

The Provision of Alternative Services by Transit Agencies: The Intersection of Regulation and Program

DRAFT WORKSHOP CURRICULUM

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**KFH Group, Incorporated
Bethesda, Maryland**

In Association with

Texas A&M Transportation Institute

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Workshop Curriculum

Introduction and Goals

One of the products of the TCRP research project is a curriculum for a one-day workshop on alternative services. The target audience is transit agencies that have an ADA paratransit obligation and that wish to implement or re-design an alternative service. It is anticipated that organizations such as the National Transit Institute, or APTA (at its Mobility Conference), and/or regional/state transit associations may be interested in conducting such a workshop.

The goals of the workshop are to:

- Support transit agencies working to plan or develop alternative services for paratransit customers.
- Discuss key considerations for designing an alternative service program.
- Underline the importance of customer needs and regulatory requirements as integral parts of the alternative service.
- Help transit agencies determine the best fits for service solicitation, types of providers, and alternative service policies.
- Highlight the importance of performance monitoring and evaluation of the alternative service.
- Walk attendees through the ASET tool for planning a potential alternative service or evaluating the cost savings from an existing service. The ASET tool is described in detail in Chapter 6 of the Guidebook.

The workshop logistics – scheduling, invitations, and delivery – will be incumbent on the organizing entity.

Workshop Organization

The workshop is comprised of five modules and is planned for a total of eight hours.

Workshop Modules

- Module #1: Introductions and Expectations**
- Module #2: Design and Considerations**
- Module #3: ADA Requirements and Customer Needs**
- Module #4: Planning and Estimation**
- Module #5: Agreements, Implementation, and Evaluation**

Workshop Curriculum Outline

Module #1 Introductions and Expectations (0:30 minutes)

- **Topic #1 Course Overview and Instructor Introductions (15 minutes)**
 - Course schedule and topics
 - Expectations and technology needs
 - Instructor backgrounds
- **Topic #2 Participant Introductions and Expectations (15 minutes)**
 - Participant background and services
 - Expectations for the course
 - Key questions about alternative services

Module #2 Design and Considerations (1:30 minutes)

- **Topic #1 What are Alternative Services (20 minutes)**
 - Definition of alternative services
 - Types of alternatives services
 - Available transportation providers
- **Topic #2 Designing an Alternative Service (25 minutes)**
 - Provider vs. user-subsidies and levels of subsidy
 - Consideration of available providers
 - Service area and service span
- **Topic #3 Considerations for Service Parameters (45 minutes)**
 - Trip limits and initial fares
 - Advisory groups and stakeholders
 - Customer feedback and input in service design
 - Goals for alternative services
 - Wheelchair accessible vehicles, trip requests, and payment options

Break (0:15 minutes)

Module #3 ADA Requirements and Agency Needs (1:30 minutes)

- **Topic #1 ADA and Other Key Regulations (30 minutes)**
 - ADA criteria and applicability
 - Roles and responsibilities
 - Title VI equity considerations
 - Drug and alcohol testing requirements
- **Topic #2 Insurance and Service Requirements (30 minutes)**
 - Determining adequate insurance levels
 - Determining risk tolerance for service
 - Working with legal and risk management departments
- **Topic #3 Financial Budgeting (30 minutes)**
 - Grant applicability
 - Local revenue sources available
 - Developing and estimating budget impacts

Lunch Break (45 minutes)

Module #4 Planning and Estimation (1:30 minutes)

- **Topic #1 Agency Goals and Objectives (15 minutes)**
 - Customer needs as agency goals
 - Setting achievable, measurable objectives
 - Determining data needs for planning and estimation
- **Topic #2 ASET Planning Calculator (45 minutes)**
 - Introduction to ASET
 - Purpose of the planning tool
 - Data needs
 - ASET planning outputs
 - Examples for different alternative service types
 - Usefulness in planning an alternative service
- **Topic #3 ASET Cost Savings Calculator (30 minutes)**
 - Purpose of cost savings tool

- Data needs
- ASET estimated cost savings outputs
- Usefulness for service evaluation

Break (15 minutes)

Module #5 Agreement, Implementation, and Evaluation (1:30 minutes)

- **Topic #1 Solicitations and Procurements (30 minutes)**
 - Differences in RFPs and direct negotiation
 - RFP considerations
 - Single versus multiple providers
 - Negotiation of agreement parameters
- **Topic #2 Agreements and Implementation (20 minutes)**
 - Implementation planning
 - Soft launches, pilots, or scaling down
 - User information and marketing materials
- **Topic #3 Evaluation (40 minutes)**
 - Establishing evaluation processes and frequencies
 - Roles and responsibilities
 - Data needs and linkages
 - Monitoring and service adjustments
 - Customer and nonrider feedback
 - Connecting to goals and objectives

Wrap-Up and Final Q&A (15 minutes)