



Birmingham, Jefferson County Transit Authority  
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## **POLICY & PROCEDURE**

### **TRIP LENGTH**

BJCTA recognizes that Paratransit travel time or trip length is a performance standard that must be monitored separately from on-time performance. However, travel times must be estimated correctly to set pick-up times in a way that ensures on-time performance. To long travel times will contribute to late arrivals which results in capacity constraints which is a violation of the ADA.

January 2017, BJCTA launched a new automated dispatching/Scheduling system, "RouteMatch", which uses a graduated travel time parameter system. These parameters have been calibrated for the BJCTA service area within Jefferson County. "RouteMatch" software has in placed safeguards to alert schedulers and dispatchers of potentially excessive travel times.

To ensure that these parameters are correct and up to date, transportation Managers and the ADA officer will evaluate and compare Paratransit travel times with fixed route. The test trips will be performed monthly by randomly selecting 25 trips to evaluate travel time to and from the nearest bus stop, including transfers times, if applicable, and travel from the stop to their destination. These trip should not exceed travel time on fixed route.

Should there be an instance when travel time exceeds fixed route travel times, an evaluation of that trip will be made to see why it exceeded the allowable travel time and adjustments made by negotiating trip times.

If a passenger or their representative feels that a trip had an excessive travel time, that trip will be added to the selection of trips for evaluation. If the finding is that their trip exceed acceptable standard their trip time will be adjusted manually until the parameters can be adjusted.