCOMES

This section provides the *METROLift Moving Forward* nine areas of interest outcomes and relative rating by area of interest.

The nine area of interest outcomes are presented on the following pages. For each area of interest, first the area of interest background information is provided followed by the public outreach outcomes:

Area of Interest

- Background
 - Statements for public feedback
 - Description of impact on METROLift service quality and sustainability
 - Americans with Disabilities Act of 1990 regulation
 - METROLift policy/ practice
 - Peer transit agency examples
- Public Outreach Outcomes
 - Statement agreement percentage
 - Statement agreement percentage by METROLift user, non-METROLift user and total of all participants
 - Representative participant comments
 - Comments summarized by category

ELIGIBILITY PROGRAM - BACKGROUND

Ask Public Comment on the Following Statements:

- METROLift should consider contracting for an independent healthcare professional to determine an applicant's eligibility.
- METROLift should consider including a functional assessment as part of the eligibility process.

Impact on METROLift Service Quality and Sustainability

METROLift is provided for people whose disability prevents them from riding the fixed route services. Eligibility is defined by the Americans with Disabilities Act of 1990 (ADA). ADA gives METRO flexibility to design its own eligibility procedures to ensure people with disabilities who need METROLift can use the service (service quality and sustainability).

Americans with Disabilities Act of 1990 (ADA)

Eligibility for ADA paratransit is for: people whose disability prevents them from using the fixed route service, people with disabilities who *can* use the fixed route but the fixed route vehicle, or the bus stop is inaccessible, and people whose disability prevents them from traveling to or from the bus stop or train station due to obstacles that impede them. ADA gives transit agencies flexibility to design their own eligibility procedures— transit agencies typically use variations of a paper application, in-person interview and/or a functional assessment (observation of applicant's ability to navigate the fixed route).

METROLift Policy and Practices

- All METRO buses are lift or ramp equipped to provide access for all riders.
- METROLift evaluates eligibility on the ability to use fixed-route (bus and rail).
- METROLift uses a paper application and in-person interview process to determine eligibility. The in-person interview provides an opportunity to get more detailed information about travel abilities than might be possible using only a paper application form.
- METRO does not use a functional assessment.

Peer Transit Agencies

- Dallas DART staff includes an Eligibility and Training Specialist to assess an applicant's physical, cognitive or visual ability to access the fixed-route.
- Easter Seals Project Action recommends using appropriate professionals such as occupational therapists, physical therapists, or orientation and mobility specialists to conduct the functional assessment.

ELIGIBILITY PROGRAM – PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 1

METROLift should consider contracting for an independent healthcare professional to determine an applicant's eligibility.

Summary



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	34	20%	43	29%	77	24%
Agree	18	11%	50	34%	68	21%
No Opinion	21	12%	11	8%	32	10%
Disagree	38	22%	24	16%	62	20%
Strongly Disagree	59	35%	19	13%	78	25%
Total w/ Response	170	100%	147	100%	317	100%
No Response	5		12		17	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree:

- “A medical professional would be beneficial for discrepancies and disputes to offer an expert opinion. Both professionals [healthcare professional and functional assessment] would add to the quality of the program.”
- “Professional medical staff can evaluate a client much better than non-medical staff.”
- “Agree as long as the professionals are properly trained in the transportation needs of the community.”

Disagree/Strongly Disagree:

- “Disagree because my doctor evaluation has been provided. Doctor's assessment is most important part of the application process. Doctor's prescription should be sufficient.”
- “An independent healthcare professional may cause an additional cost that would increase the cost of service to customers.”
- “No doctor knows me better than my doctor.”

ELIGIBILITY PROGRAM – PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Consider Healthcare Professional for Eligibility

Doctor knows the individual best; personal physician should determine individual's eligibility	22
Healthcare professional is a good idea	15
Healthcare professional is not required	13
Healthcare professional will be at a cost; need cost-benefit analysis	7
Eligibility should be determined by qualified professional; independent review for eligibility is a good idea only if the professional is qualified	6
Healthcare professional may deny eligibility	3
Current METROLift system is good	3
Need an objective process for appeals; recommend consumers be involved	2
Other Comments Frequency for eligibility review Streamline process METROLift needs separate management from METRO Should be re-evaluation for temporary disabilities	9
Total*	80

** Some participants offered multiple comments; general comments were listed for both statements*

ELIGIBILITY PROGRAM – PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 2

METROLift should consider including a functional assessment as part of the eligibility process.

Summary



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	29	18%	46	32%	75	24%
Agree	32	19%	51	35%	83	27%
No Opinion	27	16%	12	8%	39	13%
Disagree	29	18%	16	11%	45	14%
Strongly Disagree	48	29%	21	14%	69	22%
Total w/ Response	165	100%	146	100%	311	100%
No Response	10		13		23	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree:

- “Requiring a functional assessment would provide an accurate assessment of an [applicant’s] eligibility.”
- “I think that individuals with knowledge about functional skills such as an OT [Occupational Therapist], PT [Physical Therapist], or O&M [Orientation & Mobility] specialist should definitely be looking at the needs of the individuals.”

No Opinion:

- “I feel that the current process used to determine METROLift eligibility is satisfactory. However, I do feel that including the functional assessment as an option may be helpful.”

Disagree/Strongly Disagree:

- “I disagree because the disability may not always be apparent at the same time of day. Privacy is important, and I don’t want to share my disability with strangers.”
- “Assessment won’t reflect the true conditions of the city condition that could affect ability to use the service/ fixed route service. Equipment often does not work, drivers don’t know how to use it, or bus is full.”

ELIGIBILITY PROGRAM – PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Consider Functional Assessment for Eligibility

Functional assessment is a good idea	19
Current METROLift system is good; functional assessment is not required	15
Doctor knows the individual best; personal physician should determine individual's eligibility	13
Questions about how the functional assessment process will work	9
Functional assessment needs to take into account a variety of situations and the differences in individual ability	8
Functional assessment is a good idea only if the professional is qualified	8
Functional assessment will be at a cost; need cost-benefit analysis	5
Functional assessment is a good idea but not required for everyone; some individuals should be eligible without a functional assessment	3
Other Comments METROLift should only be for those who need it A two-part assessment would be good Functional assessments cannot cover all disabilities Comments about vehicle accessibility	7
Total*	87

** Some participants offered multiple comments; general comments were listed for both statements*

CURB-TO-CURB SERVICE: BACKGROUND

Ask Public Comment on the Following Statement:

- METROLift should continue to provide curb-to-curb service and provide door-to-door service upon request.

Impact on METROLift Service Quality and Sustainability

The time for a driver to connect with a customer impacts on time performance (service quality) and the number of customers each driver can serve (sustainability). The time for a driver to connect with a customer can be highly variable depending on whether the service is curb-to-curb or door-to-door.

Americans with Disabilities Act of 1990 (ADA)

ADA gives transit agencies flexibility to establish whether to provide curb-to-curb service or door-to-door service. Federal guidelines require agencies with curb-to-curb service to still provide assistance to riders who need door-to-door service due to a disability.

METROLift Policy and Practices

METROLift provides a curb-to-curb service and also provides door-to-door service when requested. More than 40% of METROLift trips are door-to-door.

Peer Transit Agencies

National research by the Transportation Research Board (TRB) found more than 50% of all transit agencies provide door-to-door service. According to the research, the practice may improve customer service and improve reliability because the driver can locate the customer sooner, assist the rider to enter the vehicle more quickly, and avoid missing the rider.

CURB-TO-CURB SERVICE: PUBLIC OUTREACH OUTCOMES

STATEMENT

METROLift should continue to provide curb-to-curb service and provide door-to-door service upon request.

Summary

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	120	70%	97	66%	217	68%
Agree	41	24%	38	26%	79	25%
No Opinion	5	3%	4	3%	9	3%
Disagree	2	1%	5	3%	7	2%
Strongly Disagree	4	2%	3	2%	7	2%
Total w/ Response	172	100%	147	100%	319	100%
No Response	3		12		15	
TOTAL	175		159		334	

Representative Participant Comments [All Comments are in Appendix A]

Agree/Strongly Agree:

- “I agree with whatever works best for the person/ customer.”
- “I feel that METROLift should continue to provide curb-to-curb and door-to-door service. Also, a courtesy call should be provided. I understand that things happen and drivers may not always be on time. This will keep me from waiting for long period of time.”

No Opinion:

- “Curb-to-curb should be the preferred service. However, door-to-door is necessary for some. Perhaps flag the riders who absolutely require door-to-door.”
- “I think there should be more door-to-door service.”

Disagree/Strongly Disagree:

- “I disagree about curb-to-curb service but agree with the need for door-to-door service. Clients should also be responsible to be ready when METROLift arrives.”
- “If door-to-door is more reliable, it sounds like a good idea.”

CURB-TO-CURB SERVICE: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Continue Curb-to-Curb with Door-to-Door by Request

METROLift service should accommodate the special needs of individuals; pick-up location based on individual need	41
Continue curb-to-curb with door-to-door by request	34
Drivers should call each passenger in advance of arrival	21
Curb-to-curb service is most efficient	9
I did not know door-to-door service was an option	6
METROLift should have two persons on each vehicle (driver and someone to help individuals door-to-door)	5
Comments about driver performance, lack of consistent practices or performance	5
METROLift service is good	4
Comments about METROLift wait times	3
Other Comments Door-to-door is a service and will cost more Needs vary day to day depending on weather METROLift should improve on-time performance METRO should expand services	7
Total*	135

** Some participants offered multiple comments*

NO-SHOW POLICY: BACKGROUND

Ask Public Comment on the Following Statements:

- METROLift should consider a more strict no-show policy to discourage customers from missing scheduled trips.
- METROLift should consider adding a late cancellation policy to discourage customers from cancelling a trip close to the scheduled pickup time.

Impact on METROLift Service Quality and Sustainability

When a METROLift customer fails to show up for a scheduled trip (or cancels after it is too late to schedule another customer in his/her place), resources are wasted (sustainability), other customers are inconvenienced, and on-time performance is negatively impacted (quality).

Americans with Disabilities Act of 1990 (ADA)

ADA allows a transit agency to suspend riders who establish a pattern or practice of missing scheduled trips or cancelling trips late for a reasonable period of time.

METROLift Policy and Practices

The METROLift no-show policy is known as the “10-10-10 Policy.” A customer with 10 or more no-shows representing 10% or more of their scheduled trips can be suspended from METROLift service for 10-days. Currently 6% of all METROLift trips are no-shows. METROLift does not have a similar policy for excessive late cancellations.

Peer Transit Agencies

- Washington D.C. Metro adopted a new policy for no-shows or late cancellations. Customers who repeatedly no-show or board a vehicle more than 5 minutes late may lose access to the service for a period of time. The new policy resulted in fewer no-shows and late cancellations and saved enough time to schedule more trips each month for the same cost.
- King County Metro in Seattle classifies a trip that the customer misses, or cancels after 5:00 p.m. the day before, as a no-show. More than six (6) no-shows in 30 days will generate a notice and may lead to loss of service for a period of time.

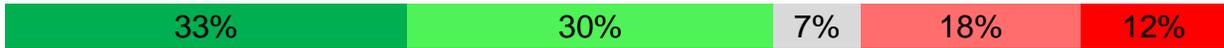
NO-SHOW POLICY: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 1

METROLift should consider a more strict no-show policy to discourage customers from missing scheduled trips.

Summary

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	48	28%	54	39%	102	33%
Agree	46	27%	47	34%	93	30%
No Opinion	19	11%	3	2%	22	7%
Disagree	33	20%	23	16%	56	18%
Strongly Disagree	23	14%	12	9%	35	12%
Total w/ Response	169	100%	139	100%	308	100%
No Response	6		20		26	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree

- *“Something could happen at the last minute. Every case should be treated individually.”*
- *“Review each situation and classify as “Excused versus Unexcused reasons”*
- *“The policy is too lenient. Customers need to manage their trips to help save the agency money.”*
- *“I am guilty myself but know nothing will happen. METROLift needs consistency.”*

No Opinion

- *“Sometimes things happen so that you do have to cancel with METROLift. Other times, METROLift doesn’t show up at the client's time.”*
- *“I can't say without knowing what an acceptable no-show rate might be, but my tendency is to say “disagree”.”*

Disagree/Strongly Disagree

- *“Dispatch should be informed immediately when a customer cancels. Sometimes the driver still shows up and I am counted as a “no show”.”*
- *“Because our no-show rate is only 6% there is no reason to go stricter. Need more accurate address verification.”*

NO-SHOW POLICY: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Consider Stricter Policy to Discourage No Shows

Riders should not be penalized for no show when METROLift service is late; must include exceptions for individuals	31
Yes, implement more strict no show policy - when someone is late, makes others late; apply consistent rules	24
No, the current no show policy is appropriate	13
Must consider no show on a case-by-case basis; take into account circumstances of the rider; work together	8
Geographical positioning system (GPS) is sometimes inaccurate; addresses in system are not accurate	5
Need more staff to answer phone at METROLift	3
Comment on driver performance	3
Riders need to be ready on time	2
Other Burden of late cancellations is on the customer King County policy is good; King County is too much Call rider before calling a no show Information for subscription riders is wrong too often	5
Total*	94

** Some participants offered multiple comments; general comments were listed for both statements*

NO-SHOW POLICY: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 2

METROLift should consider adding a late cancellation policy to discourage customers from cancelling a trip close to the scheduled pickup time.

Summary

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	32	20%	52	37%	84	28%
Agree	49	30%	44	32%	93	31%
No Opinion	18	11%	10	7%	28	9%
Disagree	34	21%	14	10%	48	16%
Strongly Disagree	29	18%	20	14%	49	16%
Total w/ Response	162	100%	140	100%	302	100%
No Response	13		19		32	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree

- “Stick to what we have [for no-shows] and enforce the cancels too close to pick up so don't impose on those riding out of way and [no-show] when we arrive.”
- “I strongly agree because it makes people responsible.”

No Opinion

- “The current policy is okay.”
- “Riders should never cancel late.”

Disagree/Strongly Disagree

- “The customer might be notified by the doctor’s office one hour beyond appointed cancellation. The customer was not aware of changing appointment one hour before, can cause issues.”
- “Circumstances change from one minute to the next. To create a policy that does not allow flexibility would be a gross miscarriage.”

NO-SHOW POLICY: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Add Policy to Discourage Late Cancellations

Yes, add late cancellation policy	25
Must consider late cancellations on a case-by-case basis; take into account personal circumstances of the rider	23
When METROLift is late, what is the penalty?	9
Current policy is acceptable	9
Riders may not understand the METROLift schedule window and when to be ready	3
Geographical positioning system (GPS) is sometimes inaccurate; addresses in system are not accurate	3
Need more staff to answer phone at METROLift	2
Other	4
Pilot new policy before implementing	
Comment on driver performance	
Total*	78

** Some participants offered multiple comments; general comments were listed for both statements*

FARES: BACKGROUND

Ask Public Comment on the Following Statements:

- METRO should consider increasing the METROLift fare to cover a higher percent of the operating cost.
- METRO should consider eliminating METROLift discounted tickets and passes and instead charge a standard fare per passenger trip.

Impact on METROLift Service Quality and Sustainability

A transit agency charges the customer a fare to cover a portion of the cost of providing the service (sustainability). In 2012, the average cost of providing METROLift service was \$24.33 per passenger trip, as compared to \$4.97 per passenger boarding for fixed-route bus. The METROLift fare is \$1.15, approximately 4% of the operating cost per passenger trip, whereas the adult fare for METRO bus is \$1.25, about 25% of the operating cost per passenger boarding.

Americans with Disabilities Act of 1990 (ADA)

ADA provides that the fare for paratransit cannot exceed twice (2 times) the non-discounted adult fare for a similar trip at the same time of day on the regular fixed-route system. A personal care attendant (someone who provides assistance to the ADA eligible rider) shall not be charged a fare. The fare for a companion is the same as for the ADA eligible paratransit rider.

METROLift Policy and Practices

The METROLift fare is \$1.15 per passenger trip, 10 cents below the METRO adult base fare of \$1.25 for local bus and rail. METROLift also offers discounted fares: a 10-trip ticket book at \$9.75, a monthly pass at \$38.60, an annual pass at \$347.00. Most riders using a discounted pass pay less than \$1.00 per passenger trip. METROLift fares have not changed since 1991. METROLift fares cover about 4% of METROLift operating costs.

Peer Transit Agencies

Transit Agency	Adult Local Base Fare	ADA Paratransit Fare
Denver RTD	\$2.25	\$4.50
Dallas DART	\$2.50	\$3.00
Chicago Pace Suburban Bus	\$1.75	\$3.00
Austin Capital Metro	\$1.00	\$1.50
New York City Transit	\$2.25	\$2.25

FARES: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 1

METRO should consider increasing the METROLift fare to cover a higher percent of the operating cost.

Summary



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	21	12%	27	19%	48	15%
Agree	29	17%	44	32%	73	24%
No Opinion	12	7%	5	4%	17	5%
Disagree	37	22%	30	22%	67	22%
Strongly Disagree	73	42%	32	23%	105	34%
Total w/ Response	172	100%	138	100%	310	100%
No Response	3		21		24	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree

- *“OK to increase the fare as long as continue to offer monthly and annual passes.”*
- *“Raise the fare a little bit, but keep the discount booklet.”*
- *“Yes, if service was to get better or if the money was going toward being able to help and pick up more people. People wouldn't mind paying more for good service.”*
- *“The amount to ride METROLift should be at least the same amount to ride the regular bus. The service costs the taxpayers more, and has not been increased since 1991.”*
- *“If service is improved, then it is reasonable to pay more. Worth something to have a service you can rely upon.”*

No Opinion

- *“Maybe rates should vary based on an individual's income.”*

Disagree/Strongly Disagree

- *“They need to find someone to analyze the cost before increasing fares. METRO needs to consider the physical impact to the customer, especially customers on a fixed income.”*
- *“Increasing the cost of fares is another hindrance to independent living. Find the money somewhere else, not the pocket of the user.”*
- *“Disagree because I am on a monthly fixed income.”*

FARES: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Consider Increasing Fare to Cover Higher Percent of Cost

Do not increase fare, puts burden on individuals with lowest income, individuals with fixed income	25
Yes, but a small increase only	18
Increase in fare acceptable if tied to improvement in service or increase in service	15
Fare for METROLift should be based on income of the rider	12
Increase fare but only if discount fares are available	12
Fare at least equal to METRO Bus	6
Implement Q-card for METROLift	4
Fare double METRO Bus base fare	3
Other Comments Provide service for necessary trips only, not bingo I am out of area, willing to pay more for service Phase in increase over time (3 to 5 years) Raise METRO fare instead of METROLift fare Tie increase to cost of living increase Social Security Discounts are too generous	11
Total*	106

** Some participants offered multiple comments; general comments were listed for both statements*

FARES: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 2

METRO should consider eliminating METROLift discounted tickets and passes and instead charge a standard fare per passenger trip.

Summary

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	12	7%	16	11%	28	9%
Agree	9	6%	10	7%	19	6%
No Opinion	13	8%	9	7%	22	8%
Disagree	37	23%	40	28%	77	25%
Strongly Disagree	92	56%	67	47%	159	52%
Total w/ Response	163	100%	142	100%	305	100%
No Response	12		17		29	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree

- “Although I agree, I believe there should be a ‘discount’ for low income persons, so that no one is excluded from using the service.”
- “Phase-in fare increase slowly, over 3 to 5 years. Eliminate discount passes.”
- “Discounted ticket is an incentive to use services regularly”.

No Opinion

- “We need more information on how peer agencies deal with disability passes.”

Disagree/Strongly Disagree

- “People with disabilities have low income, a price increase would be awful. Monthly passes are easier to manage for people with disabilities.”
- “Some people may not be able to afford a ticket without the discount. Most people are on Social Security Income (SSI) and also have to pay rent and other bills.”
- “Keep the discounted tickets and passes if a person buys a monthly or yearly pass, and it should be required to be on the Q-card for convenience, not ticket books.”

FARES: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Consider Eliminating Discount Tickets and Passes

Do not eliminate discounted fares, individuals with lowest income and individuals with fixed income need discount fares; passes help people who ride METROLift the most	36
Keep discounted fares but include a small increase	6
Eliminate discounted fares	3
Other Comments Possibly have different passes to pay more for additional options Keep passes but eliminate ticket books The government provides certain percentage to provide service	6
Total*	51

** Some participants offered multiple comments; general comments were listed for both statements*

SERVICE AREA: BACKGROUND

Ask Public Comment on the Following Statements:

- METRO should consider reducing the METROLift service area to the ADA required service area (within 3/4-mile of local fixed-routes and around transit centers and rail stations).
- If the METROLift service area remains the same, METRO should consider charging a premium (higher) fare for trips outside the ADA required service area.

Impact on METROLift Service Quality and Sustainability

ADA regulations require transit agencies that operate fixed-route transit to also provide ADA complementary paratransit service within the same service area as the fixed-routes, which generally includes a 3/4-mile corridor on either side of local bus routes and around transit centers and rail stations. Providing service beyond the ADA required service area gives a larger number of individuals access to METROLift and a greater number of destinations (quality). Providing service beyond the ADA required area also requires more resources in terms of service hours, vehicles, staff and maintenance (sustainability).

Americans with Disabilities Act of 1990 (ADA)

Agencies that operate fixed-route service must provide ADA paratransit service *comparable* to that available on the local fixed-route system. Comparable means paratransit service must be provided within a 3/4-mile corridor on either side of local bus routes and around transit centers and rail stations. Transit agencies may choose to provide ADA paratransit service beyond the 3/4-mile when fixed-route is not operating in those areas. Transit agencies may charge a premium fare for service beyond the required 3/4-mile boundary.

METROLift Policy and Practices

METROLift provides ADA service beyond the 3/4-mile requirement.

- 29% more square miles than required on weekdays.
- 50% more square miles than required on weekends.
- About 2,000 customers live outside the ADA required area.
- Over 20% of 5,600 weekday passenger trips are beyond the required area.

Peer Transit Agencies

The transit agencies in New York, Chicago, Atlanta, Los Angeles and Washington D.C. limit service to the 3/4-mile boundary around the local fixed-route. Since 2010, the Seattle and Austin transit agencies both realigned the paratransit service area to the 3/4-mile boundary around local fixed-routes. The transit agencies in Boston, Corpus Christi, and San Jose (California) charge a premium fare for paratransit service outside the 3/4-mile boundary. For example, the Massachusetts Bay Transportation Authority in Boston charges an additional \$1.00 per passenger trip beyond the ADA required service area.

SERVICE AREA: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 1

METRO should consider reducing the METROLift service area to the ADA required service area (within 3/4-mile of local fixed-routes and around transit centers and rail stations).

Summary



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	15	9%	10	7%	25	8%
Agree	12	7%	9	6%	21	7%
No Opinion	13	8%	5	4%	18	6%
Disagree	37	22%	45	33%	82	27%
Strongly Disagree	92	54%	69	50%	161	52%
Total w/ Response	169	100%	138	100%	307	100%
No Response	6		21		27	
TOTAL	175		159		334	

Representative Participant Comments [All Comments are in Appendix A]

Agree/Strongly Agree

- *“Perhaps an easier way to reduce the service area would be to not allow new customers outside the 3/4 mile area.”*
- *“METROLift needs to focus on the required area and do well instead of spreading itself too thin and letting quality suffer.”*
- *“It won’t be good for the agency if something is taken away. What METRO can do is to charge regular fare amount within the ¾-mile area , and then a higher/premium fare for trips outside the required service area.”*

No Opinion

- *“METROLift service needs to expand area.”*

Disagree/Strongly Disagree

- *“Thank you for the extended service areas that is not required. I feel the current area is necessary for us, so please don't reduce this. Service gaps should be closed according to service area map.”*
- *“This needs to be considered in context of the outlying transportation service providers. Don't punish based on geography.”*

SERVICE AREA: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Consider Reducing Service Area to ADA Required

Expand service area	24
If expand service area, need to increase fare to pay for larger service area	12
METROLift should not operate outside of ADA required service area	8
Expand area but only to serve trips for medical trip purposes	5
Leave METROLift service area as is	4
Other Look at service area status of your customers Concern outer-lying counties are not providing service	6
Total*	59

** Some participants offered multiple comments; general comments were listed for both statements*

SERVICE AREA: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 2

If the METROLift service area remains the same, METRO should consider charging a premium (higher) fare for trips outside the ADA required service area.

Summary



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	33	20%	42	30%	75	25%
Agree	46	28%	50	35%	96	31%
No Opinion	19	12%	9	6%	28	10%
Disagree	29	18%	21	15%	50	16%
Strongly Disagree	35	22%	19	14%	54	18%
Total w/ Response	162	100%	141	100%	303	100%
No Response	13		18		31	
TOTAL	175		159		334	

Representative Participant Comments [All Comments are in Appendix A]

Agree/Strongly Agree

- “I would pay more for METROLift to pick me up at my house.”
- “Probably is better to increase the amount if the coverage area is not reduced. If increased amount in fare is necessary, it's okay because the coverage area is bigger.”

No Opinion

- “Do not charge more money because people don't have more money.”
- “I would like to see METROLift charge extra for people living outside of the area.”

Disagree/Strongly Disagree

- “If the cost goes up, then it may be too much for the people that have fixed-income.”
- “Houston is a very big city and more people live outside the Loop because that is where affordable living is at.”

SERVICE AREA: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Consider Premium Fare Outside ADA Service Area

Charging higher fare for expanded service area seems appropriate policy, as long as the premium is reasonable	40
No, do not charge higher fare because people who need METROLift service do not have money	5
Increase in fare acceptable if tied to improvement in service quality or an increase in service	4
Charge more for METROLift service but do not change the service area	1
Other Why not increase regular METRO fares I seems I am being punished because I am outside METROLift service area	5
Total*	55

** Some participants offered multiple comments; general comments were listed for both statements*

SAME DAY CHANGES: BACKGROUND

Ask Public Comment on the Following Statements:

- METROLift should continue to permit same day changes (send-backs, hold trips, or address changes).
- If METROLift continues to permit same day changes, METRO should consider charging a premium (higher) fare for same day changes.

Impact on METROLift Service Quality and Sustainability

A same day change is when a customer requests a time or place change to a scheduled paratransit trip. Same day trip changes allow the customer to have more flexibility (quality). Since paratransit is a shared ride service, same day changes can lead to late trips for other customers and reduce the efficiency of the schedules (sustainability).

American with Disabilities Act of 1990 (ADA)

ADA states paratransit service must be scheduled at least one (1) day in advance. Real-time/same day scheduling is permitted but not required. Same day trip changes result in the trip being considered a “same day trip.” ADA allows a premium (higher) fare to be charged for same day trips.

METROLift Policy and Practices

METROLift provides three types of same day changes:

Send Back: METROLift will send back a vehicle for a customer that was not ready at the scheduled pickup time.

Hold Trip: METROLift allows a customer to put a return trip on hold and call when ready to return.

Address Change: On an exception only basis, METROLift allows a customer to change the address of a pick-up or drop-off on the day of service.

The customer does not pay a premium fare for same day changes.

Peer Transit Agencies

Chicago’s Pace Suburban Bus Service changed the same day trip change policy that had guaranteed same day changes if the customer made the change two-hours in advance of the trip. The policy now allows same day trip changes on a space available basis only without guarantee. The policy change led to increased scheduling efficiency.

Santa Clara Valley Transportation Authority (VTA) in San Jose, CA, charges a base ADA paratransit fare of \$4.00. VTA charges a premium fare of \$16.00 for open return trips. The return trip is scheduled when the customer calls.

Recently, Boston’s Massachusetts Bay Transportation Authority (MBTA) began charging an extra \$1.00 (\$4.00 base and \$5.00 premium fare) when a trip is rescheduled after the 5 p.m. reservation deadline the day before.

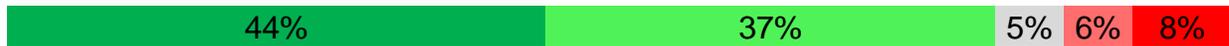
SAME DAY CHANGES: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 1

METROLift should continue to permit same day changes (send-backs, hold trips, or address changes).

Summary

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	86	51%	48	35%	134	44%
Agree	51	31%	61	44%	112	37%
No Opinion	12	7%	5	4%	17	5%
Disagree	7	4%	10	7%	17	6%
Strongly Disagree	11	7%	14	10%	25	8%
Total w/ Response	167	100%	138	100%	305	100%
No Response	8		21		29	
TOTAL	175		159		334	

Representative Participant Comments [All Comments are in Appendix A]

Agree/Strongly Agree

- “Same day changes are important for disabled/ elderly persons, who have things that happen or have no control over (such as medical issues, illness, etc.).”
- “Same day changes should be allowed. Sometimes you need go to another doctor or to the pharmacy while you are out.”
- “Do not blame customer if METROLift got him to destination late.”

No Opinion

- “Changes in plans are sometimes unavoidable, so I think a premium fare is a way to deal with that and not strand people.”
- “Our quality of life can be lower if changed.”

Disagree/Strongly Disagree

- “Same day changes can cause mass confusion and/ or late rides in the schedules.”
- “I agree with the hold trips [putting trip on hold until ready to be picked up (doctors office)] but the send back and address change is preventable.”

SAME DAY CHANGES: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Continue to Permit Same Day Changes

Yes, continue to permit same day changes	19
Yes, permit same day changes but establish some limits	10
Permit "hold trips" and address changes but no "send-backs"	8
When METROLift is late, passengers should be permitted same day changes	7
Comments about specific service problem	7
Geographical positioning system (GPS) is sometimes inaccurate; addresses in system are not accurate	7
No, should not permit same day changes	2
Need more staff to answer phone at METROLift	2
Other METROLift needs to follow ADA requirements Time is a precious resource	
Total*	62

** Some participants offered multiple comments; general comments were listed for both statements*

SAME DAY CHANGES: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 2

If METROLift continues to permit same day changes, METRO should consider charging a premium (higher) fare for same day changes.

Summary



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	27	17%	36	26%	63	21%
Agree	32	20%	52	38%	84	28%
No Opinion	18	11%	8	6%	26	9%
Disagree	37	23%	18	13%	55	18%
Strongly Disagree	46	29%	24	17%	70	24%
Total w/ Response	160	100%	138	100%	298	100%
No Response	15		21		36	
TOTAL	175		159		334	

Representative Participant Comments [All Comments are in Appendix A]

Agree/Strongly Agree

- “METRO should charge a higher premium depending on the situation. Emergencies should be excused at the same rate.”
- “It seems these changes cause a lot of problems. Flexible travel plans should come at a price. This is a very customized service, not a simple bus route that runs regardless of passenger count.”
- “Agree with higher fare but should be a reasonable amount.”

No Opinion

- “Do not charge if the change is for a medical reason, but do so if they do not have an excuse.”
- “Leave fare kind of flexible for personal or family emergencies.”

Disagree/Strongly Disagree

- “Riders who use this service with all of the policies and restrictions would not use it if they were to pay for the extra fare. Most budget the needed rides at the beginning of the month and would be stranded if extra money was charged.”
- “Needs to be on a case by case basis.”

SAME DAY CHANGES: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Consider Premium Fare for Same Day Changes

Yes, charge a reasonable premium fare	51
When METROLift is late, who is responsible?	4
Consider on a case-by-case basis	4
Other	3
Some peer premium fares are too high	
Total*	62

** Some participants offered multiple comments; general comments were listed for both statements*

ON-TIME PERFORMANCE: BACKGROUND

Ask Public Comment on the Following Statement:

- METROLift's on-time performance standard is reasonable (90% of all trips within 30 minutes of the scheduled pickup time and no later than the appointment time).

Impact on METROLift Service Quality and Sustainability

On-time performance (OTP) is the ability to pickup and drop-off customers within a set time window. OTP is a measure of service quality. OTP is impacted by the amount of resources dedicated to the service (sustainability) as well as policies/practices including: scheduling (hours of service adequate to meet schedule), dispatch (adequate staffing and training to resolve late trip issues), customer no-shows/ late cancellations (time looking for customers), driver experience (efficiently navigating roadways and finding pickup locations), vehicle reliability (maintenance), and traffic/road/weather conditions.

Americans with Disabilities Act of 1990 (ADA)

Transit agencies must not have an operational pattern or practice that significantly limits the availability of paratransit service to ADA eligible customers. Transit agencies should not have practices that cause trips to be late, such as scheduling trips too tightly or not having enough back-up service.

METROLift Policy and Practices

A trip is considered on-time if the vehicle arrives both:

- Within 30 minutes of the scheduled pickup time (0 to 30 minutes)
- No later than the appointment time.

METROLift's OTP performance standard is 90%. Actual OTP in 2012 was 82%. METRO has a 3-year plan to improve on-time performance and reach the 90% performance standard by the end of fiscal year 2015.

Peer Transit Agencies

Industry standard pickup window is 30 minutes. Surveys show that transit agencies with 30 minute pickup windows have an OTP standard ranging from 90% to 96% with an average OTP standard of 93%.

The transit agencies in these cities have an on time window of 30 minutes and the following on-time performance standard:

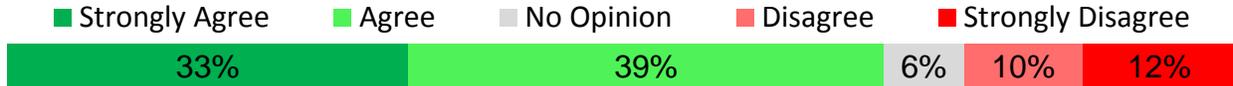
- Philadelphia OTP standard is 90%
- Austin OTP standard is 91%
- Denver OTP standard is 93%

ON-TIME PERFORMANCE: PUBLIC OUTREACH OUTCOMES

STATEMENT

METROLift’s on-time performance standard is reasonable (90% of all trips within 30 minutes of the scheduled pickup time and no later than the appointment time).

Summary



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	45	27%	54	39%	99	33%
Agree	60	36%	57	42%	117	39%
No Opinion	17	10%	3	2%	20	6%
Disagree	16	10%	13	10%	29	10%
Strongly Disagree	28	17%	10	7%	38	12%
Total w/ Response	166	100%	137	100%	303	100%
No Response	9		22		31	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree

- “Seems in line with the industry standard.”
- “Many riders do not know [the criteria for] on-time performance – that the driver has a 30-minute [window] to be on time.
- “I would ask, what are the performance standards for cities that are comparable to our geographic area, like Los Angeles, since Houston's service area is so large? Achieving the 90% may not be attainable due to our area and traffic issues. Perhaps Atlanta is comparable now. Perception about what is "on time" needs to be addressed by better communication between METROLift and their riders.”

No Opinion

- “METRO should improve on-time performance to 95%.”

Disagree/Strongly Disagree

- “Change perception that METROLift is "always late" by increasing the performance standard to 95% - 97% and then shout this accomplishment to the world.”
- “Aiming for less than 100% is admitting that the expectation should fall short of the best possible service.”

ON-TIME PERFORMANCE: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Agree 90% On-Time Performance (OTP) Goal

Believe OTP standard should be higher than 90% and/or comparable to the fixed route service	19
Current performance is not acceptable	18
Believe that the OTP issues are driven by the scheduling system, dispatch or communication with the customer	14
Would prefer a shorter timeframe criteria for "within 30 minutes of the scheduled pickup time" for on-time	10
Yes, agree that METROLift's on-time performance standard of 90% is reasonable	9
Concern that the "No later than appointment time" criteria for on-time causes customers to be picked up and dropped off much too early	6
<i>Goal</i> should be 99 to 100%	5
Believe that the OTP issue is caused by changes to original schedule/ customer driven	4
Would prefer a longer timeframe criteria for "within 30 minutes of the scheduled pickup time" for on-time	4
Other OTP should be tracked such as time of day and location.	4
Not aware of the OTP criteria of the service	3
METROLift is doing a good job or has improved	3
Concern that travel times would increase to meet OTP standards	2
Believe OTP issues are driver driven	2
Believe OTP issues are traffic, road condition and service area size driven	2
Other If not on-time, than customer should not have to pay How is OTP related to expense? Focusing on OTP improves service quality and efficiency	6
Total*	111

** Some participants offered multiple comments; general comments were listed for both statements*

TRAVEL TRAINING / FEEDER SERVICE: BACKGROUND

Ask Public Comment on the Following Statements:

- METRO should budget funds to expand the travel training program.
- METROLift should develop a program to provide feeder service to a transit center or rail station for those who choose to use fixed-route bus or rail.

Impact on METROLift Service Quality and Sustainability

Travel training helps a customer learn how to use fixed-route transit services. An ADA paratransit feeder service can provide the customer an option to connect to a fixed-route bus stop, transit center, or rail station. Both travel training and paratransit feeder service may give people with disabilities more transit choices (quality). Individuals with training may choose to travel using the lower cost fixed-route transit services (sustainability).

Americans with Disabilities Act of 1990 (ADA)

Transit travel training is not required by the ADA but may be provided by a transit agency.

A transit agency must provide ADA complementary paratransit from origin to destination for people whose disability prevents them from using fixed-route transit. A transit agency may also provide complementary paratransit as a feeder service to an accessible fixed-route that will take the individual to his or her destination. The customer would not pay an additional fare for the transfer to fixed-route.

METROLift Policy and Practices

METRO has one full-time Mobility Coordinator who provides travel training free of charge to anyone wishing to learn how to travel on fixed-route bus or rail. The curriculum includes assessing current skills and capabilities, designing a program to meet individual needs and then providing the training for the individual. METRO also presents fixed-route information on services at various outreaches around the city including schools, community centers and shelters. METROLift will provide a paratransit trip to a fixed-route stop if a customer requests the option.

Peer Transit Agencies

A 2012 U.S. Government Accountability Office (GAO) survey of 112 transit agencies shows that 55% of agencies provide travel training. An Easter Seals Project Action study showed for every \$1.00 invested in travel training a transit agency can save \$1.45 to \$3.98 in paratransit operating costs because individuals with training choose to use fixed-route for some trips. Vancouver's TransLink found customers choose feeder service to light rail based on travel time, schedule convenience, service availability, and travel independence. Pittsburgh's ACCESS designates transfer locations, and the driver may wait for the fixed-route connecting vehicle.

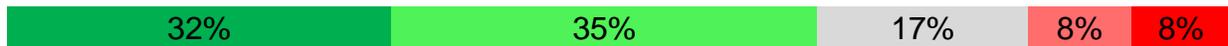
TRAVEL TRAINING / FEEDER SERVICE: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 1

METRO should budget funds to expand the travel training program.

Summary

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	42	26%	51	38%	93	32%
Agree	50	31%	53	40%	103	35%
No Opinion	34	21%	17	13%	51	17%
Disagree	17	10%	8	6%	25	8%
Strongly Disagree	20	12%	4	3%	24	8%
Total w/ Response	163	100%	133	100%	296	100%
No Response	12		26		38	
TOTAL	175		159		334	

Representative Participant Comments [All Comments are in Appendix A]

Agree/Strongly Agree

- *“As long as it is a choice for the riders and the program is not mandatory.”*
- *“Yes - because this will help the client/clients to have better mobility and a more independent life.”*

No Opinion

- *“I didn’t know about the program.”*
- *“Need more information. What percentage of people are accessing this service? Is it helpful to them? Don't add staff if it is a waste.”*

Disagree/Strongly Disagree

- *“This may raise ticket prices and cause riders to be ineligible for METROLift when it is time to recertify for eligibility.”*
- *“Without proper system accessibility, this is a waste.”*

TRAVEL TRAINING / FEEDER SERVICE: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Expand Travel Training

Agree with expansion of travel training program	16
Yes, more individualized/specialized training is needed	12
Expanded travel training would be at a cost; cost-benefit analysis is needed	12
Limited program knowledge; need more information	8
Disagree with expansion of travel training program	5
Yes, more trainers are needed	5
Travel training would increase my mobility and independence; this would benefit me	3
Other Communicate options to clients Do a training survey	6
Total*	67

** Some participants offered multiple comments; general comments were listed for both statements*

TRAVEL TRAINING / FEEDER SERVICE: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 2

METROLift should develop a program to provide feeder service to a transit center or rail station for those who choose to use fixed-route bus or rail.

Summary



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	47	29%	51	38%	98	34%
Agree	57	36%	54	41%	111	38%
No Opinion	29	18%	17	13%	46	15%
Disagree	14	9%	5	4%	19	7%
Strongly Disagree	13	8%	5	4%	18	6%
Total w/ Response	160	100%	132	100%	292	100%
No Response	15		27		42	
TOTAL	175		159		334	

Representative Participant Comments [All Comments are in Appendix A]

Agree/Strongly Agree

- “If METRO provides a transfer, I agree that METROLift should develop a program.”
- “Agree to provide [feeder] service to transit center ONLY if have sidewalks to enable me to get me to the transit center.”
- “It [feeder to a transit center] would make me feel more comfortable and independent.”
- “Yes - to help those individuals that need to travel outside the METROLift service area and to have a more independent life.”

No Opinion

- “I really have no use for this because the transit center is too far from my home, and no fixed routes are near me.”
- “Feeder service sounds difficult to implement.”

Disagree/Strongly Disagree

- “It’s more trouble than it’s worth to provide feeder service to a transit or rail station.”
- “There are not enough fixed bus route services available. I live too far from a fixed bus route to use it.”

TRAVEL TRAINING / FEEDER SERVICE: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Develop Feeder Service to Stations & Transit Centers

Agree with the development of a feeder service to stations and transit centers; it would increase my mobility and travel options	18
Limited program knowledge; need more information	4
There are safety issues to be considered	3
I am too far from a fixed route or transit center to benefit from this	3
Feeder service would be at a cost; cost-benefit analysis is needed	3
Disagree with the development of a feeder service to stations and transit centers	2
Seems difficult to implement	2
Total*	35

** Some participants offered multiple comments; general comments were listed for both statements*

FIXED-ROUTE ACCESSIBILITY: BACKGROUND

Ask Public Comment on the Following Statements:

- METRO should budget capital funds to improve bus stops and shelters for transit riders and qualify for federal assistance to make access improvements for transit riders, pedestrians and bicyclists.
- METRO should encourage local government partners to fund sidewalks and curb cuts that will make it easier for people to use METRO transit service.

Impact on METROLift Service Quality and Sustainability

Transit bus stops and rail stations should be easy to get to for all pedestrians and especially for people with disabilities. Providing accessibility features such as continuous sidewalks and curb cuts may give people with disabilities more transit choices (quality) and individuals may choose to travel using the lower cost fixed-route transit services (sustainability).

Americans with Disabilities Act of 1990 (ADA)

Under the ADA, transit agencies are required to maintain accessibility features at transit bus stops and rail stations (ramps, lifts, elevators) and to follow ADA policies for stop announcements on buses and rail to help make it easier for people with disabilities to use transit. The Federal Transit Administration (FTA) encourages transit agencies to qualify for FTA funding to make pedestrian/bicycle access improvements.

METROLift Policy and Practices

METRO provides 100% wheelchair accessible vehicles, level rail platforms, automatic doors on rail cars, and stop announcements. Often, however, people with disabilities cannot get to transit stops because there are not continuous sidewalks and other accessibility features, such as ramps and shelters. Typically, local governments are responsible for sidewalks and curb cuts for ramps, and METRO is responsible for bus stops and shelters.

METRO established a working group to review bus stop and shelter accessibility and prioritize needed improvements. The cost to make the needed improvements will require a major capital investment over several years.

Peer Transit Agencies

A 2012 survey of 112 transit agencies by the U.S. Government Accountability Office (GAO) showed that since 2007, 62% of transit agencies have made improvements so that pedestrians, bicyclists, and people with disabilities can get to fixed-route transit stops and rail stations. Portland's TriMet partnered with cities and counties to develop the Pedestrian Network Analysis Project and identified key locations where capital investments are needed to improve access to transit. Capital Metro in Austin approved a \$7 million multi-year (2011-2015) capital budget to improve bus stop accessibility.

FIXED-ROUTE ACCESSIBILITY: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 1

METRO should budget capital funds to improve bus stops and shelters for transit riders and qualify for federal assistance to make access improvements for transit riders, pedestrians and bicyclists.

Summary

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	87	53%	84	62%	171	57%
Agree	53	32%	44	33%	97	32%
No Opinion	14	9%	3	2%	17	6%
Disagree	5	3%	1	1%	6	2%
Strongly Disagree	5	3%	3	2%	8	3%
Total w/ Response	164	100%	135	100%	299	100%
No Response	11		24		35	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree

- *“Some of the bus stops make it impossible to ride the fixed-routes.”*
- *“I have no disabilities and I find it very challenging to access bus stops near my house.”*
- *“Yes! Locally there are groups...that are trying to do this on an ad-hoc, volunteer basis. METRO should partner/ support these efforts as accessibility is key to access.”*

No Opinion

- *“The closest bus stop to me is probably at the [business] where I have to go to get picked-up by METROLift. I think money toward these improvements should instead go towards expanding the METROLift service area.”*
- *“I think it should be a partnership and not just METRO responsibility.”*

Disagree/Strongly Disagree

- *This cost should be a partnership with the cities.*

FIXED-ROUTE ACCESSIBILITY: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Improve Access to Bus Stops and Shelters

Agree METRO should improve bus stops and shelters and qualify for federal assistance	12
Local governments should share some responsibility	11
Specific suggestions (enforce no parking in bus stop zones, ensure announcers on buses work, improve bus stops near Chinese Community Center, some bus stops make it difficult to ride fixed route)	5
Improved bus stops will encourage more ridership on fixed route	3
Other Not at the expense of paratransit service Instead expand METROLift service area Suggestions on way to improve METROLIFT Subsidy Program (MSP)	3
Total*	34

** Some participants offered multiple comments; general comments were listed for both statements*

FIXED-ROUTE ACCESSIBILITY: PUBLIC OUTREACH OUTCOMES

STATEMENT NUMBER 2

METRO should encourage local government partners to fund sidewalks and curb cuts that will make it easier for people to use METRO transit service.

Summary

■ Strongly Agree
 ■ Agree
 ■ No Opinion
 ■ Disagree
 ■ Strongly Disagree



	Participant Uses METROLift		Participant Does Not Use METROLift		All Participants Total	
	Number	Percent of Responses	Number	Percent of Responses	Number	Percent of Responses
Strongly Agree	105	64%	96	72%	201	68%
Agree	40	25%	32	24%	72	24%
No Opinion	12	7%		0%	12	4%
Disagree	3	2%	2	1%	5	2%
Strongly Disagree	3	2%	4	3%	7	2%
Total w/ Response	163	100%	134	100%	297	100%
No Response	12		25		37	
TOTAL	175		159		334	

Representative Participant Comments [All Comments in Appendix A]

Agree/Strongly Agree

- *“Federal and local agencies should work together.”*
- *“If sidewalks were improved, it would encourage me to walk and have a better sense of independence and use more fixed route options.”*

No Opinion

- *Encourage federal government, city and county governments to fund these improvements*

Disagree/Strongly Disagree

- *“The government should encourage people to do that [fund sidewalks and curb cuts].”*
- *“Many of the fixed routes are at intersections without traffic lights. If walking, it is virtually impossible for people needing to use accessible devices to travel to the fixed route. Lack of adequate curb cuts and impossible sidewalks and streets discourage use of public transit beyond METROLift. This should be on city and county public works. Capital funding should be local government responsibility.”*

FIXED-ROUTE ACCESSIBILITY: PUBLIC OUTREACH OUTCOMES

Comments Summarized by Category

Encourage Local Partners to Fund Sidewalks/Curb Cuts

Yes, collaborate with other public agencies to fund sidewalks and curb cuts to make it easier to use METRO transit services	29
Do not use transit funds for sidewalks	4
Specific suggestions (accessible signal, bumps on ramps make it hard for individuals who use wheelchairs, many stops are at intersections without traffic lights)	4
Other Accessibility near bus or light rail line is good idea Repair to many sidewalks/crosswalks would reduce overuse of METROLift service	3
Total*	40

** Some participants offered multiple comments; general comments were listed for both statements*

RELATIVE RATING BY AREA OF INTEREST

The numeric rating is based on a point score system to determine the level of importance the respondents rated the area of interest presented to them in the workbook. The respondents were asked “How important is each of the following topics that we have discussed in the workshop? Please circle a number from 1 to 10 for each Area of Interest where 1 is “Not Important” and 10 is “Very Important.” The highest possible point score is “10.”

Table 8. Relative Rating by Area of Interest

Statement	Rating (1-10)
How important do you think it is for METROLift to meet the on-time performance standard?	8.09
How important do you think it is the METROLift provide door-to-door service when a customer requests?	7.98
How important do you think is that METRO improves bus stop and shelter accessibility?	7.65
How important do you think it is that METRO provide METROLift service beyond the ADA required service area?	7.39
How important do you think it is for METROLift to continue to permit same day changes (send-backs, hold trips, or address changes)?	6.93
How important do you think it is that METROLift adopt a more strict No-Show policy to discourage customers from missing scheduled trips?	6.51
How important do you think it is that METRO expand its travel training program?	6.48
How important do you think it is that METROLift's eligibility process includes a functional assessment by a qualified professional?	6.25
How important do you think it is that METRO consider revising the METROLift fare to cover more of the operating cost?	5.46