



Birmingham, Jefferson County Transit Authority  
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## **Capacity Constraints**

### **Monitoring and Tracking On-Time Performance**

#### **POLICY:**

49 CFR 37.131 - Service criteria for complementary paratransit

**(f)** Capacity constraints: The entity shall not limit the availability of complementary paratransit service to ADA paratransit eligible individuals by any of the following:

- (1)** Restrictions on the number of trips an individual will be provided;
- (2)** Waiting lists for access to the service; or
- (3)** Any operational pattern or practice that significantly limits the availability of service to ADA paratransit eligible persons.
  - (i)** Such patterns or practices include, but are not limited to, the following:
    - (A)** Substantial numbers of significantly untimely pickups for initial or return trips;
    - (B)** Substantial numbers of trip denials or missed trips;
    - (C)** Substantial numbers of trips with excessive trip lengths.

#### **TRACKING & MONITORING PROCEDURE**

BJCTA has a goal of 100% on time performance. However, the reality of operational issues beyond the agency's control i.e. traffic congestion, construction and weather, late cancellations and no-shows; we may not be able to achieve the 100%, but we will strive to stay within acceptable levels of 92 -95%.

To obtain these goals, there are areas that require diligent weekly, monthly, and tri-annual monitoring. These areas deal with capacity constraints, reservations, dispatch, no-shows, late cancellations, trip denials, missed trips, trip length, adequate staffing, number of vehicles, vehicle maintenance.

Staff will provide information on a weekly basis for review, and monthly the BJCTA Transportation Managers will meet to review reports specifically to monitor and track compliance.

Effective 1/23/17