
REPORT

TO: MEMBERS ADA Transit Subcommittee to the Transit & Parking Commission
FROM: Crystal Martin, Paratransit Program Manager
SUBJECT: **SERVICE PLAN FOR COMMON DESTINATIONS - DUPLICATION OF SERVICES**
DATE: 2/6/08

As discussed at our December 2007 meeting, staff has developed a plan to address duplication of service issues to common destinations that are well served by multiple transportation programs. The plan is designed to be compliant with ADA service requirements, accommodate the standard program day of customers at these locations, resolve operational issues associated with duplicative efforts.

At this time, staff will present the plan, solicit input on the process for Subcommittee members, solicit input on the process from stakeholders, and return with an updated plan in April, 2008.

Duplication of Services Plan for Common Destinations

1. Identify Common Destinations
2. Establish Productivity Goals
 - a. Currently ~ 1.8 trips per hour, XXX trips per weeks to these destinations,
 - b. Goal ~ 2.2 trips per hour
3. Identify trip-time negotiation parameters
 - a. To accommodate a standard 6 hour program day
 - b. am's – drops before 8:01am or after 9:29am
 - c. pm's – pick up's before 2:01pm or after 3:29pm
4. Process for changing trips
 - a. How to move trips to new schedule parameters
 - a. Similar to change to LTA program
 - b. Notify customers subscriptions end on XXX, 2008
 - c. Customers can request new subscriptions
 - d. After start-up, casual trips can be requested while subscription is being added to a permanent route
 - b. Schedule for moving trips to new schedule parameters
 - a. Pick a good weather day
 - b. Include LTA?
5. Schedule for soliciting input on moving trips to new schedule parameters
 - i. Transit Advisory Committee – March
 - ii. Dane County Specialized Transportation Meeting - March
 - iii. Representatives from Common Destinations – March
 - iv. ADA Transit Subcommittee - April
6. Return to ADA Transit Subcommittee for update and approval

7. Distribute info for customers, caregivers, and support staff
8. Time and route new schedules for common destinations
9. Begin service XXXX, 2008
10. Report back to ADA Transit Subcommittee on service concerns and productivity goals, October.