

**PENNSYLVANIA PUBLIC  
TRANSPORTATION  
ASSOCIATION/PENNTRAIN'S  
AMERICANS WITH DISABILITIES ACT  
TOOLKIT**



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## **PPTA AMERICANS WITH DISABILITIES ACT TOOLKIT**

The Toolkit offers a collection of resources, reports, papers, policies, and fact sheets from a variety of sources to accommodate the full range of transportation agencies. The Toolkit's resources appeal to a wide variety of users from an educational and knowledge based standpoint. The Toolkit acts as a first step in understanding how the ADA applies to the ridership and customers of your transit system.

The Toolkit is organized to address multiple audiences and perspectives by providing several sample documents for your review and use. The information that we have included as resources includes information that industry experts commonly utilize to make recommendations to clients and constituents. Documents with governmental seals are the best information that we can provide. Secondary sources, including model policies and interpretive guidance, provide critical resources from agency professional for compliance with appropriate laws. However, no consultant can guarantee that such policies are immune from challenge or inconsistent legal interpretation. The law is fluid and subject to interpretation and PPTA/PennTRAIN will use its best efforts to update materials as this area of the law evolves. PPTA/PennTRAIN accepts no liability with regard to content of these policies, application of these polices at your agency or with regard to the negligent or improper implementation of these policies or materials that are included.

While the fundaments of the ADA applies to employment as well as public services, this collection of documents is geared toward the public service aspect of transportation as opposed to employment relations.

All users are cautioned that the material that is included in this toolkit as policies or sample information documents are general documents that may not fit the needs of your particular agency or organization. You should review the contents of the policies and compare them with your general practices in order to ensure that you can properly implement the policies and that they actually apply to the services you provide. The policies include hyperlinks and highlighted sections that are discretionary depending on your agencies service and you should review the samples and update them as necessary for your agency and/or operation.

Good luck and please continue to provide valuable feedback to PPTA/PennTRAIN on the content of the documents provided so we can continue to improve our services and provide valuable resources to our member agencies!

## **ENFORCEMENT REMEDIES – TRANSIT VIOLATIONS OF THE ADA**

### **I. FTA ENFORCEMENT.**

- A. The ADA provides enforcement powers for the Department of Justice. In the case of public transportation, in 2005 the Department of Justice (DOJ) agreed to share enforcement jurisdiction to the Federal Transit Administration (FTA) and the United States Department of Transportation (DOT).
- B. DOT has responsibility for administering the mass transportation provisions of Title II and FTA has primary responsibility for administering the DOT's regulations as they apply to state and local agencies providing public transportation.
- C. The DOJ will continue to handle enforcement proceedings when public transit services are provided by non-federal funding recipient.
- D. The FTA's Office of Civil Rights handles Title II ADA violations including violations provisions including vehicle accessibility, paratransit services, training or other such requirements under Title II of the ADA.
- E. FTA enforcement includes suspension, termination of federal assistance, refusal to grant or continue federal assistance, referral to the DOJ for enforcement or other steps authorized by law. 49 C.F.R. § 27.125(a).

### **II. THE PROCESS.**

- A. FTA through a compliance review, report, complaint or "other means" identifies a problem they will investigate the pertinent practice or policy of the alleged noncompliance.
- B. If there is a substantiation of failure to comply with Title II requirements, the FTA will seek formal compliance. 49 C.F.R. § 27.123(d).
- C. If the FTA decides that informal action will not resolve a potential violation, then it may decide to take formal action.
- D. Formal action may include the listing of responses ranging from loss of funding or suspension of service or other steps provided by law.

- E. If the suspension or termination of federal assistance occurs the FTA must perform the following actions:
  - 1. FTA must advise the company that they have failed to comply with the ADA Title II; and
  - 2. FTA must determine that voluntary compliance cannot occur; and
  - 3. The Secretary of Transportation must make an “express finding on the record,” after a hearing opportunity that the recipient has failed to comply. 49 C.F.R. § 27.125(b).
- F. The FTA also has an option of recommending the matter to the DOJ to bring enforcement proceedings by the United States. If such a measure occurs the DOJ may:
  - 1. Perform its own investigation and, absent resolution, initiate litigation; or
  - 2. May intervene in litigation already pending before the courts by private persons.

### **III. PRIVATE ACTIONS.**

- A. Private citizens may file complaints if they have a disability as defined by the ADA.
- B. Other federal statutory violations, such as violations of the Rehabilitation Act, may also be triggered when a private citizen files an ADA claim for involving Title II transportation services.
- C. An example is the Kramer v. Port Authority matter where Mr. Kramer brought an action claiming various accessibility complaints; vehicle maintenance claims (inoperable lifts); improper actions by drivers in his claim of ADA Title II violations.
- D. Like employment actions, in order to find discrimination for providing Title II Transit services, a person with a “disability” must be involved in the action/complaint is.
- E. Claims were also made in Kramer regarding driver/employee training that requires that “employees be trained to proficiency” with regard to accessibility features, sensitivity training and working with individuals with disabilities.
- F. Compensatory damages are available to Plaintiffs when there is a showing of “intentional” discrimination.

G. It does not appear that there is a requirement to exhaust administrative remedies in the case of Title II claims prior to bringing a civil action.

**IV. SUBCONTRACTORS.**

- A. Public Transit Agencies will be jointly liable for any violations of the ADA if they are committed by subcontractors if you do not ensure that they are following proper ADA protocols. See e.g., 28 CFR 35.130
- B. Make sure that your contracts with subcontractors include appropriate indemnification provisions for ADA violations
- C. Make sure subcontractors commit to ADA Compliance

**V. EXAMPLE ENFORCEMENT.**

- A. JATRA was the subject of an enforcement action for failing to adequately train staff, failure to have operative fixed-route lifts on buses, and various other violations of the ADA.
- B. Individual plaintiffs and a citizens group brought an action in Federal Court and the DOJ intervened.
- C. The matter was settled with general requirements as follows:
  1. Injunctive relief;
  2. The addition of new policies;
  3. The addition of vehicle inspections and additional employee hours;
  4. Additional preventive maintenance requirements;
  5. Additional employee training;
  6. Additional FTA and/DOJ reporting;
  7. Monitoring by the DOJ;
  8. The Authority must pay for monitoring at the cost not to exceed \$140,000 for three years;
  9. Penalties;
  10. On-going penalties during the compliance period;
  11. Five year enforcement period by the Court.

\*\*\* For purposes of the ADA presentation we have discussed transit services. However, one must remember that facilities must also be ADA compliant.

## USEFUL RESOURCES: AMERICANS WITH DISABILITIES ACT

### DISABILITY RIGHTS, EDUCATION AND DEFENSE FUND (DREDF)

- [Topic Guides in ADA Transportation](#) are a MUST. They are compiled from compliance reviews, and have best practice information and very hand-on practical guidance. Each topic guide can be downloaded from the website. They should be a how-to bible in each of the subject areas. There are 7 topic guides:
  - [Equipment Maintenance](#)
  - [Stop Announcement and Route Identification](#)
  - [Eligibility for ADA Paratransit](#)
  - [Telephone Hold Time in ADA Paratransit](#)
  - [Origin to Destination Service in ADA Paratransit](#)
  - [On-Time Performance in ADA Paratransit](#)
  - [No-Shows in ADA Paratransit](#)
- Accessible Transit Services for All [Report](#): Successful strategies, case studies and best practices for providing ADA paratransit that transit agencies can use to improve service effectiveness and cost efficiency.

### FEDERAL TRANSPORTATION ASSOCIATION ADA WEBSITE

Everyone should know how to access the FTA web site and find the [Civil Rights](#) area. There is a link to resources where you can access materials published by Project ACTION, DREDF and TCRP as well as all NTI ADA related course offerings. The FTA ADA [website includes](#):

- FTA Acting Administrator Therese McMillan's [Video](#)
- FTA's November 2015 Circular: Americans with Disabilities Act (ADA) Guidance ([FTA C 4710.1](#))
- FTA's Circular Guidance [Article](#): FTA Issues Guidance to Public Transportation Agencies on Implementing ADA
- DOT ADA Guidance [Documents](#)
- FTA ADA Compliance [Reviews](#)
- ADA Transportation [Regulations](#)
- National Transit Institute [Courses](#)
- U.S. Dept. of Justice ADA [Website](#)
- FTA Webinar [Presentations](#)

- DOT Disability Law Guidance [Q&A](#)
- 2015 Triennial Review Workshop [Workbook](#) is a good guide for questions (and answers) for the ADA compliance section, as well as the rest of the Triennial Review.

Everyone should sign up for FTA and DOT [updates](#) which come by e-mail (there is a [link to sign up](#) for ADA updates right at the top of the FTA home page for ADA,) and everyone should practice searching the actual regulations in topic areas like “lift failure.” (Control F) They should understand how to use Appendix D as a supplement.

### **EASTER SEALS PROJECT ACTION WEBSITE**

#### **REGULATIONS AND POLICIES**

- ADA [Guide](#) for Rural Demand-Response Transportation Service Providers: This is an excellent resource guide for small or rural providers who do not provide ADA Complementary Paratransit. The five sections are:
  - The ADA and Other Federal Requirements
  - ADA Regulations for Vehicles
  - ADA Servitude Policies
  - Disability Etiquette
  - Resources
- Determining ADA Paratransit Eligibility - [2014 Update](#)
- Facts About Service Animals and Transportation [Bookmark](#)
- Paratransit Customer Rights and Responsibilities [Bookmark](#)
- Transit Customer Rights and Responsibilities [Bookmark](#)

#### **CUSTOMER SERVICE**

- Access Matters: [Operator training DVD](#)
- Including People with Disabilities: Communication & Meeting Etiquette [Pocket Guide](#)
- Transit Operator's [Pocket Guide](#)

## FACILITIES AND MAINTENANCE

- Accessible Pathways & Livable Communities [Pocket Guide](#)
- [Checklist](#) for Assessing the Accessibility of Transportation and Mobility
- Effective Snow Removal for Pathways and Transit Stops [Booklet](#)
- Neighborhood Wayfinding Assessment [Pocket Guide](#)
- [Toolkit](#) for the Assessment of Bus Stop Accessibility and Safety

## DRIVER OPERATION & SAFETY

- [Resource Guide](#) to Effective Approaches for Increasing Stop Announcements and Route Identification
- Safety & Securement: Equipment Operation for Passengers with Disabilities [Training](#)
- Seizure Disorder Awareness for Transportation Operators & Customers [Guide](#)

## POLICY & ADMINISTRATION

- ADA Essentials for Transit Board Members [Guide](#)
- Effective Transportation Advisory Committees – Creating a Group that Reflects all Community Voices [Guide](#)

## TRANSIT COOPERATIVE RESEARCH PROGRAM ([TCRP](#)) [www.trb.org](http://www.trb.org)

- Strategy to Enable and Promote the Use of Fixed Route Transit by People with Disabilities ([TCRP Report 164](#))
- How HIPPA and Other Privacy Laws Affect Public Transportation Operations ([TCRP Legal Research Digest 46](#))
- Practices for Establishing ADA Paratransit Assessment Facilities ([TCRP Synthesis 116](#))
- Practices in No Show and Cancellation Policies ([TCRP Synthesis 60](#))

# **SAMPLE POLICIES**

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## **[AUTHORITY]'S ADA SERVICE POLICY**

[Authority] provides public fixed route transportation services to ALL individuals and will grant equal access to public transportation for people with disabilities. It further recognizes that since the passage of the Americans with Disabilities Act, provisions have evolved which dictate the operations of its transit service. [Authority] is committed to adhering to all ADA regulations. A mutual understanding of responsibilities should exist between [Authority] and all passengers. The policies stated below apply to any and all fixed route passengers and may be enforced against any passenger, regardless of whether they fall within the definitions set forth in the ADA. The information provided below outlines each participant's role in providing for a safe and enjoyable trip.

### **I. DRIVERS MUST**

- Provide rides to customers with disabilities.
- Treat ALL passengers with dignity and respect.
- Offer assistance, but not lifting, with boarding and/or deboarding. Such assistance is limited to ensuring that the passenger can have access to transportation.
- Not assume an escort, medical personnel or family members will provide boarding assistance.
- Charge the same fare for a trip whether or not the customer has a disability or requires assistance.
- Not deny service because a disability is annoying, inconvenient or offensive to the driver or other customers.
- Not deny transportation to a rider whose wheelchair or mobility device is difficult to secure.
- Allow service animals to accompany their owners.
- Provide audible announcements of major stops and transfer points.

## **II. PASSENGER RESPONSIBILITIES**

- Know whether or not your mobility aid is within ADA requirements.
- Know the size and weight of your mobility device with yourself in it because the maximum size and weight capabilities of lifts vary. [Authority]'s lift platforms measure 34" wide and 51" long. While [Authority] may have some vehicles that are rated at more than 600 lbs., [Authority] cannot guarantee a specific vehicle for your route. Therefore, if you and your mobility device combined weigh more than 600lbs, then [Authority] cannot guarantee your ride on certain vehicles. Other vehicles, may have ramps and/or lifts that can carry up to 800lbs. Therefore, in the event you and your wheelchair combined exceed 800lbs, [Authority] will not be able to accommodate you and you will have to make other transportation arrangements.
- Know how to contact [Authority] and receive service route schedules and information.
- Arrive at the bus stop at the correct time.
- Pay the proper fare.
- Just like all passengers on [Authority] vehicles, riders shall maintain appropriate, reasonable personal hygiene. If riders have open or seeping sores or are leaking bodily fluids, for health and safety reasons, [Authority] may refuse service until the situation has been contained or corrected.
- Keep service animals under control. This means that your animal must be properly leashed and/or harnessed and under the control of their handlers at all times. You are responsible for any damages or soiling by your animal. An animal may be prohibited from boarding an [Authority] vehicle if that vehicle causes a particular threat to the driver or other passengers. All other animals must be caged and under the control of the passenger.
- Comply with [Authority]'s policy of securing ALL wheelchairs and mobility devices.
- Request lap/shoulder belts and securement for your wheelchair, if desired.
- Signal or ask the driver to stop the bus at the designated stop before you get there.
- Treat the driver and other passengers with courtesy and respect.

### **III. ADDITIONAL [AUTHORITY] POLICIES**

- Visual signage of the bus route will be displayed on the front and side of each bus
- Equipment and devices, such as oxygen, may be transported but must be under the care of the passenger.
- Aides riding the public fixed route must pay the correct fare.
- Drivers will adhere to flag stops, so long as it is determined to be a safe boarding/deboarding area.
- [Authority] cannot permit items whether it be wheelchairs, scooters, baby strollers, carts, bikes or packages, to block aisles or place other riders in danger.
- In the event that all wheelchair securement positions are filled, [Authority] will require that any wheelchair passengers may be denied service until the next available vehicle on the route.
- [Authority] drivers will ask non-ADA passengers to vacate preferred seating in order to accommodate an ADA passenger. However, if the passenger refuses to move, then [Authority]'s drivers shall not be compelled to move the other passenger.

Drivers are not permitted to assist passengers in using portable life-saving equipment such as portable oxygen equipment or portable respirators.

So long as it is reasonable, [Authority] drivers will assist with the loading and unloading of packages. However, it is the responsibility of the passenger to maintain the packages and ensure they do not block the aisle or present risk to other passengers or the driver.

- All mobility devices MUST be secured and face forward or backward. Sideways facing shall not be permitted. [Authority] prefers that ALL passengers being secured in a mobility device be secured with seatbelt restraints as well. However, upon notice that a person's condition makes a lap belt more dangerous due to a passenger's condition, then the seatbelt requirement may be waved.
- So long as it is deemed safe, passengers with disabilities may request a reasonable accommodation from the driver, so long as the request does not undertake a fundamental alteration of service such as arranging specific vehicles for certain passengers.
- All [Authority] employees will be trained on the ADA

- If a lift is inoperable, [Authority] will hold the vehicle until it is deemed safe and operable by the maintenance department. Should the lift be inoperable and out of service for a long period of time (5+ days) and the agency is facing challenging circumstances delivering service, [Authority] has the right to put the vehicle in service with an inoperable lift. If a person with a disability is in need of the lift, [Authority] will find an alternative method of transportation.

#### **IV. DISRUPTIVE PASSENGER POLICY:**

[Authority] may refuse service to any individual with a disability who engages in violent, seriously disruptive or illegal conduct or acts as a direct threat to the health or safety to others, using the same standards for exclusion that would apply to any other person who acted in such an inappropriate way. [Authority] will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.

In the event that a passenger violates this disruptive passenger policy, they shall be immediately asked to stop or correct the offending behavior. Police assistance may be sought if necessary. In the event that the customer refuses to cease the behavior, then they will be issued a letter detailing the incident. The letter will also outline [Authority]'s "refusal to provide service" information. In the event the passenger has a guardian or service provider, then a copy of said letter will be provided to that person as well. Any such letter may be appealed pursuant to the process outlined in this policy.

Examples of such behavior may include, but are not limited to, the following:

- Failing to appropriately exit the vehicle at the appropriate stop or destination
- Disrupting the driver when he/she is driving the vehicle
- Making physical or verbal threats to drivers or other passengers
- Damaging or destroying vehicle equipment or any employee's or passenger's property
- Unfastening their wheelchair or mobility device while the vehicle is operating
- Swearing, name calling and/or abusive language
- Personal hygiene condition that results in a public health hazard or discomfort to other passengers

*\*\*\*This policy pertains to undesirable pets that can cause discomfort to others.*

## **V. ADA COMPLEMENTARY PARATRANSIT SERVICES**

[Authority] coordinates with the [Other Local Authority] (OLA) to provide ADA Complementary Paratransit Services. If you are unable to access the fixed route service, please call [OLA] at 1-800-XXX-XXXX.

## **VI. TITLE VI POLICY STATEMENT**

The [Full Authority Title], also known as [Authority], assures the U.S. Department of Transportation and the Pennsylvania Department of Transportation that no person shall on the basis of race, color, and national origin as provided by Title VI of the Civil Rights Act of 1964 as amended. In addition to Title VI, there are other nondiscrimination statutes that afford legal protection such as Section 504 of the Rehabilitation Act of 1973, the Civil Rights Act of 1987, the Civil Rights Restoration Act of 1987, E.O. 12898, and the Americans with Disabilities Act of 1990, be excluded from participation in, be denied the benefit of, or be otherwise subjected to discrimination or retaliation under any program or activity.

## **VII. TITLE VI REPORTING PROCEDURES**

[Authority]'s Title VI Complaint Procedure is written to specify the process employed by [Authority] to investigate complaints, while ensuring due process for complainants and respondents. The process does not preclude [Authority] from attempting to informally resolve complaints. When known to [Authority], it will make every effort to investigate complaints of discrimination.

This procedure applies to all external complaints relating to any program or activity administered by [Authority] and/or its sub-recipients, consultants and contractors, filed under Title VI of the Civil Rights Act of 1964 as amended, (including Disadvantage Business Enterprise and Equal Opportunity components), as well as other related laws that prohibit discrimination on the basis of race, color, disability, sex, age, low income, nationality or Limited English Proficiency. Additional statutes include, but not limited to, Section 504 of the Rehabilitation Act of 1973, the Civil Rights Restoration Act of 1987, and the Americans with Disabilities Act of 1990.

### **VIII. PROCESS**

Any individual or his or her representative, who believes that he or she has been subject to discrimination or retaliation prohibited by Title VI and other nondiscrimination provisions, has the right to file a complaint. Complaints need to be filed within 180 calendar days of alleged occurrence, when the alleged discrimination became known to the Complainant, or when there has been a continuing course of conduct, the date on which the conduct was discontinued or latest instance of the conduct.

Individuals can file a formal complaint by completing the Title VI Discrimination Form. The form is available on-line at [www.\[Authority\].com](http://www.[Authority].com) and at the [Authority] Office located at [Authority Address]. The form must be signed by the complainant.

As an investigation moves forward, additional information may be required.

If [Authority] receives a complaint, the [Authority] will acknowledge receipt of the complainant by written notification and will immediately transmit the complaint to the proper federal agency.

[Authority] will maintain a log of all Title VI complaints received.

## **[AUTHORITY] - ACCESS ADA ELIGIBILITY POLICIES AND PROCEDURES**

### **I.      OVERSIGHT OF THE PROCESS**

Eligibility for [AUTHORITY]'s ADA complementary paratransit service (Access) is determined by a [AUTHORITY] staff member who has been trained in the requirements of 37.125 and [AUTHORITY] ADA eligibility processes and procedures. This individual is currently the XXXXXX (title).

All ADA eligibility policies and procedures have been approved by the [AUTHORITY] Executive Director and Board of Directors as required by the [AUTHORITY].

### **II.     APPLICATION PROCEDURES**

Applications are available by calling Access Customer Service. All requests for ADA applications are logged in to the [AUTHORITY] eligibility database. The application contains a Part A (to be completed by the applicant) and a Part B (to be completed by a professional.) Applications must be submitted by mail – faxes are not accepted.

### **III.    PUBLIC INFORMATION**

A brochure explaining eligibility for Access is included with the application packet and is available at key locations throughout the community such as the Center for Independent Living.

### **IV.     ELIGIBILITY FOR OTHER SEATS PROGRAMS**

Requests for Access ADA eligibility must be accepted and considered, regardless of the applicant's eligibility for any other Access services including: Shared Ride, MATP, PwD and Aging Waiver.

Access will inform applicants of other transportation offerings within the coordinated system, offer to assist with applications as appropriate and provide mobility management counseling to ensure that individuals understand their options for the various types of trips they take. However, individual and trip eligibility for ADA Complementary Paratransit is not based on eligibility for any other program and must be granted based on the regulatory criteria.

## **V. PCA ELIGIBILITY**

It will be the policy of [AUTHORITY] to grant PCA eligibility for all ADA eligible individuals, in recognition of the fact that any individual with a disability may require assistance with a daily life activity associated with an Access ride at some point during the duration of their eligibility. There are no restrictions on who may serve as a PCA as long as they are age six or over and able to provide the necessary assistance during the trip or at the destination.

The Access ADA User Guide explains the distinction between a PCA and a companion and the advance reservation requirements when scheduling a ride.

## **VI. INCOMPLETE APPLICATION**

Applications received which are missing Part B, which are unsigned, have a substantial number of questions unanswered are returned to the applicant with written instructions. Returned incomplete applications returned are logged into [AUTHORITY] data base

## **VII. CONSIDERATION OF HOME ADDRESS**

An applicant's home address alone is not a basis for granting or denying ADA eligibility. The eligibility decision is based on independent functional ability to use the fixed route system, not proximity to a bus stop or place of residence. Any individual with a disability who lives within [AUTHORITY]'s jurisdiction may apply. People who live or travel outside the ADA service area will be informed in writing of their personal eligibility and the requirement that all trips begin and end within the service area.

## **VIII. VISITOR ELIGIBILITY**

Individuals who live outside [AUTHORITY]'s jurisdiction may apply for visitor status to use Access while in the area. No verification of disability is required if the applicant's disability is apparent. If it is a "hidden disability", verification from a health care provider must be presented in advance. Verification of ADA Complementary Paratransit eligibility from another transit system is also accepted. 21 days of eligibility within every 365 day period is provided to qualified visitors with disabilities.

## **IX. TIMELY DECISIONS**

It is the policy of [AUTHORITY] to make ADA eligibility determinations as promptly as possible, but within 21 days of the receipt of a completed application. Public information about the eligibility process includes this requirement. If an eligibility decision cannot be issued within 21 days, the Access ADA eligibility coordinator will contact the applicant by phone on the 21<sup>st</sup> day and advise them of their presumptive eligibility and right to use the service until such time as the applicant is notified of his or her eligibility.

[AUTHORITY] maintains a database for applications, including a mechanism to track the 21 day notification deadline.

## **X. NOTIFICATION OF DENIAL, CONDITIONAL OR TEMPORARY ELIGIBILITY**

Determination letters issued by [AUTHORITY] will include the specific reasons for denial, conditional or temporary eligibility in specific enough detail to permit the applicant to prepare for an appeal, if desired. Under no circumstances will it be sufficient to state "you have been determined able to use the bus." Denial, conditional and temporary decisions and correspondence will be reviewed by the (add supervisor here) prior to mailing.

Letters will also include information about the right to appeal, to be heard in person, and the appeal form, with the 60 day cutoff date section completed.

## **XI. APPEAL PROCESS**

Individuals who have been determined ineligible, conditionally or temporarily eligible have the right to appeal the limitations based on their ADA eligibility. The right to appeal is explained in the determination letter, and the appeal process policy and request for appeal form is included with the determination letter. Applicants are required to make a request for an appeal in writing, but do not have to provide any additional written information if they choose not to.

Upon receipt of a request for appeal, Access will conduct an administrative review on the day the appeal is received. If there is sufficient information in the appeal to overturn the initial decision and grant full eligibility with the approval of the eligibility coordinator's supervisor, Access will issue a determination letter. Otherwise, the applicant's complete file and any information submitted with the appeal will be sent to the three person (add your number here) appeal committee the following business day.

The committee will have 20 days to consider the information and may consult with each other by conference call during this time. On the 20<sup>th</sup> day they must record a decision and submit it to Access. If there is not sufficient information in the appeal to make a decision, they may request Access to notify the applicant of the next two hearing dates and of the opportunity to present their case to the committee in person. If the applicant declines the hearing, the committee will make a decision on the information they have available.

If, after initial review of the appeal, the committee's decision is for anything less than full eligibility, the applicant is notified of the right to appear at either of the next two in person hearing dates. In person hearings are held on the second and fourth Wednesday of each month. If requested, transportation to the hearing will be provided for the applicant at no cost. The applicant has the right to decline the hearing, in which case the original decision of the committee will be final. If there is a hearing, the Committee will render a decision within 10 days. Failure to meet the deadline will result in presumptive eligibility for the applicant until such time as a decision is rendered.

## **XII. RECERTIFICATION**

It will be the policy of Access to grant unconditional eligibility for a period of not less than two and not more than five years depending on the applicant and potential for a change in functional ability. 90 days prior to expiration, the applicant will receive a recertification form to complete and return to Access. In most cases, there will be no requirement to provide additional information from a health care provider. If the recertification form is not received within 30 days of the expiration date the applicant will receive a reminder letter advising them that their eligibility will lapse if they fail to complete the recertification process.

If there appears to be a significant change in functional ability that would result in conditional or denial of eligibility, the Access ADA eligibility coordinator may contact the individual and request additional information from professionals as necessary in order to make an accurate determination. If, as part of the recertification process, and applicant moves from unconditional to conditional eligibility, the new eligibility status will not take effect for 60 days to provide ample time for the applicant to appeal.

**[AUTHORITY] POLICY**  
**PERSONAL CARE ATTENDANTS (PCA) AND COMPANIONS**  
**ACCESS ADA COMPLEMENTARY PARATRANSIT SERVICE**

**I.      POLICY**

It is the policy of the [AUTHORITY] that each ADA eligible individual may be accompanied by one PCA and at least one companion as long as the origin and destination are the same as the eligible rider and an advance reservation has been made for the PCA and the companion. Additional companions will be accommodated on a space available basis.

**II.     DEFINITION**

A PCA is anyone who provides the eligible rider with assistance with a daily life activity necessary to complete the trip or at the destination. There are no restrictions on who may serve as a PCA as long as they are age six and over and able to perform the necessary assistance. An ADA eligible customer may require a PCA for every trip, or only occasionally as needed. A companion is someone whose presence is desired but not required to complete the trip.

**III.    FARE**

A PCA accompanying an ADA eligible rider pays no fare, and a companion pays the same fare as the eligible individual.

**IV.     SCHEDULING**

The eligible customer must advise the call-taker at the time of the reservation whether they will be accompanied by a PCA or a companion. The PCA and companion reservations are entered into the Ecolane system to ensure adequate seating. It is the responsibility of the customer to call to cancel a reservation for a PCA or Companion who will not be traveling as these seats can be used for other customers.

## **[AUTHORITY] SEGWAY POLICY**

### **I. BACKGROUND**

A common Electric Personal Assistive Mobility Device (EPAMD) is known as a “Segway,” (manufacturer name) which is a two-wheeled gyroscopically-stabilized, battery powered, personal transportation device. Motorcycles, mopeds, motor scooters, motorized bicycles (electronic or gasoline-powered), and all other wheeled conveyances are not considered EPAMDs. A Segway is not a wheelchair and does not meet the American with Disabilities Act (ADA) definition of a “mobility aid” (a three or four-wheeled device that does not exceed 30 by 48 inches when measured at two inches above the ground). As such, ADA regulations regarding wheelchair lift use and securement do not apply to Segways. However, some individuals with disabilities may use a Segway as a personal mobility aid instead of a wheelchair or a scooter.

On September 1, 2005, the U.S. Department of Transportation Federal Transit Administration issued a Disability Law Guidance which states that when a Segway is being used as a mobility device by a person with a mobility-related disability, then transportation providers must permit the person and his/her device onto a public transit vehicle and must permit the person to use the lift/ramp to board, subject to the transit operator's policies and procedures.

Customers with disabilities who use an EPAMD as a medical mobility device may travel on designated [AUTHORITY] modes with this device at any time,.

### **II. PURPOSE**

1. This Policy establishes guidelines and instructs how Segways and other EPAMDs are to be accommodated on [AUTHORITY] buses, including those in operation on both [AUTHORITY] regional and local Marin service.
2. Non-disabled persons will not be allowed to bring EPAMDs on [AUTHORITY] buses.
3. Nothing in this policy prohibits [AUTHORITY] from taking additional steps to ensure the safety of staff, passengers, and the public.

### **III. DEFINITIONS**

The following definitions apply to this policy:

An electric personal assistive mobility device, or EPAMD, is a self-balancing, non-tandem, two-wheeled device that is not greater than 20 inches deep, 25 inches wide, and 60 inches high; can turn in place; is designed to transport only one person; and has an electric propulsion system averaging less than 750 watts (1 horsepower), the maximum speed of which, when powered solely by a propulsion system on a paved level surface, is no more than 12.5 miles per hour. A Segway HT is one example of an EPAMD.

### **IV. POLICY STATEMENT**

[AUTHORITY] generally prohibits the transport of EPAMDs using the [AUTHORITY] bus system. An exception is made to permit persons with disabilities who use the device as a mobility aid to access the bus with their EPAMDs, subject to the terms of this Policy.

### **V. GENERAL RULES FOR USE AND OPERATION OF EPAMDS**

[AUTHORITY] allows EPAMDs to be transported on the bus subject to the following requirements:

1. EPAMDs may only be transported on the bus by persons with disabilities who use the device as a mobility aid at any time, upon presentation of a Pennsylvania Reduced Fare Card.
2. EPAMDs must remain "off" or in "Power Assist mode" at all times during boarding and transport on the bus. Passengers may not ride an EPAMD onto a bus lift.
3. EPAMDs must be secured for transport on the bus. Riding, sitting or standing on device while on vehicle is prohibited.
4. EPAMDs may not be operated while in the station, terminal or on platform.
5. [AUTHORITY] personnel will not assist with loading/unloading or storing device, however, upon request, [AUTHORITY] personnel will deploy bridgeplate for use in boarding/exiting rail cars.
6. Any person bringing an EPAMD on an [AUTHORITY] transit vehicle must be able to physically load, stow and unload the device, or be accompanied by someone who will provide this assistance.
7. A person shall not transport an EPAMD with willful or wanton disregard for the safety of persons or property.
8. User must yield to pedestrians at all times.

9. EPAMDs shall not be transported using the bus by anyone under the influence of intoxicating substances, including alcohol or drugs.
10. EPAMD users must leave their device on the bus in case of an emergency that requires vehicle evacuation.
11. The wheelchair securement area on [AUTHORITY] buses is open to persons with disabilities, and particularly to individuals using a mobility device or an EPAMD, on a first come, first serve basis. If both wheelchair securement positions are occupied, the customer will be instructed by the bus operator to wait for the next bus.
12. If the device is occupying a wheelchair space and user does not possess a Reduced Fare Card, he/she must yield space to wheelchair user as required.
13. All users must remain in control of their device at all times.

## **VI. ELIGIBLE CUSTOMERS**

1. The general public can ride during off-peak hours only
2. Persons with disabilities can ride upon presentation of a Pennsylvania Reduced Fare Card for Persons with Disabilities ("green card"). Such a customer may travel on [AUTHORITY] vehicles with an EPAMD during peak or off-peak hours, subject to policy conditions.
3. Law enforcement officers and emergency responders in uniform and with proper identification may bring an EPAMD on any [AUTHORITY] mode at any time, subject to policy conditions.
4. Children under the age of 14 bringing an EPAMD on an [AUTHORITY] vehicle must be accompanied by an adult (someone over the age of 18). An adult shall accompany only one child with an EPAMD at a time.

## **VII. EPAMD BOARDING**

EPAMDs shall be boarded by persons with disabilities on any [AUTHORITY] bus as follows:

1. The bus operator shall not board a customer with an EPAMD unless a wheelchair securement position is vacant.
2. The bus operator will deploy the wheelchair lift so a customer may either pull or push the EPAMD onto the wheelchair lift and/or ramp.
3. The EPAMD customer must, without assistance from the bus operator, maneuver the EPAMD onto the wheelchair lift and/or ramp with the EPAMD in the "off" mode.

4. The customer must accompany the EPAMD on the wheelchair lift but may not ride the EPAMD on the lift. The customer may need to lower his or her head to avoid hitting the top of the door opening when the wheelchair lift and/or ramp is in motion.
5. On reaching the bus interior, the customer must maneuver the EPAMD, without assistance from the bus operator, to the wheelchair securement area with the EPAMD in the "off" mode.

## **VIII. EPAMD SECUREMENT**

EPAMDs shall be secured on fixed-route buses generally as follows:

1. The customer shall position the EPAMD in the wheelchair securement area.
2. The straps available on the bus for the securement of a wheelchair are to be used to secure the lower portion of the EPAMD.
3. To prevent the upper portion (lean steer frame and handlebar) of the EPAMD from moving, **the customer must bring an additional "bungee" type securement strap** to secure the upper portion to the handrail of the bus.

## **IX. DISEMBARKING THE BUS**

1. The EPAMD customer shall remove the securement straps from the EPAMD after the bus has stopped at the bus stop or destination.
2. The EPAMD customer shall be responsible for pushing or pulling the EPAMD to the wheelchair lift and/or ramp area for handling the EPAMD on the wheelchair lift and/or ramp.
3. The EPAMD customer may need to lower his or her head to avoid hitting the top of the door opening when the lift is in motion.
4. The EPAMD must remain "off" until after the customer has pushed or pulled the EPAMD from the wheelchair lift and/or ramp.

## **X. FARES**

This Policy and resulting use of an EPAMD shall not impact fares required for use of the bus system.

## **[AUTHORITY] MOBILITY DEVICE SECUREMENT POLICY**

[AUTHORITY] requires that all common wheelchairs, and/or mobility devices, along with the individual be secured with all provided securement devices and seatbelts. All passengers are required to wear seatbelts.

Those individuals whom do not want their wheelchair secured but are physically able to transfer to a seat will be asked to do so and to wear the appropriate seatbelt. The wheelchair, or mobility device, must then be either secured or folded and placed in a position as to not allow freedom of movement while the bus is in motion.

Any individual with a common wheelchair or mobility device that can be secured, but refuses to allow the device to be secured, will have potential hazards explained to them. These hazards may include, but not be limited to, those that could result in damage or injury to themselves and/or their mobility device from not being properly secured while in transit should an accident or incident occur. They also may have future service declined to them.

If a particular type of common wheelchair or mobility device cannot be secured, the individual will not be denied transportation. Instead, if the individual is physically able to, he/she will be asked to transfer to a seat and will be required to wear a seatbelt. If physically unable, he/she will be asked to remain in their mobility device and will be asked to be secured, at a minimum, with the shoulder harness seatbelt.

In the event that medical circumstances prohibit securement, a reasonable accommodation request will be processed.

## **SHARED RIDE AND PARATRANSIT VEHICLE MISS/NO-SHOW POLICY**

The Board of Directors, in keeping with the provisions of the Americans with Disabilities Act and the requirements for providing timely service adopts the following procedures for no-shows and misses by passengers- and operators- in the implementation of their ADA paratransit service. It is [AUTHORITY]'s policy to record all missed trips and no show trips for all passengers in order to apply appropriate sanctions if it is necessary when customers establish a pattern of excessive no-shows.

In addition to our drivers providing their best efforts to provide timely and efficient service, it is critical that passengers and their customers and riders are also on-time for the service. Timeliness is critical to ensure that [AUTHORITY] vehicles operate efficiently and that other riders obtain the best service possible to reach their destination in a timely fashion. Therefore, [AUTHORITY] has adopted the following policy to outline what the system defines as a "no-show" to provide methods of canceling trips and to outline sanctions for those patrons who habitually miss rides.

### **I. [AUTHORITY]'S POLICY REGARDING ON-TIME PERFORMANCE FOR PARATRANSIT OPERATIONS:**

[AUTHORITY] makes it a policy that its on-time performance shall be 15 minutes prior to the scheduled trip or 15 minutes after the scheduled trip time. Therefore, passengers should schedule their trips in a manner that allows them to meet their vehicle within this window and in a manner that allows for the range of scheduling to meet their final destination.

[AUTHORITY] will contact all scheduled rides \_\_\_\_\_ to remind them of their trip. It is up to all passengers to understand the timeframe for a driver's arrival as established in this policy.

### **II. NO STRAND POLICY**

[AUTHORITY] will never leave you stranded away from your home if you were scheduled for a paratransit ride that day. If you miss a return trip you should contact [AUTHORITY] at \_\_\_\_\_ for assistance. (YOU SHOULD DECIDE HOW YOU WANT TO HANDLE THE NO STRAND POLICY). If a passenger has been transported to his destination, you will not be stranded; however, [AUTHORITY] cannot guarantee a particular pick-up window.

### **III. SCHEDULING AT [AUTHORITY]**

[AUTHORITY] schedules pick-up and return trips separately. [AUTHORITY] assumes that all return trips are needed unless canceled. In the event that you are a “no-show” for your first scheduled trip of the day, [AUTHORITY] will automatically cancel subsequent trips for that day. If you do not need a return trip, you need to cancel that trip as soon as possible.

If you have an appointment, be sure that the reservations agent knows of your appointment time so that they can schedule your trip appropriately. When advising your appointment time, be sure to allow yourself enough time to get from the vehicle to the actual appointment. Example: If you have to be at work or have a medical appointment at 9:00 a.m., but will need fifteen (15) minutes to get to your desk or to sign in, tell customer service that your appointment is at 8:45 a.m.

Doctor's appointments are always late! When making return reservations, please schedule the return trip to leave yourself plenty of time to meet the vehicle on time.

Customers who would like to cancel a trip must contact their carrier directly at least one (1) hour before the scheduled pick-up time to avoid the trip being classified as a late-cancelled trip.

Same-day trip changes will only be permitted if two (2) hours' notice is provided and the carrier's schedule can accommodate the desired change.

### **IV. DEFINITION OF MISS/NO-SHOW**

A “no-show” or “miss” occurs when:

- You fail to show up for your scheduled trip
- You fail to cancel 1 hour prior to your scheduled trip
- You are not ready within 5 minutes of the driver's arrival during the pick-up window

[AUTHORITY] will not consider your trip a “miss” under various circumstances, including:

- Accidents
- Family emergency
- Personal care attendant did not arrive on time to assist the rider

“No Shows” are not excused when the trip is not canceled at least one (1) hour prior to the scheduled pick-up time and is missed for one of several reasons, including but not limited to:

- A passenger did not want to travel on that date
- A passenger received another ride
- Passenger did not contact [AUTHORITY] to advise them that they were not planning to travel

Should you encounter an emergency situation, please contact [AUTHORITY] as soon as possible to alert transit staff of your circumstances. Taking these steps may prevent your trip from being recorded as a “no-show” and deter [AUTHORITY] from imposing any service suspensions.

A miss will not be considered to affect a rider’s riding privileges when there are circumstances beyond a passenger’s control such as driver lateness or transit agency error. Additional factors such as illness, failure of a companion to arrive or additional factors may be considered as “beyond a rider’s control” for purposes of this “miss/no-show” policy. [FTA recommends that you get public input here- I will discuss that with you -as a “procedure” as opposed to a policy]

In the event that a passenger knows ahead of their scheduled ride that they will be forced to “miss” a trip due to factors such as illness or other bona fide known reason, the passenger should contact [AUTHORITY] at \_\_\_\_\_ to advise them of their circumstance.

## V. SANCTIONS

[AUTHORITY] will impose sanctions for riders who have a pattern or practice of missing scheduled trips. Sanctions may include suspension from service for a period of time.

In the event of sanctions due to a pattern or practice of missing schedule trips, or a “no show” that a rider disputes, an appeal may be filed to [AUTHORITY]’s EEO Officer within thirty (30) days of the disputed “no show”.

All appeals must be submitted in writing within thirty (30) days. Please include the time, date and pick up address if you are appealing a “no-show” ride that you are appealing.

You may obtain forms for appealing “no-shows” on the [AUTHORITY] website at \_\_\_\_\_ or write to [AUTHORITY] at \_\_\_\_\_.

## **DISRUPTIVE PASSENGER POLICY**

The [Authority]'s passengers and employees are what makes providing the public service we provide each day possible. While the [Authority] seeks to provide rides to all eligible passengers, it is mindful of the safety and security of its other passengers and employees. In keeping with the [Authority]'s goals, the Board is publicly posting its policy on what happens when confronted with behavior that is not acceptable as well as the process and procedures for notifying passengers of service interruption and appeal rights.

### **I. DISRUPTIVE BEHAVIOR**

When riding a [Authority]'s Vehicle, customer conduct will not be accepted nor allowed that is violent, seriously disruptive, or illegal.

The [Authority] may suspend individual passengers and/or refuse service to an individual with a disability who engages in violent, seriously disruptive, or illegal conduct, using the same standards for exclusion that would apply to any other person who acted in such an inappropriate way.

*The [Authority] will not refuse to provide service to an individual with disabilities solely because the individual's disability results in appearance or involuntary behavior that may offend, annoy, or inconvenience employees of the entity or other persons.<sup>1</sup> When faced with an incident involving violent, seriously disruptive, or illegal conduct, the vehicle's operator will complete an incident report detailing the situation and forward it to the Operations Supervisor at the conclusion of the shift. In cases of imminent danger or harm, the vehicle operator shall make the necessary report as in the case of any such incident on a [Authority] vehicle.*

With regard to considering a "direct threat" U.S. Department of Justice regulations state in 28 CFR Sec. 36.208. In determining whether an individual poses a direct threat to the health or safety of others, a public accommodation must make an individualized assessment, based on reasonable judgment that relies on current medical knowledge or on the best available objective evidence, to ascertain: the nature, duration, and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk.

Examples of the violent, seriously disruptive, or illegal conduct resulting in “refusal to provide service” include but are not limited to the following:

- Disrupting the driver while he/she is driving the vehicle.
- Engaging in any conduct or activity that represents a danger to himself/herself, to other passengers or to the driver.
- Making physical or verbal threats to the driver or to other passengers. Such threats may be either verbal or written.
- Damaging or destroying vehicle equipment or any employee’s or passenger’s property.
- Getting out of the seat while the vehicle is in motion or while the trip is underway.
- Refusing to wear a seat belt.
- Smoking, consuming alcoholic beverages or any illegal substance while on board the Sun Van vehicle.
- Disrupting other passengers.
- Disrobing.
- Swearing, name calling and/or abusive language.
- Personal Hygiene condition, resulting in a public health hazard.

## **II. PROCESSING DISRUPTIVE BEHAVIOR:**

If a customer engages in violent, seriously disruptive, or illegal conduct, the offending customer will:

1. Immediately be asked by either the vehicle’s operator or other member of the [Authority]’s management staff to stop or correct the disruptive behavior. If the customer continues to engage in a violent, seriously disruptive, or illegal behavior, assistance will be sought as necessary; and
2. Be issued a letter detailing the incident. The letter will also outline the subsequent “suspension of service” notification to the passenger and will include the reason for such determination. A copy of the letter will also be sent to the passenger’s guardian, and/or the passenger’s service provider. Despite this notification, the [Authority]’s staff must be mindful of the critical importance of maintaining confidentiality concerning information about a passenger’s identity, personal circumstances, disability status, etc.

Further suspensions up to and including refusal of service will be determined at exclusive discretion of Director of Operations in the event that the suspension of service have not mitigated the disruptive situation.

### **III. APPEALS PROCESS**

Adequate documentation must be on file to support the decision that a cause for suspension has been identified and carefully investigated, and that action is warranted.

When possible, if sanctions are imposed, the customer must be notified ahead of time in writing or in accessible format

If an immediate sanction is imposed, a verbal notification must be swiftly followed by the required written or accessible format notice.

The notice must identify the basis for the proposed action with specifics and describe the proposed sanction. It must notify the customer of his/her right to appeal and how to file an appeal.

Customers who are issued a "refusal to provide service" letter will have the right to appeal the suspension, as described below:

1. The individual will have sixty (60) calendar days from the date of the notification letter to file an appeal with the [Authority]'s EEO Officer. The information concerning the appeals process will be included in the correspondence sent to the offending customer, caregiver, guardian or advocate. Sun Van will provide transportation to the appealing party to and from the hearing free of charge.
2. If during the ADA appeals process it has been determined the [Authority] has legitimately refused service to someone who has engaged in violent, seriously disruptive, or illegal conduct, either the EEO Officer may choose to provide conditional service to him or her on actions that would mitigate the problem. For example, the EEO Officer could choose to require an attendant as a condition of providing service it otherwise had the right to refuse.
3. In evaluating the request, the EEO Officer may hold a hearing and otherwise gather evidence regarding the claim and the proposed sanction. The passenger may have an opportunity to present evidence and witnesses at the appointed time. The EEO Officers findings will be final and binding.

<sup>2</sup> 49 CFR, Part 37.5 (App.D) "If an entity may legitimately refuse service to someone, it may condition service to him on actions that would mitigate the problem. The entity could require an attendant as a condition of providing service it otherwise had the right to refuse.

## **[AUTHORITY] PARATRANSIT (ACCESS) CUSTOMER COMPLAINT POLICY**

### **POLICY SUMMARY**

It is the policy of [AUTHORITY] to receive complaints or comments from Access riders and to maintain summaries or complaints and resolutions in accordance.

### **STANDARDS FOR PUBLIC INFORMATION**

[AUTHORITY] has a written complaint policy for Access service which is distributed via the User Guide, on the [AUTHORITY] web site, and in a single topic brochure "How to Register a Compliment or a Complaint." This brochure is distributed to agencies throughout the community and to Access customers. The complaint procedure is used as a tool to investigate and correct individual or systemic problems, to educate customers, to improve service quality, to identify gaps in service and to increase confidence in the system. Consumers are confident that lodging a complaint does not prompt negative personal consequences.

### **COMPLAINT POLICIES**

- A complaint is a record of dissatisfaction about any aspect of the service and may be registered by anyone.
- Complaints are accepted at the Access Customer Service Center by telephone, in person or in writing.
- Access drivers and the Access contractor (Ed's Rides) are prohibited from accepting complaints from customers and instructed to inform customers of the complaint procedure.
- There is no arbitrary "strict limit" on the age of a complaint except as is practical for investigation
- Customers will receive a response within 10 business days to every complaint filed
- Customers will be protected from retaliation and when appropriate or necessary will be guaranteed confidentiality
- [AUTHORITY] maintains a "separation of authority" for the complaint investigation and resolution process – complaints are reviewed by administrative staff not involved in the original situation.

## COMPLAINT PROCEDURES

- Complaints are recorded on the complaint form and assigned a unique log number for tracking and retrieval.
- Complaints are forwarded on the same day to the supervisor responsible for investigation, (Director of Shared Ride Operations) either for service provided by Access or regarding the performance of the contractor (Ed's Rides.)
- Access contractor (Ed's Rides) is required to provide written responses to complaints to [AUTHORITY] within 4 working days of receipt of the complaint.
- All contact is documented, including when and by whom, the result of the investigation and required action. Each valid complaint is coded according to both the outcome (late arrival) and the cause (dispatching error) in order to identify the specific reasons for poor service and identify remedies.
- Corrective action is documented
- A monthly report summarizing valid complaints is prepared for [AUTHORITY] senior administrators including the type and number of complaints, and whether they apply to Access or the contractor.
- A secondary report listing the cause of each complaint is also prepared for [AUTHORITY] senior administrators.
- Complaints and all supporting documentation is filed in log number order, scanned, and kept on file at [AUTHORITY] for five years.

## COMPLAINT STANDARDS

- Customers will receive a response within 10 business days of receipt of the complaint
- The monthly complaint summary report will be completed and provided to the Executive Director no later than the 20<sup>th</sup> of the following month.
- The rate of complaints will be not more than 60 per 100,000 trips, with a goal of not more than 40 per 100,000 trips.

**SAMPLE  
STANDARDS  
AND  
PROCEDURES**

**[AUTHORITY] POLICY**  
**TELEPHONE HOLD TIME STANDARDS - ACCESS**

**POLICY**

It is the policy of [AUTHORITY] to have minimum telephone hold times, and no busy signals for reservations and “where’s my ride” calls within the Access Paratransit system.

**STANDARDS**

- A minimum of 95% of SEATS calls will be answered in three minutes, and 99% of calls will be answered in five minutes.

**POLICIES**

Telephone hold times will be monitored using the reports from the ACD system and reviewed by the Director of Paratransit Operations on a monthly basis.

## **[AUTHORITY] NEXT DAY RESERVATION POLICY - ACCESS ADA PARATRANSIT**

### **POLICY**

It is the policy of [AUTHORITY] to accept next day reservations for Access ADA Paratransit. Access customers are also permitted to make reservations xx days in advance. There will be no trip denials for Access ADA Paratransit. Under the DOT ADA regulations, Access is permitted to negotiate pick up times with ADA eligible customers as long as the time Access offers is no more than an hour before or after the time the customer wishes to travel. Customers may be asked to adjust their times to accommodate a shared ride or ensure an on time arrival to their appointments, but time changes will be negotiated with the customer. Next day reservations are required for all trips - [AUTHORITY] does not offer same day service for its Access ADA program.

An on time arrival is one in which the customer arrives at the destination not more than 30 minutes prior to the appointment time and 0 minutes after the appointment time. Reservationists will work with customers to determine the correct pickup time for an on time arrival. On time arrivals apply to trips from home to a destination, and not to return trips which have no appointment time. In order to set the proper time for a return ride, the reservationist and the customer must work together to determine the earliest time the customer will be ready to leave from the appointment.

### **DAYS AND HOURS**

[AUTHORITY] Fixed Route Service does not operate on New Year's Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, and Christmas Day. COLTS Administrative Offices are closed New Year's Day, Martin Luther King, Jr. Day, President's Day, Good Friday, Memorial Day, July 4, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving, and Christmas Day.

[AUTHORITY] Administrative Offices are open 8:30 a.m. to 4 p.m., Monday through Friday. [AUTHORITY] does not operate on Sundays.

## **[AUTHORITY] POLICIES AND PROCEDURES - MONITORING ACCESS ON TIME PERFORMANCE**

### **POLICY**

It is the policy of [AUTHORITY] that on time performance for pickups and arrivals will be evaluated monthly by comparing driver notations of pickup and arrival time from the manifest with actual AVL records.

### **PROCEDURE – REVIEW SAMPLE OF RECORDS**

Until such time as AVL records are integrated with driver manifests, monitoring will be completed manually using a statistically significant sample size. The sampling size and procedures have been developed for [AUTHORITY] by an independent statistician.

To achieve 90% confidence that the actual on time percentage falls within a range of +/- 2% of the sample result, a quarterly sample of 2400 (based on average ridership of 800 trips per month) requires a sample size of 284 to achieve a 90% level of confidence. 95 trips will be sampled and reviewed every month.

The on time performance of the sample trips is tabulated to be 94.0%. We can then be reasonably confident that the actual on time performance of the 800 trips falls between 92.1% and 95.9%.

A simple skip pattern, choosing every fourth record, is almost as reliable as using a random number generator and will be the process used by [AUTHORITY].

### **PROCEDURE – REVIEW DATA**

For each trip selected, Access staff will use an Excel spread sheet to enter the trip number, the driver name, the data from the driver manifest (scheduled time, pickup time and arrival time) and the same data from the review of the AVL records. Trips performed outside the on time window will be highlighted for review by the Director of Paratransit Operations for evaluation of causes, patterns, and potential actions.

**[AUTHORITY] POLICY**  
**ON TIME PERFORMANCE FOR ARRIVALS - ACCESS**

**DEFINITION**

An on time arrival is one in which the customer arrives at the destination not more than 30 minutes prior to the appointment time and 0 minutes after the appointment time. Reservationists will work with customers to determine the correct pickup time for an on time arrival, including and negotiation which may be necessary. On time arrivals apply to trips from home to a destination, not to return trips which have no appointment time. In order to set the proper time for a return ride – the reservationist must determine the earliest time the customer can be ready to leave.

**STANDARDS**

- A minimum of 95% of trips will have arrivals within the on time window, with a goal of 100% of trips to have on time arrivals.
- Not more than 2% of late arrivals will be more than 15 minutes late

**POLICIES**

The on time performance standard may be relaxed at the discretion of [AUTHORITY] in circumstances where situations beyond the control of the provider negatively impact on time performance, such as severe winter weather. Such dates and times will be documented and approved by the general manager, and those service days will not be included in the on time performance calculation for the month.

**[AUTHORITY] POLICY**  
**ON TIME PERFORMANCE FOR PICKUPS - ACCESS**

**DEFINITION**

An on time pickup is one in which the vehicle arrives not more than 15 minutes prior and not more than 15 minutes after the scheduled pickup time. An early trip is one in which the driver arrives more than 5 minutes prior to the on time window. Customers requesting a will call return will be picked up within 45 minutes of their call in order to comply with on time performance standards.

A missed trip is one in which the vehicle does not arrive at all, or arrives outside the on-time window (more than 15 minutes early or late) and the customer chooses not to take the ride.

**STANDARDS**

- A minimum of 94% of trips will be picked up with in the on time window, with a goal of 100% of trips to have on time pickups.
- Not more than 2% of trips will be early (arriving more than 15 minutes prior to the scheduled pickup time.)
- Not more than 2% of late trips will be more than 60 minutes late\*\*
- Not more than 2% of trips will be missed trips

**POLICIES**

[AUTHORITY] will conduct monthly reviews of untimely trips in order to identify possible remedies, ensure there is no pattern or practice of untimely service, and will consistently work toward the goal of 100% of trips performed on time.

The on time performance standard may be relaxed at the discretion of [AUTHORITY] in circumstances where situations beyond the control of the provider negatively impact on time performance, such as severe winter weather. Such dates and times will be documented and approved by the general manager, and those service days will be documented separately and will not be included in the on time performance calculation for the month.

*\*\*For the purpose of this policy, late is defined as the number of minutes after the negotiated pickup time, excluding the on time window. A vehicle which arrives at 10:30 for a 10:00 scheduled pickup is considered 30 minutes late.*

## **PERFORMANCE AND REPORTING STANDARDS FOR [AUTHORITY] - ACCESS SERVICE**

### **ON-TIME PERFORMANCE STANDARDS**

The on time performance standards apply to both service provided by [AUTHORITY] directly and contracted service.

An on time pickup is one for which vehicles arrive no more than 15 minutes after or 15 minutes before the scheduled pickup time (the “on time /early pickup window” ), under normal operating conditions. Customers requesting a call-for-return trip shall be picked up within 45 minutes of the time the call was received (the on time will call window), in order to comply with on-time performance standards

An on time arrival is one which is not more than 30 minutes early (the “on time arrival window” based on the customer’s known appointment time) and 0 minutes late.

All Access service shall meet the following minimum on-time performance standards and work towards achieving an on time performance goal of 100% in each area on a monthly basis:

- A minimum of 94% of trips will be picked up within the on time/early window (not more than 15 minutes before the scheduled pickup time) (“Minimum On-Time/Early Pick-Ups”)
- A minimum of 95% of all trips with a known appointment time will have arrival times within standards (not more than 30 minutes prior to the known appointment, and 0 minutes after.) (“Minimum On-Time Arrivals”)
- Early trips will be considered untimely if they are more than 5 minutes early (5 minutes earlier than the 15 minute on time window.)
- A maximum of 2% of trips will be early (Not more than 5 minutes before the on time pickup window, or 20 minutes earlier than the scheduled time).
- Not more than 2% of late trips will be more than 60 minutes late (45 minutes beyond the on time pickup window)
- The standard for missed trips shall be 2% or less, with the goal of 0% missed trips. (Vehicle arrival more than 15 minutes past the scheduled time, and customer chooses not to go.)

### **RIDE TIME STANDARDS**

The standard for ride time shall be a minimum of 25 minutes and a maximum of 45 minutes, depending on the comparable fixed route transit trip. A minimum of 95% of trips will have ride times within standards, with a goal of 0 trips with ride times over 60 minutes.

## REGISTERING COMPLAINTS

Contractor understands that [AUTHORITY] has established a complaint procedure available to all applicants and recipients of Access service, and Contractor will cooperate in informing all such applicants and/or service recipients of their right to file formal complaints through this procedure,

Contractor shall direct all customer complaints to the [AUTHORITY] office. [AUTHORITY] staff will be responsible for accepting all complaints from customers, agencies, and other advocates or interested parties. Complaints will be documented and investigated, and appropriate action will be taken promptly. The customer and Contractor will be notified of the disposition of the complaint. [AUTHORITY] reserves the right to protect a customer's confidentiality in the investigation of a complaint. Contractor shall respond to [AUTHORITY] by phone or in writing, as requested by [AUTHORITY], within four working days of receiving a complaint from [AUTHORITY]. The response shall clearly address the substance of the complaint and offer resolution, as needed.

## CUSTOMER COMPLAINT STANDARDS

Access and Contractor shall each meet a complaint standard of fewer than 60 valid complaints per 100,000 passenger trips, and work towards achieving a goal of fewer than 40 valid complaints per 100,000 passenger trips, on a monthly basis. The number of valid complaints shall be as determined by [AUTHORITY].

## TELEPHONE HOLD TIME STANDARDS

Access and Contractor shall meet or exceed the [AUTHORITY] telephone hold time standard for Access service. A minimum of 95% of Access calls will be answered in three minutes and 99% of calls will be answered within five minutes. [AUTHORITY] will conduct a monthly review of calls with hold times over 5 minutes to determine the cause and potential remedy, and to ensure that there is no pattern or practice of excessive hold times.

### **SUBMISSION OF DRIVER MANIFESTS (IF PAPER MANIFESTS ARE USED)**

Contractor shall submit original vehicle manifests including all notations, changes and corrections made by drivers, in support of billings. Errors and corrections on these records shall be lined out, rather than erased. For every trip, the driver must note:

- o Scheduled and actual pickup times, using military time
- o In the event of a no show or missed trip – actual arrival and dwell time, using military time
- o Actual drop-off time, using military time
- o Four-digit odometer readings, including tenths of a mile
- o Driver's original signature

Manifests signed on behalf of Contractor by someone other than the driver shall not be accepted by [AUTHORITY] as basis for payment. Electronic signatures are not accepted.

Manifests must be completed by the driver in ink. No correction fluid or tape may be used to correct the manifest.

Manifests must be received at [AUTHORITY] no later than three days following the date of service provided.

### **CANCELLATIONS FOLLOWING NO SHOWS**

Under no circumstances may a return trip be automatically cancelled if the customer has been a no show for the first trip. Customers are instructed to call the provider to cancel a return if it is not needed. The return of any subsequent trips may only be cancelled if positive confirmation of the cancellation has been received from the customer.

# **OTHER SAMPLE DOCUMENTS**

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# Special Services Guide

## *Shared-Ride (Paratransit)*

### *Program Information*

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## OVERVIEW OF THE [AUTHORITY] SPECIAL SERVICES

### WHAT IS SHARED-RIDE (PARATRANSIT) SERVICES?

The [Authority] operates a shared-ride (paratransit) program called Special Services for senior citizens and persons with disabilities in [Authority]'s County. This door-to-door transportation service is available to those who are unable to use the [Authority]'s fixed-route bus system. It is a shared ride transportation service where trips are grouped together depending upon their travel time and locations. These services are usually sponsored by a human service agency or the Pennsylvania Department of Transportation.

[Authority] Special Services is not a "taxi" service and is not a non-stop ride for one person. [Authority] Special Services does not provide emergency medical transportation services.

[Authority] Special Services offers many programs for specific needs. There is an application process and reservation requirements. The transportation is provided by the [Authority].

This guide was created to help explain the various programs available and to help communicate the various guidelines and requirements for the [Authority] Special Services.

## DESCRIPTION OF SPECIAL SERVICES PROGRAMS

### SENIOR SHARED RIDE PROGRAM

Senior Citizens who are 65 years of age or older are eligible. There is no restriction on purpose of the trip so seniors can travel for any kind of trip; medical appointments, shopping, recreation, senior centers and more. There is a copay each time a senior rides that averages about 15% of the total cost of the trip.

### MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)

County residents who have Medical Assistance (hold an Access Card) and meet specific requirements are eligible. The **MATP Program** provides free transportation to medical appointments and any service that Medical Assistance pays for including therapies, tests, dental visits, trips to the pharmacy, and trips to medical equipment suppliers.

Various transportation options are available under the **MATP Program** based on accessibility including: fixed-route transportation, mileage reimbursement and door-to-door service.

**MATP FIXED ROUTE** is for customers who live along an established bus route and are able to use the fixed-route bus are eligible for MATP Fixed Route 20 – Trip Ticket. Physician and/or provider of service (*i.e.* pharmacy) verification is required.

### MATP MILEAGE REIMBURSEMENT

Customers who have Medical Assistance and have access to private vehicles but cannot meet their own transportation needs may be eligible for the **MATP Mileage Reimbursement Program**. This reimbursement will be at a specified rate per mile for travel expenses. Physician and/or provider of service (*i.e.* pharmacy) verification is required.

### MATP DOOR-TO-DOOR

Customers who have Medical Assistance may be eligible for the shared ride transportation provided by Special Services for medical trips.

### ADA COMPLEMENTARY PROGRAM (ADA)

Individuals with a qualifying disability preventing them from riding a regular **[Authority]** bus may use Special Services under the **ADA program**. The passenger must live or travel within  $\frac{3}{4}$  of a mile of a bus route. This service operates during the same days and same hours as the fixed route service. This type of transportation can be used for any kind of trip; medical appointments, shopping, recreation, senior centers and more. The cost of a one-way ADA trip on the door-to-door service is typically twice the amount of the current fixed-route bus fare.

## **DESCRIPTION OF SPECIAL SERVICES PROGRAMS**

### **PERSONS WITH DISABILITIES**

#### **PROGRAM (PWD)**

Individuals with a disability are eligible for this program if they need transportation in areas (1) not served by the fixed route (mostly rural areas), (2) not eligible for any other funding sources and (3) are between the ages of 18-64.

# SENIOR CITIZEN SHARED RIDE PROGRAM

## SENIOR CITIZEN SHARED RIDE PROGRAM

Senior Citizens who are 65 years of age or older are eligible. There is no restriction on purpose of the trip, so seniors may travel for medical appointments, shopping, recreation, senior centers and more. There is a copay each time a senior rides that averages about 15% of the total cost of the trip.

## APPLYING FOR THE SENIOR CITIZEN SHARED RIDE PROGRAM

An application must be completed to be eligible for the service. An application can be obtained by:

**Phone:** Call (XXX) XXX-XXXX and a customer service representative will mail one.

**In Person:** Applications can also be completed at:

[Authority]'s Special Services Office  
123 Transportation Avenue,  
Anywhere, Pennsylvania 12345

Proof of Age is required for the program's approval. A copy of the proof of age must be attached with the senior application. The following are the acceptable proofs of age documents:

- A valid driver's license
- A Pennsylvania State Photo ID
- A birth or baptismal certificate
- Armed Forces discharge or separation papers
- A passport
- Naturalization papers
- PACE Card
- Statement of age verification from the Social Security Administration

## SCHEDULING A TRIP

Trip reservations may be scheduled by calling (XXX) XXX-XXXX between 8:00 a.m. and 5:30 p.m., Monday through Friday. Trips must be scheduled at least two working days in advance.

Transportation for seniors is generally available Monday through Friday from 5:30 a.m. to 6:30 p.m. daily. Monday through Friday evening service from 6:30 p.m. to 10:30 p.m. is available for medical only - pick up address and destination must be located within  $\frac{3}{4}$  miles of fixed route bus service.

Saturday service is available 5:30 a.m. to 10:30 p.m. for medical trips only - pick up address and destination must be located within  $\frac{3}{4}$  miles of fixed route bus service. Transportation in the county is available Monday through Friday with times varying on where the customer lives.

When calling to schedule a trip, please have the following information ready:

- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return times
- Any special assistance requirements.

Customers should be ready early and wait for the driver at the exact address given when making the reservation. Wait where you can see the vehicle approach. The drivers can wait only 5 minutes for you.

# ADA COMPLEMENTARY SHARED RIDE PROGRAM

## ADA COMPLEMENTARY SHARED RIDE PROGRAM

Individuals who have a disability may be eligible for shared ride transportation with Special Services if their disability prevents them from independently boarding a bus or they must travel more than  $\frac{3}{4}$  of a mile to or from a bus stop.

### WHAT IS THE AMERICANS WITH DISABILITIES ACT (ADA)?

The Americans with Disabilities Act (ADA) is a civil rights law. The intent of the ADA is to remove barriers that have prevented people with disabilities from fully participating in life. Under the ADA, Fixed Route service (regular city buses) is to be the primary means of public transportation for everyone, including people with disabilities.

### APPLYING FOR THE ADA SHARED RIDE PROGRAM

An application must be completed to determine eligibility. An application can be obtained by:

**Phone:** Call (XXX) XXX-XXXX and a customer service representative will mail one.

**In Person:** Applications can also be completed at: The [Authority]'s Special Services Office, 123 Transportation Avenue, Anywhere, Pennsylvania 12345.

Individuals are required to have their disability certified by their physician.

### HOW QUICKLY CAN AN ADA COMPLEMENTARY SHARED RIDE APPLICATION BE PROCESSED?

Within 21 days of receiving an ADA application for service, the [Authority] is required to make a determination of eligibility.

### SCHEDULING A TRIP?

Reservations can be made between the hours of 8:00 a.m. to 5:30 p.m., Monday through Friday. The [Authority] uses an answering machine device to take "ADA eligible" trip requests on Saturdays and Sundays and Holidays. Saturday, Sunday and Holiday trip requests must be called in to the answering machine between the hours of 8:00 a.m. and 5:30 p.m. Calls received outside of those hours will not be scheduled. It is important to remember that you must be certified as being "ADA eligible" and be taking an "ADA eligible" trip BEFORE you can take advantage of the previous-day advance reservation request.

When calling to schedule a trip, please have the following information ready:

- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return times
- Any special assistance requirements.

Customers should be ready early and wait for the driver at the exact address given when making the reservation. Wait where you can see the vehicle approach. The drivers can wait only 5 minutes for you.

## ADA COMPLEMENTARY SHARED RIDE PROGRAM

### HOW MUCH DOES IT COST TO RIDE?

ADA Certified individuals will pay no more than twice the fare of someone riding the same route on a [Authority] fixed-route bus.

### CAN I TRAVEL WITH A FRIEND?

A companion may travel with you. Your companion will pay the same fare as you for each ride. Additional fare paying companions will be permitted if space is available. If you require the assistance of a personal care attendant, your attendant will ride free of charge only if you are certified in advance to travel with an attendant.

### HOW TO CANCEL A TRIP?

Customers should inform the [Authority] at (XXX) XXX-XXXX no later than 30 minutes prior to your pick-up time to cancel any trips. Cancellations can be made between 6:00 a.m. and 6:00 p.m., Monday through Friday, or you may leave a message during the holidays or non-business hours. Try to call the day before if you feel you will not be able to make your appointment. If the customer does not cancel the trip, a "No Show" will be issued.

### ADA "NO SHOW" POLICY

Failure to cancel a trip at least 30 minutes in advance of the scheduled pick-up time or choosing not to travel upon arrival of the vehicle will result in a "No Show".

Customers who receive 3 "No Shows" in one calendar month period will be suspended for 7 days.

# MEDICAL TRANSPORTATION ASSISTANCE PROGRAM (MATP)

## **MEDICAL TRANSPORTATION ASSISTANCE PROGRAM (MATP)**

County residents who have Medical Assistance (hold an ACCESS Card) and meet specific requirements are eligible. The MATP program provides free transportation to medical appointments and any service the Medical Assistance pays for including, therapies, tests, dental visits, trips to the pharmacies and trips to medical equipment suppliers. The Pennsylvania Department of Public Welfare funds MATP. In [Authority]'s County, the [Authority] manages the MATP Program.

Various transportation options are available under the MATP Program based on accessibility including: fixed-route transportation, mileage reimbursement and door-to-door service. The [Authority] is required to provide customers with the least expensive, most appropriate service available for the customer.

**MATP SHARED RIDE SERVICE** is a shared-ride transportation service provided by the [Authority] Special Services and our sub-contractor.

**APPLYING FOR THE MATP PROGRAM**

An application must be completed within 30 days of the date of recipient's eligibility for the MATP is verified. Eligible recipients may be transported for up to 30 days without a signed application. An application can be obtained by:

**Phone:** Call (XXX) XXX-XXXX and a customer service representative will mail one.

**In Person:** Applications can also be completed at: The [Authority]'s Special Services Office, 123 Transportation Avenue, Anywhere, Pennsylvania 12345.

Completed applications must be sent to the [Authority] to keep on file. Individuals are required to have their disability certified by their physician.

## **SCHEDULING A TRIP?**

Trip reservations may be scheduled by calling (XXX) XXX-XXXX between 8:00 a.m. and 5:30 p.m., Monday through Friday. Trips must be scheduled at least two working days in advance. Transportation for the MATP Program is generally available Monday through Friday between 5:30 a.m. to 6:00 p.m.

When calling to schedule a trip, please have the following information ready:

- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return times
- Any special assistance requirements.

Customers should be ready early and wait for the driver at the exact address given when making the reservation. Wait where you can see the vehicle approach. The drivers can wait only 5 minutes for you.

# MEDICAL TRANSPORTATION ASSISTANCE PROGRAM (MATP)

## ESCORT POLICY

You may bring someone with you as an escort at no cost in the following situations:

- If you are under 18, you can be escorted by a parent or other relative/guardian
- If you cannot travel independently or you need any assistance due to age, illness, physical or mental disability.

A physician's statement is necessary to verify this information.

**MATP FIXED-ROUTE 20 TRIP TICKET** is for customers who live along an established [Authority] bus route and are able to use the fixed-route bus. Physician and/or provider of service (*i.e.* pharmacy) verification is required.

**MATP MILEAGE REIMBURSEMENT** is for customers who have access to private vehicles but cannot meet their own transportation needs. This reimbursement will be at a specified rate per mile (currently \$0.12 per mile) for travel expenses. Physician and/or provider of service (*i.e.* pharmacy) verification is required. Reimbursement checks will be issued only when the total amount reaches or exceeds ten dollars (\$10). All mileage is verified using Google Maps.

## MATP "NO SHOW" POLICY

Failure to cancel a trip at least 30 minutes in advance of the scheduled pick-up time or choosing not to travel upon arrival of the vehicle will result in a "No Show".

Customers who have two (2) or more "No Shows" in a 90 day period shall receive a warning that an additional "No Show" will result in a suspension of service. If two (2) "No Shows" occur within a 90 day period, service will be suspended for 30 days. Customers will be notified ten days in advance of the suspension. Customers will have ten days to appeal the suspension. If the customer files an appeal within the first ten days of receipt of the notice, the [Authority] will not uphold the suspension until the appeal is resolved.

# PERSONS WITH DISABILITIES PROGRAM (PWD)

## PERSONS WITH DISABILITIES PROGRAM (PWD)

Individuals with a disability are eligible for this program if they need transportation in areas that are not served by the fixed route (mostly rural areas).

To qualify for the PWD program, you must:

- Be between the ages of 18 and 64.
- Have a disability as defined by the ADA and your disability must be certified by a physician or agency.
- Live in suburbs and be more than  $\frac{3}{4}$  mile from a bus route.

The Persons with Disabilities program does not replace services already being provided by the [Authority]. It has been designed to be the funding source of last resort.

## APPLYING FOR THE PERSONS WITH DISABILITIES PROGRAM

An application must be completed to determine eligibility. An application can be obtained by:

**Phone:** Call (XXX) XXX-XXXX and a customer service representative will mail one.

**In Person:** Applications can also be completed at: The [Authority]'s Special Services Office, 123 Transportation Avenue, Anywhere, Pennsylvania 12345.

Individuals are required to have their disability certified by their physician.

## SCHEDULING A TRIP

Trip reservations may be scheduled by calling (XXX) XXX-XXXX between 8:00 a.m. and 5:30 p.m., Monday through Friday. Trips must be scheduled at least two working days in advance.

Transportation for the PWD Program is generally available Monday through Friday between 5:30 a.m. to 6:00 p.m.

When calling to schedule a trip, please have the following information ready:

- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment and return times
- Any special assistance requirements.

Customers should be ready early and wait for the driver at the exact address given when making the reservation. Wait where you can see the vehicle approach. The drivers can wait only 5 minutes for you.

## TRAVELING WITH A PERSONAL CARE ATTENDANT

If you require the assistance of a personal care attendant to meet your mobility needs, your attendant may ride for free only if you are certified in advance to travel with an attendant.

A companion may travel with the customer. The companion will pay the full fare.

## GETTING STARTED – APPLICATION PROCESS

Some government agencies help fund the entire cost of transportation for customers or they pay a portion, leaving the customer with a smaller co-pay fare for each trip. Each program under the [Authority]’s Special Services has a different application and program guidelines to be eligible.

Once the correct application is completed and approved a customer can make reservations for their transportation needs.

### HOW TO APPLY

1. To receive an application by mail call (XXX) XXX-XXXX or 1-800-XXX-XXXX. Applications are also available on our website at [www.The\[Authority\]Bus.com](http://www.The[Authority]Bus.com)
2. All applications should be mailed to The [Authority], 123 Transportation Avenue, Anywhere, Pennsylvania 12345.
3. To apply in person, stop by the [Authority]’s Special Services Office, 123 Transportation Avenue, Anywhere, Pennsylvania 12345.
4. Proof of age is required for some programs to apply. The acceptable proofs of age include: Birth Certificate, Baptismal Certificate, Driver’s License, PACE Card, State I.D., Armed Forces Discharge/Separation papers, Passport or Naturalization papers, Statement of Age from Social Security Administration or Resident Alien Card.

The application process takes about 5 to 21 business days for acceptance. Upon acceptance, the applicant will receive an acceptance letter through the mail informing you that you have been approved for the service.

## RESERVATION PROCESS

### HOW DO I SCHEDULE A TRIP?

All shared-ride door-to-door trips require an advance reservation. All reservations must be made at least two days prior to the scheduled trip. You may schedule a trip as far ahead as two weeks. Recurring trips may also be scheduled to happen automatically without further calls to the [Authority]. These trips are placed on a “standing order” reservation.

Scheduling a trip can be done by calling (XXX) XXX-XXXX, Monday through Friday between 8:00 a.m. and 5:30 p.m.

### WHAT INFORMATION DO I NEED TO SCHEDULE A TRIP?

- Name
- Date of the trip
- The address where the customer wants to be picked up
- The full address of the final destination
- The appointment time
- Any mobility device that is required.

## ESCORTS

### ESCORTS/COMPANIONS

An escort/companion may travel with you on your trip. The escort/companion will pay the same fare as the customer.

## BE PREPARED FOR YOUR TRIP

### WHEN TO BE READY

Please be ready early and wait at the exact address used when scheduling your trip. The driver may only wait five minutes for you. Your promptness and consideration for other customers is greatly appreciated.

### PAYING YOUR FARE

Customers should have the co-pay ready when boarding the vehicle. The co-pay needs to be paid in cash. Please have the exact fare for the trip. The drivers do not provide change.

**All co-pays are due upon boarding the vehicle. If you have a co-pay for your trip, you must pay the driver when you board the vehicle.**

### PREPARING FOR THE LONG RIDE TIMES

Shared-ride service is not a "taxi" or non-stop service for one individual. Passengers share the vehicles with others taking trips at similar times in similar directions. Utilizing Shared-ride services, a customer's ride time will be approximately two and a half (2 ½) times as long as it may take to drive the trip in a personal vehicle. For instance, if it takes you one hour to reach a doctor's office traveling directly there in a personal vehicle, it may take you two and ½ hours to reach the same doctor's office when utilizing the [Authority]'s Special Services.

Given the reality of long ride times, passengers should plan for their individual needs accordingly. This may include packing necessary supplies. Please note that the [Authority] is not able to make additional stops at rest room facilities and the vehicles are not equipped with this amenity.

If a customer has oxygen or another medical aid, it must be in a pack or able to be properly secured. At times, our vehicles are delayed due to traffic, auto accidents, or unusual circumstances. Customers must have enough oxygen to last the duration of their trip.

### MOBILITY DEVICES/AIDS

All passengers who utilize wheelchairs must be properly secured before the vehicle may move. Wheelchairs and scooters now must allow to load on either frontward or backward. Riders may not ride lifts facing sideways.

Service animals are permitted on all [Authority] vehicles.

### BUS LIFT LIMITATIONS

Shared-ride vehicles have lifts that can accommodate a total combined weight of 750 pounds, which includes the mobility device and the customer. The lift can accommodate wheelchair dimensions of 34" x 51".

### DRIVER ASSISTANCE

If you need assistance, our drivers will gladly lend you a hand within reason. Drivers may not enter your residence to provide assistance for security reasons.

## BE PREPARED FOR YOUR TRIP

### SEAT BELTS

All customers and escorts are required to wear a seat belt if one is available.

### CHILD SAFETY SEATS

On shared-ride vehicles, customers must provide appropriate child safety seats according to Pennsylvania state law including; child safety seats for children under 4 and a booster seat for children between the ages 4 and 7. We will not transport passengers on shared-ride vehicles if appropriate child safety seats are not provided.

### CARRY-ON PACKAGES

To ensure timely service, customers are limited to two shopping bags. Drivers will assist customers to the front door of their place of residence or, if the customer is a resident of an apartment building to the front door of the building. If you have more than two shopping bags, you will be required to carry them yourself. Customers are welcome to bring a collapsible shopping cart on board the vehicle.

## FARES – HOW MUCH DO I PAY?

*Seniors* – Please check when booking your trip, you will be required to pay 15% of trip costs.

*ADA & PWD* – \$3.40 per trip

*General Public* – Full trip cost, please check when booking trip.

**IMPORTANT NOTE:** in the near future, the [Authority] will be installing new scheduling software. With this new software, the [Authority] will create a new, more simplified fare structure that will be based on mileage. More information will be given to the customers in the near future to explain these changes.

# CANCELLATIONS & "NO SHOW" POLICY

## CANCELLING A TRIP

Customers should inform the [Authority] at (XXX) XXX-XXXX no later than 30 minutes prior to your pick-up time to cancel any trips. Cancellations can be made between 6:00 a.m. and 6:00 p.m., Monday through Friday, or you may leave a message during holidays or non-business hours. Try to call the day before if you will not be able to make an appointment.

If the customer does not cancel the trip, a "No Show" will be issued. If you receive several no shows you may be placed on suspension and not be able to use the service.

## "NO SHOW" POLICY

A "No Show" occurs when a [Authority] provided vehicle arrives on-time for a scheduled trip, but the customer elects not to take the trip and has not cancelled the trip ahead of time.

- Customers must, whenever possible, cancel unwanted trips through the [Authority] office at (XXX) XXX-XXXX at least thirty (30) minutes prior to their pick-up time.
- Customers must be ready to ride, waiting at the address used in scheduling their trip.
- If a [Authority] vehicle arrives on-time for a scheduled pick-up and after waiting five (5) minutes the customer is not present, or decides not to take the trip, the customer will be considered a "No Show".

- On-time is defined as when the vehicle arrives at your scheduled pick-up time. If a vehicle arrives early, the customer is not obligated to board until their scheduled pick-up time.
- Even though an individual may fail to contact the [Authority] to cancel a trip, the return trip will not be automatically cancelled. The return trip will remain on the schedule.
- The [Authority] can impose sanctions for a pattern and practice of "No Shows" as listed below:
  - Trips missed by customers for reasons beyond their control, including trips missed due to [Authority] driver or system error, will not count in assessing "No Show" penalties. (However, the customer must inform the [Authority] about such circumstance).

The [Authority] will track and document all customer "No Shows" in customer's files. Before any penalties are imposed, the [Authority] will notify the customer in writing and provide a list of the "No Show" trips incurred.

Customers have the right to appeal or dispute the [Authority] "No Show" findings.

Upon request, the [Authority] will research "No Shows" for customers.

## CANCELLATIONS & "NO SHOW" POLICY

### "No Show" Policy Penalties

The [Authority] can impose sanctions for a pattern and practice of missed trips by a customer. A pattern or practice involves intentional, repeated, or regular actions, not an isolated, accidental, or singular incident. A review of a customer's "No Shows" can occur if there are at least three (3) "No Shows" within a 30 day period. A sanction could be imposed if more than 50% of all trips scheduled during that period were "No Shows" that were not beyond the customer's control.

After one (1) "No Show," the [Authority] will issue a documented written warning to the customer with a copy of the "No Show" Policy.

After two (2) "No Shows" within a 30 day period, the [Authority] will again issue a documented written warning to the customer.

After three (3) "No Shows" within a 30-day period, AND if more than 50% of all trips scheduled during that period were "No Shows" that were not beyond the customer's control, a one week (7 days) suspension of service may occur.

### Appeal Process

Anytime the [Authority] must suspend or terminate a customer's service, that customer has the right to appeal the [Authority]'s decision. There is an appeal process that will be followed. Details of the Appeal Process are available upon request by calling the [Authority]'s Special Services staff.

### Complaint Process

A complaint is any issue or dispute or objection you express to us about our agency or about the coverage, operations or policies. If you have a complaint or compliment about our services, about how you were treated by our staff or a driver, or about our policies and procedures, please tell us. You can call us at (XXX) XXX-XXXX or e-mail us at [transportation@authority.com](mailto:transportation@authority.com). We will record your complaint, investigate it and respond to you within five (5) days. Copies of the complaint, agency responses/resolutions and corrective action plan will be kept on file.

## CUSTOMER ETIQUETTE

- Remain seated while vehicle is in motion.
- Eating, drinking and smoking on [Authority] vehicles is prohibited.
- Please refrain from using profane language.
- Please keep all electronic devices at a low volume as a courtesy to passengers and the driver.  
Playing music (except with

earphones) is prohibited on [Authority] vehicles.

### **DISRUPTIVE BEHAVIOR**

The [Authority] may discontinue the service of any customer who engages in violent, seriously disruptive, or illegal conduct or acts as a direct threat to the health or safety of others. A warning will be issued at least ten (10) days in advance of suspension for no less than thirty (30) days or permanently, depending on the severity of the act.

## TITLE VI PROGRAM

### **NOTIFYING THE PUBLIC OF RIGHTS UNDER TITLE VI [AUTHORITY] TRANSPORTATION AUTHORITY**

The [Authority] operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act.

Any person who believes she or he have been subjected to discrimination on the basis of race, color or national origin may file a complaint with the [Authority].

For more information on the [Authority]'s civil rights program and the procedures to file a complaint, contact the [Authority] at (XXX) XXX-XXXX (TDD (XXX) XXX-XXXX); e-mail [transportation@authority.com](mailto:transportation@authority.com); or visit our administrative office at 123 Transportation Avenue, Anywhere, Pennsylvania 12345. For more information, visit <http://www.transportationbus.com/Tit le%20VI.htm>.

A Complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor - TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language contact (XXX) XXX-XXXX.

### **NOTIFICANDO AL PÚBLICO DE LOS DERECHOS BAJO EL TÍTULO AUTORIDAD DE TRÁNSITO**

La [Autoridad] opera sus programas y servicios sin distinción raza, color, y origen nacional con arreglo al título VI de la ley de derechos civiles.

Cualquier persona que cree que él o ella han sido objeto de discriminación por motivos de raza, color, o nacionalidad puede presentar una queja con la [Autoridad].

Para más información sobre el programa de la [Autoridad] los derechos civiles y los procedimientos para presentar una queja, comuníquese con la [Autoridad] (XXX) XXX-XXXX (TDD (XXX) XXX-XXXX); correo electrónico [transportation@authority.com](mailto:transportation@authority.com); o visite nuestra oficina administrativa en 123 Transportation Avenue, Anywhere, Pennsylvania 12345. Para obtener más información, visite <http://www.transportationbus.com/Tit le%20VI.htm>.

El demandante puede presentar una queja directamente ante la Administración Federal de Tránsito por archivar una queja con la oficina de derechos civiles, atención: Coordinador del programa Título VI, , East Building, 5<sup>th</sup> Floor - TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.

Si necesita información en otro lenguaje llame al (XXX) XXX-XXXX.

# EQUAL EMPLOYMENT OPPORTUNITY

## POLICY STATEMENT

It is the policy of the [Authority] that equal employment will be afforded to all individuals regardless of race, color, religion, creed, national origin, sex, age, disability, marital status, genetic information, or any other status protected by law. All employment policies and practices include promotion, compensation, training, work assignments and termination shall be in accordance with this policy.

In accordance with Title VII of the Civil Rights Act of 1964 and the Pennsylvania Human Relations Act, and following the guidelines of the Equal Employment Opportunity Commission (EEOC), it is the policy of the [Authority] that harassment based on race, color, religion, creed, national origin, sex, age, disability, marital status, genetic information, or any other protected status will not be tolerated. This includes, but does not limit to, actions by supervisors to employees, employees to employees, employees to supervisors, employees to vendors, and/or employees to customers.

The [Authority]'s No Harassment/No Discrimination Policy (Attachment A) sets forth in detail prohibited conduct and what an employee should do if he or she believes they are a victim of sexual harassment, other harassment, or discrimination.

Violations of the [Authority]'s No Harassment/No Discrimination Policy shall be subject to disciplinary action up to and including discharge from employment. Violations should be reported immediately to the EEO

Officer, the Director of Administration & HR and/or the Executive Director, in accordance with the No Harassment/No Discrimination Policy. The [Authority] will respect and maintain to the maximum extent possible, the confidentiality of the offended party. However, the [Authority] cannot guarantee confidentiality.

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## IGUALDAD DE OPORTUNIDAD DE EMPLEO – DECLARACIÓN

Es la política de la [Autoridad] que tendrán oportunidad de empleo igualitaria a todos los individuos sin importar raza, color, religión, credo, origen nacional, sexo, edad, discapacidad, estado civil, información genética o cualquier otra condición protegida por la ley. Todas las políticas de empleo y prácticas incluyendo promoción, remuneración, capacitación, asignaciones de trabajo, y terminación será conforme a esta política. Conformidad con el título VII de la ley de derechos civiles de 1964 y la ley sobre relaciones humanas de Pennsylvania y siguiendo las directrices de la Comisión igualdad de oportunidad de empleo (EEOC), que es la política de la [Autoridad] ese acoso basado en raza, color, religión, credo, origen nacional, sexo, edad, discapacidad, estado civil, información genética, o cualquier otra condición protegida no será tolerado. Esto incluye pero no limita a, las acciones por los supervisores a empleados, empleados a empleados, los empleados supervisores, empleados a los vendedores, o empleados a los clientes. No Hara de la [Autoridad].

## SENIOR FREE RIDE PROGRAM ON THE [AUTHORITY]

### **SENIORS RIDE FREE ON THE [AUTHORITY] BUS SERVICE**

As part of the Pennsylvania Senior Citizens Free Ride Program, customers 65 years of age or older can ride FREE on [Authority] bus service. Customers must complete a senior application to determine eligibility for the Commonwealth of Pennsylvania Senior ID Card. Customers must present approved proof of age when completing the application. Seniors must visit [Authority] offices to complete an application. [Authority] staff will make copies of the appropriate proof of age documents and the Senior ID card will be issued immediately. Customers may also mail an application with a photocopy of the proof of age. [Authority] staff will mail the Senior ID card to the customer upon approval.

The following are Pennsylvania's approved proof of age documents:

- Driver's License
- Birth Certificate or Baptismal Certificate
- Naturalization papers
- Passport
- Statement from Social Security Administration
- Armed Forces Discharge/Separation papers
- Pennsylvania Identification Card
- Resident Alien Card
- Pace Card or Veteran's Universal Access Identification Card.

## SENIOR FREE RIDE PROGRAM ON THE [AUTHORITY]

### **HALF-FARE PROGRAM ON [AUTHORITY]'S BUS SERVICE**

Persons with Disabilities who have a Medicare card and are under 65 years of age may qualify for the Half-Fare Program on the [Authority]'s fixed-route bus service. If no Medicare card the application must be completed by a professional. A half-fare application must be completed to determine eligibility for the half-fare program. Once approved, the customer can show the half-fare card to the driver to receive the discount fare. The card must be shown each time the customer rides. Customers can ride at half fare any time except between 7:00 a.m. and 8:00 a.m. and from 4:30 p.m. to 5:30 p.m. weekdays.

Call the [Authority] at (XXX) XXX-XXXX to request a Half Fare Program Application or apply in person at The [Authority] Special Services Office, 123 Transportation Avenue, Anywhere, Pennsylvania 12345.

## SENIOR FREE RIDE PROGRAM ON THE [AUTHORITY]

### STAY INFORMED!

#### WINTER WEATHER TIPS

1. Check the local radio and TV stations to make sure that Special Services will be operating. The radio stations reporting for the [Authority] are XXXX (xxx.x FM), XXXX (xxxx AM), XXXX-FM (xxx.x), and XXXX-FM (xxx.x). Television station XXXX-TV Channel xx.
2. Call Special Services at (XXX) XXX-XXXX as soon as possible to cancel any trips.
3. Please make sure that a path from your front door to the street is clear of ice and snow. If there is not a safe path to the vehicle, the driver s have been instructed not to provide transportation. This is for your safety as well as the driver.
4. Please be ready a few minutes earlier than your originally scheduled pick-up time, just in case the driver does arrive early.



# ACCESS Transportation Systems

*Sponsored by [AUTHORITY]*

## TRIP TIPS

*A Guide For ACCESS ADA Customers*

(XXX) XXX-XXXX

PA Relay 711

## **WELCOME TO ACCESS!**

ACCESS is a shared-ride, public transportation program sponsored by [AUTHORITY].

### **OUR MAILING ADDRESS IS:**

ACCESS Transportation Systems  
[123 Transportation Avenue  
Anywhere, Pennsylvania 12345]

ACCESS is part of [AUTHORITY]'s family of services. [AUTHORITY]'s bus and light rail service is accessible to people with a variety of disabilities. All [AUTHORITY] buses are equipped with wheelchair lifts or ramps. Other accommodations such as stop announcements and easy to read signs make using the bus easier than ever.

There are also special fare incentives for ACCESS riders using [AUTHORITY] service. Make [AUTHORITY]'s accessible bus and light rail service your first transportation choice whenever possible.

### **WHERE AND WHEN DOES ACCESS PROVIDE SERVICE?**

ACCESS service is provided throughout [AUTHORITY]'s County, seven days per week between the hours of 6:00 am and midnight.

Before 6:00 am and after midnight, ACCESS ADA service is provided for trips with origins and destinations within  $\frac{3}{4}$  mile of any [AUTHORITY] rail station or bus route operating at that time.

Service is provided to adjoining counties, provided the origin of the trip is within [AUTHORITY]'s County and the destination is within one and a half miles of the [AUTHORITY]'s County line. ACCESS ADA service is also provided for trips with origins in Beaver, Washington and Westmoreland Counties within  $\frac{3}{4}$  mile of any [AUTHORITY] rail line, station or bus route operating at that time.

## CENTRAL ACCESS OFFICE

### WHAT IS THE CENTRAL ACCESS OFFICE?

The ACCESS program is managed from the central ACCESS office. Customer Service staff is available to answer questions or provide assistance.

### TELEPHONE NUMBER AND HOURS

The central ACCESS office is located in [CITY] at the corner of Seventh Street and Transportation Avenue. Office hours are 8:00 am – 4:30 pm, Monday through Friday. The phone number is (XXX) XXX-XXXX or TDD relay, XXX. The Fax number is (XXX) XXX-XXXX. All materials are available in accessible formats upon request including large print, Braille, or txt files by e-mail.

### LET US HEAR FROM YOU!

Providing high quality service is a top priority for the ACCESS program. You are encouraged to call the central ACCESS office any time you have a concern, commendation or suggestion about ACCESS service.

ACCESS service providers are not permitted to accept complaints from customers. Complaints may be registered by calling or writing the central ACCESS office.

### CALL THE CENTRAL ACCESS OFFICE WHEN:

- You cannot get through on the phone to your service provider after trying for 15 minutes.
- You have missed your pre-scheduled vehicle and are requesting that another vehicle be sent for you.
- You would like to place your trip reservation more than one day in advance.
- You need a ride and have not called the day before. Same day service is provided Monday through Friday on a space available basis.
- You would like to learn how to take your trip on a [AUTHORITY] bus.
- Your vehicle is late.
- You would like to register a compliment or a complaint
- You have any questions or concerns.

## **ACCESS FARES**

All fares are predetermined. When you place your trip reservation, the reservationist will tell you how much your trip will cost each way. The minimum one way fare is \$3.15 and the maximum one way fare is \$5.25.

### **PAYING YOUR FARE – SETTING UP YOUR ELECTRONIC PURSE ACCOUNT**

No cash or scrip is used to pay ACCESS fares. When you place your trip, the ACCESS fare for your trip is deducted from your personal electronic purse (E-Purse) Account. See the enclosed brochure entitled "Paying Your ACCESS Fare" ACCESS E-Purse Policies and Procedures.

### **DISCOUNTS**

Groups of two or more passengers traveling from the same destination may be eligible for a discount. More information about discounts is available from your service provider or the central ACCESS office.

### **DISHONORED CHECKS**

If your check "bounces" or your credit card is refused after a purchase, you will be charged a service fee:

- |                            |         |
|----------------------------|---------|
| ▪ 1 <sup>st</sup> incident | \$15.00 |
| ▪ Any additional incidents | \$25.00 |

## SCHEDULING A TRIP

### WHEN TO SCHEDULE YOUR ACCESS TRIP

- All trips are reserved in advance.
- Reservations are accepted between 7:00 am – 3:30 pm for next day's service, including Saturday for Sunday and Sunday for Monday.
- You may call Friday for Saturday, Sunday or Monday, but this is not required.

### WHERE TO CALL TO SCHEDULE YOUR TRIP

- ACCESS service is provided by a number of companies (service providers) under contract to ACCESS. You will call your service provider directly to place a trip reservation.
- The name and phone number of your local service provider is at the end of this brochure.
- Requests for same-day service must be made by calling the central ACCESS office.

### INFORMATION TO GIVE THE RESERVATIONIST:

- Your full name.
- Your e-purse PIN number
- Your complete pickup address, including neighborhood and any special entrance.
- Your apartment number and intercom or bell number.
- Your home telephone number.
- The date of your trip.
- Pickup time (The reservationist will help you determine a pickup time that will ensure your on time arrival.)
- Your appointment time, or the earliest time you can leave on your return. If you do not have a specific appointment, tell us about when you would like to arrive.
- Your destination, including the entrance at a public building. The operator will tell you which entrance to use if you are going to a mall or a hospital.
- Phone number at your destination, whenever possible.
- Return time (only trips to appointments with non-predictable ending times may be scheduled with a "will-call" return).
- If you use a wheelchair or need special assistance (ex: "I am blind.").
- If a personal assistant or companion will travel with you.

- The reservationist will tell you the fare, verify the information and give you his/her name.
- Always make a note of the telephone operator's name.

### **STANDING ORDERS**

Customers may request "standing order" reservations for trips which are taken on a regular basis. The vehicle automatically comes as scheduled unless you call to change or cancel the order. A standing order trip must meet the following criteria:

- Taken at least three times per week at the same time.
- Has the same origin and destination all three days.
- Taken at least 75% of the time. A cancellation rate of 50% or more may result in the cancellation of your standing order.

Standing orders are automatically cancelled on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. If you need your regular standing order trip on these days, you must call your service provider.

### **CHANGING RESERVATIONS**

Changes in an ACCESS trip are made a day in advance by calling your ACCESS carrier. You may not change your destination or time once you have boarded the vehicle. Drivers are not permitted to accept information regarding changes or cancellations.

### **RESERVATION TIPS**

You may be asked to adjust your pickup or return time to accommodate a shared-ride schedule. You will always be offered a time within one hour of the time you requested.

When traveling during rush hours, allow some extra time to reach your destination. Traffic and heavy demand for service during peak periods may make your ride a bit longer. The vehicle may make other stops along the way.

## **WILL-CALL RETURNS**

If you are traveling to an appointment, with a non-predictable ending time, you may choose to call for return when you are ready to leave. The telephone operator may have questions, so make the call yourself and go directly to the entrance specified to wait for the vehicle.

If you choose to call for return, you can expect to wait anywhere from 5 – 45 minutes. There are no “will-call” returns on weekends, or after 5:00 pm, even for medical appointments.

## **ON-TIME “WINDOW”**

ACCESS vehicles are permitted to arrive ten (10) minutes prior or twenty (20) minutes past the scheduled pickup time and still be considered on time. You must be ready and waiting at the front door ten (10) minutes before your scheduled pickup time. The driver is only permitted to wait only five minutes for you.

If you would like to receive a phone call or text from ACCESS when the vehicle is within approximately 10 minutes of arrival at your address, call the central ACCESS office and ask to sign up for an *In Touch* call or text message.

## **ASSISTANCE**

### **WHAT ASSISTANCE WILL THE DRIVER PROVIDE?**

Your ACCESS driver will:

- Knock on the door, ring the bell, or have the office call to announce his/her arrival.
- Assist you to and from the door, as long as there are not more than four (4) steps.
- Assist you in boarding the vehicle and getting to your seat.
- Assist you with fastening your seatbelt and securing your wheelchair.
- Assist you with carrying up to four (4) reasonably sized packages.
- Only wait **five minutes** for a passenger who is not ready.

Your ACCESS driver is not permitted to:

- Enter your home, or look for you beyond the lobby of any building in which you are waiting.
- Drop you off at any destination other than what you have scheduled.
- Assist you up or down more than four (4) steps, or over unsafe surfaces such as gravel, grassy slopes, or ice/snow covered walkways.
- Accept tips

### **WINTER WEATHER INFORMATION**

- If sidewalks or steps are snow covered, you may arrange for curb-to-curb service by calling your service provider directly at least one hour before your scheduled pickup.
- You may experience delays during severe winter weather.

### **PERSONAL ASSISTANTS**

If you require the assistance of another person to complete your trip or its purpose, you may take one **personal assistant** at no additional charge.

You must pre-schedule your personal assistant and she/he must be picked up and dropped off at the same point as you.

If you are being accompanied by someone whose presence is desired but not necessary, that person will be your **companion**.

You may take one companion who must also be pre-scheduled. You will pay a fare equal to yours for your companion. Additional companions may be scheduled on a space available basis.

### **CHILDREN**

Children under the age of ten (10) must be accompanied by an adult. Children aged four (4) and under must use a **car seat** provided by the parent. PA State law requires that children over the age of four (4) but under age eight (8) must be secured in a seat belt **and a child booster seat** provided by the parent. If you need assistance or information about how to get a car seat or booster seat, call the central ACCESS office.

# SAFETY

## ENSURING EVERYONE'S SAFETY

The safety of all ACCESS passengers and drivers is one of ACCESS' most important responsibilities. To ensure safe transportation, the cooperation of ACCESS riders is required:

- All passengers must wear seat belts.
- There is no smoking, eating or drinking in ACCESS vehicles.
- Service animals are welcome on ACCESS vehicles.
- Portable oxygen, personal respirators or other life support equipment is permitted on board. The equipment must be small enough to fit into the vehicle and be secured.
- Pets are permitted on ACCESS vehicles as long as they are in a carrier which fits on your lap.
- If you are not able to walk up and down the steps of the van, you can ride up and down standing on the lift. There are handrails on both sides for you to hold on to, and the driver will help you.

If you use a wheelchair:

- All wheelchairs and scooters will be secured by the ACCESS driver using a four-point securement system.
- Any wheelchair up to 50" long and 32" wide can be accommodated on an ACCESS vehicle. The total combined weight of the passenger and the wheelchair must be less than 800 lbs. Requests for service from people whose mobility aid exceeds this size or weight are made on a case by case basis. Contact the main ACCESS office for assistance.
- The driver will secure your seat belt. Use of the shoulder harness is strongly recommended. You should ask the driver to adjust the height if it is not comfortable.
- If you use a power wheelchair or scooter, the driver is not able to provide any assistance up or down curbs or steps.
- Other than assisting you on and off the lift, the ACCESS driver will not operate your power wheelchair or scooter.

## **SPECIAL REQUESTS**

If there is an ACCESS rule or policy that, due to your disability, makes it difficult or prevents you from using the service, you may call or write to ACCESS to discuss your situation. When at all possible, requests should be made in advance and will be considered on a case by case basis as long as they are reasonable and do not create a direct threat to others or a fundamental change to basic ACCESS service.

## **YOUR ACCESS DRIVER**

Your driver is a professional. ACCESS drivers are thoroughly trained, have good driving records, have had criminal history background checks and drug and alcohol screening.

You can identify your ACCESS driver by the photo ID badge worn by every driver. The driver will also identify him/herself to you upon arrival.

ACCESS drivers receive a combination of classroom and on the road training to proficiency in the following areas:

- Defensive driving
- Substance abuse training
- Passenger assistance techniques
- Use of lifts and wheelchair securements
- Quality customer service
- ACCESS policies and procedures
- Radio and emergency procedures
- Disability awareness
- Pre-trip vehicle inspection
- Use of on board technology

## **ACCESS VEHICLES**

All ACCESS vehicles are inspected regularly. They meet all state and federal requirements for safety, all are equipped with two-way radios, air conditioning and special accessibility features.

Every ACCESS vehicle is equipped with GPS technology including Automated Vehicle Location which displays, in real time, the location of every vehicle.

Vans, with and without lifts, and sedans are used for ACCESS service. You may **not** request any specific type of vehicle unless you require the use of a lift-equipped vehicle. **You must ride in the vehicle which comes for you.**

## **ACCESS CUSTOMER RESPONSIBILITIES**

*Items you may bring on the ACCESS vehicle*

### **GROCERIES/PACKAGES**

ACCESS customers may bring up to four (4) packages or grocery bags of reasonable size and weight on board the vehicle.

### **LUGGAGE**

Eligible customers and their personal assistants or companions may each take two pieces of luggage and one carry-on bag. Please keep luggage to a reasonable size and weight.

### **ALL ACCESS CUSTOMERS ARE ASKED TO:**

- Follow all ACCESS policies.
- Carry their ACCESS photo I.D. card and be prepared to present it to the driver.
- Refrain from abusive, indecent, vulgar or profane language, or behavior or language which threatens other passengers or ACCESS drivers.
- Be ready to leave when the driver arrives, to avoid delaying other customers
- Refrain from smoking, eating or drinking on the ACCESS vehicle.
- Use headphones when listening to radios or other audio devices.
- Refrain from using cell phones on the vehicle except in emergencies.
- Keep the entryway to their home free of snow, ice, and debris.

## **TAKING SCHEDULED RIDES/AVOIDING NO SHOWS**

A no-show happens when the ACCESS driver arrives on time at the correct location, announces him/herself properly, but the customer has not cancelled the trip and does not go.

Trips you do not wish to take should be cancelled at least one hour before the scheduled pickup time. Failing to cancel a trip at least 15 minutes before the scheduled time is also considered a no-show.

If the ACCESS vehicle is late and you decide to leave before it comes, your cooperation in calling to cancel the ride before leaving will be appreciated.

You will be notified by the central ACCESS office of any no-shows within 30 days. The letter explains the penalties for no-shows.

If you believe the information is incorrect, the letter explains how to let ACCESS know you believe there has been an error. Every effort is made to consider special circumstances or events beyond a rider's control.

No-shows are a costly waste of vehicle time and money. They disrupt schedules, inconvenience other riders and could prevent someone else from traveling at that time.

*The cooperation of ACCESS riders is vital. By working together, we can keep no-shows to a minimum and continue to improve the efficiency and effectiveness of your transportation.*

## **SERVICE PROVIDERS**

ACCESS services are provided by a number of service providers under contract to ACCESS Transportation Systems. ACCESS service providers are the companies which actually provide the transportation service.

To place a reservation for ACCESS service, call the ACCESS service provider for your neighborhood. The ACCESS service provider you will use and their special ACCESS phone number is listed below.

**Your ACCESS Service Provider is:**

**[AUTHORITY]**

## **HOW TO REGISTER A COMPLAINT OR A COMPLIMENT**

### **WE WANT TO HEAR FROM YOU!**

Your comments and suggestions helps [AUTHORITY] to continue improving the system and are valuable in planning and evaluating the transportation service.

We need your help to keep us informed about your service. Please let us know promptly when you have had a problem so that we can try to prevent it from happening again. Every complaint is reviewed the same day it is received. All complaints are investigated and responded to – usually within two weeks.

When you have a positive experience, we appreciate hearing that as well. Compliments about drivers, phone operators, or service in general, are passed along to highlight superior performance.

### **WHERE TO CALL OR WRITE**

You may file a compliment or complaint by telephone, in writing or in person at the [AUTHORITY]'s main office, located at [123 Transportation Avenue, Anywhere, Pennsylvania 12345].

Complaints must be registered with the [AUTHORITY] central office. Drivers are not allowed to accept complaints.

#### **WHERE TO CALL:**

(XXX) XXX-XXXX or  
TDD (XXX) XXX-XXXX

#### **WHERE TO WRITE:**

123 Transportation Avenue  
Anywhere, PA 12345

#### **OFFICE HOURS:**

8:30 a.m. to 4 p.m.

Monday through Friday

## INFORMATION [AUTHORITY] WILL NEED

Prompt, accurate reporting of complaints makes follow-up easier and more effective. Your complaint should include as much of the following information as you can provide:

- Your name and address
- The date and day of the week of your trip (i.e., Monday, January 25<sup>th</sup>)
- The [AUTHORITY] service you were using
- Scheduled pick-up and return time, or the time you called for return
- The address of your destination
- The name or number of the operator who took your call
- An exact description of the incident

## WHEN YOU SHOULD COMPLAIN

Please notify [AUTHORITY] promptly whenever you have any of the following problems:

- Your prescheduled vehicle is more than 20 minutes late
- Your prescheduled vehicle is more than 10 minutes early
- The telephone operator or driver is rude or fails to provide assistance
- The vehicle is dirty, does not meet safety standards (i.e., working seatbelts, tie downs for wheelchairs, etc.), or you notice anything about the service which seems unsafe
- You were charged the wrong fare
- Your ride took over one hour
- You can't get through to SEATS on the telephone or you are on hold for more than 5 minutes
- Anything else you would like us to know

## **[AUTHORITY] MONTHLY COMPLAINT SUMMARY REPORT**

MONTH OF: \_\_\_\_\_

<b>TYPE</b>	<b>Provider A</b>	<b>Provider B</b>	<b>TOTAL</b>
Ride time			
No vehicle pickup			
Pickup more than 60 minutes late			
Pickup 40-60 minutes late			
Pickup 20-40 minutes late			
Pickup more than 15 minutes early			
Will call 45-80 minutes			
Will call more than 80 minutes			
Late arrival at destination			
Trip denial			
Invalid no-show			
Phones busy – can't get through			
Long hold time			
Driver Attitude			
Driver Assistance			
Customer Service Rep. Attitude			
Vehicle dirty / condition issues			
Vehicle equipment not working			
Heat / AC not functioning			
<b>TOTAL COMPLAINTS</b>			
<b>RIDERSHIP</b>			
<b>RATE PER 100,000 TRIPS</b>			