Appendix D:

Data Definitions for Assessment of Available Services Tables

This appendix contains instructions for providing data points in select tables in the Assessment of Available Services.

Organizational Characteristics

- Directly Operates Transportation
    - "Yes" if the agency owns vehicles and employs staff or uses volunteers who drive the vehicles. "No" if the agency contracts with an outside provider for transportation or provides funding for transportation in some other way.
- Purchases Transportation from Another Agency
    - "Yes" if the agency purchases transportation service from a third party. Some examples:
        - A transit authority contracts with a private company to run paratransit service
        - A sheltered workshop contracts with a rural transit agency to operate routes to bring clients from their homes to the workshop
- Legal Authority
- Are Vehicles Only Available for Human Service Agency Clients
    - "Yes" if transportation is provided only to clients participating in programs offered by the agency (for example, a sheltered workshop offers a bus service to take from their homes to the workshop)
    - "No" if transportation is provided to the general public in the area, or to a whole segment of the public (for example, any senior citizen aged 60 years or older)

Transportation Service Characteristics

- Program Name
    - This is for an agency has multiple transportation programs which have their own staff and expenses attributed to them. For small agencies, Program Name would be N/A.
    - If there are multiple programs, the agency should divide out the data in this table by program.
- Mode of Service
    - "Demand Response" if the transportation is origin to destination, meaning that the driver picks the rider up at their origin and takes them to their destination. For example, shared ride and taxi services are Demand Response.
    - "Fixed Route" if the transportation is on a fixed schedule and open to the public, such as a bus route with an advertised schedule.
    - "Flexible Route" or "Deviated Route" is the transportation is on a fixed schedule and open to the public, and also allows for riders to request a deviation from the route to be picked up or dropped off at an off-route location.
    - NOTE: A human service agency may order a group of routine client pick-ups into a "route", but this is not a Fixed Route or Flexible Route as the route is prescheduled for the clients.
- Days and Hours of Operation
    - The days and times that the transportation service is available to riders.
- Primary Funding Source
    - The major source of funding for the transportation program.
- Primary Funding Source of Match Funds (if applicable)

- o The source of match funds for the program's major source of funding, where applicable. For programs that are not funded by federal matching grants, enter N/A.
- Customer Eligibility Requirements
    - o Examples: general public, seniors aged 60 years and older, Medicaid beneficiaries, agency clients, etc.
- Service Area
    - o The geographic area where the program provides transportation.

Training Courses for Drivers

"Yes" if each training is offered by the agency for each program:

- Passenger Assistance
    - o Typically includes disability awareness, working with accessibility equipment such as wheelchairs, and passenger relations
- Defensive Driving
- Bloodborne Pathogens
- Drug and Alcohol Awareness
    - o 49 CFR Part 655 provides federal requirements for public transit operator training on drug use awareness and alcohol misuse. ODOT can provide training resources for agencies.
- Emergency Procedures/Evacuation
- Vehicle Pre-Trip/Post-Trip Inspection
- Consumer Rights/HIPAA
- First Aid and CPR

The next three items concern the agency's requirement for frequency of training.

- All Training Required for New Employees (Yes/No)
- Refresher Training Required for All Training (Yes/No)
- Refresher Training Required for Some Training (Yes/No) (List Required Refresher Training)

Transportation-Related Staff Positions

Provide the number of transportation staff – by program, if applicable. If a full-time staff member devotes part of their activities to a transportation program, count as a part-time position.

- Number of Full-time Administration Positions
- Number of Part-time Administration Positions
- Number of Full-time Drivers
- Number of Part-time Drivers
- Number of Full-time Schedulers/Dispatchers
- Number of Part-time Schedulers/Dispatchers
- Number of Full-time Maintenance Positions
- Number of Part-time Maintenance Positions

Transportation-Related Expenses and Revenues

All data should for the agency's most recent fiscal year.

- Program Name (may be N/A)

- o If there are multiple programs, agency should divide out the data in this table by program.
- Fare Structure
  - o Briefly list out the fares that passengers pay to use the service, if any.
- Donations Accepted (Yes/No)
  - o "Yes" if the program allows some (or all) passengers to give a donation rather than pay a fare.
- Transportation Operating Expenses (most recent fiscal year)
  - o The total funds expended to operate the program. For example, wages, fringe benefits, fuel, insurance, maintenance, etc.
- Transportation Operating Revenue (most recent fiscal year)
  - o The total amount of revenue received for operations.
- Transportation Operating Revenue Sources (most recent fiscal year)
  - o For example, federal grants, state transportation funds, county general fund, foundation grants, fundraisers, United Way funding, etc.
- Transportation Capital Expenses (most recent fiscal year)
  - o The total funds expended to acquire capital items for the program. For example, vehicles, computer equipment, scheduling software, etc.
- Transportation Capital Revenue (most recent fiscal year)
  - o The total funds received for the purpose of acquiring capital items for the program.
- Transportation Capital Revenue Sources (most recent fiscal year)
  - o For example, federal grants, state transportation funds, county general fund, foundation grants, fundraisers, United Way funding, etc.

Transportation Service Statistics

All data should be for the agency's most recent fiscal year.

- Revenue Hours of Service
  - o The time when a vehicle is in operation and there is an expectation of carrying passengers. A service that provides rides between 8:00 AM and 4:00 PM will typically provide up to eight hours of revenue service on each vehicle per day. Hours used for purposes other than carrying passengers – for example, a driver break or the time in transit from the vehicle's base to the first passenger pick-up – is not counted as revenue time.
- Total Hours of Service
  - o The total hours a vehicle is in operation, including "deadhead" hours, such as the hours a vehicle is traveling from the base of operations to the first passenger pick-up.
- Revenue Vehicle Miles
  - o The miles when a vehicle is in operation and there is an expectation of carrying passengers.
- Total Vehicle Miles
  - o All miles on the agency's fleet, including deadhead miles and other miles travelled for purposes other than carrying passenger.
- Number of Annual One-Way Passenger Trips

- o A "one-way passenger trip" = one passenger making a one-way trip from origin to destination. For example, taking one individual from their home to their destination. A typical round trip = two one-way passenger trips.
  - o On fixed route transit, one-way passenger trips are typically calculated by counting each time one person boards the vehicle.
- Denials of One-Way Passenger Trips
  - o A trip denial is a request for a demand-response trip that the agency turns down due to capacity constraints.
    - Turning down a request for a ride that would not have been provided is not a denial. For example, if the agency's hours of operation are 8:00 AM to 6:00 PM, a request for a 7:00 PM pick-up is not counted as a trip denial. The same reasoning applies when turning down a request for a ride to a destination outside of the agency's service area. If the agency doesn't provide out-of-county rides, turning down a request to take someone out-of-county is not a trip denial.
    - Typically, trip denials occur when the agency receives trip requests after the schedules are full.
  - o Public transit agencies typically track all trip denials for demand-response services. Human service transportation agencies who do not track denials in the same manner should provide a reasonable estimate of denials per the above definition.

Vehicle Maintenance and Safety

- Vehicle Preventive Maintenance Plan
  - o "Yes" if the agency has a written document that explains what preventive maintenance tasks are performed at specified intervals.
- Vehicle ADA Equipment Preventive Maintenance Plan
  - o "Yes" if the agency has a written document that explains what preventive maintenance tasks are performed on ADA equipment (wheelchair lifts and ramps) at specified intervals.
- Pre-trip Vehicle Inspection Required
  - o "Yes" if the agency requires a documented inspection of a vehicle directly before it is used to provide transportation.
- Post-trip Vehicle Inspection Required
  - o "Yes" if the agency requires a documented inspection of a vehicle immediately following its use to provide transportation.
- Pre-Trip ADA Accessibility Equipment Test Required
  - o "Yes" if the agency requires a documented testing of the ADA equipment (i.e. cycling the wheelchair lift or ramp) directly before it the vehicle is used to provide transportation.
- On-Board Communications Equipment
  - o "Yes" if the driver utilizes a radio or phone to communicate with dispatch.
- On-Board Safety Equipment
  - o "Yes" if the following equipment is required on the vehicle during revenue service:
    - Fire extinguisher
    - Accident triangles
    - Biohazard kit

- First aid kit
- Web cutter
- 4-Point Restraint System for 3- and 4-Wheeled Mobility Devices
  - "Yes" if the agency requires the use of a four-point restraint system to secure wheeled mobility devices within the vehicle.

Drug & Alcohol Testing

- Pre-Employment Testing
  - "Yes" if the agency requires new hires to submit to a drug test prior to employment
- Random Testing
  - "Yes" if the agency randomly tests drivers and other safety-sensitive employees to drug and alcohol tests
- Post-Accident Testing
  - "Yes" if the agency requires drivers and other safety-sensitive employees to submit to drug and alcohol tests after vehicle accidents that meet pre-determined criteria for severity
- Reasonable Suspicion Testing
  - "Yes" if the agency requires drivers and other safety-sensitive employees to submit to drug and alcohol testing if a supervisor suspects alcohol or drug misuse

Criminal Background and Motor Vehicle Records Checks

- New Employee Criminal History Check
  - "Yes" if the agency conducts criminal history checks of new hires prior to employment
- Periodic Current Employee Criminal History Check
  - "Yes" if the agency conducts periodic criminal history checks of employees
- New Employee Driver's License Record Check
  - "Yes" if the agency conducts driver's license record checks of new hires prior to employment
- Periodic Current Employee Driver's License Record Check
  - "Yes" if the agency conducts periodic driver's license record checks of employees
- New Employee Sex Offender Database Check
  - "Yes" if the agency conducts sex offender registry checks of new hires prior to employment
- Periodic Current Employee Sex Offender Database Check
  - "Yes" if the agency conducts periodic sex offender registry checks of employees
- New Employee Abuse Registry Check
  - "Yes" if the agency conducts abuse registry checks of new hires prior to employment
- Periodic Current Employee Abuse Registry Check
  - "Yes" if the agency conducts periodic abuse registry checks of employees
- New Employee System of Award Management (SAM) Registry Check (if applicable)
  - "Yes" if the agency conducts SAM registry checks of new hires prior to employment
- Periodic Current Employee System of Award Management (SAM) Registry Check (if applicable)
  - "Yes" if the agency conducts periodic SAM registry checks of employees