



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Introduction and Purpose

This ADA policy is written to establish operating and service guidelines and procedures for the implementation of the requirements of the Americans with Disabilities Act of 1990 (ADA), the U.S. Department of Transportation (U.S. DOT) regulations for implementing ADA (49 CFR Parts 27, 37 and 38), and applicable state laws and regulations. CitiBus operates services on a fixed route basis. CitiBus complies with ADA requirements with respect to such services.

Policy Statement

It is the policy of CitiBus to comply with all the legal requirements of federal and state laws and regulations as they pertain to individuals with disabilities. If state laws and federal regulations are contradictory, the federal ADA regulations prevail. The transit system provides quality transportation services without discrimination to all persons including individuals with disabilities. Discrimination on the basis of disability against any person by transit system employees will not be condoned or tolerated.

Goals: Service is provided in a manner that meets these goals to:

1. Provide safe, accessible, and dignified services to all persons, including individuals with disabilities
2. Ensure that eligible individuals who are unable to board, ride or disembark from the fixed route service is provided complementary paratransit with comparable service availability and quality to the fixed route service
3. Expedite the safe and efficient boarding, securing, transporting, and alighting of all passengers, regardless of mobility status
4. Accommodate the wide range of mobility aids within the confines of available vehicles and commercial standard equipment

Applicability:

This policy applies to all transit system employees, services, facilities and vehicles. It applies equally to all persons needing and/or using the services provided by the system.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Definitions:

Disability:

With respect to an individual, a physical or mental impairment that substantially limits one or more of the major life activities of such individual; a record of such an impairment; or being regarded as having such an impairment. Fixed Route Service: Operates along a prescribed route according to a fixed (regular) schedule.

Mobility Device:

A device that is designed to assist an individual with disabilities with locomotion. Examples include wheelchairs, canes, crutches, and walkers. Also called mobility aid. Route Deviation Service: A system that permits user-initiated deviations from routes or schedules. Securement Area or Station: A designated location for riders using wheelchairs, equipped with a securement system.

Securement Device, Equipment or System:

Equipment used for securing wheelchairs against uncontrolled movement during transport.

Service Animal:

Any guide dog, signal dog, or other animal that has been individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.

Wheelchair:

A mobility aid belonging to any class of three- or more- wheeled devices, usable indoors, designed or modified for and used by individuals with mobility impairments, whether operated manually or powered.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

General Guidance and Procedures for Implementing Policy

Recruitment and Employment: As stated in the transit system's personnel policies, the agency is an Equal Opportunity Employer and fully complies with ADA in its recruitment, hiring and continued employment practices.

Facility and Vehicle Accessibility: The transit system administrative facility, passenger facilities and vehicles shall meet or exceed the requirements of 49 CFR Parts 27, 37 and 38 and requirements of the State of New York. If state requirements do not meet federal requirements, the federal ADA regulations prevail. All vehicles purchased for Fixed Route and Complementary Paratransit service will be ADA accessible.

Vehicle and Route Assignment: To the extent possible All vehicles purchased for Fixed Route and Complementary Paratransit service will be ADA accessible. CitiBus will provide the most integrated setting appropriate to the needs of the individual and will be equivalent to the service provided other individuals with respect to:

- Response time
- Fares
- Geographic area of service
- Hours and days of service
- Restrictions or priorities based on trip purpose
- Availability of information and reservations capability
- Any constraints on capacity or availability

Maintenance of Accessible Features: Accessibility features on vehicles, including lifts, ramps, wheelchair securement devices and public address systems, will be maintained in operative condition. The preventive maintenance program of CitiBus provides for regular and frequent maintenance checks of these features as well as preventive maintenance as recommended by the equipment manufacturers. In addition, the lift must be cycled as part of each pre-trip inspection.

Drivers are required to report lift or ramp failures immediately. Vehicles with inoperative lifts or ramps will be removed from service and replaced with an accessible vehicle until the inoperative lift or ramp is repaired. Additional fixed route policies related to inoperative lifts or ramps are discussed under "Policies Specific to Fixed Route Service."



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Wheelchair Accommodation: All accessible vehicles meet or exceed the requirements of 49 CFR Part 38. Transportation providers are required to carry a wheelchair and its user, as long as the lift can accommodate the size and weight of the wheelchair and its user, and there is space in the securement area for the wheelchair on the vehicle without blocking the aisle. If a vehicle lift/ramp and securement area can accommodate a wheelchair (or other mobility device), CitiBus will transport the device (and its user).

An individual who uses a wheelchair that, when occupied, exceeds the weight rating of the vehicle lift/ramp, will be offered the opportunity to board and disembark from the vehicle separately from the wheelchair. However, transit agency personnel are not permitted to operate a passenger's wheelchair. Note: Select appropriate word depending on your agency policy. It is not required under the ADA regulations, and for safety reasons your local policy may wish to prohibit personnel from operating a passenger's wheelchair. The individual may travel with another individual who can assist with operating the unoccupied wheelchair to maneuver it on and off the lift/ramp.

Boarding: Drivers and scheduling practices will provide adequate time for a passenger with a disability to board and/or disembark the vehicle, which includes adjusting the schedule if necessary and waiting for passengers to be seated before moving the vehicle. Only a properly trained transit system employee can operate the lift or ramp and secure the wheelchair in the securement station. Passengers may board facing toward or away from the vehicle.

Priority Seating: With the exception of the wheelchair securement stations, the transit system does not require any passenger to sit in designated seating.

Priority seating for seniors and individuals with disabilities is to be designated by permanent signage in each vehicle. In cases where an individual with a disability requests use of priority seating that is currently occupied by another passenger, the driver will ask that passenger to move so as to allow the individual with a disability use of the priority seating. In cases where a wheelchair user requires the use of a securement location, the driver will ask any passenger (including other passengers with disabilities) to vacate the securement location.

Driver Assistance: Drivers will make themselves available for assistance to individuals with disabilities and will assist upon request of the passenger. Drivers will leave their seat to assist a passenger with using the vehicle ramp, lift and/or securement system. Drivers will use the accessibility-related equipment and features on their vehicles as described in these policies.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Wheelchair Securement: CitiBus requires that all wheelchairs be secured. Drivers should not allow a passenger to ride if they are not secured properly unless the securement system will not accommodate the wheelchair. Drivers cannot deny a passenger a ride based on the inability to secure the wheelchair. However, drivers must warn the passengers of the danger of riding in a non-secured wheelchair. Passengers who refuse to allow their wheelchairs to be secured may be denied service.

Securement of wheelchairs is the responsibility of the driver. Drivers are trained in the proper operation of all securement equipment based on the equipment manufacturer's specifications. Drivers will listen to and respect riders' instructions on how to secure their equipment. Drivers cannot be expected to be familiar with each and every wheelchair type that may come aboard, and securement attachment points may differ by wheelchair manufacturer. The rider may be in the best position to instruct the driver on how to properly secure their mobility device.

If the securement system is not compatible with the wheelchair the passenger is using, the driver will still make an attempt to safely secure the wheelchair. If the wheelchair cannot be secured because of the wheelchair design, the passenger still has the right to ride in the vehicle. Drivers must secure wheelchairs in the designated securement area only, even if the passenger wants their mobility device to be secured in a non-designated area. The wheelchair is not allowed to block the aisle.

Seat belts and shoulder harnesses are recommended but not required for passengers riding in their secured wheelchair. Seat belts will never be used instead of independent securement of the passenger's wheelchair. In cases where an individual using a wheelchair attempts to board and requires use of a securement location that is currently occupied by another passenger that is not using a wheelchair, the driver will ask that passenger to allow the individual using a wheelchair to use the securement position.

Use of Lift or Ramp by Individuals with Disabilities Not Using a Mobility Device: The driver will deploy the lift or ramp for an individual with a disability who is not using a mobility device to board or alight the vehicle upon request.

Accommodation of Other Mobility Devices: Mobility devices that are not wheelchairs, but which are primarily designed to for use by individuals with mobility impairments, will be accommodated to the extent that the ADA-compliant lift or ramp and securement areas can safely do so. However, these devices are the responsibility of the individual passenger and must be secured in a manner that does not interfere with the safe operation of the vehicles and the transport of other passengers.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Transfer to Fixed Seating: All passengers using wheelchairs have an option of transferring to fixed seating once on board the vehicles. Drivers may recommend, but never require, wheelchair users to transfer to fixed seating. No waivers are allowed to be required.

Accommodation of Portable Oxygen: Individuals are allowed to travel with respirators and portable oxygen supplies on board, consistent with applicable U.S. DOT rules on the transportation of hazardous materials in 49 CFR Subtitle B, Chapter 1, Subchapter C.

Service Animals: In compliance with 49 CFR Part 37, the transit system allows trained service animals to accompany passengers with disabilities. The driver will not ask for proof of the qualifications of the animal but may ask what tasks the animal has been trained to perform. However, any animal which is not under the passenger's control, or which becomes a direct threat to the health or safety of other passengers may be restricted from riding.

Alighting: It is the responsibility of the driver to determine that the location for passenger alighting is safe. For fixed route, the driver will allow a passenger who uses the lift or ramp to alight at any stop, unless the lift or ramp cannot be deployed, will be damaged if deployed, or conditions at the stop would present unsafe conditions for all passengers. Only the driver will unsecure the wheelchair and operate the lift or ramp to return the passenger to the ground level.

Staff Training: All drivers and transit system staff are trained to proficiency in use of accessibility equipment, the operating policies related to each of the service requirements described, and in properly and respectfully assisting and treating individuals with disabilities with sensitivity. Mechanics are also trained to properly maintain lifts and other accessibility equipment.

Rider Information: All printed informational materials are made available in accessible formats upon request, for example, large print for individuals with low vision or audio for blind individuals, as well as accessible electronic formats.

Complaint Procedure: All complaints of discrimination on the basis of disability will be forwarded to the Transit Director and promptly and objectively investigated. CitiBus will communicate its response to the complaint allegations, including its reasons for the response, to the complainant. The response will be documented. Corrective or disciplinary action will be taken for behavior prohibited by this policy, up to and including termination of employment.

You can find the Complaint Form by clicking here: [CitiBus's ADA Complaint Form](#).

You can find the Complaint Procedure by clicking here: [CitiBus's ADA Complaint Procedure](#).



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Records Retentions: DOT regulations require FTA grantees to maintain all complaints of noncompliance with 49 CFR Part 27 for one year, and a record of all such complaints, summary form, for five years.

City of Watertown, CitiBus has adopted the New York State Retention and Disposition Schedule for New York Local Government Records (LGS-1) for our records retention and disposition policy. Whereas the LGS-1 Schedule Item 77 requires the city to maintain complaints relating to routine government services or activities for 1 year after final disposition of complaint, complaints relating to other than routine services or activities for 6 years after disposition of all complaints. In the case of records that may have conflicts retention policies, CitiBus will maintain the record(s) for the longer required time of the two policies.

Reasonable Modification of Policy: If a passenger with a disability requires modification of any of CitiBus's policies and practices to accommodate their disability to use the service, the passenger may request such a modification by contacting Transit Director. The transit system will work with the individual to find an acceptable accommodation solution. Where a request for modification cannot practicably be made and determined in advance operating personnel will make a determination of whether the modification should be provided at the time of the request. Operating personnel may consult with CitiBus management before making a determination to grant or deny the request. Requests for modification of policies and practices may be denied only on one or more of the following grounds:

- Granting the request would fundamentally alter the nature of CitiBus's services, programs, or activities.
- Granting the request would create a direct threat to the health or safety of others.
- Without the requested modification, the individual with a disability is able to fully use CitiBus's services, programs, or activities for their intended purpose.

In any case in which CitiBus denies a request for a reasonable modification, the agency shall take to the maximum extent possible, other actions (that would not result in a direct threat or fundamental alteration of service) to ensure that the individual with a disability receives the services or benefit provided by CitiBus

Guidelines and Procedures for Implementing Policy Specific to Fixed Route Services

Inoperative Lifts and Ramps: Vehicles with inoperative lifts must be taken out of fixed route service as soon as possible (no later than the beginning of the vehicle's next service day) and inoperative equipment will be replaced promptly with an accessible spare vehicle. The inoperative lift will be repaired before the vehicle returns to service. For vehicles equipped with ramps, it may be possible to continue in service as long as the ramp can be and is deployed manually when necessary.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

If an inoperative ramp cannot be (or is not) deployed manually, the transit agency will apply the policy for a vehicle with an inoperative lift.

If there is no accessible spare vehicle available to take the place of a vehicle with an inoperable lift/ramp on a route, the vehicle with the inoperable lift/ramp may be kept in service for no more than five days maximum as CitiBus serves an area of 50,000 or less population.

Route Identification to Passengers Waiting at Shared Stops: Where vehicles for more than one route serve the same stop, each driver will stop and announce their route to passengers waiting at the stop. These stops have been listed for each route and the lists are provided to drivers during training.

Route Orientation Announcements: Fixed route drivers will announce the following stops to passengers on board the vehicle (using the vehicle's public address system on larger vehicles if such is available): 1) transfer points with other routes, 2) major intersections or destination points, 3) sufficient intervals along a route to orient passengers with visual disabilities to their location, and 4) any stop requested by a passenger with a disability. Stops that fall into the first three categories are listed for each route and provided to drivers during training. Note: The agency may wish to attach the lists of these stops to the policy.

Bus Stop Accessibility: When establishing new bus stops, it is the policy of CitiBus to select locations that are accessible to riders using mobility devices, to the extent feasible. When installing improvements at existing bus stops, the improvements will be made accessible in accordance with US DOT ADA standards for transportation buildings and facilities. In the event that a particular stop is not accessible, the transit system will provide complementary paratransit to any individual who is unable to use the fixed route system because that stop is inaccessible. If an individual with a disability request that an existing stop be made accessible,

CitiBus will work with the jurisdiction that is responsible for the street and sidewalk (if applicable) to include accessibility improvements to the stop within the jurisdiction's ADA transition plan for sidewalks.

ADA Complementary Paratransit: Individuals who are unable to use the fixed route service because of a disability will be provided with complementary paratransit service that is comparable to the fixed route service in service availability and quality. The policies for ADA Complementary Paratransit are provided in the next section.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Guidelines and Procedures for Implementing Policy Specific to ADA Complementary

Paratransit Services

Introduction: CitiBus provides ADA complementary paratransit services for individuals whose disabilities prevent them from independently using the fixed route system. This is origin-to-destination service that is equivalent to the fixed route service in terms of service characteristics as described under 49 CFR Part 37, Subpart F.

Eligibility Determination Process: To be eligible to use the ADA complementary paratransit service, applicants must complete an ADA complementary paratransit eligibility determination process. Eligible individuals will receive documentation of ADA complementary paratransit eligibility, which can be used in other areas.

Eligibility Criteria: The certification process strictly limits ADA complementary paratransit eligibility to the regulatory definition of eligibility. Only those persons who meet the regulatory definition will be given documentation indicating that they are “ADA Paratransit Eligible.” A person will be considered eligible for ADA complementary paratransit if:

- The individual is unable, as the result of a physical or mental impairment (including a vision impairment), and without assistance of another individual (except the operator of a wheelchair lift/ramp or other boarding assistance device), to board, ride, or disembark from any vehicle on the system which is readily accessible to and usable by individuals with disabilities.
- The individual with a disability is capable of using the system with the assistance of a wheelchair lift/ramp but the route they want to use is not sufficiently ADA accessible for the individual to use it.
- The individual with a disability has a specific impairment-related condition, which prevents such individual from traveling to a fixed route boarding location or from a disembarking location.

Temporary eligibility for ADA Complementary Paratransit Service will be allowed for those with a disability that is only temporary in nature. Temporary eligibility is established during the certification process.

Application Form: A copy of the application form used for CitiBus ADA Complementary Paratransit service is provided at the end of this section. [CitiBus Paratransit Application](#)



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Application Process:

First section is for the applicant or designee to fill out. It is asking for the demographics of the applicant and some medical questions. Your answers to these questions will help us determine your/their eligibility.

Second section is for your medical provider. Their answers will play an integral part in the approval of your application.

Please don't hesitate to ask if you need the application in another accessible format such as large print, audio, electronic, or other accessible formats. Along with applications translated in a different language. We can make them available upon request.

Review Process and Time Frame: Upon receipt of a completed application, CitiBus will review the application and determine the individual's eligibility within 21 days of receipt. This responsibility has been assigned to the CitiBus's Senior Bus Operator. Upon receiving a fully completed application by both a licensed medical provider and the applicant or designee, CitiBus will allow you to utilize our ADA Complementary Paratransit Service while the determination of eligibility is made.

Notification of Eligibility: Each applicant will be notified in writing by mail of their status within 21 days of submitting a properly completed application. If determined eligible, this letter will serve as temporary eligibility documentation as described below. The procedures for using ADA complementary paratransit will also be mailed with this letter in a format useable by the individual (such as large print, audio, or electronic file).

Those persons determined to be ineligible will be provided with specific information as to why their application was rejected and instructions on how they can appeal the decision (described below). This information will also be mailed with this letter in a format useable by the individual.

Documentation: CitiBus will provide certified individuals with documentation that can be used as identification for reciprocal eligibility for ADA complementary paratransit service in other areas of the communities in the United States. This documentation will include the following information:

- Name of eligible individual
- Name of certifying transit provider – CitiBus
- Telephone number of the CitiBus ADA Officer
- Whether or not the rider requires use of a lift or ramp
- Expiration date
- Any conditions or limitations on eligibility
- Whether person travels with a PCA
- Information on the appeal process if the individual is denied eligibility or has conditions placed on eligibility.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Term of Eligibility: CitiBus Paratransit Service uses the following classification of ADA Complementary Paratransit Service eligibilities

1. *Temporary:* This is often do to a temporary medical condition or injury. It has a predetermined expiration date, but it can be extended if needed.
2. *Unconditional:* This is a person's eligibility category when it is not reasonable to use the fixed route service under any circumstances, regardless of weather, distance to the stop, and so on.

City of Watertown, New York; CitiBus reserves the write amend these "Terms of Eligibility" and included additional ADA Complementary Paratransit Service Terms of Eligibilities in the future.

Appeals Process: The appeals process will be explained to all applicants who are rejected or permitted only partial or less than unconditional eligibility. The applicant has 60 days from receiving the denial to file an appeal with CitiBus with the decision to be made by the Transit Director. The notification of intent to appeal may be submitted in person, by telephone, or in writing. Written appeals may not be required, but riders may have that option. The applicant will be afforded an opportunity to be heard and to present information and arguments in person. Transit Director will have 30 days from the date of the appeal to render a decision concerning the appeal. If a decision is not reached within 30 days; the applicant will be presumed eligible until a decision has been reached. The ADA regulations require that the person who makes a determination on an appeal must not be involved in the initial determination of the individual's eligibility.

ADA Complementary Paratransit Service for Visitors: ADA complementary paratransit eligible individuals visiting from other localities outside of the system's service area will also be served when eligible trips are requested. The visiting individual's local certification will be honored by CitiBus. If a visitor does not have ADA complementary paratransit certification from another jurisdiction, but makes a claim of eligibility, that claim will be honored as required by the ADA. However, in such cases, CitiBus reserves the right to require proof that the individual is not a local resident, and if the individual has a disability which is not apparent. Service to visitors is limited to 21 days during any 365-day period beginning with the visitor's first use of the service during that period. Visitors who anticipate requiring service for more than 21 days in a 365-day period must apply for eligibility.

Personal Care Attendants: CitiBus will provide ADA complementary paratransit service for a personal care attendant (PCA) traveling with the eligible rider. The need to travel with a PCA will be determined by the applicant and noted as part of the eligibility determination process. It is important to note that the PCA may not directly be needed for transportation but may be needed at the individual's trip destination (for example, to assist with grocery shopping) and thus need for a PCA will not be limited to those individuals who require assistance in traveling. An individual who is certified as needing a PCA cannot be denied service if they chose to travel without a PCA and may not be required to travel with the same PCA for every trip.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

Service Characteristics and Operating Policies: ADA complementary paratransit is comparable to CitiBus's fixed route system (excluding commuter bus routes), based on the following service characteristics and operating policies.

Geographic Service Area: ADA complementary paratransit is provided within a three-quarter mile radius corridor surrounding each fixed route, plus relatively small areas enclosed by fixed routes. Please click on link to for [CitiBus Service Area Map](#) or contact CitiBus and we can mail you one.

Days and Hours of Service: ADA complementary paratransit is provided within the same days and hours as the fixed route services. [CitiBus Fixed/Paratransit Fare & Service Schedule](#).

Fares: The one-way trip charge for ADA complementary paratransit is \$3.00. The fare charged for ADA complementary paratransit will not exceed twice the regular general public cash fare for the equivalent trip on the fixed route service. In the event that the regular public cash fare is increased the transit system may increase the ADA complementary paratransit fare accordingly. If the ADA complementary paratransit-eligible individual travels with a PCA, the PCA will not be charged a fare for ADA complementary paratransit.

Trip Purpose: ADA complementary paratransit is provided for trips of any purpose; no priorities are placed on specific types of trips.

Trip Scheduling and Response Time: Reservations are accepted for ADA complementary paratransit trip reservations on a next-day basis, until regular close-of-business hours. Riders may schedule trips by calling the CitiBus Paratransit office Monday through Friday from 9:00 a.m. to 5:00 p.m., to schedule trips for the next service day. For trips on Monday and service days following holidays, reservations are accepted on Sundays and holidays via voicemail Note: All trips request received by 5:00 p.m. on Sunday or a holiday will be accommodated. However, you may receive a call to request your pickup and/or your return to be negotiated one hour before or one hour after your requested time. Every effort will be made to accommodate any trip request received after 5:00 p.m. (off-hours) and within the same day as the request. Provided it does not affect previously scheduled riders trip or result in a missed trip for someone else.

Service Capacity and Scheduling Flexibility: As required, CitiBus will provide adequate capacity to meet all demand for eligible ADA complementary paratransit trips. In some cases, it may be necessary to negotiate trip times with the rider; however, in no case will any trip be scheduled more than one hour before or after the rider's desired time (that is, a trip requested for 11:00 a.m. may be scheduled as early as 10:00 a.m. or as late as 12:00 noon).

In order to meet the ADA requirement for ensuring adequate capacity, CitiBus will monitor the following indicators of capacity to ensure that no patterns or practices of capacity constraints are found:



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

- **On-time performance** – CitiBus measures on-time performance according to vehicles that arrive within a promised 30 “window” of time. A vehicle that arrives within this “window” is considered on-time. CitiBus will try to ensure that all trips are on-time but because of the realities of operating conditions (e.g., poor weather, road construction), not all trips will be on-time. Should on-time performance fall below 95 percent, actions will be taken to address and improve trip timeliness.
- **Trip denials and missed trips** –CitiBus plans to meet all requests for ADA complementary paratransit service based on expected demand and to avoid any trip denials or missed trips. There may be insignificant numbers of trips denied due to unforeseen conditions. There may also be an insignificant number of missed trips, defined as a trip where the vehicle arrives late and the rider either is no longer there or declines the trip due to lateness, because of the realities of operating conditions. Trip denials and missed trips will be monitored to ensure capacity is adequate.
- **Trips with excessive lengths** –CitiBus monitors travel times on ADA complementary paratransit to ensure comparability to the same or comparable trip if taken on fixed route.

Companions: An ADA complementary paratransit rider is permitted to travel with at least one companion (and more than one on a space-available basis). Companion passengers pay the same fare as ADA riders. The eligible ADA rider shall reserve space for the companion(s) when the rider reserves the ride. Any companions traveling with the eligible individual must share the same trip origin and destination as the eligible individual. The companion is in addition to any PCA with which the rider may travel.

Origin-to-Destination Service and Passenger Assistance: ADA complementary paratransit services will be provided on a curb-to-curb basis. Note if you do all trips door-to-door and, if so, adjust the next paragraph. CitiBus drivers will assist ADA complementary paratransit riders with boarding and disembarking from vehicles and in securing their mobility devices. All drivers who operate ADA complementary paratransit services will be proficiently trained in passenger assistance and sensitivity towards individuals with disabilities.

Riders will be required to travel to the curb outside of their trip origin in time for their scheduled pick-up. Riders who require additional assistance in the form of door-to-door service in order to use the ADA complementary paratransit may request a modification of this policy by contacting the ADA Officer at 315-785-7771. In such case, the driver will provide assistance on a door-to-door basis. This ensures that CitiBus meets the ADA requirement to provide service on an “origin to destination” basis. While limited assistance in guiding a passenger from their door to the curb may be provided on a case-by-case base, this must be prearranged and indicated when the trip is scheduled.



Americans with Disabilities Act of 1990 (ADA) Policy and Procedures

The CitiBus ADA Complementary Paratransit Service Provider will not lift a passenger, leave a vehicle unattended or out of visual observation for a lengthy period of time, enter a rider's home, care for service animals, operate a power wheelchair, provide personal care attendant (PCA) service, or take actions that would be clearly unsafe. If more extensive assistance is needed by the individual than CitiBus can provide, as a provider of public transportation, the individual will be responsible for arranging personal assistance. Staff of CitiBus will work with the individual and/or the rider's caregiver/social worker to clarify parameters of the assistance provided by the driver and formally document this in a letter sent to the individual.

Late Cancellations/No-Show Policy

CitiBus Paratransit's Late Cancellations/No-Show Policy is modeled in accordance with the industry standard. Its purpose is to ensure quality paratransit service. Abuse of the paratransit system affects the ability to provide paratransit services to other eligible clients. Every time a late cancellation/no-show occurs it is recorded in the rider's trip record. If you have more than two late cancellations/no-shows within any 30-day period, the rider's trip record will be reviewed.

If a pattern or practice of missed trips is established in a 30-day period with more than 5 late cancellations/no-shows, the client will be warned verbally and/or in writing.

Continued violations of at least two 30 days' periods with 5 or more late cancellations/no-shows may result in suspension of your ability to utilize CitiBus Paratransit service for a period of 7 days. We realize there are circumstances outside the rider's control, when that does happen, we ask you to communicate that to our dispatcher so they can note your rider's record so we can take that into consideration in our decision-making process. If the pattern continues the suspensions will increase in duration to 14 days, 21 days and 30 days.

Suspension process - *Late Cancellations/No-Show Policy*

CitiBus will:

- ...notify the rider that their privileges to ride CitiBus Paratransit has been suspended due to their violation of Late Cancellations/No-Show Policy. CitiBus will call the phone number listed in our system to notify the client. Making certain to detail the reason for the suspension, start date, length of time, and end date. Discuss with the client their ridership history and go over with them if this is the first second+ suspension and how many days suspension it will be. In addition, we will go over the appeals process with the client or designee and follow-up by mailing the instructions on how to file an appeal to them. We will ask them if they need any assistance with filing an appeal.
- ...mailed a letter detailing the reason for the suspension start date, length of time, end date. If we were already able to verbally speak to them, this would be considered a follow-up letter. Not an original notice.
- ...included with the suspension letter will be a notice of that they have 60 days to appeal our decision and what is the appeals process.