

Authority's 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 certain 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.

In the case of paratransit/shared ride services, the service is considered "origin to destination". The paratransit service is still public transportation and should not be confused with private transportation. Door-to-door service may be provided upon request with some limitations. Operators cannot provide door-to-door service if they cannot maintain visual contact with the vehicle. Under no circumstances will [AUTHORITY] operators cross the threshold (i.e., doorway) of a building or residence. The vehicles used for paratransit service require an obstruction-free approach and sufficient turn-around area. Under some conditions (e.g., snow and ice), the policy of door-to-door service will not be available to passengers. Alternate pick-up and drop-off locations may be established because of obstructed driveways or other safety concerns.

In the case of ADA Complementary Paratransit service, the AUTHORITY has established a latest-available return trip time for each day. Those times are listed on the AUTHORITY's website and paratransit guide.

DRIVERS MUST:

- Provide rides to customers with disabilities.
- Treat ALL passengers with dignity and respect.
- Offer assistance, but not manual 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.
- Allow passengers to enter a lift either facing inboard or outboard.
- Ask a person to vacate priority seating in favor of a disabled passenger. A driver may not force a passenger to move to another seat but merely must make the request.

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. The Authority's lifts are guaranteed to be able to support a "common wheelchair"; however, it cannot guarantee that a device that exceeds 30 inches in width and 48 inches in length and 600 lbs. for transport.. 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.. 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.
- At the request of the passenger, the Authority will allow persons with a disability the ability to stand on the lift or walk on a ramp to enter or exit the vehicle.
- 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.
- All wheelchairs must be secured while in an Authority's vehicle.
- Treat the driver and other passengers with courtesy and respect.
- Ensure your wheelchair is in working condition. While the Authority cannot refuse service if your wheelchair is not WC18 rated or due to inoperable brakes, such updated and fully functioning wheelchairs are your safest alternative.
- The Authority encourages all wheelchair users to transfer to a vehicle seat if one is available. While the Authority will not refuse service if a seat transfer is refused, transferring to a seat is your safest alternative.

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 and fall within the "flag stop" safety criteria in the Authority's flag stop policy.
- Authority cannot permit items whether it be wheelchairs, scooters, baby strollers, carts, bikes or packages, to block aisles or place other riders in danger. All wheelchairs must be secured unless a passenger can show documentation that such securement will result in medical harm.
- 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.

- DO YOU SUGGEST AN ORDER OF BOARDING POLICY (FTA Circular?)6-6?)
- The AUTHORITY will use every effort to pick up paratransit riders from private property. However, in the case of gated communities or restricted access private properties, the AUTHORITY is not required to violate the law or lawful access restrictions to meet the passenger's request.

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 modification from the driver, so long as the request does not undertake a fundamental alteration of service such as arranging specific vehicles for certain passengers. The AUTHORITY's reasonable modification policy is available on the AUTHORITY's website.
- 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.

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. The Authority has a specific Disruptive Passenger policy that outlines penalties for violations and appeals processes. Such

policy should be consulted for more specific information. 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.

ADA COMPLEMENTARY PARATRANSIT SERVICES

Authority coordinates with the Area Transportation Authority (ATA) to provide ADA Complementary Paratransit Services. If you are unable to access the fixed route service, please call ATA at 1-800-252-3503.

Title VI Policy Statement

The 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.

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.

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 and at the Authority Office located at _____ . 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] POLICY
TELEPHONE HOLD TIME STANDARDS

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 Authority’s Paratransit system.

STANDARDS

- A minimum of _____% of calls will be answered in three minutes, and _____% 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 - ADA PARATRANSIT

POLICY

It is the policy of [AUTHORITY] to accept next day reservations for ADA Paratransit. Access customers are also permitted to make reservations up to 14 days in advance. Under the DOT ADA regulations, the AUTHORITY 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.

The AUTHORITY does often negotiate pick-up times with an individual, but for those riders who are ADA paratransit eligible the scheduling will not begin more than 1 hour before or after the individual's desired departure time. The AUTHORITY will call back the night before a scheduled route for each passenger.

The AUTHORITY does not limit the amount of trips a person may make per day. However, the AUTHORITY may deny trips that are not at least 90 minutes apart. (Jill-8-19)

The AUTHORITY does not employ a waiting list in violation of CFR section 37.131(f)(2).

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.

RESPONSE TIME

Reservations are accepted for ADA complementary paratransit service Monday through Friday and on Sunday (for Monday or the following week) and on the holidays listed above between the hours of 8:30 a.m. and 4 p.m. Reservations placed on Sunday and these holidays for next day trips will be accepted via voicemail and will be scheduled and provided at the pickup times requested. Reservations placed on Sunday for Tuesday and beyond may be subject to call backs in the event the exact pick up time requested is not available.

CALL BACKS

It is the policy of [AUTHORITY] to honor pickup times negotiated with the customer, and to minimize adjustments to reservations following the customer's initial call and to obtain the customer's consent to any changes prior to scheduling the trip. Call backs will be kept to a minimum and will be negotiated with the customer in the same spirit as the initial reservation. Changes to reservations made after the initial negotiation are recorded in Ecolane and reports are available for review by management.

ADA eligible customers leaving messages on Sunday and holidays for trips from home to appointments and return trips the following day will receive a call back within 45 minutes of the initial call informing them of the pickup time and the 30 minute on-time window within which the vehicle will arrive for the customer to arrive before the appointment time. If needed, will negotiate the pickup time for the return ride during the call back.

[AUTHORITY] POLICY ON TIME PERFORMANCE FOR PICKUPS

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 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.*

[AUTHORITY] POLICY ON TIME PERFORMANCE FOR ARRIVALS

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] POLICIES AND PROCEDURES - MONITORING 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] - ADA ELIGIBILITY POLICIES AND PROCEDURES

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].

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.

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.

ELIGIBILITY

The [AUTHORITY] will use the eligibility criteria established under the Federal Regulations. The AUTHORITY does not discriminate against the age of ADA individuals, but does employ a system-wide policy that any rider under the age of 6 must be accompanied by an adult.

The [AUTHORITY'S] eligibility determinations may fit within four (4) different categories as follows:

1. Unconditional eligibility- an individual is unable to use fixed route transit services under any circumstances and is thus eligible to make all trips using ADA complementary paratransit.
2. Conditional eligibility – an individual meets the AUTHORITY's eligibility criteria for some trips but not for others.

3. Temporary eligibility – an individual may experience a temporary circumstance that meets the AUTHORITY’s eligibility criteria for a defined time period.
4. Non

ELIGIBILITY FOR OTHER [AUTHORITY] 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.

VISITOR ELIGIBILITY

In the case of a person traveling from the general residence, the [AUTHORITY] will make paratransit service available for those persons who present documentation that they are paratransit eligible in the jurisdiction in which they reside for a maximum of 21 days in any 365 day period. In the event that a visitor does not provide such documentation, the [AUTHORITY] may request it prior to is providing the service, if the disability is not apparent. After the person exhausts their 21 days of use, they may be required to apply for eligibility under the same process as residents.

PCA ELIGIBILITY

It will be the policy of [AUTHORITY] to grant PCA eligibility for all ADA eligible individuals for at least one person per trip, 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. In the case of PCA, that person must have the same origin and destination points as the eligible individual.

The Access ADA User Guide explains the distinction between a PCA and a companion and the advance reservation requirements when scheduling a ride. In the event that a rider wishes to have more than one person accompany them, they will be served on a space-available basis.

Please note, when using complementary paratransit service, a PCA will not be charged a fare, but fares may be charged for all other benefits groups and fixed route service.

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

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.

ELIGIBILITY DETERMINATION The [AUTHORITY] uses a functional task and skill model for determining ADA eligibility in conjunction with an applicant's ability to use the fixed route system. The AUTHORITY's eligibility criteria was designed under guidelines established by Title II of the ADA and defines a person as being eligible as:

1. Any person with a disability who can use an accessible vehicle, but for whom any desired trip cannot be made because the fixed-route service he/she needs to use is not yet accessible.
2. Persons, who because of the nature of their disabilities, cannot navigate a transit system that is otherwise accessible. This category includes persons who because of their disability cannot independently board, ride or disembark from an accessible vehicle. This is based on the assumption the individual will not and need not be able to operate a boarding system, such as a wheelchair lift, ramp or securement device. The presence of a traveling companion does not affect this eligibility.

3. Persons with impairment-related conditions that prevent them from getting to or from a boarding or disembarking location. This relates to an individual's particular functional disability. This eligibility requires functional evaluation of its application to a particular system and a particular trip.

Generally, the following four tests are applied when determining an applicant's eligibility:

1. Does the individual's disability prevent him/her from getting to and from a bus stop at the point of origin or destination?
2. Can the individual board, utilize and disembark the vehicle at the bus stop?
3. Can the individual recognize the destination and disembark area?
4. If the passenger's trip requires transfers, are the paths of travel between routes accessible and navigable by the individual?

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 21st 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.

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.

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.

Any individual who seeks to appeal must be filed within (60) days of the date of the decision. The [AUTHORITY] shall make every effort to make a decision on the application within thirty (30) days of receipt of the Appeal. In the event that a decision is not made by the [AUTHORITY] within thirty (30) days of the receipt of the Appeal, the [AUTHORITY] must provide paratransit service from that time until a decision to deny the appeal is rendered.

Upon receipt of a request for appeal, the [AUTHORITY] 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, the [AUTHORITY] 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 applicant shall have the ability to present information in support of its appeal and opportunity to be heard.

The committee will have 20 days to consider the information and may consult with each other by conference call during this time. On the 20th day they must record a decision and submit it to the [AUTHORITY]. If there is not sufficient information in the appeal to make a decision, they may request the [AUTHORITY] 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.

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RECERTIFICATION

It will be the policy of the [AUTHORITY] 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. Ninety (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 sixty (60) days to provide ample time for the applicant to appeal.

FTA COMPLAINT PROCESS

An individual may file a written complaint to the Federal Transit Administration not later than one hundred eighty (180) days after the date of the alleged discrimination.

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

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.

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.

FARE

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

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.

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 _____.

NO SHOW POLICY

General Policy Statement on No-Shows

(Sample) [Transit agency] understands that because [name if complementary paratransit service] requires trips to be scheduled in advance, riders may sometimes miss scheduled rides or forget to cancel rides they no longer need. [Transit agency] also understands that riders may sometimes miss scheduled trips or be unable to cancel trips in a timely way for reasons that are beyond their control. However, repeatedly missing scheduled trips [or failing to cancel trips in a timely way] can lead to suspension of service. The following information explains [transit agency's] no-show policy.

Definitions:

No-Show, Pickup Window, and Late Cancellation:

No-show: A no-show occurs when a rider fails to appear to board the vehicle for a scheduled trip. This presumes the vehicle arrives at the scheduled pickup location within the pickup window and the driver waits at least [5] minutes.

Pickup Window: The pickup window is defined as [from 15 minutes before the scheduled pickup time to 15 minutes after the scheduled pickup time]. Riders must be ready to board a vehicle that arrives within the pickup window. The driver will wait for a maximum of [5] minutes within the pickup window for the rider to appear.

Late Cancellation: A late cancellation is defined as either: a cancellation made less than [1 hour]⁴ before the scheduled pickup time or as a cancellation made at the door or a refusal to board a vehicle that has arrived within the pickup window.

Definition:

No-Shows Due to Operator Error or to Circumstances Beyond a Rider's Control

[Transit agency] does not count as no-shows [or late cancellations] any missed trips due to our error, such as:

- Trips placed on the schedule in error
- Pickups scheduled at the wrong pickup location
- Drivers arriving and departing before the pickup window begins •Drivers arriving late (after the end of the pickup window)

- Drivers arriving within the pickup window, but departing without waiting the required [5] minutes

[Transit agency] does not count as no-shows [or late cancellations] situations beyond a rider's control that prevent the rider from notifying us that the trip cannot be taken, such as:

- Medical emergency
- Family emergency
- Sudden illness or change in condition
- Appointment that runs unexpectedly late without sufficient notice

Riders should contact the [complementary paratransit service name] operations center when experiencing no-shows [or late cancellations] due to circumstances beyond their control.

Policy for Handling Subsequent Trips Following No-shows:

When a rider is a no-show for one trip, all subsequent trips on that day remain on the schedule unless the rider specifically cancels the trips. To avoid multiple no-shows on the same day, riders are strongly encouraged to cancel any subsequent trips they no longer need that day.

Suspension Policies for a Pattern or Practice of Excessive No-shows and Late Cancellations:

[Transit agency] reviews all recorded no-shows [and late cancellations] to ensure accuracy before recording them in a rider's account. Each verified no-show [or late cancellation] consistent with the above definitions counts as [1] penalty point.

Riders will be subject to suspension after they meet all of the following conditions:

- Accumulate [x] penalty points in one calendar month
- Have booked at least [y] trips that month
- Have "no-showed" or "late cancelled" at least [xx] percent of those trips

A rider will be subject to suspension only if both the minimum number of trips booked and the minimum number of penalty points are reached during the calendar month. [Transit agency] will notify riders by telephone after they have accumulated [x] penalty

points and would be subject to suspension should they accumulate [y] additional penalty point[s] that month consistent with the criteria listed in this section of the policy above.

All suspension notices include a copy of this policy, information on disputing no-shows [or late cancellations], and how to appeal suspensions.

Suspensions begin on [Mondays]. The [first violation in a calendar year triggers a warning letter but no suspension]. Subsequent violations result in the following suspensions:

- Second violation: [w-day] suspension
- Third violation: [x-day] suspension
- Fourth violation: [y-day] suspension
- Fifth and subsequent violations: [z-day] suspension

Policy for Disputing Specific No-Shows or Late Cancellations:

Riders wishing to dispute specific no-shows [or late cancellations] must do so within [x] business days of receiving suspension letters. Riders should contact the [name of complementary paratransit service] operations center at [telephone number], [day] through [day] from [time] a.m. to [time] p.m. to explain the circumstance, and request the removal of the no-show or late cancellation.

Policy for Appealing Proposed Suspensions:

Riders wishing to appeal suspensions under this policy have the right to file an appeal request, which must be in writing by letter or via email. Riders must submit written appeal requests within [x] business days of receiving suspension letters. Riders who miss the appeal request deadline will be suspended from [name of complementary paratransit service] on the date listed on the suspension notice. All suspension appeals follow [transit agency's] appeal policy.

PERFORMANCE AND REPORTING STANDARDS FOR [AUTHORITY] -

ON-TIME PERFORMANCE STANDARDS

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

The [AUTHORITY] has a 30 minute pick up window. 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.

Once the vehicle arrives, it will wait 5 minutes after arrival at the designated pick up location. It is the passenger's responsibility to be ready to board the vehicle at least 15 minutes prior to the scheduled pick up time. Passengers should meet the vehicle when it arrives. If a passenger misses the first leg of the trip, the second leg of the trip will not be automatically canceled. If the second leg of the trip is no longer needed, the passenger must cancel the trip.

TRIP DENIALS/MISSED TRIPS:

The [AUTHORITY] may not have a substantial number of trip denials or missed trips.

Trip "denial" examples:

- Passenger requests a trip which the [AUTHORITY] cannot provide
- A passenger requests a trip and the [AUTHORITY] can only offer a trip that is outside of the one your negotiating window. This results in a denial whether the passenger accepts the reservation or not.
- A passenger requests a round-trip and the [AUTHORITY] can only provide one leg of the trip. If the passenger does not accept the one way trip, both portions of the trip are denials.
- If the same situation occurs and the passenger accepts the first leg of the trip, it would only count as one denial.

Missed Trips:

Missed trips result from trips that are requested, confirmed, and scheduled, but do not take place because:

- The vehicle arrives and leaves before the beginning of the pick-up window without picking up the passenger and without any indication from the passenger that he or she no longer wants to make the trip. A passenger not obligated to board until the beginning of the pick-up window or from the start of the pick-up window until five minutes has lapsed.
- The vehicle does not wait the required time within the pick-up window, there is no contact with the passenger, and the vehicle departs without the passenger. If during the wait time, the passenger indicates he or she no longer wants to take the trip, this is recorded as a no-show.
- The vehicle arrives after the end of the pick-up window and departs without picking up the passenger (either because the passenger is not there or declines to take the trip because it is now late).
- The vehicle does not arrive at the pick up location.

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. When making this comparison, all elements of fixed route trips between origins and destinations are considered, including:

- Walking time to the stop from the origin address
- Waiting time
- In-Vehicle drive time (for all trip segments)
- Transfer times (if any)
- Walking time from the final stop to the destination address

[AUTHORITY'S] paratransit is a shared ride service. Other passengers will likely be picked up and dropped off along the way during the trip. Ride times are therefore longer than driving to the destination directly. Be sure to leave enough time when scheduling trips.

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.

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 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.

STOP ANNOUNCEMENT VERIFICATION

In the case where more than one route services the same stop, the AUTHORITY will provide a means by which a person can identify the proper vehicle to enter.

Generally, the AUTHORITY uses an automated stop announcement system for such identification. In the event such a process requires modification for a particular passenger, that passenger should follow the procedures in the AUTHORITY's reasonable modification policy.

The automated stop announcement system shall be checked by each operator as part of their pre-trip inspection.

In the event that the automated system is inoperable (either as determined during the pre-trip inspection or during the course of the route, the operator will verbally announce the route by opening the door and speaking to waiting passengers. In some events the operator's vehicle may have a public address system, in which case that system shall be used.

In the case of transfer centers, at least once per year, the AUTHORITY will test speaker volume and fidelity during live conditions.

Throughout the year, the AUTHORITY's management team requires that in-service operations occur and will collect data in the form prescribed by FTA circular 4710.1 for monitoring stop announcement performance.

DISRUPTIVE PASSENGER POLICY

The Company's passengers and employees are what makes providing the public service we provide each day possible. While the Company 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 Company'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 Company's Vehicle, customer conduct will not be accepted nor allowed that is violent, seriously disruptive, or illegal.

The Company 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 Company 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.¹ 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 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 Company 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 Company’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 Company'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:

The individual will have sixty (60) calendar days from the date of the notification letter to file an appeal with the Company's EEO Officer. The information concerning the appeals process will be included in the correspondence sent to the offending customer, caregiver, guardian or advocate. The appeal process and procedures shall follow those procedures set forth in the section of this policy for appeals of determinations for eligibility. The [AUTHORITY" will provide

transportation to the appealing party to and from the hearing free of charge.

If during the ADA appeals process it has been determined the Company 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.

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.

² 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] 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 modification request will be processed.

[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. EPAMDs will not be permitted to be used on the Authority's vehicles unless they are being used as a mobility device. 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.
4. EPAMD's shall not be positioned on a Authority vehicle in a manner that impedes ingress and egress from the vehicle.

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'S ADA POLICY REGARDING REQUESTS FOR REASONABLE MODIFICATION

NOTICE TO THE PUBLIC

AUTHORITY values all of their customers and will strive to ensure their customers, in particular, those with disabilities' needs are considered when developing fixed route bus services and stops, passenger amenities, and when procuring vehicles and equipment. AUTHORITY's customers who utilize their ADA complementary paratransit service are provided with door to door service vs curb to curb in order to better serve their needs.

WHAT IS A REASONABLE MODIFICATION?

To ensure that programs and services are accessible to customers with a disability, an individual may request that a modification to AUTHORITY's policies, practices and procedures in certain instances be made in order to allow them to access and utilize the services.

There are no restrictions on when a customer can request a reasonable modification although AUTHORITY supports and encourages customers to place a written request as soon as possible.

EXCEPTIONS

Reasonable modification requests to AUTHORITY must consider any and all requests for reasonable modifications but shall take into account the following exceptions:

Reasonable modifications –

- Will not place an undue financial and/or administrative burden on AUTHORITY and/or their transportation contractors;
- Will not constitute a fundamental alteration of AUTHORITY's current transportation services, programs or activities;
- Cannot cause a direct threat to the health or safety of others;
- Cannot adversely affect the service provided to other AUTHORITY customers;
- Cannot jeopardize the functionality or use of equipment used to provide AUTHORITY's transit services; and
- May not be approved if the individual with a disability is still able to fully use AUTHORITY's services, programs, or activities for their intended purpose without the requested modification.

PUBLIC REQUEST PROCESS

Whenever feasible, requests for modifications should be made in advance. This is particularly appropriate where a permanent or long term condition or barrier is the basis for the request. In the ADA paratransit context, requests can be made in conjunction with AUTHORITY's ADA complementary paratransit service eligibility process.

AUTHORITY's process for public submittals of requests for reasonable modifications is as follows:

1. Requests should be as specific as possible and include information on why the requested modification is needed in order to allow the individual to use AUTHORITY's services.
2. Requests should be made in writing or by email, but AUTHORITY will accept a request by phone, if needed. Requests should be directed to AUTHORITY Executive Director, 1060 Lehigh Street, Allentown, PA 18103 or AUTHORITYvaninfo@AUTHORITYbus-pa.gov.
3. If a phone request is made and AUTHORITY Executive Director is unavailable, the request will be directed to a designee. Phone requests to AUTHORITY must be made during normal business days and hours of operations of AUTHORITY's administrative offices (currently Monday-Friday, 8:30 AM to 4:30 PM).
4. "On-the-spot" requests will be accepted for circumstances that may arise while utilizing AUTHORITY's transportation services by making a request to the driver. Such requests should be made as soon as the circumstance is made known to the requestor. The driver may make the determination or request a decision of a supervisor dependent upon the situation.
5. Alternative means of filing a request, such as personal interviews or taped requests, if unable to communicate their request in writing or upon request. The reasonable modification process starts as soon as the request is made.

All requests/documentation shall be maintained in a designated file at AUTHORITY's administrative offices for a minimum of five (5) years from date of request.

REFUSAL OF SERVICE & NON-DISCRIMINATION

AUTHORITY can refuse to provide service to an individual with disabilities if that individual engages in violent, seriously disruptive, or illegal conduct, or represents a direct threat to the health or safety of others. However, AUTHORITY will not refuse to provide service to an individual with a disability solely because the individual's disability results in an appearance or behavior that may offend, annoy, or inconvenience AUTHORITY staff/employees or other persons.

TIME FRAME FOR PROCESSING REQUESTS AND PROVIDING REASONABLE MODIFICATION

AUTHORITY will process requests for reasonable modification and then provide modifications where appropriate, in as short a time frame as reasonably possible. AUTHORITY recognizes, however, the time necessary to process a request will depend

on the nature of the accommodation(s) requested and whether it is necessary to obtain supporting.

GRANTING A REASONABLE MODIFICATION REQUEST

As soon as the AUTHORITY determines a reasonable accommodation will be provided, that decision shall be immediately communicated to the individual. Approval may take the form of a verbal response but will be followed up in writing as necessary for an ongoing approval and for reporting purposes. Upon request, alternative means of response will be provided in addition to the written response.

REQUEST DENIALS/PROTESTS

If a request for reasonable modification is denied, the requester has the right to protest the decision by following AUTHORITY's ADA protest procedures. Copies are available upon request. Also, a copy of the ADA protest procedures will be included with the written decision of denial. AUTHORITY will take, to the maximum extent possible, any other actions that may be available to them to ensure that the individual with a disability receives the services or benefits provided by AUTHORITY that would not result in a direct threat or fundamental alteration.

The explanation for the denial will clearly state:

1. Specific reasons for the denial;
2. Any alternative modification that may create the same access to transit services as requested by the individual.
3. The opportunity to file a complaint relative to the AUTHORITY's decision on the request.

COMPLAINT PROCESS

Any person who believes she or he has been discriminated against in obtaining a reasonable modification may file a formal complaint. Complaints are taken by AUTHORITY staff by phone call center staff at _____ or via email at _____. Alternative means of filing complaints, such as personal interviews or taped requests, will be made available for persons with disabilities are unable to communicate their request in writing or upon request.

AUTHORITY uses its best efforts to investigate complaints generally within 10 days after receipt. Once the complaint is received, the complainant will receive an

acknowledgement of receipt typically within 3 days of receipt of complaint. If more information is needed to resolve the complaint, the AUTHORITY may contact the complainant. If the information is not received within thirty days from the date of the request, the complaint will be marked undetermined and closed.

After the AUTHORITY investigates the complaint, a decision will be rendered in writing to the complainant. The AUTHORITY will either issue a "Letter of Closure" or "Letter of Finding".

1. Letter of Finding – This letter will summarize the complaint, any interviews conducted regarding the complaint, and explain what actions will be taken by the AUTHORITY to address the complaint.

2. Letter of Closure – This letter will explain why the Authority has determined the complaint does not merit modification under the Americans with Disabilities Act and the complaint will be closed.

If the complainant disagrees with the decision of the AUTHORITY, an opportunity to appeal the decision may be pursued according to the AUTHORITY's ADA appeal process.

Designated Contact Information

[AUTHORITY] PARATRANSIT CUSTOMER COMPLAINT POLICY

POLICY SUMMARY

It is the policy of [AUTHORITY] to receive complaints or comments from 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 Customer Service Center by telephone, in person or in writing.
- Access drivers and the 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 AUTHORITY 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 provide to the Executive Director no later than the 20th of the following month.
- The rate of complaints will be not more than _____ per 100,000 trips, with a goal of not more than _____ per 100,000 trips.

RIDE GUIDE

DRIVER ASSISTANCE/ BOARDING PROTOCOL:

AUTHORITY'S Operators are trained to provide assistance as needed and/or requested and allow for the Rider's independence during boarding and disembarking of the AUTHORITY's Vehicle.

Service is origin to destination for Riders unless they decline the service. Operators are required to stay within the "line of sight" of their vehicle; therefore, Riders assistance will be given only to the outermost door of the residence or building destination.

Assistance that the operator may provide may include, but is not limited to the following:

- Ringing the doorbell or knocking on the outermost door
- Meeting Riders at the outermost door of the pick-up site
- Verbally identifying themselves as an AUTHORITY operator using his or her first name
- A call from a AUTHORITY dispatcher if the Rider does not appear
- Offering a steadying arm or other appropriate guidance or assistance when walking
- Providing assistance on stairs or lift for ambulatory riders
- Providing assistance for wheelchair users
- Assisting wheelchair users on ramps to and from the outermost door
- Assisting wheelchairs users board the vehicle using the lift
- Assisting with a reasonable number of packages, as defined as the amount an Operator can safely carry in one trip to/from the vehicle to the outermost door
- Transporting additional packages if space is available on the vehicle and the Rider and/or PCA or accompanying companion loads and unloads the packages from the vehicle
- There must be a safe and accessible path of travel from the bus to the building's entrance (including provision for the removal of snow from sidewalks to the front door of the destination)
- There must be a safe place to park in a parking area, parking lot or public roadway
- The parked bus must not block or impede traffic

Riders are expected to Board as soon as the vehicle arrives and must board within five minutes of the arrival of the vehicle that is within the designated on-time window. The Rider is to insure that wheelchairs or other mobility devices are in good working order.

Drivers will not:

- Enter or unlock the door to a passenger's private residence at any time
- Handle service animals

OPERATORS ARE NOT RESPONSIBLE FOR CUSTODIAL CARE AFTER A RIDER REACHES HIS/HER DESTINATION.

WHERE TO WAIT (Pick Up/Drop Off):

For passenger drop-offs, the driver will drop the rider off in front of or as close to the designated drop off location as safely possible.

As noted above, a driver cannot leave the "line of sight" of their vehicles for safety reasons. You cannot be escorted at your destination past the ground floor of any residence or destination that violates this rule.

Apartment/office complexes: When scheduling your trip, please tell the dispatcher with the specific building name and number where you would like to be picked up/dropped off. The driver will be at that destination if it is accessible.

Nursing Home/ Adult Daycare, etc.: Riders picked up at nursing homes and similar facilities should meet the driver in front of the main lobby unless otherwise specified. Drivers are not permitted to go into rooms to pick up riders. Drivers cannot assist riders into or out of nursing homes, so please have staff ready to assist the individual out of the home, if necessary. Riders will be dropped off in front of the main lobby of the nursing home and staff will be notified.

Gated Communities: If your pick-up location is located within a gated community and requires special entry, notify the security office to arrange entry for the vehicle before pick-up time. If you do not arrange for entry and the AUTHORITY's vehicle is unable to enter the pick-up area, you will be considered a no show.

ORIGIN TO DESTINATION - ACCESSIBILITY:

Service to or from inaccessible origins or destinations will be provided curbside, instead of at the door if no safe access exists. The AUTHORITY will determine if a location is unsafe or inaccessible based upon a case-by-case assessment.

AUTHORITY vehicles are not permitted to travel on driveways or other access ways in reverse gear, so a determination may be made that an unsafe location exists if entry or exit to a property must be achieved through reverse operating movements.

The AUTHORITY shall notify Riders requesting a reservation to or from a determined-inaccessible location and suggest alternative nearby boarding locations.

MOBILITY DEVICES, LIFT SUPPORT EQUIPMENT

Wheelchairs and other mobility devices shall be secured at all times during boarding, transport operations and exiting of the vehicle. Riders using scooter-type wheelchairs

capable of transferring to a vehicle seat are strongly urged to do so for transport. Rider who need the lift to board, but are not wheelchair users, may use the lift in a standing position. If a boarding chair is available, Riders are strongly encouraged to use it.

Riders intending to transport any mobility device, other than the one they use, must notify the Customer Service Representative at the time of the ride request. These riders must be able to or be accompanied by a PCA who is able to transport the device. Small extra mobility devices such as walkers or collapsible wheelchairs, will be transported as long as they meet previously noted guidelines for packages.

Riders may travel with respirators, portable oxygen, and other life saving equipment. Such transport must not violate Pennsylvania Hazardous materials transport and must be of a size that can be safely and reasonably accommodated in AUTHORITY's vehicles. Under no circumstances may drivers adjust or otherwise affix such equipment or provide any service to the equipment.

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. You are strongly encouraged to tell the dispatcher that you are traveling with a service animal when scheduling your trip. Non-service animals are permitted to ride the AUTHORITY's vehicles, but must be properly caged and fall within any "package" requirements of the authority with regard to size and assistance.

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".

WAIT TIMES:

A driver will wait five minutes for a rider after arriving at the pick-up location. If you do not appear during the five minute wait time, the driver will mark you as a no-show and depart. Remember, there is a 30 minute ready-time window. Drivers may arrive anytime within the scheduled window. The driver will be considered on-time if he arrives within this period. Once a vehicle arrives, you have five minutes to board.

If the vehicle has not arrived by the end of the 30 minute ready-time, call the AUTHORITY's ___ number to inquire about the status of the trip.

CUSTOMER ETTIQUETTE

- Remain seated while vehicle is in motion.
- Eating, drinking and smoking on Company 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 Company vehicles.
- Shirts and shoes are required at all times
- No physical abuse of other passengers
- No unnecessary conversation with the driver
- No operating or tampering with equipment or tie-downs or other wheelchair restraints when on the vehicle.
- Anything about how they are seated in the wheelchair- i.e., toe amputation