



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

ITD Public Transportation Office Site Review Packet



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Table of Contents

Overview	3
Subrecipient and Reviewer Information	4
Pre Site Review Documents	5
General Subrecipient Information	6
Scope of Work Review	7
SWOT Analysis	8
Administration and Management:	10
Financial Management:.....	14
Service Provision:	25
Assets:.....	34
Technology/Software:	37
Unique Services:	39
Restrictions:	42



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Overview

The Idaho Transportation Department – Public Transportation Office (ITD-PT), as a direct recipient of Federal Transit Administration grant funding, is required to ensure compliance with all Federal and State requirements for funds administered through the ITD-PT office. As such, ITD-PT has implemented a Site Review Program. This program serves as a critical compliance and oversight tool, as well as allowing for technical assistance and the exchange of best practices between ITD-PT and public transportation providers.

This program is structured on a two year basis, with technical assistance needs and/or previous site review findings being used to determine the frequency of visits (i.e. yearly, or one every two years). ITD-PT Grants Officers perform the review which takes place in three parts:

1. Desk Review

-Performed prior to the site review, reviewing Grants Officer will request as much documentation as available prior to a site visit to assist with brevity. Requests will come 15 business days prior to review and items will need to be submitted 5 business days prior to review.

2. Site Review

-In person visit, that will consist of reviewing and providing responses to each of these questions. ITD-PT may also request to review samples of files, etc. upon request during visit.

3. Closeout Conference Call and Letter

-Performed 30 days following in person site review. This will review final findings, recommendations, and needed corrections. A timeline for any needed corrections will be made at this time.



Your Safety.
Your Mobility.
Your Economic Opportunity.

Subrecipient and Reviewer Information

Subrecipient Name	
Type of Organization	
Year Established	
Year Service Started	

Subrecipient Contact	
Address	
Phone	
E-mail	

ITD Reviewing Grants Officer	
Phone	
E-mail	

Desk Review Date	
Site Visit Date	
Review Closed	

Review Period	
---------------	--



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Pre Site Review Documents

Please have all documents returned to ITD by

Document	Received Y/N/NA
Organizational Chart	
Articles of Incorporation	
Bylaws	
Example Board Minutes	
Example Board Financial Report	
Board Policy Manual	
Conflict of Interest Policy	
Business Continuity/Disaster Recovery Plan	
Document Control and Retention Procedure	
Transportation Budget	
Accounting Policy/Manual	
Most Recent Single Audit	
Cost Allocation Plan	
Fare Collection Procedure	
Credit Card Policy	
Procurement Manual	
Code of Conduct Governing Procurements	
Personnel Manual	
EEO Policy Statement	
Example Job Posting	
Written Vehicle Maintenance Plan	
Pre-trip Inspection Form	
Facility Maintenance Plan	
Vehicle Operator Manual	
Rider's Guide	
Passenger Behavior Policy	
No Show Policy	
Complaint Procedure	
Safety and Security Plan	
Emergency Preparedness Plan	
ADA Application and Guidelines	
Marketing Plan	
Transit Plan	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

General Subrecipient Information

General Service Information

Counties/Cities Served	
Total Service Area Population	
Total Service Area Square Miles	
Number of Routes	
Days and Hours of Operation	
Fares	
Number of Revenue Service Vehicles in Fleet	
Number of Employees	
Ridership for Most Recent Calendar Year	
Coordination/Transfer Points With Other Transit Providers	
Total Transit Operating Budget	
Mode(s) of Service Provided	

Facility Information

Facilities:	No. of Facilities	Location of Each	Federal Interest (Y/N)
Administrative/Maintenance Facility			
Administrative Facility			
Maintenance Facility			
Intermodal Center			
Storage Facility			
Bus Shelters			



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Scope of Work Review

Scope of Work 1:	Status:
Scope of Work 2:	Status:



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

SWOT Analysis

Please answer prior to site visit

Strengths	Weakness
Opportunities	Threats



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Begin Site Review



Your Safety.
 Your Mobility.
 Your Economic Opportunity.

Administration and Management: Subrecipient Board

What is the name of the designated body legally responsible for the overall organization, management, and operation of the transit system	
Does the Board have written bylaws for its governance which include:	
<i>Duties and responsibilities</i>	
<i>Method of member selection</i>	
<i>Terms of Office</i>	
<i>Frequency and notification of meetings</i>	
<i>Avoiding Conflict of Interest</i>	
Do Board records indicate that Board minutes are complete and signed by the elected or appointed secretary?	
Do a majority of Board members regularly attend meetings?	
How many times in a year does the Board meet?	
Are financial reports submitted to the Board for its review and action? How often?	
What performance data do you report to the Board? How often?	
Has training been provided to the Board concerning its role and responsibilities? How is this accomplished?	
Are Board members provided a handbook or policy manual?	
If your organization is composed of more than transit, is there a transit committee to advise the Board?	
Are periodic reports provided to all funders providing information on cost, revenue, service, and ridership?	
Does a process exist for informing the Board in a timely manner of sensitive information, investigations, and improper acts?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Administration and Management: Executive Director and Senior Management

Who is responsible for the day-to-day management of the transit program?	
Please describe your staffing and the responsibilities of key staff.	
Who is the designated “back-up” person for the person responsible for the transit program?	
What training has the manager and staff undertaken in the past year?	
How are financial reports, service reports, and statistical data used in day-to-day management of transit service?	
Are procedures documented, up-to-date, and approved by the Board?	
Who is responsible for preparing and submitting reports?	
Were reports submitted on time? If not, what are the reasons for the delay?	
Do you have document control and retention procedures?	
Has management established procedures to prevent unauthorized access to, or destruction of documents, records and assets?	
Are procedures in place to ensure that terminated employees do not have access to documents, records and assets?	
For 5311 grantees, is the special labor protection warranty (Section 5333b) posted clearly for all employees to see?	
For 5311 grantees, have any special labor protection warranty complaints been received?	



Your Safety.
 Your Mobility.
 Your Economic Opportunity.

Administration and Management: Personnel

Who is responsible for personnel management?	
Are personnel policies written and approved by the Board?	
Does the Board approve changes in the personnel policy?	
Do you review your personnel policies on a periodic basis to ensure compliance with all applicable laws or regulations?	
Do you have an employee grievance procedures?	
Are there written job descriptions on file for all position in the transportation program?	
Do the job descriptions identify:	
<i>Job title</i>	
<i>Primary responsibilities</i>	
<i>Applicable performance standards</i>	
<i>Wage rate and salary range</i>	
<i>Safety responsibilities</i>	
<i>Drug and alcohol testing</i>	
Is there a formal (written) conflict of interest policy or code of conduct in effect? How is it communicated to employees?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Administration and Management: Equal Employment Opportunity (EEO)

Who is responsible for ensuring that EEO obligations are fulfilled? To whom does this individual report EEO matters?	
Have you posted an EEO statement in a conspicuous and accessible place?	
Is an EEO policy included in your personnel policies and/or employee handbook?	
Do all employees have a policies and procedures handbook?	
Are EEO statements included on your job applications and employment notices/job postings?	
If requested, were reasonable accommodations made for hiring a person with disabilities in accordance with Title I of the ADA?	
Were any EEO complaints or lawsuits received since the last site visit?	
What is the process for handling and resolving such complaints?	
Do you require employees to attend sexual harassment training?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Financial Capacity

Confirm the sources of local funding for operating and capital expenses. Identify source, amount per agreement, and total amount.	
Are the sources of local funding sufficient to implement the project(s) scope of work?	
Do you generate revenue through advertising? How much?	
Does the agency have an adequate cash flow? If not, what steps are being taken to ensure this?	
Do you have reserves? How many months of operations will it cover?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Accounting Systems and Policies

What accounting software is used?	
Are there spreadsheets that support invoices and other financial reports generated from your system?	
Does the agency maintain an up-to-date accounting policies and procedures manual that covers accounting for fixed assets, the budget process, accounts payable process, procurement, payroll, etc.	
Is an up-to-date chart of accounts maintained and does it completely describe the nature of each account?	
Are financial records kept in accordance with Generally Accepted Accounting Principles (GAAP)	



Your Safety.
Your Mobility.
Your Economic Opportunity.

Financial Management: Grant Accounting

Are grant expenditures tracked, reviewed, and billed on a timely basis?	
Is appropriate supporting documentation included in grant management files?	
Do financial management systems adequately account for expenses and revenues by grant/project?	
What costs do you include in the cost per ride? Do you include in-kind expenditures?	
Does the ITD review of reimbursement requests indicate that the reimbursement requests are accurate and include only eligible costs? To be filled out by ITD-PT staff	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Audits

When is your next audit scheduled?	
Have you submitted an audit to the state within nine months after the close of the fiscal year? If not, please provide a written explanation.	
If more than \$750,000 in any combined federal funds were expended during the last fiscal year, was a single audit conducted?	
Have corrective actions been implemented addressing any findings? Please list findings and action implemented for each.	
Are financial records retained for at least three years after audit or grant closeout?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Overhead/Cost Allocation

How do you allocate costs between multiple funding sources?	
Are indirect costs charged to grants?	
Is there an FTA approved cost allocation plan to support indirect administrative costs related to a grant program?	
Was the plan developed in accordance with 2 CFR 200?	
Has the plan been followed?	
Who approved the plan and when?	
Has the plan been submitted to ITD?	
Has the rate been updated annually?	
Has the auditor reviewed the plan?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Budget Controls

Are all anticipated farebox revenue, contributions, grants, contracts, and other program income projected in the overall transportation budget?	
Does the Board approve the budget?	
Are reports showing actuals versus budgeted expenses and variances being reviewed on a monthly basis? Who performs?	
How is the Board informed of budget changes?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Cash Management

Who opens the mail?	
Is the mail opened by someone other than the cashier or equivalent person who may initiate or post journal entries?	
Does the employee who opens the mail place restrictive endorsements on all checks received?	
How often are cash receipts deposited?	
Who makes bank deposits?	
Does an independent person verify the cash receipts listing against the deposit slips?	
Have you implemented risk management procedures?	
Describe procedures for bank account reconciliation.	
Is an independent review performed of monthly bank reconciliations? Who performs?	
Do you collect fares?	
Do you issue passes? If yes, how do you maintain control over the passes?	
Do fare box collection procedures adequately address security and assurance?	
Are there written procedures for collecting, processing and depositing fares?	
What are the procedures for the driver to turn in fares?	
Where are fares stored until deposited?	
Who has access to this location and how?	
Is there a requirement that more than one person be present when fares are counted?	
Who reconciles the fares, driver's logs, and scheduler sheets?	
If the drivers count fares and do reconciliations have you designated transit system personnel to monitor?	
Do you have written procedures governing up-front money that drivers have for making change?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Accounts Payable/Credit Cards

Do you have a petty cash fund?	
Do you have written policies or procedures in place for this fund?	
Are purchase orders used? If yes, what is the threshold?	
Are all cash disbursements made by check or credit card, except those made from petty cash?	
Are pre-numbered checks used and all check numbers accounted for?	
Are voided checks properly defaced and retained?	
Are two signatures required on all accounts and checks? Whose signatures? For checks, what is the dollar threshold for two signatures?	
Is signing of blank checks prohibited?	
Are check signers authorized by the Board?	
Are there procedures in place to ensure that costs coded to FTA grants/projects are reasonable, allowable, and allocable?	
Are purchases made using credit cards?	
Is there an up to date credit card policy?	
Who is responsible for authorizing credit card charges?	
How many cards are issued?	
What is the purchase dollar limit?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Payroll

Are salaries and wage rates authorized in writing by a designated official and/or fixed by union contract?	
Are sick leave, vacations, and holidays reviewed for compliance with agency policy?	
What is your policy regarding carrying over sick and annual leave?	
Do you cap the amount of sick or annual leave an employee can carryover?	
What is your policy toward paying out accumulated sick and annual leave?	
Does the agency use a time clock and/or timesheets to capture payroll hours?	
How is either the time clock or timesheet monitored or signed by a supervisor?	
Are distributions of hours (direct and indirect) to activity or departments reviewed and approved by supervisory personnel?	
Before payroll is disbursed, are payroll registers reviewed and approved?	
Are employees paid out of a separate bank account?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Procurement

Who is responsible for the procurement process?	
Do you have written procurement procedures?	
Are procurement procedures approved by the Board?	
Do you have a written code of conduct governing employees engaged in the award and administration of contract(s)?	
Do potential conflicts of interest exist between Board members/employees/management contractor and consultants/vendors/suppliers?	
What are your procurement thresholds and what are the requirements for each?	
Who reviews and approves purchases?	
Do the procedures address protest measures?	
Do the procedures provide for settlement of contract issues and disputes?	
Do the procedures provide for competition in the award of revenue contracts?	
Is the documentation for quotes, price sheets, etc. kept for three years after audit?	
What assets have been purchased this year? List asset and cost.	
Was the lowest responsive bidder taken? If not, why?	
What purchases did you make with FTA funds since the last site visit?	
Did you follow FTA procedures for any purchases \$9,999 and below, and State procedures for any purchases \$10,000 or more?	
Did the procedures provide for full and open competition?	
Who administers the contracts?	
Do the files document procurement history?	
Are FTA-required clauses included in all contracts exceeding \$3,000 (\$2,000 for construction contracts?)	
Was the Excluded Parties Listing System (EPLS) searched before awarding contracts exceeding \$25,000?	
Have you become aware of any new information, following award, that an excluded party is involved in any covered transaction?	
Do any contracts exceed five years length, including base and options?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Financial Management: Disadvantaged Business Enterprise (DBE)

Did the grantee report on DBE activity to ITD?	
Do the reports indicate that the grantee has been successful in contracting with DBE's?	
What good faith efforts have been taken to ensure DBE's had the maximum opportunity to compete and perform contracts or subcontracts financed in whole or part with FTA funds?	
Do you have a current listing of DBE firms?	
Were any DBE complaints received since the last review? If yes, describe complaint and how it was resolved.	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Service Provision: Operations

Who is responsible for the day-to-day supervision of transit operations?	
What kind of training do you provide operators/drivers?	
What kind of training do you provide schedulers/dispatchers?	
Do you retain a record of who attended what trainings, including names, dates and content?	
Do you keep records by driver and dispatcher documenting training received including the dates the training took place?	
When was the last time routes and schedules were revised for fixed and/or route deviation services?	
For demand response service, what are the procedures for scheduling and dispatching trips? Are denials tracked and periodically reviewed by management?	
Is the fare policy reviewed annually?	
Please describe your fare structure. When was your last fare increase?	
Please describe your procedures for collecting ridership information.	
Besides ridership data, what other operational data is collected?	
What operational data are reported to the Board and how often?	
Do you have a Board approved policy governing standards of behavior by passengers on buses and transit property?	
How do you handle incidents of unruly behaviors?	
Do you suspend passengers for unruly behavior? Who makes the decision?	
Do you track the incidents?	
Do you have a no-show policy? If yes, has it been approved by the Board?	
Do you have written complaint/comment resolution procedures? Are they Board approved?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Service Provision: Service Eligibility

What types of contracts do you provide?	
Does the contract service interfere with the provision of public transportation?	
Have you had to deny public transportation trips because the contract service utilized all available capacity?	
Do you rank trips by trip purpose? If yes, please describe.	
Does the ranking discourage the general public from using the service?	
Have you denied service because a trip with a lower-ranked purpose could not be accommodated?	
Are vehicles identified as general public transportation service?	
Is the phone number to call on the vehicle?	
Are vehicles marked in any way that represents exclusive use for a specific organization or clientele?	
How are you listed in the phonebook?	
Do you have a direct line for transportation?	
Do you provide any service within an urbanized area?	
Do you use 5311 assistance to support the urban service?	
How do you allocate costs between urbanized and non-urbanized?	
Do you deliver meals or provide incidental services? If yes, please describe the service in detail; frequency, costs, times of day, etc.	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Service Provision: Title VI – Non Discrimination in the Delivery of Service

Do you provide services to areas with minority and low-income populations?	
How are buses assigned to routes?	
Have you ensured that buses assigned, and the location of transit facilities and amenities are made without regard to race, color, national origin, or income?	
Do you take Title VI into consideration when making changes in service?	
How are individuals provided opportunities to participate in the transit planning and decision making process without regard to race, color, national origin, or income?	
What outreach efforts were undertaken to identify minority groups and low income persons?	
How do you notify the public of its rights under Title VI?	
How do you notify beneficiaries of protection under Title VI, how to obtain additional information on nondiscrimination obligations, and how to file a complaint?	
Do you have procedures for investigating, tracking, and documenting Title VI complaints? Please describe.	
Have any complaints been received since the last review? If so, how were they identified and resolved, and did you maintain a record of the complaint?	
How are you assisting Limited English Proficient (LEP) transit riders?	
Are schedules and other public information provided in languages other than English? If not, are services available if needed?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Service Provision: Americans with Disabilities Act (ADA)

Have any complaints of discrimination due to disability been received from riders? If yes, describe in detail.	
What is the process to resolve complaints?	
What steps do you take to ensure new and rehabilitated facilities comply with ADA?	
If you have any non-accessible vehicles in your demand-responsive fleet how do you ensure equivalent service is provided?	
Have you denied service due to unavailability of accessible equipment?	
Are system brochures, application forms, rider handbooks, and occasional bulletins available in alternative formats upon request?	
Are accessible vehicles marked with the blue accessibility symbol?	
Do all vehicles have a securement system for wheelchairs?	
Do you place size and weight limitations on wheelchairs?	
Do you deny service to persons using wheelchairs due to "legitimate safety requirements"? If yes, what do you consider "legitimate safety requirements"?	
Do drivers announce stops on fixed routes?	
What is your policy for providing service if a wheelchair cannot be secured?	
Do you require wheelchair users to wear a seat belt?	
Do drivers provide assistance to passengers as necessary and upon request with lifts, and securement devices?	
Do you permit individuals that do not use wheelchairs to use lifts?	
Are drivers required to deploy lifts at any designated stop unless the lift cannot be deployed, will be damaged, or a temporary condition prevents safe use?	
Are service animals allowed on buses?	
Do you require service animals to be certified?	
Do you require service animals to be under the control of the passenger?	
Have you had problems with passengers bringing animals that do not appear to be service animals? How did you address this?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Service Provision: Americans with Disabilities Act (ADA) cont.

Do you provide service to persons using respirators or portable oxygen?	
What is your policy regarding the time allowed for boarding?	
Do you require drivers to make use of all available accessibility equipment?	
How are ADA policies conveyed to drivers?	
Are drivers trained in use of accessibility equipment and assisting passengers with respect, courtesy, and sensitivity?	
How soon after being hired does the training occur?	
How do you monitor drivers to ensure that they comply with ADA requirements?	
Do you provide route deviation service? If yes, do materials clearly state procedures for requesting deviations and that this is available to everyone?	
When multiple routes serve the same stop, what is the mechanism to alert individuals to the route number and destination?	
Are operators required to report lift and ramp failures promptly?	
Is alternative service provided to persons stranded for more than 30 minutes due to lift failures?	
Are persons sitting in priority seats requested to vacate when a person with a disability needs to use them?	
How do you ensure that only those who are unable to use the fixed route system are certified as eligible for ADA complimentary paratransit?	
Are ADA complementary paratransit eligibility decisions made within 21 days of receipt of a complete application? If not, is eligibility granted until the decision is made?	
Are persons who are denied eligibility given notice of their right to appeal? Is presumptive eligibility granted if the appeal is not decided within 30 days until eligibility is denied?	
Do you provide access for personal care attendants (PCA)?	
Do you charge the PCA a fare?	



Your Safety.
Your Mobility.
Your Economic Opportunity.

Service Provision: Americans with Disabilities Act (ADA) cont.

Do you provide complementary paratransit to at least one companion? Additional companions if space is available?	
Do you provide complementary paratransit to ADA eligible visitors for up to 21 days over a year's period?	
Do you provide complementary paratransit within ¼ miles of a fixed route and the core service area?	
Do you provide curb-to-curb service? Origin to destination when necessary?	
Is complementary paratransit provided the same days and hours as fixed route services?	
Are the fares for complementary paratransit no more than twice the fares for fixed route?	
Is service restricted or trips ranked by purpose?	
Is next day service provided?	
Are requests for reservations accepted during normal business hours? Even if the office is closed? How?	
Are trips scheduled within one hour of requested time?	
Are trips that cannot be scheduled within one hour of requested time, tracked as a denial, even if the customer chooses an alternative time?	
When one leg of a round-trip cannot be reserved is it counted as two denied trips?	
Is a no show/late cancellation suspension policy used? If yes, what is the policy?	
How are no shows determined?	
Are financial penalties assessed?	
Is there an appeals process?	
What is the average telephone wait time?	
For next day service, at what time of day are reservations cut off?	
Do you have excess non-subscription capacity?	
What percent of requests are denied?	
How do you monitor on-time performance and missed trips?	
Do you have standards for excessively long trips?	
Do these answers indicate a capacity constraint issue? To be filled out by ITD-PT staff	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Service Provision: Safety and Security

Who is responsible for system safety? Security?	
Is there a safety awards and recognition program?	
Is the following documentation maintained for all drivers; license, physical, defensive driving techniques, PASS training, lift and accessibility training, substance abuse training, criminal background check?	
Are all vehicles outfitted with a blood-borne pathogens kit, first-aid kit, fire extinguisher, bi-directional reflective triangles, and web cutters (seatbelt)?	
How often does the person responsible for safety spot check this?	
Are all required safety devices or systems installed and functioning?	
Have incidences been reported in quarterly reports?	
Are the procedures for handling accidents and medical emergencies kept on board the vehicles?	
Are drivers allowed to bring food or drinks on board? If yes, are they allowed to eat and drink while the bus is in motion?	
Are drivers allowed to use a cell phone while the bus is in motion? Can they text while the bus is in motion?	
Are all carry-on items properly stowed before moving the vehicle?	
What are the procedures for investigating an accident?	
Who is responsible for investigating an accident?	
Do you collect information on safety incidents?	
What key safety issues have been identified and how were they addressed?	
Is there a process for hazard identification?	
Do you perform criminal background checks on new employees? Existing employees? How often?	
What crime prevention activities does your agency use?	
Have you worked with law enforcement, fire departments, medical services, and emergency management on emergency response efforts? What is your role?	
Do you provide training in recognizing and reporting suspicious behavior?	
Does the organization have a written business continuity plan that addresses maintaining operations after a catastrophic event?	



Your Safety.
Your Mobility.
Your Economic Opportunity.

Service Provision: Marketing

How do you advertise your transit service? How often?	
What types of marketing/promotion are you doing for your transit program?	
Do you collect various data on a regular basis and use it for marketing and planning such as customer comments?	
Do you conduct rider satisfaction surveys? When?	
What activities are undertaken to enhance and draw attention to the public image of your service?	
Have you cultivated working relationships with community leaders?	
How and where are marketing materials distributed?	
What is the address of your website?	
Who maintains your website?	
Is your website formatted for a smart phone?	
How often do you review website content?	
What types of social media do you use to market your system?	
Does your website provide the following information:	
<i>Hours and days of service</i>	
<i>Types of Service</i>	
<i>How to plan a trip</i>	
<i>Bus schedules and maps</i>	
<i>Public meetings and hearings</i>	
<i>Route and schedule changes</i>	
<i>List of Board Members</i>	
<i>Customer Service Number</i>	
<i>Sign up for e-mail notifications</i>	
<i>Protection under Title VI</i>	
<i>Route deviation</i>	
<i>ADA complementary paratransit</i>	
<i>Complaint Procedures</i>	
<i>Rider Guide</i>	
<i>Baggage Rules</i>	
Does your printed bus schedule have:	
<i>Route Maps with listed times</i>	
<i>Telephone Number</i>	
<i>Web Address</i>	
<i>Transfer points with other providers</i>	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Service Provision: Planning and Coordination

What changes in personnel or service have you made since your last review?	
Describe your agencies plan for the next five years.	
Please explain why ridership is increasing, decreasing, or staying the same.	
Please describe how you are coordinating with other transportation providers both public and private in the area.	
Are there more opportunities for coordination?	
Since the last review, have you had significant changes to your level of service? If yes, how was the public involved?	
Are you involved or do you consult with local planning agencies and government units?	
Are you participating in public transit coordination efforts involving public transit human services?	
Describe relationships with local employers, medical providers, and local organizations.	



Your Safety.
Your Mobility.
Your Economic Opportunity.

Assets: Continuing Control

Is property that was purchased with FTA funds being used for transit purposes?	
Do you make incidental use of any FTA funded real property?	
If yes, what is the use, has FTA approved it, do you maintain continuing control over the property, and is the revenue used for transit purposes?	
Was real property removed from the service originally intended or put to additional or substitutive use?	
Did you dispose of any FTA or ITD funded real property?	
If yes, did you obtain FTA/ITD concurrence on the method of disposition and was FTA/ITD reimbursed for its share of the disposition proceeds?	
Can you account for all equipment or facilities purchased with FTA funds?	
What are your coverage limits for; Comprehensive and collision insurance, commercial/comprehensive general liability insurance?	
What is the number of revenue vehicles in your fleet?	
What is the number required for maximum service?	
What is the number of spare vehicles?	
Do future ridership projections indicate a need for expansion vehicles?	
How many vehicles were parked or in the garage at the time of visit? To be filled out by ITD-PT staff	
Does the spare ratio appear reasonable given the size and age of the fleet, peak demand, and projected ridership growth? To be filled out by ITD-PT staff	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Assets: Vehicle Maintenance

Who is responsible for maintenance?	
Please describe the preventative maintenance program.	
Do preventative maintenance schedules for each type of vehicle in the fleet meet the manufacturer's minimum requirements?	
Is a preventative maintenance program in place for lifts and other accessibility features? Please describe.	
What procedures are used to track when preventative maintenance inspections are due and to schedule preventative maintenance inspections?	
Does a review of maintenance records indicate that maintenance is performed in accordance with procedures? Are files complete?	
Are pre-trip inspections conducted prior to placing the vehicle back in service?	
Does the pre-trip inspection address safety, vehicle operation, appearance, cleanliness and passenger comfort?	
Does the pre-trip inspection address lifts and other accessibility features?	
Do your drivers cycle the lift or ramp daily?	
When a lift is found to be inoperative, is the vehicle taken out of service by the beginning of the next service day and repaired before returning it to service?	
Are FTA funded vehicles leased to or operated by other providers? If yes, does the lease include maintenance standards?	
Are the manufacturer warranty provisions being followed?	
Are vehicle warranties on file and how are they tracked?	



Your Safety.
 Your Mobility.
 Your Economic Opportunity.

Assets: Facility/Equipment Maintenance

Do you have a written facility/equipment maintenance plan?	
Is there a written checklist to accompany the required written facilities maintenance plan?	
Are the facilities inspected at least once per year? When?	
Does the written plan address equipment?	
Does the written plan address ADA accessibility features?	
Do preventative maintenance checklists follow the minimum manufacturer requirements?	
For preventative maintenance performed by contractors, are checklists required to be completed before final signoff?	
Are files maintained on maintenance of facilities and equipment?	
Are any features of the facilities or related equipment under warranty? Please list.	
Do the files indicate that inspections are performed at the intervals described in the plan? To be filled out by ITD-PT staff	
Are facilities cleaned and well maintained? To be filled out by ITD-PT staff	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Technology/Software: Intelligent Transportation Systems

What kind, if any, ITS does your agency currently use or have planned?	
What area of your operations has ITS helped your organization?	
What issues have you experienced regarding implementing ITS, if any?	
Are there any operational issues with maintaining an ITS system?	



Your Safety.
 Your Mobility.
 Your Economic Opportunity.

Technology/Software: Information Technology

What computer applications are used for:	
<i>Finance</i>	
<i>Office use</i>	
<i>Transportation</i>	
<i>Maintenance</i>	
<i>Security</i>	
<i>Anti-virus</i>	
<i>Fire wall</i>	
<i>Back-up</i>	
Are computer applications current with respect to needs?	
Do you have a written policy regarding personal use of computers?	
Are procedures for information security adequate?	
Are computers purchased with FTA funds being used to support the transit program?	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Unique Services: Intercity Bus

Do you serve intercity bus stations/stops? If yes, what locations and times. If not, why?	
Please describe what public information/marketing efforts you have undertaken to alert your riders, intercity travelers, and the general public about the service connections?	
If you do not serve the intercity bus stops at convenient transfer times please describe what service adjustments would be required to do so.	
What is your policy regarding transporting baggage?	



Your Safety.
Your Mobility.
Your Economic Opportunity.

Unique Services: School Bus

Do you provide exclusive school bus service(s)?	
Do you provide school tripper service?	
If yes, does the tripper service meet one of the following criteria: <ul style="list-style-type: none">• regularly scheduled public transportation service• buses are clearly marked as open to the public• buses have no special designation• buses use regular stops• service is noted on published schedules	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Unique Services: Charter Bus

Do you provide transportation for “program purposes;” that is, service that serves the needs of human service agencies or elderly persons, person with disabilities, or low income persons? If yes, please describe.	
Do you operate charter service? If yes, or not sure, describe the service in detail.	
Under what exception is the charter service operated?	
Did you follow the procedures required by the exception?	
Have you reported all charters to ITD?	
Do you maintain charter records for at least three years after the close of the FTA grant?	
Have any complaints been filed alleging that charters are in violation of FTA regulations?	
Is charter provided with locally owned, or FTA funded vehicles?	

Charter service is defined as:

Transportation provided at the request of a third party for the exclusive use of a bus or van for a negotiated price; or

Transportation provided to the public for events or functions that occur on an irregular basis or for a limited duration and: a premium fare is charged that is greater than the usual or customary fixed route fare; or the service is paid for in whole or in part by a third party.

Exceptions and Procedures maybe found in 49 CFR 604.



Your Safety.
Your Mobility.
Your Economic Opportunity.

Restrictions: Lobbying

Are FTA funds used for lobbying activities?	
Have you used nonfederal funds for lobbying?	
<i>If yes, have you filed with ITD the Standard Form – LLL, “Disclosure Form to Report Lobbying” and any necessary updates?</i>	



*Your Safety.
Your Mobility.
Your Economic Opportunity.*

Thank you for your time and cooperation. We will provide a closeout letter within 30 days of this site visit outlining the final findings, recommendations and needed corrections. A timeline for any needed corrections will be established by ITD-PT Staff.